



This site was created by Cox to provide employees and business partners with an online resource for getting important information during a crisis.

Currently, the world is facing a growing pandemic threat—bird flu. Although experts can't predict when such a pandemic will occur, it's important to be informed. **Much of the current content on CoxAlert.com focuses on what to do in preparation for and during such a pandemic.**



Pandemic Avian Influenza (bird flu)

What Cox is Doing

Federal, local and state governments are working to prepare for such an emergency and so are many companies. Cox is taking appropriate and prudent measures to prepare. We have established a cross-functional team and created a detailed plan which includes:

- Requiring each business to have an up to date Business Continuity Plan
- Monitoring and tracking bird flu developments
- Educating employees
- Implementing good hygiene safety programs
- Implementing plans for infectious disease control
- Conducting drills

What You Can Do

Please join us in our efforts to prepare for this potential threat. In addition to regular information updates on CoxAlert.com, a special booklet has been mailed to each employee's home and a pamphlet will be available at each Cox location with information for pandemic planning:

- [A Family Guide to being Prepared](#)
- [A Pamphlet for Employees and Retirees](#)

To learn more about how to prepare, review the [Pandemic](#) information on this site.

How to use CoxAlert.com

In Case of an Emergency, Use This Site to Stay Informed

In the event of a crisis or a disaster affecting a Cox company or location, be sure to visit CoxAlert.com to learn what steps you should take, both for work and personal interests. During an emergency, we

will regularly update content so that you have the most current news and complete instructions on what actions you should take.

Before an Emergency, Use This Site to Get Prepared

At Cox, personal security is a shared responsibility, so be proactive. Take time to review the information within this site. We've included important information which can teach you how to minimize risks and protect yourself, your family and your colleagues during an emergency.

Remember, creating a plan is your first step to becoming prepared. This site can help.

FAMILY PLAN



Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations. After a major disaster, it is unlikely that emergency response services will be able to immediately respond to everyone's needs, so it's important to be prepared to take care of yourself and your family.

Plan to be on your own for at least the first 72 hours and many experts recommend a 2 week supply for a pandemic.

- It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members.
- Be sure every member of your family **knows the phone number** and has **coins** or a **prepaid phone card** to call the emergency contact.
- **You may have trouble getting through**, or the telephone system may be down altogether, **but be patient**.
- Make sure everyone knows where to find your Disaster Kit and Go Bag.
- Be sure your gas tank is always at least half full.
- Plan where to meet after a disaster if your home becomes unsafe. Choose two places, one just outside your home and one outside your neighborhood in case you are told to evacuate.
- Determine the best escape routes from your home. Try to identify two escape routes.
- Locate the gas main and other utilities and make sure family members know when and how to turn them off.
- Practice your evacuation routes.
- Teach each member of your family how to use a fire extinguisher.
- Take into account the special needs of children, seniors or people with disabilities, family members that don't speak English and pets.

Online Resources

- Ready.gov (U.S. Department of Homeland Security)
 - www.ready.gov
- Please refer to your State Offices and Agencies of Emergency Management
 - General listing
 - www.fema.gov
- Some examples of State Emergency websites are
 - California - www.dhs.ca.gov/epo
 - Florida - www.floridadisaster.org
 - Louisiana - www.ohsep.louisiana.gov

- Mississippi - www.msema.org
- Texas - www.txdps.state.tx.us/dem

DISASTER KIT



When preparing for a possible emergency situation, it's best to think first about the basics of survival: **fresh water, food, clean air and warmth.**

After a major disaster the usual services we take for granted, such as running water, refrigeration, and telephones, may be unavailable. Experts recommend that you should be prepared to be self-reliant for at least three days. Store your household disaster kit in an easily accessible location. Put contents in a large, watertight container (e.g. a large plastic garbage can with a lid and wheels) that you can move easily.

Your basic emergency kit should include:

- Water – one gallon per person per day
- Food – ready to eat or requiring minimal water
- Manual can opener and other cooking supplies
- Plates, utensils and other feeding supplies
- First Aid Kit & instructions
- A copy of important documents & phone numbers
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both.
- Warm clothes and rain gear for each family member
- Heavy work gloves
- Disposable camera
- Unscented liquid household bleach and an eyedropper for water purification
- Personal hygiene items including toilet paper, feminine supplies, hand sanitizer and soap
- Plastic sheeting, duct tape and utility knife for covering broken windows
- Tools such as a crowbar, hammer & nails, staple gun, adjustable wrench and bungee cords
- Blanket or sleeping bag
- Large heavy duty plastic bags and a plastic bucket for waste and sanitation
- Any special-needs items for children, seniors or people with disabilities. Don't forget water and supplies for your pets.
- A component of your disaster kit is your Go-bag.

Online Resources

- Red Cross - www.redcross.org
- FEMA - www.fema.gov
- Ready.gov - www.ready.gov
- American Academy of Pediatrics - www.aap.org
- Texas Disaster Education Network - texashelp.tamu.edu
- American Veterinary Medical Association - www.avma.org

FIRST AID



In any emergency, you or a family member may be cut, burned or suffer other injuries. Keep the following basic first aid supplies so you are prepared to help when someone is hurt.

- Two pairs of disposable gloves
- Sterile dressings to stop bleeding
- Cleansing agent/soap and antibiotic towelettes to disinfect
- Antibiotic ointment to prevent infection
- Burn ointment
- Adhesive bandages in a variety of sizes
- Eye wash solution to flush the eyes or as general decontaminant
- Scissors
- Over-the-counter medicines such as Aspirin or other pain reliever, laxative, anti-diarrhea medication
- Prescription medications you take every day such as insulin, heart medicine, or asthma inhaler
- Prescribed medical supplies such as glucose monitoring equipment or blood pressure monitors

Online Resources

- MedicineNet.com - www.medicinenet.com
- Red Cross - www.redcross.org

GO BAG



A component of your disaster kit is your Go-bag. Put the following items together in a backpack or another easy to carry container in case you must evacuate quickly. Prepare one Go-bag for each family member and make sure each has an I.D. tag. You may not be at home when an emergency strikes so keep some additional supplies in your car and at work, considering what you would need for your immediate safety.

