

Message Examples

Crisis Messages: First Stages of an Emergency

This is a list of possible emergency response messages for the first stages of an emergency. Messages include fill-in options. These message examples can be used to develop message maps [see Message Map Template].

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Many of these messages were adapted from the Social Media Message Library of the Pennsylvania Department of Public Health. They were written for Twitter/Facebook, but can also be used to develop message maps as they are short, concise and use simple language. Many more messages are available at website. <https://www.health.pa.gov/topics/prep/Pages/Social-Media.aspx>.

General Guidance for Messages

Below are the types of information/messaging/approach to help people hear and respond to your messages.

↳ Express Caring/Sympathy

Show that you really care and aren't just doing a job. People are better able to listen to difficult information from a caring person. Show your ability to understand what another person is feeling.

- > I know you are concerned and I know you want as much information as possible.
- > I know that people are concerned.
- > I know many of you are concerned about [incident], and how it affects your health and that of your family."
- > We too are concerned about this issue...
- > I share your concern about....
- > I also have family members and friends that are impacted by this emergency.
- > Looking at this issue from your point of view, I think I begin to understand why you are concerned...

↳ State what you don't know. At the beginning of an emergency it is very unlikely that you will have complete information. Acknowledge that there are unanswered questions.

- > At this point, we do not know the number of people [ill, exposed, injured, deaths, etc.] but we will tell you when we know. Our next briefing will be in two hours.
- > What we do know/what we can tell you....provide current situation, known risks and hazards.

↳ Describe the process and plans to fill in knowledge gaps."

- > "We are working with local health care providers and emergency response partners to care for the victims.
- > Explain the first steps being taken to respond to the crisis.
- > Describe what people can expect next e.g. What you are doing/planning to do.
- > Tell people about actions they can take and inform them of restrictions e.g.
- > Things to do/not to do e.g. protective actions, restrictions.
- > Where to get more information.
- > Where/how to get help.
- > Where/how to give help.

↳ State your agency's commitment to helping people through the crisis.

- > Let people know that your agency is there for the long haul.
- > State when they will be hearing from you again.
- > Example: "We are committed to keeping you informed and will be back with a statement in two hours." [Be sure to follow through].

↳ Anticipate the needs of your Stakeholders especially those with Functional and Support Needs. And...remember your responders! They need information too.

People who normally require unique support/outreach may have increased needs during an emergency. Anyone who is disabled, poor, elderly, young or isolated could be at increased risk. [Local Resources: www.WRHSAC.org FNSS SOG; Region 1 PIO SOG. [MA DPH](http://MA.DPH)]

| <i>Access and Functional Needs that make it difficult to hear or understand messages and respond effectively to emergencies</i> | |
|---|--|
| Hearing/sight impaired | Developmental/intellectual delays |
| Cognitive/intellectual limitations or low English literacy | Visitors who may not be listening, feel isolated/threatened, or don't know where to go. |
| Limited access to common communication and media/social media resources | Medical conditions requiring assistive appliances/technology/personnel such as wheelchairs, oxygen, personal care attendants, glasses or hearing aids. |
| Cultural and language barriers | Resource issues including lack of access to money, food, medicines, and special diets. |
| Rural or isolated individuals | Mobility issues including lack of access to adaptive transportation and physical disabilities making it hard to get around |

General Tips for Communicating for FNSS

- Use large print, simple language, subtitles/CART and ASL sign language interpreters.
- Translate critical messages into appropriate languages. [AT&T, hospitals and Google offer translations; colleges and universities may be able to help].
- Coordinate with schools for reverse 911 systems to reach families with young children.
- Connect with service agencies, community organizations and churches to get messages out to FNSS. The Berkshire [<http://wmmrc.org/berkshire-coad/>] and Pioneer Valley COAD [regionalprep@frcog.org] may be able to help.

