Tips on Emergency Preparedness for Families and Direct Support Staff

My Team:
Name/Phone
Name/Phone
Name/Phone
Name/Phone
Name/Phone

Practice and Prepare:
1. Remember the basics for limiting the spread of germs, wash hands and cover coughs and sneezes with tissues.
2. Regular phone service may not work. Choose other ways to get in touch with your team
3. When the power goes off, use the food in the refrigerator first, then the freezer, then the cupboards so the food lasts longer.
4. Practice exiting from your home, have a plan.

If there is a Situation Happening that Might Cause an Emergency:
1. Listen to the radio or TV
2. Check your evacuation bag and folder kit.
3. Charge all of your battery powered devices.
4. Connect with your local support team about plans to evacuate.
5. Connect with your non-local support team and tell them your plans.

During the Emergency:
1. Stay calm and try to be patient.
2. Take responsibility for yourself.
3. Identify yourself to emergency workers as a person who needs support.
4. Explain the type of support you need.
5. Ask for what you need.

When the Emergency is Over:
1. Wait until it is safe to return home.
2. Contact your support team.
3. Don’t go home until is is safe and you have gas, water, food, emergency, and other health services available.

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Communicating with the Case Manager...

Positive communication with Case Managers is important and I can do this by:

- Listening to the Case Manager with respect and an open mind, even if I do not agree.
- Participating and sharing during discussions.
- Being honest.
- Asking questions when I do not understand.
- Reading all correspondence from FSSA, Case Managers and the Service Provider.
- Establishing a method for ongoing communication.
- Providing positive feedback; and expressing my concerns in a timely manner.

**Family Tips Checklist**

<table>
<thead>
<tr>
<th>Things I can do to help the Case Manager...</th>
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<tbody>
<tr>
<td>1. Participate in all meetings.</td>
</tr>
<tr>
<td>2. Share information that is pertinent about myself and/or my family.</td>
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<tr>
<td>3. Participate in developing the ISP's and PCD's.</td>
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<tr>
<td>4. Monitor my (son's/daughter's) progress and overall well being.</td>
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</tbody>
</table>

**Case Manager Tips Checklist**

<table>
<thead>
<tr>
<th>I will work on my responsibilities by...</th>
</tr>
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<tbody>
<tr>
<td>1. Monitoring my client’s well being.</td>
</tr>
<tr>
<td>2. Advocating for my client to improve quality of life.</td>
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<tr>
<td>4. Filling out reports to the best of my ability.</td>
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<tr>
<td>5. Filling requests and reports on time.</td>
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<tr>
<td>6. Maintaining a professional demeanor.</td>
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<tr>
<td>8. Networking and developing community resources.</td>
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<tr>
<td>9. Let my client and/or families know they can request a new case manager, if they would like.</td>
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</tbody>
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**Resources**

- **IPMG Corporate Office/Powerful Parents and Consumers Liaison**
  8585 Broadway
  Suite 860
  Merrillville, IN 46410
  Phone: (866) 672-4764
  Fax: (219) 738-9947
  Web: www.ipmg.org

- **The Arc of Indiana**
  107 N. Pennsylvania St., Suite 800
  Indianapolis, IN 46204
  Phone: (317) 977-2375
  Phone (Toll Free): (800) 382-9100
  Fax: (317) 977-2385
  Email: thearc@arcind.org
  Web: www.arcind.org

- **Governor's Council for People with Disabilities**
  150 West Market Street, Suite 628
  Indianapolis, IN 46204
  Phone: (317) 232-7770
  Fax: (317) 233-3712
  Email: gpcpd@gpcpd.org
  Web: www.gpcpd.org

- **Indiana Institute on Disability and Community**
  2853 East Tenth Street
  Bloomington, IN 47408
  Phone: (812) 855-6508
  Indiana only: (800) 825-4733
  Fax: (812) 855-9630
  Email: sahauss@indiana.edu
  Web: www.iidc.indiana.edu

- **Indiana Protection and Advocacy Services (IPAS)**
  4701 N. Keystone Ave., Suite 222
  Indianapolis, IN 46205
  TTY: (800) 838-1131
  Web: www.in.gov/ipas/index.htm

- **The Bureau of Developmental Disabilities Services (BDDS)** is a part of the State of Indiana's Division of Disability and Rehabilitative Services within the Family and Social Services Administration. For more information about BDDS and to find a BDDS office near you, please visit: www.in.gov/fssa/files/BDDSDistrictOffices20090618.pdf.