- Flashlight
- Radio – battery operated
- Batteries
- Whistle
- Dust mask
- Pocket knife
- Extra set of car and house keys
- Emergency cash in small denominations and quarters for phone calls
- Sturdy shoes, a change of clothes, and a warm hat
- Local map
- Some water and food
- Permanent marker, paper and tape
- Photos of family members and pets for re-identification purposes
- List of emergency point-of -contact phone numbers
- List of allergies to any drug (especially antibiotics) or food
- Copy of health insurance and identification cards

- Extra prescription eye glasses, hearing aid or other vital personal items
- Prescription medications and first aid supplies
- Toothbrush and toothpaste
- Any special-needs items for children, seniors or people with disabilities. Don't forget to make a Go-bag for your pets.
- Copies of your important documents in a waterproof and portable container (insurance cards, photo IDs, proof of address, etc.)
- Credit and ATM cards and cash, especially in small denominations. We recommend you keep at least \$50-\$100 on hand.
- Bottled water and non-perishable food such as energy or granola bars
- Flashlight, battery-operated AM/FM radio and extra batteries. You can also buy wind-up radios that do not require batteries at retail stores.
- Medication and other essential personal items. Be sure to refill medications before they expire. Keep a list of the medications each member of your household takes, why they take them, and their dosages.
- First aid kit
- Sturdy, comfortable shoes, lightweight raingear, and a mylar blanket
- Contact and meeting place information for your household, and a small regional map
- Child care supplies or other special care items

FOOD & WATER



Food | Water

Food

When a disaster occurs, you might not have access to food, water and electricity for days, or even weeks.

- Store at least a three-day supply of non-perishable food.
- Store food items that are familiar, rather than buying special emergency food.
- Consider any dietary restrictions and preferences you may have.
- Ideal foods are: Shelf-stable (no refrigeration required), low in salt, and do not require cooking (e.g. canned fruit, vegetables, peanut butter, jam, low-salt crackers, cookies, cereals, nuts, dried fruit, canned soup or meats, juices and non-fat dry milk).
- Mark a rotation date on any food container that does not already have an expiration date on the package.
- Pack a manual can opener and eating utensils.
- Include baby food and formula or other diet items for infants or seniors.
- Store the food in airtight, pest-resistant containers in a cool, dark place.
- Most canned foods can safely be stored for at least 18 months.
- Low acid foods like meat products, fruits or vegetables will normally last at least 2 years.
- Use dry products, like boxed cereal, crackers, cookies, dried milk or dried fruit within six months.
- After a power outage, refrigerated food will stay cold longer if you keep the door closed. Food should generally be consumed within 4 hours. Food in the freezer will normally remain safe for 2 days.

Examples of non-perishable foods are:

- Ready-to-eat canned meats, fruits and vegetables
- Protein or fruit bars
- Dry cereal or granola
- Peanut butter
- Dried fruit
- Nuts
- Crackers
- Canned juices
- Non-perishable pasteurized milk
- High energy foods
- Vitamins
- Food for infants
- Comfort/stress foods

Online Resources

- Red Cross - www.redcross.org
- Family Disaster Plan and Calendar – www.ebmud.com

Water

In a disaster, water supplies may be cut off or contaminated. Store enough water for everyone in your family to last for **at least 3 days**.

- Store one gallon of water, per person, per day. This amount will be adequate for general drinking purposes. Three gallons per person per day will give you enough to cook and for limited personal hygiene. Do not forget to plan for your pets.

If you store tap water:

- Store water in food grade plastic containers, such as clean 2-liter soft drink bottles. Heavy duty, reusable plastic water containers are also available at sporting goods stores.
- Replace water at least once every six months.

If you buy commercially bottled “spring” or “drinking” water:

- Keep water in its original container, and don't re-store a bottle once it's been opened.
- Label bottles with their replacement date, and store in a cool, dark place.
- Replace water at least once each year.

Treating water after the disaster:

If you run out of stored drinking water, strain and treat water from your water heater or the toilet reservoir tank (except if you use toilet tank cleaners.) You cannot drink swimming pool or spa water, but you can use it for flushing toilets or washing. Treatment process:

- **Treatment process:**
- Begin by straining any large particles of dirt by pouring the water through a couple of layers of paper towels or clean cloth. Next, purify the water one of two ways:

- **Boil** – bring to a rolling boil and maintain for 3-5 minutes. To improve the taste, pour it back and forth between two clean containers to add oxygen back.
- **Disinfect** – If the water is clear, add 8 drops of bleach per gallon. If it is cloudy, add 16. Shake or stir, then let stand 30 minutes. A slight chlorine taste and smell is normal.

Online Resources

- Centers for Disease Control and Prevention - www.cdc.gov
- World Health Organization - www.who.int

EVACUATION



Immediate risk:

If you smell gas, smoke or see fire or otherwise fear for your safety, evacuate household occupants immediately. From a safe location, call 9-1-1 and report the incident.

General evacuation orders:

If local officials issue evacuation orders, use the evacuation routes and methods specified; carpool whenever possible. If time allows:

- Wear sturdy shoes, long-sleeve shirts and pants.
- Bring car keys, credit cards, road maps, cell phone, charger and important phone numbers.
- Bring your Go Bag.
- If you have a pet, make sure it is wearing a collar, bring it in a pet carrier labeled with your name and the pet's name. Bring your pet's Go Bag.
- Lock your home and shut off the water and electricity, but leave gas on unless instructed otherwise.
- Leave a note or tell a neighbor where you are going.
- Once you arrive at a safe location, call your out-of-area emergency contact.

Disaster Shelters

Following a large disaster, suitable shelter sites will be set up and announced through local media. If it is unsafe to shelter-in-place, and you do not have an alternative, evacuate to a designated emergency shelter.

- Tell your out-of area-contact where you are going.
- Take your Go Bag with you to the shelter.
- Initially, emergency shelters may not be able to provide basic supplies and materials. Consider bringing extra items (e.g. blanket, pillow, air mattress, towel, washcloth, diapers, food and supplies for infants.)
- Provide for your pet: only service animals are allowed in shelters. If you cannot make other plans for your pets, animal care and control staff will be available at shelters to assist.

UTILITIES

[Natural Gas](#) | [Electricity](#) | [Water](#)



Natural Gas

Natural gas leaks can cause an explosive and flammable atmosphere inside a building.