Responder/Workforce Messages:

- > This is the current status/situation. [Add situational awareness info]
- > Responders should take the following protective actions [List protective actions].
- > Use the following Personal Protective Equipment [PPE] [List PPE requirements].
- > Responders should maintain this [distance] from [area].
- > Responders should report [media/public on site/other issues].
- > During an evacuation always ask people in wheelchairs how they prefer to be moved before moving them.
- > Try not to separate individuals from their wheelchairs during evacuation. If unavoidable, reunite the person with their wheelchair ASAP.
- > If person is lifted from wheelchair during evacuation, ask others to grab it. Otherwise, remove it from stairwell; don't block exits.
- > During an evacuation, make sure that a service animal isn't separated from its master if possible.
- > Review safety tips when handling medical equipment. Always get patients' permission before shutting off or moving any equipment.
- > Consider where you'll move patients relying on assistive technology and if they'll have access to a power source at new location.

General Public Initial Response Messages

Issue first public "holding" messages as soon as possible to establish media & public contact, credibility and status as a trusted source of information. Coordinate with Joint Information System [JIS] or the Multi-Agency Coordinating System, if it has opened.

- > We just learned about the situation and are trying to get more information now.

- > All our efforts are focused on bringing the situation under control.
- > At this time, we don't know the cause of the incident.
- > We have a plan in place for just such an emergency and we are being assisted by [police/fire/ public health/ EMD or others] as part of that plan.
- > The situation [is / is not] under control and we are working with [local/state/federal] authorities to [contain the situation/ determine what happened/ determine what actions individuals need to take/prevent this from happening again].
- > This is an evolving emergency; this is what we know right now [what, where, when].
- > [Incident Command Agency] and other local authorities are investigating this incident. Updates will be made as soon as we know more.
- > We ask for your patience as we respond to this emergency.
- > By staying informed, following instructions from [Incident Command Agency] you can help protect yourself & your family from this threat.
- > [Fire/police/EMS/hazmat team/public health] are on the scene. The immediate surrounding area is a crime scene. At this time, this is believed to be an isolated incident. We have no evidence that additional attacks are planned.
- > [Fire/police/EMS/hazmat team/public health] are on the scene. Stay away to let responders do their job.
- > [Incident Command Agency] and emergency responders are investigating this incident. Check back frequently for updates.
- > More information will be available in [X hours].
- > Stay Informed! Follow instructions from [Incident Command Agency] to protect yourself and your family from this threat.
- > Avoid telephone/cell phone conversations to keep lines clear for emergency responders. Text instead.
- > [Suspected/confirmed] [issue/event/chemical] in [event area]. Stay clear of the area.

Injuries

- > At this point we do not know the number of persons [ill, injured, dead].
- > As of now, [X number] of [agent] exposure cases have been confirmed. [X number] people have been reported injured at the scene as of [date/time].
- > Officials believe that people who were at [incident area] on [date and time] may have been exposed to [agent].

Secure the Scene

- > All efforts being made to secure the scene & reduce [injury/death].
- > Stay clear of [incident area] for emergency operations.
- > [Location around the incident area] has been closed for public health & safety. Stay clear.
- > [Incident area] has been closed for investigation and may be evacuated, if necessary. Stay tuned for more info.
- > [Incident area] has been closed to the public following [incident]. To protect your health & safety, we ask that you stay clear of this area and pay attention to updates. [Image: from scene]
- > Emergency personnel are making every effort to secure the scene & care for those injured. Please keep phone lines open; text or use social media to check in with loved ones.

Initial Public Action Requests

Giving people things they can do to protect themselves and support the response is extremely important. Here is a list of possible actions.

- > We urge everyone to stay calm & follow instructions from local responders as investigations continue.
- > Remember: If you see something, say something. If you see something suspicious contact [phone number] to report to [reporting contact info].

- > Take these protection precautions/actions: [List here].
- > Worried that you are sick or have been exposed? Learn more and what to do at [add website].
- > Use 911 only for immediate life-threatening emergencies. For information or general help call 2-1-1. <https://mass211.org>
- > Remember to use 911 only for life threatening emergencies. For other requests, call 211. <https://mass211.org/>
- > Residents in [impacted area] [can/should/must] [list actions] to protect themselves and family members
- > Individuals with disabilities should take extra care to prepare for this emergency by.....
- > If you are physically disabled, call your doctor for info about [incident] if you are worried about how it may affect your condition.
- > If your agency works with at risk individuals with functional or access needs, please contact your clients with the following information.....
- > Residents in the impacted areas can help by [list].
- > Residents outside the impacted areas can help by [list].
- > Hospitals are at capacity. Only go if you have a life-threatening emergency or these symptoms...
- > Safe food/water will be available at [Location].
- > Charging stations can be found at [Location].

