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# Community Notifications – Are They Working ?



2018

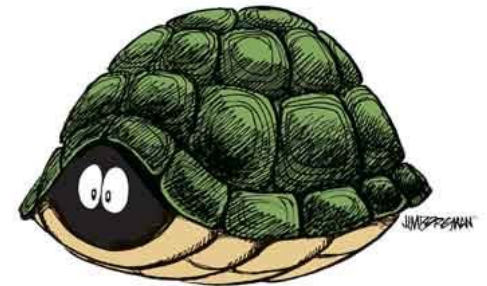
4/23/2018

**Factoid**



Since 2000, statistically there is approximately eight (8) shelter-in-places or evacuations of a community (whole or part) or of a facility due to a hazardous substance, oil, or other material incident somewhere, on a weekly basis

Since 2000, statistically there is more than one shelter-in-place or evacuation of a community (whole or part) or of a facility due to a hazardous substance, oil, or other material incident somewhere in Region 6, on a weekly basis

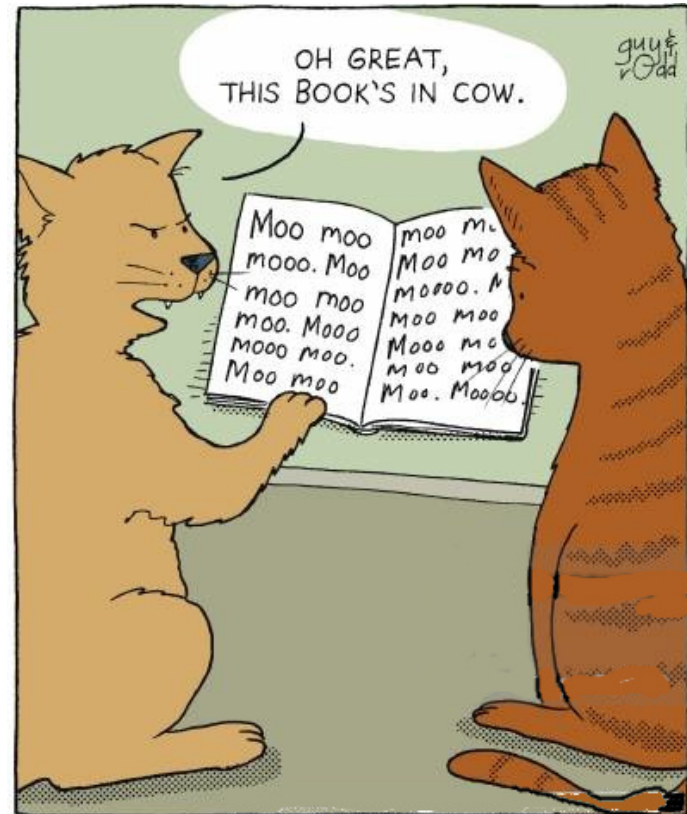




1. How do "we" ensure public notifications during a large incident are received by all members of the community who need to receive the notification?



**2. How do "we" ensure public notifications during a large incident can be understood by the intended audience (language, education, cultural, etc.)?**



evacuación

إخلاء

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Эвакуация


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- As of 2013, almost 1 in 5 U.S. residents now speaks a foreign language (over 350 different ones) at home.

In Houston alone, over 145 languages are spoken.

انخلاء

Sơ tán

  
 American  
Red Cross

FACT SHEET ON  
SHELTER-IN-PLACE

**What Shelter-in-Place Means:**  
 One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided in this Fact Sheet.

**Why You Might Need to Shelter-in-Place:**  
 Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect you and your family. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

**How to Shelter-in-Place**

**At Home:**

- Close and lock all windows and exterior doors.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Turn off all fans, heating and air conditioning systems. • Close the fireplace damper.
- Get your family disaster supplies kit <http://www.redcross.org/services/disaster/beprepared/supplies.html>, and make sure the radio is working.
- Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- Bring your pets with you, and be sure to bring additional food and water supplies for them.
- It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available if you need to report a life-threatening condition. 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.
- Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

**At Work:**

- Close the business. • Bring everyone into the room(s). Shut and lock the door(s).
- If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.