- If you smell gas, hear gas escaping, see a broken gas line, or if you suspect a leak, shut off the main valve and open all windows and doors.
- Never use candles or matches if you suspect a leak. Do not turn on electrical switches or appliances.
- Identify the main shutoff valve, which is located on the gas line coming into the main gas meter. This is usually on the exterior of your home or building, or in an external closet. Your main valve may look like this:

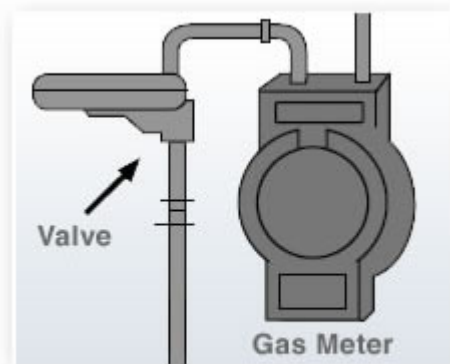


FIG. 1.0 Main shutoff valve on Gas Meter

- To turn gas off, give the valve a quarter turn in either direction. When the lever crosses the direction of the pipe (see below) the gas is off.

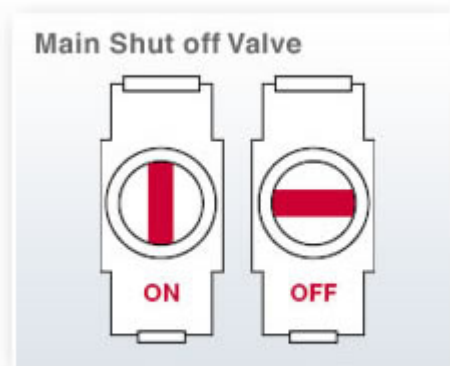


FIG. 1.0 Main shutoff valve top view

- Keep a crescent wrench or gas shut-off tool nearby to turn the lever.
- Once you turn off the gas, never attempt to turn it back on yourself. wait for your utility company to do it, but be aware that it may take several days for it to be turned back on.

Electricity

Electrocution can result from direct contact with live wires or anything that has been energized by these wires.

- Locate your home's main electric switch, which is normally in the garage or outdoors, where the power lines enter the home. The panel box may have a flip switch or pull handle on a large circuit breaker. Shut off electricity when:
 - Arcing or burning occurs in electrical devices.
 - There is a fire or significant water leak.
 - You smell burning insulation.
 - The area around switches or plugs is blackened and/or hot to the touch.
 - A complete power loss is accompanied by the smell of burning material.

Water

Water leaks can cause property damage and create an electrocution hazard.

- Shut off the water when there is a leak inside the building.
- The water shutoff is usually located in the basement, garage, or where the water line enters the home. The water shutoff is located on a riser pipe and is usually a red or yellow wheel. Turn wheel clockwise to shut off.

SHELTER IN PLACE



One of the instructions you may be given in an emergency is to shelter-in-place. This means you should stay indoors until authorities tell you it is safe or you are told to evacuate.

- Select a small, interior room, with no or few windows.
- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air conditioning systems. Close the fireplace damper.
- Bring your family disaster supply kit and make sure the radio is working.
- Bring your pets.
- It is ideal to have a hard-wired telephone in the room you select (cellular telephone equipment may be overwhelmed or damaged during an emergency)
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
- Listen to your radio or television for further instructions or updates.
- If you are in your car, close windows and turn off vents and air conditioning.

Online Resources

- Red Cross - www.redcross.org
- Centers for Disease Control and Prevention - www.bt.cdc.gov

COMMUNICATIONS



Plan for how you will communicate with loved ones after a disaster. [Click Here](#) to download the Family Communications Plan.

- Long-distance phone lines often work before local phone lines, so identify an out-of-state contact and provide this person with the contact information of people you want to keep informed of your situation. Share this information with your family and friends locally.
- Avoid making non-urgent phone calls after a disaster – even if phone lines are un-damaged, increased phone traffic can jam phone circuits.
- Don't count on your cell phone - increased traffic on cell phone networks can quickly overload wireless capacity. Record an outgoing message on your voicemail so that callers can be re-assured of your safety status.
- Keep coins in your Go Bag. Payphones are more likely to work before other phone lines.
- Cordless phones or phone systems require electricity, so make sure you have a backup phone that requires no electricity.
- After an earthquake, check all your telephones to be sure they have not shaken off the hook and are tying up a line.

Cox Emergency Number

Cox has set up a toll-free number to allow you to check in after an emergency or crisis.

1-877-269-4665 (1-877-COX-IMOK)

Calling this number will allow the company to know where you are and if you need any assistance.

Location

Atlantic, Gulf of Mexico and Caribbean
Eastern Pacific

Hurricane Season

June 1 – Nov. 30
May 15 – Nov. 30

HURRICANE



History teaches that a lack of hurricane awareness and preparation are common threads among all major hurricane disasters. By knowing your vulnerability and what actions you should take, you can reduce the effects of a hurricane disaster.

A hurricane warning is issued by the National Weather Service when sustained winds of 74mph or higher associated with a hurricane are expected in a specified coastal area in 24 hours or less. A hurricane warning can remain in effect when dangerously high water or a combination of dangerously high water and exceptionally high waves continue, even though the winds may be less than hurricane force. A hurricane watch is announced for specific coastal areas that hurricane conditions are possible within 36 hours.

Hurricane hazards come in many forms: storm surge, high winds, tornadoes, and flooding. This means it is important for your family to have a plan that includes all of these hazards. Look carefully at the **safety actions** associated with each type of hurricane hazard and prepare your family disaster plan

accordingly. But remember information contained in this web site is only a guide. The first and most important thing anyone should do when facing a hurricane threat is to use common sense. Those employees and their families that live in hurricane risk areas should track every Atlantic tropical storm or hurricane.

The most important thing that you can do is to be informed and prepared. Disaster prevention includes both being prepared as well as reducing damages.

If you are asked to evacuate, you should do so without delay.

Hurricane Disaster Prevention

- DEVELOP A FAMILY PLAN - Your family's plan should be based on your vulnerability to the hurricane hazards. You should keep a written plan and share your plan with other friends or family.
- CREATE A DISASTER SUPPLY KIT - There are certain items you need to have regardless of where you ride out a hurricane. The disaster supply kit is a useful tool when you evacuate as well as making you as safe as possible in your home.
- SECURE YOUR HOME - There are things that you can do to make your home more secure and able to withstand stronger storms.