Stay Informed

Social Media

- > FYI: We are using twitter [#incident] for updates on [incident]. We encourage everyone to do the same.
- > Reminder: Follow @ [insert your Twitter handle] for updates on [incident].
- > Find more information on our [Website/Facebook/Twitter].
- > Click here for more information from [CDC, ATSDR, Poison Control] [Webpage].
- > Be sure to stay updated by following this [feed & twitter account] [Image: Your town seal].
- > Updated map of [affected area] [Webpage].
- > Reminder: Other good organizations to follow for up to date information include [agency Twitter handles] e.g. [MEMA](#), [FEMA](#), [CDC](#), [MA DPH](#).

Traditional Media

- > Watch the latest [insert time/date] press briefing on [incident] from [your agency] [webpage].
- > The next update from [your spokesperson/agency/community] will take place at [date/time] Watch it at [add website].
- > A map of the [affected areas/closed area] is being developed and will be available at [webpage].

Help Yourself and Your Neighbors

Mental Health

- > Feeling distressed about the [incident]? Call the Disaster Distress Helpline at 1-800-985-5990 or Text "TalkWithUs" to 66746. **Link:** <http://emergency.cdc.gov/mentalhealth/index.asp>
- > *Deaf/Hard of Hearing:* Text TalkWithUs to 66746. Use your preferred relay service to call the Disaster Distress Helpline at 1-800-985-5990 TTY 1-800-846-8517.
- > *Spanish Speakers*
- > Call 1-800-985-5990 and press "2". From the 50 States, text Hablanos to 66746.
- > *Veterans:* Call 1-800-273-8255 and Press 1. Text 838255. Deaf and Hard of Hearing 1-800-799-4889.

Check in with Friends and Family

- > Update your social networks or text family and friends to let them know you're okay. Phone lines may be jammed.
- > Check on neighbors or family, especially elders and young families who may need extra help [during/after] the [incident].
- > Continue to check on neighbors and family who may need help.

- > Have a disability or need special medical attention? Make sure a neighbor knows you may need assistance.
- > For information about loved ones use the American Red Cross Safe and Well program. <https://safeandwell.communityos.org/>
- > Let your family and friends know that you are **safe and well**. Use the American Red Cross Safe and Well program. <https://safeandwell.communityos.org/>

Response Information

Schools Closed

- > Authorities are closing schools in [Community]. Go to [add website] for up to date information.
- > Schools in [location] will be closed for [number of days or date range] [add website].

Evacuation

- > People living/working in [area] [should/should not] evacuate.
- > [Agent] was released in [area]. Avoid or leave this area immediately and seek fresh air.
- > For more information on evacuating [<https://www.mass.gov/service-details/guidelines-and-safety-tips-for-evacuations>].

Once Evacuation Is Recommended/Ordered

- > As you evacuate take at least [list supplies e.g.; 1 week's supply of medicine & list of your drugs & medical problems w important papers and cash].
- > Take only essential items with you: [medicine, medical supplies, important paperwork & disaster supply kit].
- > Here is an updated evacuation route [add website]. Follow the instructions and don't take short-cuts.
- > If you have time, text a friend or relative outside the area to let them know where you are going & that you are safe.
- > Remember to put your contact info on your service animal's name tag just in case you get separated during an evacuation.
- > Carry a photo of you and your service animal as proof of ownership in case you are separated.
- > Avoid moving water, regardless of depth or speed. Do not drive on flooded roads. Cars can be swept away or break down.
- > Never drive through water flowing across the road. It only takes 6-12 inches of water to float a small vehicle

Functional Need Support Services During an Evacuation

Communications

- > Please check the following for more information [add website/twitter feed/ Facebook] [*Repeat in multiple languages and in large print.*]

Medical

- > Please bring medical records, medicines in original containers, necessary medical equipment and supplies as well as any health care proxies.
- > Be sure to label all of your medical devices with your contact information. If possible, laminate to protect from water damage.
- > It is useful to write instructions for your medical devices so first responders can use them to help you in an emergency.

