

Presenter's Guide for Virtual SNAP Presentations

This guide provides talking points for your presentation. For presentation materials and resources, visit <http://www.seattle.gov/snap> for additional details on your presentation. The presentation should total roughly 60 minutes.

1. INTRODUCTION

Slide 1

Seattle Neighborhoods Actively Prepare



Introduction

- Introduce yourself – name, volunteer with Seattle Office of Emergency Management (OEM). Share why/how you got involved in presenting the SNAP program.
- Thank everyone for attending.

Technology Check

- Make sure each participant can see and hear you
- For any participant who has dialed-in on the phone, make sure they can clearly hear you
- Once a good connection has been established, ask all participants to please mute their microphones. They can unmute themselves if they have questions or comments during the presentations.
 - Note: You can decide if you'd like to take questions throughout, questions in the Chat Box (you'll have to follow along with these as you present), or questions at the end of the presentation.
- If you have not already done so, please provide a link to a copy of the presentation via our website so that participants can follow along with information.

Meeting Goals

Go over meeting goals for SNAP program:

- **Meet neighbors and establish connections**
 - The first and most important goal of SNAP is to meet and get to know your neighbors. Establishing connections that can be utilized during and after disasters and emergencies is key to responding together.

Slide 2

Meeting Goals

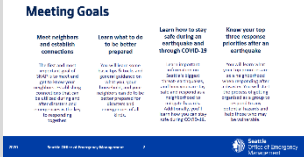


1. INTRODUCTION

Meeting Goals

- **Learn what to do to be better prepared**
 - You will learn some basic tips & tricks and general guidance on what you, your household, and your neighbors can do to be better prepared for disasters and emergencies of all kinds.
- **Learn how to stay safe during an earthquake and through COVID-19**
 - Learn important information on Seattle's biggest threat- earthquakes, and how you can stay safe and respond as a neighborhood to mitigate hazards. Additionally, you will learn how you can stay safe during COVID-19.
- **Know your top 3 response priorities after an earthquake**
 - You will learn what your top priorities are as a neighborhood when responding after a disaster. You will start the process of getting organized as a group to respond to any potential hazards and help those who may be vulnerable.

A note on language: You may notice that we are moving away from using language such as "family" to a more inclusive "household" to better represent a variety of living situations among the populations we serve.



Slide 3

Introduce Yourself



Introduce Yourself

- Who are you?
- Where do you live?
- Why are you here?

At this point, each participant can unmute themselves to introduce themselves. If it is a larger meeting, ask to keep introductions brief, but if it is a smaller meeting, introductions can be a bit more in-depth, especially if neighbors are meeting for the first time.

Teaching Tip

This is always a great way to get an idea of what experience participants may have with disaster, including COVID. What are they looking to learn and prepare for? What kinds of questions are they looking to have answered? You can take notes here to ensure that you are answering their questions along the way.



2. LIFE SAFETY ESSENTIALS

Slide 4 Life Safety Essentials



Life Safety Essentials

Note: Make sure to let participants know that these life safety essentials are recommended for all disasters, but some will be more useful in some disasters over others. There is more information on this in the context of COVID and disaster supply hoarding in the next slide on Custom Items.

- **Water**

- The standard recommendation is one gallon of water per person in your household per day for fourteen days or more.
 - If a person or household is unable to obtain this much water, let them know that this is okay. The idea is to get what they can when they can. The important thing is that they are taking steps to prepare.
- This can be a difficult task for storage in small spaces such as apartments or condominiums. Offer alternative options such as water purification tablets (encourage buying from a trusted source such as an outdoor supply company rather than Amazon), a LifeStraw, a small camp stove to boil water, etc.
- Encourage storing water over time so that it does not become a large cost. Buying one gallon at a time can offset cost burden. Additionally, old soda bottles and juice bottles can be washed out with warm, soapy water and refilling it with tap water, sealing the top with duct tape and writing the date on it. This should be good for 6 months to 1 year.
- Water should only be stored in non-glass containers.
- Water is meant to be used for drinking, cooking, cleaning, and sanitation.
- Store extra water if you have pets.
- You can also attach additional information about water purification with bleach from our Disaster Skills Workshop class. You can access the link here: <https://www.epa.gov/ground-water-and-drinking-water/emergency-disinfection-drinking-water>

- **Non-perishable food items**

- Any food items that have a long shelf life and do not require refrigeration or freezing (For example: canned foods, beans, rice, lentils, canned or boxed soups, etc.)