Cox Resources

- Emergency Preparedness Objectives for Cox Employees

Online Resources

- National Hurricane Center - www.nhc.noaa.gov
- National Weather Service - www.nws.noaa.gov
- Storm Prediction Center - www.spc.noaa.gov
- Red Cross - www.redcross.org
- FEMA - www.fema.gov
- Please refer to your State Offices and Agencies of Emergency Management
 - General listing - www.fema.gov
- Some examples of State Emergency websites are
 - California - www.dhs.ca.gov/epo
 - Florida - www.floridadisaster.org
 - Louisiana - www.ohsep.louisiana.gov
 - Mississippi - www.msema.org
 - Texas - www.txdps.state.tx.us/dem

Since Avian (Bird) Flu is currently the greatest pandemic risk, the information below describes how to prepare for it. However, much of the information is applicable for other medical outbreaks or pandemics.

- What You Can Do about It
- Dealing with a Pandemic
- What Cox Is doing
- Online Resources

What is bird flu and how could it become a pandemic?

Avian influenza, or bird flu, is an infection caused by avian (bird) influenza (flu) viruses. Wild birds worldwide carry the viruses in their intestines, but usually do not get sick from them. However, avian influenza is very contagious among birds and can make some domesticated birds, including chickens, ducks, and turkeys, very sick and kill them.

An influenza pandemic is a widespread outbreak of disease that occurs when a new influenza virus appears that people have not been exposed to before. Pandemics are different from seasonal outbreaks of influenza.

Seasonal influenza outbreaks are caused by viruses that people have already been exposed to. Influenza shots are available to help prevent widespread illness, and impacts on society are less severe.

Pandemic influenza, however, spreads easily from person to person and can cause serious illness because people do not have immunity to the new virus. The disease causes serious illness and can sweep across the country and around the world in a very short time.

The bird flu virus has raised concerns about a potential human pandemic because:

- Avian Flu continues to evolve, and there is not currently a vaccine to protect against it.
- As it spreads, the potential for human to human transmission increases.
- The longest period of time between pandemics is 42 years. As of 2006, it has been 38 years since the last influenza pandemic.

What You Can Do About It

Please join us in our efforts to prepare for this potential threat. In addition to regular information updates on CoxAlert.com, a special booklet has been mailed to each employee's home and a pamphlet will be available at each Cox location with information for pandemic planning:

- [A Family Guide to being Prepared](#)
- [A Pamphlet for Employees and Retirees](#)

Planning and Prevention Before a Pandemic Occurs

Here are some simple steps recommended by the CDC to reduce the chance of you getting or spreading the flu.

Wash your hands often, for 10-20 seconds, with soap and water:

- Before, during and after food preparation
- Prior to eating
- After using the restroom
- After touching animals or animal waste
- After touching your nose or mouth
- After changing diapers
- Whenever your hands are dirty
- Waterless antiseptic agent is equivalent to washing with soap and water, but only if no dirt is visible on the hands. Remove visible dirt with soap and water.

Cover your cough:

The simple actions described below can prevent the spread of the viruses and bacteria that are passed from person to person in the tiny droplets of moisture from the nose or mouth of an infected person when they cough, sneeze, or talk.

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in the wastebasket.
- Clean your hands after coughing or sneezing by washing with soap and water or cleaning with an alcohol-based hand cleaner.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.

Be prepared to become completely self-reliant by storing enough food and supplies to last several weeks or longer:

- Stock up on non-perishable foods (a 3 week supply is recommended).
- Store adequate bottled water for drinking.
- Have water on hand for household purposes, such as cleaning and bathing.

Be sure to have non-food items used on a daily basis such as:

- Flashlights/batteries
- Non-electric power radio
- Generators
- Toilet paper
- Laundry detergent
- Baby diapers
- First-aid supplies
- Over-the-counter medications
- Extra months of prescription drugs
- Clorox bleach
- Disposable rubber gloves
- Pet food

Consult with your personal physician and be familiar with your local hospital's emergency response plan.

If you are a participant in the Cox Medical Plan, locate Aetna Open Choice PPO providers, facilities, pharmacies and participants in your area with Aetna Doc Find at www.aetna.com or by calling **1-888-553-3449**.

**Dealing with a Pandemic****Practice social distancing.**

- Maintain a distance of 3 feet in social settings (elevators, public gatherings).
- Use a facemask to help filter germs.

- Be prepared for the possible closing of public venues (public transportation, schools, churches, shopping centers).

Prepare foods carefully.

- Wash your hands before and after handling food.
- Keep raw poultry and its juices away from other foods.
- Keep hands, utensils, and surfaces such as cutting boards clean at all times.
- Use a food thermometer to ensure poultry has been fully cooked.

For additional information on how to properly cook poultry, go to www.usda.gov/birdflu.

Regularly disinfect the surfaces in your home.

- Clean visible dirt from surfaces with a detergent solution.
- Use a Clorox bleach solution (8 ounces Clorox bleach to 1 gallon of water), to disinfect all surfaces where bird flu viruses are suspected or confirmed. For non-bleachable surfaces, use peroxide.
- Using disposable gloves, wash tub, shower, tile, faucets, and toilet bowl. Use separate rags or paper towels for the toilet.
- Discard disposable gloves after cleaning each room, and wash hands before proceeding to the next area. Use protective equipment and adequate ventilation.
- Soiled rags should be laundered or disposed of. Never use sponges for sanitizing or disinfecting, as they are porous. Paper towels should be immediately discarded.

Stay home if you are sick.

What Cox is doing?

Federal, local and state governments are working to prepare for such an emergency and so are many companies. Cox is taking appropriate and prudent measures to prepare. We have established a cross-functional team and created a detailed plan which includes:

- Requiring each business to have an up to date Business Continuity Plan
- Monitoring and tracking bird flu developments
- Educating employees
- Implementing good hygiene safety programs
- Implementing plans for infectious disease control
- Conducting drills
- [Cox Influenza Pandemic Business Continuity Plan](#)

Online Resources

- Department of Health & Human Services
 - www.pandemicflu.gov
 - www.hhs.gov
- National Strategy for Pandemic Influenza (The White House)
 - www.whitehouse.gov

- World Health Organization
 - www.who.int
- Centers for Disease Control
 - www.cdc.gov
- Department of Homeland Security
 - www.dhs.gov
- Children
 - www.niehs.nih.gov

TORNADO



Tornadoes are nature's most violent storms. Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds. A tornado appears as a rotating, funnel-shaped cloud that extends from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour. Damage paths can be in excess of one mile wide and 50 miles long. Every state is at some risk from this hazard.

Some tornadoes are clearly visible, while rain or nearby low-hanging clouds obscure others. Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible.

Before a tornado hits, the wind may die down and the air may become very still. A cloud of debris can mark the location of a tornado even if a funnel is not visible. Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado.