Independence Maintenance

- > Please bring extra eye glasses, medications in their original containers, hearing aid batteries and special foods along...
- > Working service animals are accommodated at these shelters [list shelter location] please bring their records.

Supervision

- > Individuals with cognitive disabilities should be accompanied by a caregiver with ID, medications in their original containers and any items needed to help the person maintain focus, such as weighted blankets.

Transportation

- > Busses will be available at [locations and times].
- > Adaptive vans can be requested by calling [contact info].

Pets

- > What is best for you is usually best for your animals. Include your pets in your emergency plan. [\[https://www.mass.gov/service-details/include-your-pets-and-animals-in-your-emergency-preparation-and-plans\]](https://www.mass.gov/service-details/include-your-pets-and-animals-in-your-emergency-preparation-and-plans)
- > Our pets are our family. Keep in mind that during a disaster what is best for you is usually best for your pet or service animal.
- > Never leave your animal behind if you have to leave your home. [\[http://www.humanesociety.org/issues/animal_rescue/tips/pets-disaster.html\]](http://www.humanesociety.org/issues/animal_rescue/tips/pets-disaster.html)

Sheltering

Shelter in Place

- > "Shelter in place" means to make a shelter out of the place you are in, so that you are protected until help arrives or you can safely move.
- > [Agent] was released in [area]. Stay inside your [building/home] to avoid being exposed.
- > Individuals in [incident area] are in the contamination area. Seek shelter immediately and call 9-1-1 if you have any severe injuries. Go to Sources for information about: [info sources].
- > Get inside. Stay inside. Stay tuned.
- > [Experts/officials] are working to determine if [radiation/chemicals] has spread from the explosion site. The safest place to be is indoors away from the scene.
- > Keep outside air OUT of your home! Close windows/doors/fireplace. Turn off heating/cooling & close vents.
- > When sheltering in place, get to [area of home/building] – ideally a room with few windows.
- > Stay out of your car unless you have no choice. Cars are not airtight and will not give you good protection.
- > For more information on sheltering in place: [\[https://www.mass.gov/service-details/guidelines-and-safety-tips-for-sheltering-in-place\]](https://www.mass.gov/service-details/guidelines-and-safety-tips-for-sheltering-in-place).
- > Stay tuned to [@your Twitter Handle/website] for further instructions.
- > If your children are being sheltered at their school, do not go get them until told it is safe to do so. Moving them will put them & you at increased risk.
- > If you have a physical disability & must shelter in place, choose a space you can easily access w/ few doors/windows/openings.
- > Keep in contact with your support network while you are sheltering in place. Have someone check in with you regularly.
- > ALL CLEAR, The [hazardous material] emergency for this area has been cancelled.

Emergency Shelters/Warming Center/Cooling Center

- > An [emergency shelter/warming center/cooling center] is open/opening at [location] at [time].

- > Authorities are asking everyone in [incident area] to evacuate to the shelter located at [emergency shelter location]. For more info: [add website].
- > For information about [emergency shelter/warming center/cooling center] locations call 2-1-2. [https://mass211.org/ or other website]
- > The following are not allowed at the [emergency shelter/warming center/cooling center] [weapons, alcohol, drugs without a prescription, farm animals, large pets like miniature horses and llamas, valuables].
- > What to bring to a shelter: [prescriptions and medications, special foods, clothing, pillow, blankets, personal care items, toys].
- > Before leaving for the shelter, [Lock/Don't lock] your home, [post notices on house for responders regarding pets, hazards, occupancy], [turn off utilities [gas, water, electric main, etc.]], [secure and drain house water pipes].