- **Extra warm and dry clothing and protective footwear**

- We recommend keeping a pair of sturdy shoes under or near your bed in case you need to leave your home in the middle of the night.

2. LIFE SAFETY ESSENTIALS

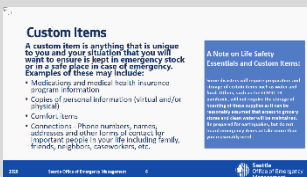
Slide 4

Life Safety Essentials



Slide 5

Custom Items



Life Safety Essentials

- **A safe light source with batteries**
 - A safe light source is any light source that you do not have to light on fire. Keep extra batteries on-hand for power.
- **Personal sanitation products**
 - Hand sanitizer, sanitizing wipes, soap, face coverings

Teaching Tip

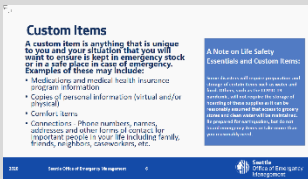
Feel free to have examples of each of these to show participants.

A custom item is anything that is unique to you and your situation that you will want to ensure is kept in emergency stock or in a safe place in case of emergency. Examples of these may include:

- **Medications and medical health insurance program information**
 - Prescription medication lists including dosage, how often the medication is taken, prescribing doctor, and pharmacy information
 - Medical insurance card
 - State medical insurance program information (Medicare or Medicaid) – This can also be called Washington Apple Health or services purchased on the Washington Health Exchange
 - Flexible Spending Account or Health Savings Account Card information
- **Copies of Personal Information**
 - Driver's license
 - Passport
 - Immigration paperwork
 - Social service benefits
 - Lease agreements or mortgage agreements
 - Insurance information (home, renters, life, automobile, etc.)
 - Vaccination records for pets

2. LIFE SAFETY ESSENTIALS AND 3. MAKE A PLAN

Slide 5 Custom Items



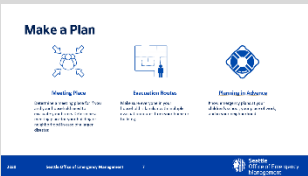
- **Comfort items**
 - Any items of comfort for you or members of your household that you consider to be important, irreplaceable, or necessary
 - (For example: Keep digital copies of family photos on a Google cloud to access in case they are destroyed.)
- **Connections**
 - Phone numbers, names, addresses, and other forms of contact for important people in your life including family, friends, neighbors, caseworkers, etc.

A Note on Life Safety Essentials and Custom Items:

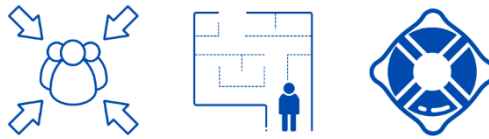
Some disasters will require preparation and storage of certain items such as water and food. Others, such as the COVID-19 pandemic, will not require the storage or hoarding of these supplies as it can be reasonably assumed that access to grocery stores and clean water will be maintained. Be prepared for earthquakes, but do not hoard emergency items or take more than you reasonably need.

3. MAKE A PLAN

Slide 6 Make a Plan



Make a Plan



Meeting Place

Determine a meeting place for if you and your household need to evacuate your home. Determine a meeting place for your building or neighborhood in case of a larger disaster.

- The purpose of a meeting place is to have a pre-planned place for members of a household to re-convene if they are separated during a disaster or a house fire. All members of the household should be aware of the meeting place ahead of time so it can be determined if any members of the household are missing.
- Neighborhood meeting places are discussed in further detail later.

Evacuation Routes

Make sure everyone in your household is familiar with multiple evacuation routes from your home or building.

- Knowing how to safely exit your building in case of a disaster or fire is incredibly important.
- Practice evacuating and meeting at your meeting place with your household.

3. MAKE A PLAN

Slide 6 Make a Plan



Make a Plan

Planning in Advance

Know emergency plans at your children’s school, your place of work, and in your neighborhood.

- Encourage participants to become familiar with emergency plans for anywhere they, or anyone else in their household, spends time. Work, school, health facilities, the building they live in. Knowing plans in advance can help individuals make decisions on what they need to prepare for and address in their own individual and household plans.
- Encourage them to ask questions!

