

**East Bay Paratransit  
Emergency Action Guide Booklet  
Text Format/Large Print**

09/25/2017 (last updated)/large print / condensed version

Typed by: Elena Van Loo

San Francisco Bay Area Rapid Transit District  
Access Consultant

Customer Access and Accessibility Department

300 Lakeside Drive, 16<sup>th</sup> Floor

Oakland, CA 94612

East Bay Paratransit Emergency Action Guide booklet is a user friendly guide with illustrations with instructions in text and in large print format for members, riders, families and caregivers.

## **START HERE!**

Emergency action guide is designed to help you before and during an emergency. Such as a major fire, an earthquake and/or regional disaster.

For life threatening emergencies, call 911.

To get regularly updated information during an emergency call, (510) 899-7653 or go to our webpage, [www.eastbayparatransit.org](http://www.eastbayparatransit.org).

In an emergency, East Bay Paratransit's regular phone line will be very busy. Please be patient. East Bay Paratransit's main number, (510) 287-5000.

## **YOUR INFORMATION**

This is a page of the guide has a number of boxes to be filled with your emergency information. Please fill out the information below and keep it in an easy to locate place at home or in your office:

First name, Last, Middle, Daytime phone, Cell phone, Evening phone, Email address, Home address, Apt #, City, State, and Zip.

Language (s) the rider speak (s): English, Spanish, Chinese, Vietnamese, Tagalog, or other.

Main Contact Person and Out of area contact person for the rider: Relationship, Phone, Cell phone, Address, City, State, Zip, Email address and list other people to contact in an emergency.

Special Needs: Can you, rider be left unattended? Do you, rider travel with a Personal Care Attendant (PCA)? Use a wheelchair or scooter or other devices (power chair, crutches, Segway, etc.)? Service animal? Pet care?

Medications and Medical Treatments: Do you, rider have any time sensitive medical treatments, medications, or allergies?

Medication and Medical Treatments: Include a copy of your medical card and current printout of the additional medications and medical needs with this book to use during a disaster or other emergency.

Along with this page there is an attached wallet size, "Emergency Contact Information," to be completed by the rider with the same fill out information as in the booklet. This wallet size is folded into three sections to put in your wallet.

## **WHAT TO EXPECT**

This page is a series of what to expect during in an emergency. In each panel there is a rider asking a question. An East Bay Paratransit driver answers what she will do in an emergency.

The first question is, "What if I'm on board?" The answer is the driver will first check on the condition of the passengers. Next, the driver will check the vehicle and road conditions to make sure it is safe to continue driving. Then she says, "You are my priority!"

The second question is, "Will my driver take me home?" The answer is during a major emergency, the driver will attempt to take you home or to your alternate drop off destination, or you may be taken to a pre-designated safe location. Please be prepared to wait. See, "Your Plan," for comfort suggestions.

The third question is, "How will my driver know what to do?" The answer is that the drivers has had extensive emergency training along with printed instructions in the van.

The right side of the booklet continues what to expect in an emergency. In each panel, there is a rider asking three additional questions. Call center operator answers the three different questions.

First question is, "What if I've been dropped off at my destination and I need a return trip?" The answer is to first check the East Bay Paratransit's emergency recorded number, (510) 899-7653 and/or the website, [www.eastbayparatransit.org](http://www.eastbayparatransit.org). East Bay Paratransit will send a vehicle as soon as they can.

Second question is, "What if I'm at home waiting for a ride?" The answer is all trips will be cancelled until the emergency is over and service has been restored.

The third question is, “What if I have a standing order?” The call center operator comments that your standing order trip will be cancelled during an emergency, but if your standing order is medically necessary (i.e. chemotherapy or dialysis), call to reschedule, but make sure that your facility is open and available for your appointment.

## **YOUR PLAN**

This page shows: “Build a **basic kit**,” “Be informed,” “Make a plan,” and “Build a **kit for people with disabilities**.”

There are 15 items to build a **basic kit**:

1. **WATER**-At least one gallon per person, per day for a minimum of three (3) days for drinking and sanitation.
2. **FOOD**-A minimum of three (3) days of supplies of non-perishable food for each person
3. **BATTERY-POWERED** radio & extra batteries
4. **FLASHLIGHT** and extra batteries (stored separately)
5. **COPY of ID** and important papers
6. **MOIST TOWELETTES, GARGAGE BAGS, and PLASTIC TIES** for personal sanitation
7. **PERSONAL HYGEIENE SUPPLIES**: soap, toothbrush, shampoo, feminine supplies
8. **FIRST AID KIT**
9. **PRESCRIPTION MEDICINES** (spaces provided to fill in specific prescription medicines)
10. **WHISTLE** to signal for help
11. **DUST MASK** to filter contaminated air
12. **WRENCH** or **PLIERS** to turn off utilities
13. **LOCAL MAPS**
14. **COMFORT ITEMS**--Books, paper and pen, cards
15. **PET AND SERVICE ANIMAL SUPPLIES**: Leash, Shelter, Dish, Carrier, Water (1 gallon per day), Food (there’s a web page for [aspc.org](http://aspc.org) after the list)

The images shown in the middle of the booklet gives examples of items to pack up to be used in an emergency up to three days of supplies for your house:

- A pair of gloves
- Hand sanitizer (a bottle)
- Food
- Snacks
- Matches (in a box)
- Moist towelettes
- Glow sticks
- Dust mask
- Hand crank radio
- Walkie-Talkie radio
- Canned foods
- Can opener
- Water bottles
- A Flashlight
- Extra batteries
- Zipper bags for storage
- Deck of playing cards
- Book to read
- First Aid kit