Pets

- > Animals are being sheltered at [location].
- > Animals are not accepted at [location] but can be taken to [location].
- > Bringing a pet or service animal to a shelter? Bring [leash/vet records/license & week's supply of food/water/meds].
- > Also bring a current photo of you with your pets to the shelter to help others identify them in case you get separated.

Service Animals

- > If you go to a public shelter, by law all service dogs are allowed inside & must be allowed to remain with you at all times.
- > Be sure to label all service animal supplies w/ your contact info [or your emergency contact's info].
- > Keep veterinary records and immunization cards of your service animal on hand.
- > Is your service animal fully trained and tamed? Shelters may turn away animals that cannot be kept under control.
- > Your service animal should always wear a harness and leash when in a shelter.
- > Like humans, service animals can become distressed during emergency situations. Bring treats or toys to help soothe them.

Social Distancing/Quarantine

- > Distance yourself from those who may be sick. Avoid contact or wear a facemask and wash hands often.
- > Try to keep a 6-foot distance from others to avoid getting sick.
- > Avoid public places/large gatherings of people/riding public transportation.
- > Wash hands often and wear a facemask.
- > If possible, work from home/telecommute. Need to go in? Wear a facemask and wash hands often.
- > Check for school closures in your community.
- > All nonessential businesses are closed and employees should stay home. For more information visit [add website].
- > Follow local board of health curfews for outdoor gatherings [add website].
- > If informed that you have been exposed and must be quarantined at home, please follow all Board of Health instructions. For help and support, call 2-1-1.

Emergency Dispensing Sites/Points of Dispensing

- > Reminder: [Emergency Dispensing/POD] at [location] will be [opening/ closing] at [time/date] [add website].
- > Phone numbers for [EDS/PODs] can be found at the following [add website] [2-11].

- > An [Emergency Dispensing Site/Point of Distribution] is not a shelter. You do not need money/overnight bag [add website]. You [do/do not] need to [bring ID, and wear a short sleeve shirt] and know [list: e.g. the age/weight of everyone in your family]...
- > Stay up to date on information about [Emergency Dispensing Sites/POD] on local TV news stations, radio stations, and official social media pages or by calling 2-1-1.
- > Remember to bring a Head of Household form to Emergency Dispensing Sites to receive proper vaccinations/medications for you & your family [Link to forms].
- > You [May/May Not] pick up medication for loved ones and friends at the Emergency Dispensing Site [add website].
- > Once at an Emergency Dispensing Site, be prepared to fill out medical screening/consent forms. You will also get info on medication [add website].
- > After you receive vaccination/meds, you will get sticker/hand stamp/wristband to show proof of receiving meds [add website].
- > [List Services Available e.g. Counseling, financial aid advice] services will be available at your local [Emergency Dispensing Site/POD] [location] [add website].

Family Reunification Centers

Situation

- > This is an important message from [name of school]. It is [date & time].
- > Due to a [fire, threat of violence, damaged roof, etc.] at [name of school/organization], [students, children] will be released [early / late] today at [time]
- > The emergency situation at [name of school] has been resolved.
- > The lockdown at [name of school] [is over/continues].

Reunification Center

- > We have activated our Family Reunification plans
- > We have plans in place to get children home as quickly and safely as possible.
- > We are committed to the safety and security of the children.
- > All students, including those who normally ride the bus, will be taken to [name/address of reunification site] and released to parents/guardians/authorized individuals there.
- > Parents/guardians should come to the reunification site [address] to pick up their child at the [designated time]. All students, including those who normally ride the bus will be released to parents/guardians/authorized individuals there.

ID Required

- > Parents and guardians must bring a photo ID to [name of reunification site] when picking up children.
- > No child will be released unless the parent/guardian/authorized individual shows photo ID.
- > [Organization] staff will check your ID against a list of individuals approved to sign out each student. This is for the safety of your child.

Buses/Walkers

- > [Students, children] who normally ride the bus will [still be, not be] riding the bus home.
- > If your student normally rides the bus, they will still be riding the bus, however buses will be [# of minutes] or more [early/late]. Please make arrangements for a [early/late] bus arrival].
- > If you normally pick up your student at school or if they usually walk home, please come to [location] to pick up your child. Student will released to a parent, guardian or other authorized emergency contact at [location].