Slide 7 Communications Plan



Communications Plan



Neighborhood Meeting Place

Choose a place to meet in your neighborhood that is familiar, safe, away from traffic, and easy to access for those who may have function disabilities where you can maintain safe social distancing.

- Participants will be given the opportunity to identify a neighborhood meeting place later in the presentation, so let them know this now.

Traditional Emergency Contact Lists

Keep written lists of important emergency contacts. Emergency contacts can even be backed up on internet cloud sources such as a Google Drive.

Consider an out-of-area contact for your household in case phone services are overwhelmed in your area.

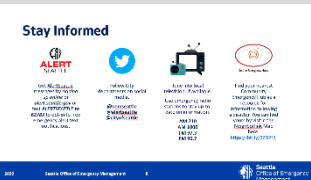
- While somewhat old-fashioned, an out-of-area contact is still a form of contact redundancy that can be used in an emergency. Identify someone for your household that lives at least 250 miles away from you that each member of your household could call in case of a disaster. Oftentimes, local phone lines are overwhelmed, and local calls cannot get through, but outgoing distance calls may be able to get through. This person can act as a “check-in” person for the status of your household.

3. MAKE A PLAN

Slide 7 Communications Plan



Slide 8 Stay Informed



Social Media and Video Calling

In certain emergencies, social media and video calling can be a lifeline between you and those you care about most. Look for free and easy-to-use video chatting services such as FaceTime, Facebook Messenger Video, WeChat, and WhatsApp.

- When recommending video chat services, make sure you do some research into your participant population first. Some populations are more likely to use certain types of video chat services over others.
 - For instance, some immigrant communities heavily use services such as WeChat or WhatsApp to communicate.
- Always recommend free and easy-to-use video chat services.

Stay Informed



AlertSeattle

Get AlertSeattle messages by signing up online at alert.seattle.gov or text ALERTSEATTLE to 62783 to opt-in to free emergency alert text notifications.

Social Media

Follow City departments on social media.

@oemseattle

@alertseattle

@cityofseattle

Television and Radio

Tune into local television, if available. Use emergency radio stations to stay up-to-date on information.

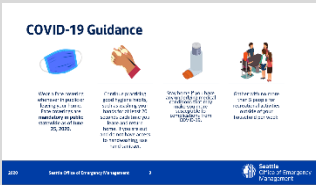
Community Emergency Hubs

Find your nearest Community Emergency Hub as a resource for information following a disaster. You can find yours by visiting the Neighborlink Map here:

<https://bit.ly/2ZD2f2j>

4. COVID-19 Guidance

Slide 9 COVID-19 Guidance



COVID-19 Guidance

- Wear a face covering whenever in public or leaving your home. **Face coverings are mandatory in public statewide as of June 25, 2020.**
- Continuing practicing good hygiene habits such as washing your hands for a t least 20 seconds each time your leave and return home. If you are out and do not have access to handwashing, use hand sanitizer.
 - If you have time to show it, here is a great video from the World Health Organization on proper handwashing technique: <https://www.youtube.com/watch?v=3PmVJQUcm4E>
- Stay home if you have any underlying medical conditions that make you more susceptible to complications from COVID-19.
- In Phase II, gather with no more than 5 people for recreational activities outside of your household per week.

Additional resources can be provided:

<https://www.kingcounty.gov/depts/health/covid-19/care.aspx>

Slide 10 Helping Your Neighbors During COVID-19



Hello Neighbor Seattle

Leave this card at your neighbor's door to offer assistance

My name is _____

My address is _____

My phone number is _____

I can help:

Pick up groceries Urgent errands/supplies

Regular check-in call Other _____

SAFELY HELPING YOUR NEIGHBORS

- Wash your hands frequently.
- Always wear a face covering.

Minimize physical contact:

Leave items on the doorstep.

Use money transfer apps instead of cash.

Communicate via phone/text, email, and/or social media.

If you must interact in person, keep a distance of six feet or greater.