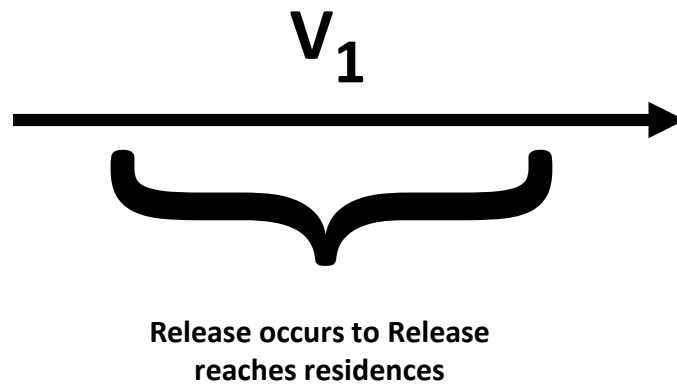
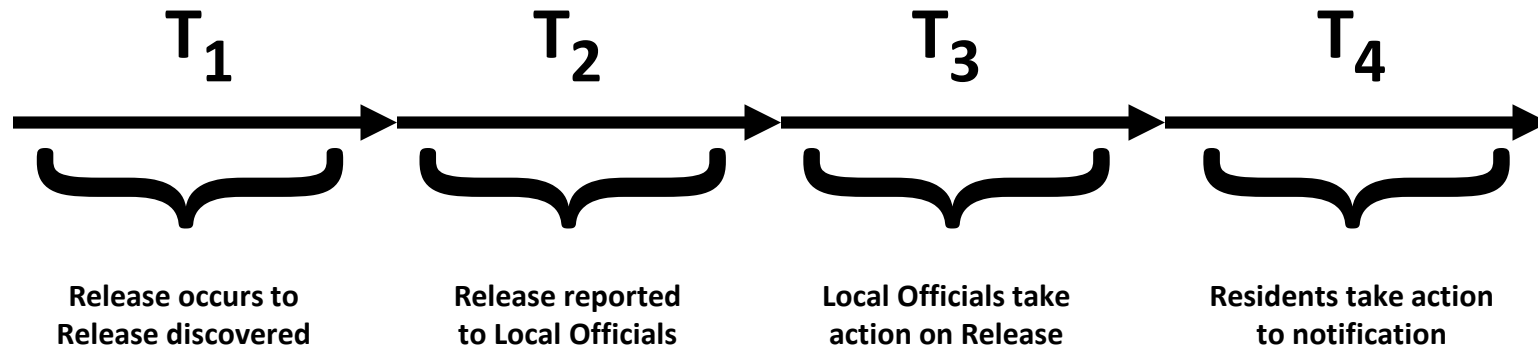
**3. How do "we" ensure public notifications (instructions) during a large incident are actually understood by the intended audience (shelter in place, evacuations, other protective actions)?**



**4. How do "we" ensure notifications to fence-line communities are received timely enough to actually be useful?**



## When the Release Occurs








$$\text{If } T_1 + T_2 + T_3 + T_4 > V_1 ?$$



## 5. How do "we" ensure fence-line communities do not “react wrongly” to sirens they hear from the facilities?



FLINT HILLS RESOURCES EAST AND WEST PLANT FACILITY ALARMS						
Alarm Type	Public Address	Vapor Release	Fire Alarm	Spill	General Alarm –	All-Clear
Alarm Description	Announcement via loud speakers and building Intercoms	Alternating Steady Siren	Wailing Siren	Pulsed Wail	Pulsed Steady Siren	Steady Siren
Tone Diagram	Emergency Speech					

6. How do "we" ensure the community understands that government "can't fix everything" during an incident... ?



***“That is probably the biggest change in recent years, the realization that disaster response is not just a government response, it is a societal response. The federal government has a role, and so does everyone else.”***

***William Carwile, FEMA***

**7. Is the philosophy “We  
can’t save everybody”  
acceptable ?**

NOTE TO SELF...

YOU CAN'T  
HELP  
EVERYBODY

- **Conclusion:**

**What, when and how you notify the public during and after a release incident is just as important as the actual response to the incident**

**SHELTER IN PLACE**  
**What To Do If...**