More Info

- > We have staff available to answer questions about picking up children, and they can be reached at [telephone number].
- > Additional information can be found at [website/Facebook] [provide link].

- > Information has been sent to parents and guardians about pick-up time and location.

Other Ways to Help

Volunteers/Donations

- > Volunteers needed! Please contact [name/agency name] for more info [add contact info].
- > To volunteer contact the nearest Community Organizations Active in Disasters [Berkshire County <http://wmmrc.org/berkshire-coad/> Pioneer Valley COAD [regionalprep@frcog.org].
- > We know that everyone wants to help the victims of this tragedy. What is needed right now is [List]...
- > What is needed most at this time is money to help the victims recover from this disaster. Donations of money may be made by [List].
- > Donations of [list e.g. Food, clothing, water] are [needed/not needed].
- > Donations of clothing and other supplies [are/are not needed] being coordinated by [organization]. Contact them at [contact information].
- > Volunteers who [are/are not] pre-registered with their local emergency response volunteer group [Medical Reserve Corps, or Red Cross, CERT, Team Rubicon] should contact their local unit to find out about volunteering. [List Contact Information] [add links or contact info]

Specific Scenarios

Extreme Heat <https://www.cdc.gov/disasters/extremeheat/index.html>

- > Heat stroke is a medical emergency. If you see someone who has stopped sweating, is confused or has a high body temperature; they may have heat stroke. Call 9-1-1. While waiting for help, cool the person with water, ice and continuous fanning.
- > Signs of heat illness include dizziness/fainting, nausea/vomiting, headache, rapid breathing/heart rate, extreme thirst and decreased urination. If you experience any of these during hot weather, immediately move to a cool place and drink plenty of water. If symptoms persist, seek medical attention.
- > Signs of heat exhaustion: heavy sweating, pale, muscle cramps, tired, weak, dizzy, headache, nausea, fainting, cool/moist skin, fast/weak pulse, fast/shallow breathing. Get medical attention immediately if symptoms are severe or victim has heart problems or high blood pressure.
- > Do you know how to treat heat exhaustion? Get to a cooler place & rest comfortably. Remove or loosen tight clothes, apply a cool wet cloth & drink a half glass of cool water slowly every 15 minutes. Avoid alcohol and caffeine. Get medical attention immediately if symptoms are severe.
<http://emergency.cdc.gov/disasters/extremeheat/elderlyheat.asp>

Actions

Stay cool. <https://www.cdc.gov/disasters/extremeheat/index.html>

- o Stay indoors as much as you can during the #EventHashtag! Limit your exposure to the sun when possible.
- o No air conditioning? Stay on the lowest floor away from sunshine to stay cool. Stay cool by visiting the local cooling cent at [location] or your local library, movie theater, or mall during hottest parts of the day.
- o When going outside, wear loose, lightweight, light-colored clothing covering as much skin as possible. Avoid dark colors.
- o When out in the sun, wear a wide-brimmed hat to protect your face and head.
- o Using an electric fan during the heat wave? Try taking a cool shower or bath instead!

Stay hydrated

- o It's hot! Drink plenty of fluids - don't wait until you're thirsty. Drink 2 to 4 glasses [16-32 ounces] of cool fluids an hour. Avoid alcohol & sugary drinks that cause you to lose fluids.

Stay informed

- The highest temperatures are expected for [location] [date/time] Check out the latest projected heat map <https://alerts.weather.gov/cap/ma.php?x=1> and <https://www.weather.gov/>

Vulnerable Populations

Elderly

- > The second and third days of a prolonged heat emergency are the most dangerous as vulnerable individuals become heat exhausted and can no longer maintain their body temperature. Seek a cooling center daily for at least a few hours if you are at risk. Call 2-1-1 for more information.
- > Extreme heat and humidity are dangerous to the young, elderly, individuals with chronic medical conditions and those who work without air-conditioning.
- > If you are 65 years or older, stay in air conditioning as much as possible during the heat wave.
- > Do you know someone 65 years or older? Check on them often during the heat wave.