This document is available in multiple languages at Seattle.gov/translations

For info on available resources go to Seattle.gov/COVID-19 or call City of Seattle Customer Service: (206) 684-2489 open Monday thru Friday, 8:30AM - 5:00PM

ALERT SEATTLE

Text "CovidSeattle" to 67283 to sign up for Alert Seattle or sign up at alert.seattle.gov

Use our [Hello Neighbor](#) card to offer assistance to neighbors. While COVID-19 is still present in our community, it is important for those most vulnerable to stay at home. Offer to go grocery shopping or run other errands for those remaining at home, or simply offer to check-in with a regular phone call. A little bit goes a long way!

The Hello Neighbor Card can be found on our website in English and additional languages here: <http://www.seattle.gov/emergency-management/prepare/safely-helping-neighbors-during-covid-19>

It can be downloaded here:

[http://www.seattle.gov/Documents/Departments/Emergency/Preparedness/Hello_Neighbor_English_OEM\(0\).pdf](http://www.seattle.gov/Documents/Departments/Emergency/Preparedness/Hello_Neighbor_English_OEM(0).pdf)

5. EARTHQUAKE PREPAREDNESS

Slide 11 When the Ground Shakes...



Timing: 2 Minutes
Slide 13

When the Ground Shakes...

This slide shows two primary concepts: “Drop, cover and hold” and “Beneath, Beside, Between.”



(Beneath) The #1 quake-safe action in the United States is to “drop, cover and hold on” – get yourself under a table, desk, or countertop. Wherever you are, once you feel the ground moving, give yourself 3-4 seconds to get somewhere secure. Stay there for as long as you feel the ground shaking, and **every time** you feel the ground shaking. After a major earthquake, expect aftershocks for several days, even months.

(Beside) If you do not have a table, desk, or countertop near you, a good second place to be is next to an inside wall (the idea is to stay away from windows). A hallway at home is a good example. You can also get into the corner of a room or get against a supporting column.

To secure yourself against a wall or supporting column: place your back against the wall, put your bottom to the floor, and cover your head with your arms and hands. (Use reference brochure to point out you can also lie down beside the couch in the living room, also a good place to be.)

(Between) Anytime you are in an auditorium, i.e., high school, movie house, church, 5th Ave Theater – crouch low toward the row ahead of you. You do not want your head to be the tallest thing in the room. The two chair tops form almost a virtual tabletop above you. Anything falling from the ceiling will land on it first.

5. EARTHQUAKE PREPAREDNESS

Slide 12

After the Earthquake



After the Earthquake

Check yourself and those in your household

- Check yourself for any injuries. Do a quick 30-second mental health check-in. Take some deep breaths.
- Check and help others in your household for injuries and help them however you can.

Check your home, unit, or building and personal property for damage

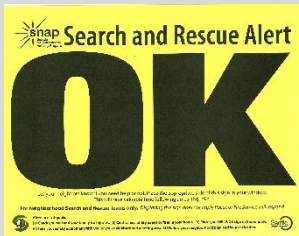
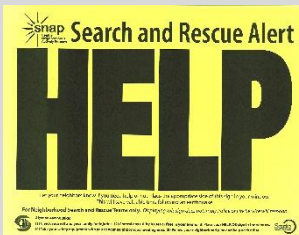
- Assess and note any structural damage to your home, unit, or building. Note this damage and, if possible, ensure that other neighbors are aware of damage, so they do not enter certain areas of buildings.
- Assess damage to personal property in your home or unit if your home or unit is safe to enter.

Place your HELP/OK sign in your window or on your door and dress for safety

- Show the HELP/OK sign (participants can find this at the link provided at the beginning of the presentation) and explain that this can be placed in windows or on door handles if possible, to let other neighbors know if you are OK or if you need assistance following a disaster
 - Make sure to inform participants that the HELP/OK sign is **not** something that first responders such as the Fire Department or Police Department are trained to look for in response
- Dress for safety by putting on sturdy shoes and any appropriate clothing (warm clothing if it is cold outside, a raincoat if it is raining, etc.)

Go to your neighborhood meeting spot

- This is the time for neighbors to determine their neighborhood meeting spot
- Help facilitate this conversation
 - Pick a meeting place that is familiar to all neighbors
 - If neighbors live in multi-family housing, the meeting location should be outside of the building
 - The meeting place should be away from traffic and neighbors should not have to cross the street to get there
 - The meeting place should be as accessible as possible to accommodate neighbors with any functional needs



5. EARTHQUAKE PREPAREDNESS

Slide 13 After the Earthquake



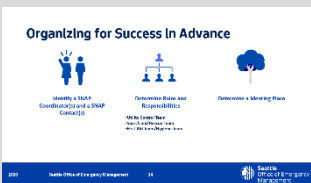
Top 3 Neighborhood Response Priorities

Once you get to your meeting place, you have three top priorities.