The following are facts about tornadoes:

- They may strike quickly, with little or no warning.
- They may appear nearly transparent until dust and debris are picked up or a cloud forms in the funnel.
- The average tornado moves Southwest to Northeast, but tornadoes have been known to move in any direction.
- The average forward speed of a tornado is 30 MPH, but may vary from stationary to 70 MPH.
- Tornadoes can accompany tropical storms and hurricanes as they move onto land.
- Waterspouts are tornadoes that form over water.
- Tornadoes are most frequently reported east of the Rocky Mountains during spring and summer months.
- Peak tornado season in the southern states is March through May; in the northern states, it is late spring through early summer.
- Tornadoes are most likely to occur between 3 p.m. and 9 p.m., but can occur at any time.

What is the history of tornados where I live?

The Fujita scale (F-scale) uses observed damage to determine a tornado's wind speed.

F0 - GALE	< 72 mph
Some damage to chimneys. Tree branches broken off. Shallow rooted trees uprooted.	
F1 - MODERATE	73 to 112mph
Peels surface off roofs. Mobile homes overturned. Moving autos pushed off roads.	

F2 - SIGNIFICANT

113 to 157mph

Considerable damage. Roofs torn off frame houses. Large trees snapped or uprooted. Light-object missiles generated.

F3 - SEVERE

158 to 206mph

Severe damage. Roofs and some walls torn off well constructed homes. Trains overturned. Most trees in forests uprooted. Heavy cars lifted off ground and thrown.

F4 - DEVASTATING

207 to 260mph

Well-constructed houses leveled. Structures with weak foundations blown off some distance. Cars thrown and large missiles generated.

F5 - INCREDIBLE

> 260mph

Strong frame houses lifted off foundations and disintegrated. Automobile-sized missiles fly through the air in excess of 100 mph. Trees debarked.

Can I protect myself from a tornado?

- [Know your tornado terms](#)
- [What to do before a tornado](#)
- [What to do during a tornado](#)
- [What to do after a tornado](#)

Online Resources:

- National Weather Service - www.nws.noaa.gov
- FEMA - www.fema.gov
- Please refer to your State Offices and Agencies of Emergency Management - www.fema.gov

EARTHQUAKE



No one knows when a earthquake will hit, and no one can prevent it from occurring, but everyone can reduce the number of deaths, injuries and property losses it might cause by preparing. Being self sufficient for 72 hours should be everyone's goal.

Before the Earthquake

Assemble an emergency supply kit. Include the following supplies:

- Nonperishable food and drinking water (one gallon per person, per day, three-day minimum)
- Foods for people with special needs (infants, seniors)
- Additional food, water for pets
- First aid kit and special medications
- Flashlights
- Battery operated radios
- Extra batteries
- Sturdy shoes, extra clothing, blankets
- Emergency cash
- Adjustable wrench and other tools
- Whistle
- Manual can opener
- Choose an out-of-state contact.

Identify the safe spots in each room:

- Sturdy desks and tables
- Interior walls

Identify hazards in each room:

- Windows
- Mirrors
- Hanging objects
- Fireplaces
- Tall unsecured furniture

Reduce hazards:

- Check the chimney, roof and foundation.
- Bolt the house to the foundation.
- Brace water heater and other appliances.
- Secure hazards identified in hazard hunt.
- Place heavy and breakable objects on lower shelves.
- Hold practice drills.
- Learn first aid.
- Learn how and when to turn off utilities.

During the Earthquake

If you are indoors when shaking starts:

- DROP, COVER AND HOLD ON. If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.
- Avoid windows, outside walls, hanging objects, mirrors, tall furniture, large appliances and cabinets filled with heavy objects.
- Do not try to run out of the structure during strong shaking.
- If you are downtown, it is safer to remain inside a building after an earthquake unless there is a fire or gas leak. Glass from high-rise buildings does not always fall straight down; it can catch a wind current and travel great distances.
- If you are in bed, stay there and cover your head with a pillow.
- Do not use elevators.
- If you use a wheelchair, lock the wheels and cover your head.

If you're outdoors,

- Find an open area. Avoid trees, buildings, walls and power lines.
- If you're driving, pull to the side of the road and stop. Avoid overpasses, signs and other hazards. Stay in the car until the shaking stops.
- Use the phone only if there's an immediate, life-threatening emergency.
- Check your house for damage.
- Listen to the radio for information and instructions.
- Avoid unnecessary driving.
- Leave a written message indicating where you are and your physical conditions if you evacuate your home, work place or car.

Online Resources

- U.S. Geological Survey –
 - Recent Earthquakes - earthquake.usgs.gov/eqcenter/recenteqs
 - Real time information - www.usgs.gov
 - Earthquake home page - www.earthquake.usgs.gov
- Southern California Earthquake Center - www.scec.org

General Resources

- FEMA - www.fema.gov
- Your State Emergency Management Center - www.fema.gov/about/contact/statedr.shtm



Wildfires often begin unnoticed. They spread quickly, igniting brush, trees and homes. Reduce your risk by preparing now - before wildfire strikes. Meet with your family to decide what to do and where to go if wildfires threaten your area.

Follow the steps listed below to protect your family, home and property.

Practice Wildfire Safety

- Contact your local fire department, health department or forestry office for information on fire laws. Make sure that fire vehicles can get to your home. Clearly mark all driveway entrances and display your name and address.
- Report hazardous conditions that could cause a wildfire.
- Teach children about fire safety.
- Keep matches out of their reach.
- Post fire emergency telephone numbers.
- Plan several escape routes away from your home - by car and by foot.
- Regularly clean roof and gutters.
- Inspect chimneys at least twice a year. Clean them at least once a year.
- Keep the dampers in good working order.
- Equip chimneys and stovepipes with a spark arrester that meets the requirements of National Fire Protection Association Code 211. (Contact your local fire department for exact specifications.)
- Use 1/2-inch mesh screen beneath porches, decks, floor areas and the home itself. Also, screen openings to floors, roof and attic.
- Install a smoke detector on each level of your home, especially near bedrooms; test monthly and change the batteries two times each year.
- Teach each family member how to use the fire extinguisher (ABC type) and show them where it's kept.
- Keep a ladder that will reach the roof.
- Consider installing protective shutters or heavy fire-resistant drapes.
- Keep handy household items that can be-used as fire tools: a rake, axe, handsaw or chainsaw, bucket and shovel.