- Prescription medicine bottle(s)
- Aspirin (in a bottle)
- Duct tape
- Local maps
- Checklist and pens
- Screwdriver, wrench
- Food and dish for pet (s)

A list to build a **kit for people with disabilities**. There are five things to think about when packing for an emergency:

1. **Inventory** what you use every day to maintain your health, safety, and independence. Identify essential items you and your family will need to survive for three (3) days, in case emergency responders can't get to you.
2. As you go about your usual routines, carry a pad of paper for several days and **note** anything that would be difficult to manage in an emergency.
3. **Brainstorm** solutions to your routine list.
4. **Stock** your **kit** with essential items you need to maintain your health, safety, and independence, such as:
  - Over the counter medications
  - Medical Supplies
  - Assistive Devices
  - Food (for specific dietary needs)
  - Prescription medicines
  - Diabetic supplies
  - Hearing aid batteries
  - Phone charger and back up batteries
  - Landline phone and/or TTY (hard of hearing or deaf)
  - Manual wheelchair, extra cushion, tire repair kit
5. **Plan** for the specific needs of children with disabilities and people who may have difficulty in unfamiliar or chaotic environments:
  - Handheld electronic devices loaded with movies & games (include spare chargers and batteries)
  - Sheets and twine or a small tent to provide privacy
  - Headphones to decrease auditory distractions
  - Snacks and toys to provide comfort
  - A grab and go bag for each adult
  - Three (3) days of at home supplies

# **OUR PLAN**

This page informs the riders what East Bay Paratransit has done to plan for an emergency.

The four Emergency plans are:

## **1) Education:**

At East Bay Paratransit, we continue to learn how to prepare for emergencies. We've created The Emergency Action Guide as a way to share this information with our riders, their caregivers, and families.

## **2) Resources:**

All Paratransit vehicles have emergency kits, water, and supplies. Back-up generators and additional supplies are set up at our Paratransit main office and at pre-designated safe locations.

At our main office, we have set up an Emergency Control Center at which will be activated during an emergency. This will be our headquarters for reaching out to our drivers, riders and emergency response agencies.

## **3) Training:**

Our drivers and staff have been trained on emergency procedures. We hold simulated emergency exercises to practice what we have learned and make improvements.

## **4) Networking:**

Our plan is designed to help us work with other Emergency Response Agencies. During an emergency, we can get the help and support we need our riders.”

To the right of the column is a large illustration spread over the remainder of this pages. At the center is an illustration of an East Bay Paratransit van surrounded by characters doing different things related to the emergency plan. Speech bubbles show what the characters are saying about the East Bay Paratransit's job to assist in an emergency. The characters are saying the following:

- "It's a disaster! What should we do?"
- "Not to worry."
- "East Bay Paratransit has a plan."
- "In an emergency, East Bay Paratransit personnel head to our emergency operations center."
- All vehicles have emergency kits, first aid, and water.
- Alternate safe locations have been pre-designated. Your driver will take you there if he/she can't take you home.
- Our safe locations will offer food, water, first aid, and a place to rest.
- We will be in contact with other emergency response agencies.
- East Bay Paratransit will get information to you and your family.
- I'll call the emergency recording number (510) 899-7653 to get information.
- All of our drivers' training is updated regularly.
- We know how to assist riders and their loved ones in an emergency.
- Our drivers have gone through emergency training.
- And this action guide, it's part of the plan.

## **BACK COVER**

Left side is a list of emergency resources ready-set-register & plan:

- Call 2.1.1--Call 211 and ask about Emergency Registration for people with disabilities"
- Alameda County Emergency--[www.acgov.org/emergencysite/](http://www.acgov.org/emergencysite/)
- Contra Costa County--[www.co.contra-costa.ca.us./158/Emergency](http://www.co.contra-costa.ca.us./158/Emergency) -Services
- [www.ready.gov](http://www.ready.gov)
- [www.ready.gov/get-tech-ready](http://www.ready.gov/get-tech-ready)
- American Red Cross--[www.redcross.org](http://www.redcross.org)
- [www.fema.gov](http://www.fema.gov)
- For more information go to: [www.eastbayparatransit.org](http://www.eastbayparatransit.org)

Center of booklet are acknowledgements involved in putting this booklet together:

## **Project Team**

Illustration & Design: David Goldstone

Project Manager: Laura Timothy, BART Manager of Access and Accessibility

## **Contributions & Review:**

The East Bay Paratransit Service Review Advisory Committee (SRAC)

### **THE SRAC Emergency Guide Subcommittee:**

Arnold Brillinger,

Yvonne Dunbar,

Micheal Pope,

Harriet Saunders,

Mary Seib,

Letitia Tumaneng,

Esther Waltz

### **Technical Advisory & Consulting Team subcommittee:**

AC Transit: Mallory Nestor-Brush, Kim Ridgeway

Paratransit Coordinator: Mary Rowlands

BART Customer Access and Accessibility Consultant: Elena Van Loo

### **East Bay Paratransit Staff/Transdev Team:**

Rashida Kamara,

Janice Carter,

Crystal Neal,

Rosa Noya,

Myisha Grant

Right side of booklet:

At the top, there's a small image cartoon of the East Bay Paratransit bus with the title of the booklet above. Below the image, "Download this guide and other information about preparing for an emergency at: [www.eastbayparatransit.org](http://www.eastbayparatransit.org)"

The information in this guide is available in accessible formats & other languages.

Please call (510) 287-5000 to request alternative format.

**East Bay Paratransit is provided jointly by:**  
Alameda-Contra Costa Transit District  
San Francisco Bay Area Rapid Transit (BART)

Printed on recycled paper

Text format written by: Elena Van Loo  
BART Access consultant,  
Customer Access and Accessibility

May 24, 2017 (last updated)