- Control utilities and prevent fire
 - The goal is to do what you can to maintain neighborhood safety following an earthquake. Controlling utilities and preventing fire is a high priority. It also creates a safe environment for the next priority.
- Check on people (Search and Rescue)
 - Search and Rescue, or put more simply, checking on your neighbors. This is something as simple as going door-to-door, looking for HELP/OK signs that may be placed in windows. Be sure to maintain basic hygiene and social distancing as much as possible while doing this.
- Take care of injuries (First Aid)
 - Take care of any injuries. If you can take care of injuries within your own household, this may be preferable during this time. However, it depends on each neighbor's comfort level and how they are willing to help in assisting others with treating injuries. Continue to wear face coverings, wear non-latex gloves, and practice good hygiene.

After the top three are complete, or at least under control, start to focus on taking care of each other, documenting damage, and disaster communications and other neighborhood communications.

Slide 14 Organizing for Success in Advance



Organizing for Success in Advance

Help facilitate the following conversations among the group:

- Identify a SNAP Coordinator(s) and a SNAP Contact(s)
- Determine Roles and Responsibilities
 - These do not need to be officially determined at the meeting, but if there are neighbors willing to step up as leaders of these teams, they can do so at this time
- Determine a Meeting Place
 - Re-convene on the meeting place
 - Ensure everyone agrees

6. NEIGHBORHOOD ORGANIZING

Slide 15 Head Start



Head Start

Get a head start on planning in advance by being aware of the following within your neighborhood or building:

- Who has children, pets, lives alone, or works from home?
- Who has special needs?
- Who has special skills?

Slide 16 Make a Map

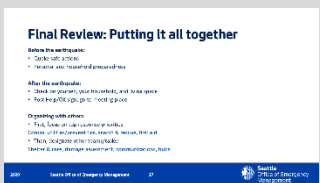


Make a Map



Creating a map of your neighborhood or building marking your meeting spot, location of utilities like gas meters and water shut offs, your meeting spots, and evacuation routes can be a great planning tool to help neighbors visualize emergency plans.

Slide 17 Final Review: Putting it all together



Final Review: Putting it all together

This is just a brief overview of all the skills learned over the course of the presentation. This is a great time to start taking questions from the group.

Before the earthquake:

- Quake safe actions
- Personal and household preparedness

After the earthquake:

- Check on yourself, your household, and living space
- Post HELP/OK sign, go to meeting place

Organizing with others:

- First, focus on top three response priorities
 - Control utilities/prevent fire, search & rescue, first aid
- Then, designate other teams/tasks
 - Shelter & care, damage assessment, communications

6. CONCLUSION

Slide 18

If a disaster happens tomorrow...

If a disaster happens tomorrow...

1. Where are the earthquake safe spots in your home, unit, or building?
2. Where is your neighborhood meeting place?

Follow-up items:

1. Do you have neighbors that aren't here tonight?
2. Who will take or email presentation materials and information to them?

If a disaster happens tomorrow...

Pose the following questions to the group as you wrap-up. These are things for them to think about. Answer any last questions that may come up.

- Where are the earthquake safe spots in your home, unit, or building?
- Where is your neighborhood meeting place?

Follow-up items:

- Do you have neighbors that are not present? If so, who will take or presentation materials and information to them?

Slide 19

More Resources

More Resources



More Resources

- Download this presentation and get more SNAP information here: www.seattle.gov/snap
- Learn disaster skills like utility control, how to use a fire extinguisher, and how to shut off your water with our videos here: <https://bit.ly/2ZePGtP>
- Get more preparedness resources and information here: <https://bit.ly/2W70bNI>
- Find multi-language resources here: <https://bit.ly/2OeVHRa>

Slide 20

Give us feedback!

Give us feedback!

<https://www.surveymonkey.com/r/oemprepare>



Give us feedback!

Encourage participants to take our survey about our SNAP presentation.

<https://www.surveymonkey.com/r/oemprepare>