Health Threat From Wildfire Smoke

How to tell if smoke is affecting you

Smoke can cause -

- Coughing
- A scratchy throat
- Irritated sinuses
- Shortness of breath
- Chest pain
- Headaches
- Stinging eyes
- A runny nose

If you have heart or lung disease, smoke might make your symptoms worse.

People who have heart disease might experience -

- Chest pain
- Rapid heartbeat
- Shortness of breath
- Fatigue

Smoke may worsen symptoms for people who have pre-existing respiratory conditions, such as respiratory allergies, asthma, and chronic obstructive pulmonary disease (COPD), in the following ways:

- Inability to breathe normally
- Cough with or without mucus
- Chest discomfort
- Wheezing and shortness of breath

When smoke levels are high enough, even healthy people may experience some of these symptoms.

Know whether you are at risk

If you have heart or lung disease, such as congestive heart failure, angina, COPD, emphysema, or asthma, you are at higher risk of having health problems than healthy people.

Older adults are more likely to be affected by smoke, possibly because they are more likely to have heart or lung diseases than younger people.

Children are more likely to be affected by health threats from smoke because their airways are still developing and because they breathe more air per pound of body weight than adults. Children also are more likely to be active outdoors.

Protect yourself

Limit your exposure to smoke. Following are ways to protect your health:

- Pay attention to local air quality reports. Listen and watch for news or health warnings about smoke. Find out if your community provides reports about the Environmental Protection

Agency's Air Quality Index (AQI). Also pay attention to public health messages about taking additional safety measures.

- Refer to visibility guides if they are available. Not every community has a monitor that measures the amount of particles that are in the air. In the western part of the United States, some communities have guidelines to help people estimate AQI based on how far they can see.
- If you are advised to stay indoors, keep indoor air as clean as possible. Keep windows and doors closed unless it is extremely hot outside. Run an air conditioner if you have one, but keep the fresh-air intake closed and the filter clean to prevent outdoor smoke from getting inside. If you do not have an air conditioner and it is too warm to stay inside with the windows closed, seek shelter elsewhere.
- Use a high-efficiency particulate air (HEPA) filter to reduce breathing problems. A HEPA filter may reduce the number of irritating fine particles in indoor air.
- Do not add to indoor pollution. When smoke levels are high, do not use anything that burns, such as candles, fireplaces, or gas stoves. Do not vacuum, because vacuuming stirs up particles already inside your home. Do not smoke, because smoking puts even more pollution into the air.

If you have asthma or another lung disease, follow your doctor's advice about medicines and about your respiratory management plan. Call your doctor if your symptoms worsen.

Dust masks are not enough. Paper "comfort" or "dust" masks commonly found at hardware stores are designed to trap large particles, such as sawdust. These masks will not protect your lungs from smoke.

Online Resources

- National Interagency Fire Center
 - Fire Maps - www.nifc.gov
 - Protection & Education - www.nifc.gov
- FireSafety.Gov - www.firesafety.gov
- Centers for Disease Control and Prevention - www.bt.cdc.gov/firesafety
- Firewise You Can Use - www.firewise.org

NUCLEAR



[How to Respond](#) | [Dirty Bomb](#) | [FAQs](#)

A nuclear blast is an explosion with intense light and heat, a damaging wave of radioactive material that can contaminate the air, water, and ground surfaces for miles around.

- Taking shelter during a nuclear blast is absolutely necessary. There are two kinds of shelters – blast and fallout.
 - **Blast shelters** are specifically constructed to offer some protection against blast pressure, initial radiation, heat and fire. But even a blast shelter cannot withstand a direct hit from a nuclear explosion.
 - **Fallout shelters** do not need to be specially constructed for protecting against fallout. They can be any protected space, provided that the walls and roof are thick and dense enough to absorb the radiation given off by fallout particles.

Preparation

- Stockpile 3 days of non-perishable food
- Stockpile 3 days of water (3 gallons for each person)
- Develop a family contact plan (how to get in touch via phone, internet or other method)
- Stockpiling antibiotics is NOT recommended
- Purchasing potassium iodide tablets, a Geiger Counter or a gas mask is NOT recommended

Attack Warning Issued

- Take cover as quickly as possible, below ground if possible and stay there until instructed to do otherwise.
- Listen for official information and follow instructions
- If you are caught outside, and unable to get inside immediately:
 - Do not look at the flash or fireball – it can blind you
 - Take cover behind anything that might offer protection
 - Lie flat on the ground and cover your head. If the explosion is some distance away it could take 30 seconds or more for the blast wave to hit.
 - Take shelter as soon as you can even if you are many miles from ground zero where the attack occurred – radioactive fallout can be carried by the winds for hundreds of miles.
 - Remember the three protective factors. **Distance, shielding and time.**

Post-Attack

- Follow Instructions of emergency personnel
- Leave the area by foot; do NOT use public transportation to avoid contaminating vehicles
- Stay away from damaged areas, remember that radiation cannot be seen, smelled, or otherwise detected by human senses.
- Do NOT lick or touch your lips, eat, drink, or smoke until experts have decontaminated you.
- Do NOT immediately rush to the Emergency Room.

Dirty Bomb

Preparation

- Stockpile 3 days of non-perishable food
- Stockpile 3 days of water (3 gallons for each person)
- Develop a family contact plan (how to get in touch via phone, internet or other method)
- Stockpiling antibiotics is NOT recommended
- Purchasing potassium iodide tablets, a Geiger Counter or a gas mask is NOT recommended

Post-Attack

- You have time – the amount of radiation from a dirty bomb is unlikely to give you radiation sickness or cancer
- Follow Instructions of emergency personnel
- Leave the area by foot; do NOT use public transportation to avoid contaminating vehicles
- Do NOT lick or touch your lips, eat, drink, or smoke until experts have decontaminated you
- Do NOT immediately rush to the Emergency Room

FAQs

Q: What is a “dirty bomb?”

A: A “dirty bomb” is a conventional explosive such as dynamite, packaged with radioactive material that scatters when the bomb goes off. (The radioactive material would likely be material stolen from hospitals, nuclear power plants, or other industrial sites. It is not the same as an atomic bomb.) Most “dirty bomb” casualties will be from the initial blast of the conventional explosive. The radioactive material that is scattered as a result of the explosion causes the “dirty” part. The TNT in such bomb may still be more dangerous than the radioactive material. Its destructive power would depend on the size of the conventional bomb, and the amount of the nuclear material used.

Q:What is radiation?