Children

- > Infants/children are sensitive to extreme heat. Keep them cool/hydrated & never leave them in the car.
- > Get medical care immediately if your child has symptoms of heat-related illness. For more on symptoms: <https://www.cdc.gov/disasters/extremeheat/children.html>

Outdoor Workers

- > Do you have to be outside during the heat wave? Limit outdoor activity to mornings and evenings when possible. Take frequent breaks in shady areas. Adjust to the weather slowly by limiting activity until you become accustomed to the heat. <https://www.cdc.gov/disasters/extremeheat/workers.html>

Athletes/Exercisers

- > People who exercise in extreme heat are more likely to become dehydrated and get heat-related illness. For more information on how to stay safe while exercising during the upcoming heat wave. www.cdc.gov/extremeheat/athletes.html

Pets

- > Bring your pets indoors during the heat wave. <https://www.cdc.gov/disasters/extremeheat/pets.html>

Boil Water

- > Boil water advisory: Bring water to a rolling boil for at least one minute, let cool, before using.
- > Bring water to a rolling boil for at least a minute in order to kill major water-borne pathogens. <https://www.mass.gov/service-details/consumer-information-on-boil-orders>
- > Unsure about what to do during the current boil water advisory? Check out this information: <https://www.mass.gov/service-details/consumer-information-on-boil-orders>
- > Don't use contaminated water to wash food or dishes/brush teeth/wash your hands/make ice/make baby formula. <https://www.mass.gov/service-details/consumer-information-on-boil-orders>
- > Consider all public & well water unsafe & use bottled water until local authorities announce that the water supply is safe.
- > Tap water IS NOT safe to drink in [area]. Use bottled water until water is declared safe. Stay tuned for updates.
- > Have questions about the safety of your water? Contact the [Health Department/Board of Health] at [phone number].

Flood/Storms

- > Have a 3 to 5 day supply of water for everyone in your household. <https://www.mass.gov/service-details/build-an-emergency-kit>
- > Have a 3 to 5 day supply of non-perishable food in your emergency supplies. <https://www.mass.gov/service-details/build-an-emergency-kit>
- > Have an emergency kit w/ flashlight/batteries/ meds/1st aid/food that won't spoil/bottled water <https://www.mass.gov/service-details/build-an-emergency-kit>

- > Check out the latest details on which areas are experiencing flooding [add website]
- > Remember not to use generator indoors. Be aware of signs of carbon monoxide poisoning. [\[https://www.cdc.gov/co/default.htm\]](https://www.cdc.gov/co/default.htm)
- > Don't use generators/grills in or within 20 feet of your home. Fumes can kill. [\[https://www.cdc.gov/co/default.htm\]](https://www.cdc.gov/co/default.htm)
- > Don't heat home with gas oven. Keep generators/grills outside. Fumes can kill. [\[https://www.cdc.gov/co/default.htm\]](https://www.cdc.gov/co/default.htm)
- > Never leave the motor running in a vehicle parked in an enclosed space like a garage. Fumes can kill. [\[https://www.cdc.gov/co/default.htm\]](https://www.cdc.gov/co/default.htm)
- > Do not touch downed power lines.
- > Stay out of moving water and flood waters unless no choice. Flood waters are often contaminated, and even shallow moving water can sweep away an adult.

Hazardous Agent Info

- > Officials suspect that [hazardous material], a chemical agent, has been released in [incident area].
- > Symptoms from [breathing/touching/eating] [hazardous material/contaminated X/infectious agent]. Included: [list symptoms: drowsiness/dizziness/rapid heartbeat/headaches/confusion/unconsciousness].
- > For more info on the signs and symptoms of [hazardous material/contaminated X/infectious agent]:
- > Showing these signs and symptoms does not necessarily mean that a person has been exposed to [hazardous material/contaminated X/infectious agent].
- > If you've been near [event area] and have any symptoms of benzene poisoning, call 9-1-1 immediately.