A:Radiation is a form of energy that is present all around us. Different types of radiation exist, some of which have more energy than others, and some of which cause more harm to people than others. The dose of radiation that a person receives is measured in units called rem. For example, the average person gets about 1/3 of a rem from natural exposure during a year and approximately 1/100th of a rem from one chest x-ray. Radiation comes from man-made sources such as x-ray machines, from the sun and outer space, and from some radioactive materials such as uranium in the soil.

Q:Will a “dirty bomb” make me sick?

A:The effects can vary, depending on what type of radioactive material is used and on how much material is scattered. Although a “dirty bomb” could cause serious injuries from the explosion, it most likely would not have enough radioactive material in a form that would cause serious radiation sickness among large numbers of people. Just because people are near a radioactive source for a short time or get a small amount of radioactive material on them does not mean that they will get radiation sickness or cancer. However, radioactive material is much more dangerous if it gets inside your body by eating or drinking, breathing or through an open wound than if it remains outside. If you come in contact with radioactive material from a “dirty bomb,” take the following precautions: Do not eat, drink, or smoke, do not lick your lips, and do not touch your hand to your face or to an open wound until you have left the contaminated area and have been properly decontaminated by experts.

Q:What types of terrorists events might involve radiation?

A:Types of terrorist events could include introducing radioactive material into food or water supply (powdered or liquid radioactive material can be spread without using explosives), using explosives (like Dynamite) to scatter radioactive materials (called a “dirty bomb”), bombing or destroying a nuclear facility, or exploding a small nuclear device. Although introducing radioactive material into the food or water supply would cause great concern, it probably would not cause much contamination or increase the danger of adverse health effects.

Q: What are the signs of a radiation attack?

A:There will be signs of an explosion, but you cannot see or smell radiation.

Q:How fast can I leave the area?

A:For the most likely “dirty bomb” anyone who survives the explosion will actually have hours to evacuate. There is no need for panic. It takes hours to accumulate enough radiation from a “dirty bomb” to cause you to get radiation sickness or develop cancer.

Q:How can I protect myself during a radiation emergency?

A:If you are advised to stay at home or office, you should do the following: Close all doors and windows, turn off ventilators, air conditioners, and forces-air heating units that bring in fresh air from the outside. Only use units to re-circulate air that is already in the building, close fireplace, dampers, move to an inner room, keep your radio tuned to the emergency response network. If you are advised to evacuate: Follow the directions from your local officials, and if immediately available, take a flashlight, portable radio, batteries, essential medicines and cash and credit cards.

Q:You recommend NOT using public transportation when evacuating from a “dirty bomb” attack, but what about using my private vehicle?

A:If you drive your car or truck, some radiation material may get inside and will have to be cleaned out. Listen to local news broadcasts for instructions about cleaning your vehicle. If you drive your private vehicle, do not run the heater or air conditioner. When you get home, remove your clothing OUTSIDE and place it in plastic bags. Listen to local news broadcasts for instructions on how to discard these contaminated clothes.

Q: I was a mile from the detonation – am I going to be sick?

A:Listen to emergency broadcast information for instructions that will depend on the size of the attack, direction of the wind and components of the “dirty bomb”. It is extremely unlikely that anyone who survives the blast will become sick from radiation. In addition, your ability to have children will not be affected.

Q: Should I buy a radiation detector?

A: No. Unless you have been trained you won't be able to interpret the readings.

Q: Should I purchase potassium iodide tablets for protection against radiation?

A: No. Potassium iodide (KI) available over the counter, protects people from thyroid cancer caused by radioactive iodine, a cancer causing agent that can be released in nuclear explosions. KI should only be taken in a radiation emergency that involves the release of radioactive iodine, such as an accident at a nuclear power plant or the explosion of a nuclear bomb. A "dirty bomb" will not contain radioactive iodine, so KI pills are of NO VALUE.

Online Resources

- Radiation Emergency Information from the CDC: <http://www.bt.cdc.gov/radiation>.



[How to Respond](#) | [FAQs](#)

Chemical agents are poisonous vapors, aerosols, liquids, and solids that have toxic affects on people animals or plants. They can be released by bombs or sprayed from aircraft, boats

and vehicles. Some chemicals may be odorless and colorless. They can have an immediate effect (a few seconds) or a delayed effect (2 to 48 hours). While potentially lethal, chemical agents are difficult to produce.

Pre-Attack

- Stockpile 3 days of non-perishable food
- Stockpile 3 days of water (3 gallons for each person)
- Develop a family contact plan (how to get in touch via phone, internet or other method)
- Plastic for doors and windows, duct tape
- Choose an internal room for shelter preferably one without windows and on the highest level.
- Stockpiling a gas mask is NOT recommended

Suspected Attack

- Close doors and windows, turn off all ventilation, including furnaces, air conditioners, vents and fans.
- Seek shelter in internal room and take your disaster supplies
- Seal the room with duct tape and plastic sheeting
- Listen to authorities for instructions

Post-Attack

- IMMEDIATELY leave the chemical attack area
- IMMEDIATELY remove contaminated clothing and shower or flush with water if you were exposed.
- Wash face and hair gently with soap and water and rinse thoroughly with cold water
- Avoid puddles of liquid
- Chemical clouds blow away quickly
- Do NOT immediately rush to the Emergency Room unless you have breathed in chemical fumes, or have contamination on your skin.

FAQs

- **Should I purchase a gas mask as protection?**
- No. A mask would only protect you if you were wearing it when a chemical or biological attack occurs. A release of a chemical (or biological) agent is most likely to be done without anyone knowing it, so you would not know ahead of time to put on your mask. Masks that are not properly setup will NOT give you adequate protection.
- **Should I keep a stockpile of water?**
- You can live only a few days without water, so it is very important that you create an emergency supply of safe water. One gallon of safe water per person per day is the bare minimum for survival. Most surplus stores can sell you inexpensive 50-gallon plastic drums. Properly chlorinated tap water can be safely stored up to six months. Water purification tablets are also readily available from many surplus and camping supply stores.
- **What are the signs of a chemical attack?**
- Many chemical agents cannot be seen or smelled. Observe the following rule of thumb: If a single person is on the ground, choking or seizing, this individual is probably having a heart attack or some type of seizure. However, if several people are down, coughing, vomiting, or seizing, they could be reacting to the presence of a toxic substance. Leave the area immediately, call 911, and tell the dispatcher a hazardous gas may be present.
- **What should I do during a chemical attack?**

- *If the attack occurs indoors:*

Exit the building immediately. Avoid puddles of liquid. Once outside, if you were directly exposed to a toxic substance, discarding your modesty and shedding your clothes could save your life. Taking off your outer clothing can remove roughly 80 percent of the contamination hazard. Look for a nearby fountain, pool or other source of water to quickly and thoroughly rinse any skin that may have been exposed. Water alone is an effective decontaminant. Try to remain calm. Rescuers will give medical attention to the most seriously injured individuals first.