Infectious Disease/Arbovirus

<https://www.cdc.gov/westnile/prevention/index.html>

<https://www.cdc.gov/ticks/index.html>

<https://www.cdc.gov/flu/index.htm>

<https://www.cdc.gov/measles/index.html>

- > What is [name of infectious disease]? You [are/are not] at risk if [list conditions]. For more information go to [add website].
- > [Community/State] BOH investigating outbreak of [name of infectious disease] in [incident location]. Cause still unknown – more at [add website].
- > For concerns about [disease name] in your area, check this map: [add website].
- > [Number] of cases of [name of infectious disease] reported to MA DPH since [date]-go to [add website] for more information.
- > For more information about [name of infectious disease] go to [add website].
- > There are simple steps people can take to avoid infection [list steps].

Power Outage

- > If you have a medical condition that depends on power, register with your local utility and your local police department.
- > If your power is out, do not call 911 unless you have a medical emergency. Instead contact your utility company.
- > Report power outages you're experiencing to your utility providers. Report every 8 hrs. Call [phone number].

Initial Reverse 911 Warnings

Winter Weather

- > Winter Weather Warning, Winter Weather Warning, Take emergency precautions immediately. Take emergency precautions immediately.

Severe Weather Warning

- > Severe Weather Warning. Seek shelter immediately. Severe weather warning. Seek shelter immediately. Severe Weather Warning. Seek shelter immediately.

Tornado Warning

- > Tornado warning. A tornado warning has been issued for this area. Tornado warning. A tornado warning has been issued for this area. Tornado warning.
- > Attention! A tornado warning has been issued. Seek shelter now. Do not delay. Seek shelter now.
- > Warning: A tornado warning has been issued for our location. Please take shelter immediately.

Hurricane Warning

- > Hurricane warning. A hurricane warning has been issued for this area. Hurricane warning.

Severe Thunderstorm

- > Severe Thunderstorm Warning. A severe thunderstorm warning has been issued for this area. A severe thunderstorm warning.
- > Thunderstorm Warning!!! A Severe thunderstorm warning has been issued for this area. Seek shelter away from this area immediately!
- > Thunderstorm warning. Large hail and high wind is possible. Listen to radio and TV for details.

Flash Flood

- > Attention: A flash flood warning is in effect for your area. Avoid low areas. Be alert for rising waters.

Chemical Release

- > Chemical Release. Stay inside buildings and close windows and doors unless advised by authorities to evacuate area.
- > Attention: There has been a chemical release in your area. Everyone should evacuate immediately.
- > Attention: There has been a chemical accident in your area. Go inside; tune your radio or television to a local station for additional information!

Evacuation Warning

- > An emergency evacuation of this area is required. Follow evacuation route instructions. Listen to radio and TV for details. You can also get evacuation information on [\[website, 211\]](#).
- > Attention: This is an emergency evacuation order. Remain calm. Follow the instructions of the emergency evacuation order. Obey emergency officials. Remain calm.

Hazardous Materials

- > Hazardous Material Incident. A hazardous material incident has occurred; follow instructions of authorities to evacuate area of concern.
- > Hazardous Materials Incident. A hazardous materials accident has occurred. Please listen to your local news for information. Hazardous Materials Incident.
- > Hazardous Materials Warning - All Clear. The hazardous materials emergency for this area has been cancelled.
- > Attention: A hazardous material release has occurred in your area. Go inside, close all windows and doors, cut off all ventilation systems, air conditioners, and heating units. Be alert for further information and instructions.
- > There has been a hazardous materials incident. Please tune to your local radio for details.
- > A hazardous materials accident has occurred in the [\[community\]](#). Seek shelter indoors. Listen to radio and TV for details.

Terrorist Alert Warning

- > Terrorist alert. A terrorism alert has been issued, please follow emergency [\[procedures/orders\]](#).

General Emergency Conditions

- > Attention: An emergency condition exists, stand by for instructions. An emergency condition exists, stand by for instructions.

All Clear

- > All Clear. The emergency is over. All Clear. The emergency is over. All Clear. The emergency is over.
- > Attention: The emergency is over. I repeat the emergency is over. Resume your normal activities.
- > The emergency is over. If you still require assistance, call 211. If it is a life threatening, call 911.