- *If the attack occurs outdoors:*

Birds and other small animals would very quickly be overcome by a poison gas, so if birds and insects are dropping from the sky, this is an indication of a possible chemical attack. The most important thing to do is to get a physical barrier between you and the toxic cloud. Get indoors quickly – into a building or a car. Shut all windows and doors and turn off the air conditioner or heater. Plug any air drafts (e.g., under doors). Call 911 and notify authorities that a hazardous gas may be present. The wind will carry the toxic hazard away within a relatively short period of time. Stay indoors, and turn on the television or radio for news. Authorities will notify you when it is safe to go outside. If you are at home, put your clothes in a plastic bag and take a shower to remove any contamination to which you may have been exposed.

BIOLOGICAL



[How to Respond](#) | [FAQs](#)

Biological Agents are organisms or toxins that can kill or incapacitate people, livestock and crops. The three groups used as weapons are: Bacteria, viruses and toxins.

Be Prepared

- Stockpile 3 days of non-perishable food
- Stockpile 3 days of water (3 gallons for each person)
- Develop family contact plan (how to get in touch via phone, internet or other method)
- Stockpiling antibiotics is NOT recommended
- Stockpiling a gas mask is NOT recommended
- Check with your doctor to ensure all required immunizations are up to date. (Children and older adults are particularly vulnerable to biological agents.)

Suspected Attack

- The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. Be suspicious of any symptoms you notice, but not assume that any illness is a result of an attack. Use common sense and practice good hygiene.
- If you become aware of an unusual and suspicious substance nearby:
 - Move away quickly
 - Wash with soap and water
 - Contact authorities
 - Listen to the media for official instructions

Post-Attack

- If possible, remain at home
- You have time – treatment does not have to start immediately
- Listen to local news
- If needed, you will be told where to obtain treatment
- Remove and bag your clothes and personal items.
- Do NOT immediately rush to Emergency Room

FAQs

Q: What should I do to protect my family and myself if a biological agent were released in my community?

A: Emergency management teams will let you know if you need to evacuate the area. Self-isolation will protect you and your family from contagious diseases. Most agents are destroyed by bleach, or in some cases soap and water. Do NOT drink bleach or use on skin.

Q: What should I do if I'm in a building during a biological attack?

A: Stay in your area so that you do not kick up dust. Cover your mouth with a handkerchief or clothing. If a letter or package is the source of the biological material, close the doors and windows of the room where the source is located and turn off air conditioning, heating and fans. Shout only as a last resort – shouting can cause you to inhale dangerous amounts of dust.

Q: Is there a way to distinguish between anthrax and a cold or flu?

A: A runny nose is a rare symptom of anthrax. A person who has a runny nose along with other common flu-like symptoms outside of the “flu season” should trigger medical attention.

Q: If smallpox is released in a cloud (aerosol) form, how long does the virus survive?

A: The small pox virus is fragile. In lab experiments, when smallpox is put into a cloud from, 90% of the smallpox virus dies within 24 hours; in the presence of sunlight, this percentage is even greater.

Q: If someone is exposed to smallpox, is it too late to get a vaccination?

A: Vaccination within 3 days of exposure will completely prevent or significantly reduce the severity of the disease in the vast majority of people. Vaccination 4 to 7 days after exposure likely offers some protection from disease or may modify the severity of the disease.

Q: Should I keep a stockpile of antibiotics?

A: No. There is no single pill that can protect against all types of biological agents, and antibiotics have a limited “shelf life” before they lose their strength. For most bacterial agents, the antibiotic regime must be specific for the agent and prescribed by medical personnel.

Q: Is it safe to drink water from the tap?

A: It would be extremely difficult for a terrorist to contaminate our drinking water supplies to cause widespread illness. Anything deliberately put into the water supply would be greatly diluted and water treatment facilities routinely filter the water supply and add chlorine in order to kill harmful germs. Citizens can protect themselves by boiling water, which will kill any microorganisms that may have survived the municipal filtration system.

STRUCTURE FIRE



If your smoke detector goes off or you see a fire:

- Remain calm and get out.
- If you see smoke under the door, find another way out.
- Feel the door with the back of your hand before you open it. If it is hot, find another way out.
- Drop to the floor to avoid smoke and fumes. Crawl to safety.
- If your clothes catch on fire, STOP where you are, DROP to the ground, and ROLL over and over to smother the flames.
- Call 9-1-1 from a safe location.
- If you are trapped in a burning building, stay near a window and close to the floor. If possible, signal for help.

GENERAL TERRORISM INFO



Terrorism may involve devastating acts using weapons of mass destruction. These weapons range from chemical agents, biological hazards, a radiological or nuclear device, and other explosives. The primary objective of a terrorist is to create widespread fear.

If there is a Terrorist Attack:

- Stay calm.
- Be vigilant. Look out for secondary hazards such as falling debris or additional attacks.
- Follow the instructions of emergency service personnel.

Related Information:

- [Bomb Threats](#)

BOMB THREAT



Be Prepared:

Download and keep a [bomb threat reporting form](#) under or near your phone.

Bomb Threat Overview

A bomb threat is defined as "information received, indicating that a bomb or explosive device has been placed or is actually in or on the premises," not that one is going to or will be placed on premises.

If the threat is received by mail or tape recording, it is evidence and should be handled as little as possible. Immediately call your Senior Security representative.

If the threat is received by phone, listen for and note the following information, then immediately call your Senior Security representative after the call.

- Stay calm; do not be intimidated by the caller.
- Ask questions if the caller does not volunteer specific information.
- Note the date, time and duration of the call.
- If phone has caller ID, note displayed information.
- Note whether the caller asked for or identified specific person or company name
- Note any other information given about the bomb:
 - Where was it placed?
 - How long before it goes off?
 - Why was it placed?
 - Who is calling?

- Listen for any background noise or voices.
- Note whether the caller was male or female and if the voice sounded familiar.
- Listen for accents or mispronounced words
- Note the caller's demeanor: Angry? Nervous? Scared? Etc.