



What to Do in An Emergency

A guide to help informal caregivers prepare for, respond to, and recover from emergencies.



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Welcome to Heart in Hand's guidebook on **What to Do in An Emergency for informal caregivers**. This guide will equip you with tips and checklists to get ready before an emergency, ways to lessen the impact, and the best ways to deal with the aftermath.

Caregiving in a crisis can make a completely new set of challenges arise. This guide aims to assist you with precise, practical, and emotionally-informed steps and tools that will help you be protective, safe, and efficient for the people who depend on you. From packing a go-bag to forming an evacuation plan so you can leave with confidence, we will take you through each step. Surviving the emergency or disaster is one thing, but making sure you and your care-recipient are emotionally and physically okay is another. In order to help with these three most important things; communication, safety, and strength, we guide you through some tips and steps you can take. In return, **we ask of you to stay calm if and when a crisis will arise.**

Thoughtful planning is crucial in situations like these, and it enhances the protection you provide to the people you love and care for. So plan ahead; you, your care-recipient, and your household deserve a fighting chance at getting through a disaster unharmed.

Preparation

Go-bag Checklist

- Canned Goods (Non perishable RTE foods)
- Can opener
- Drinking water (at least a 3 day supply)
- Flashlight
- First Aid Kit
- Portable Radio
- Spare Batteries
- Medical alert tag
- 2 weeks supply of maintenance medications (specific to care recipient's condition)
- Essential medications (paracetamol, antibiotics, antivirals)
- Medication Schedule Table
- Extra clothes
- Raincoats
- Toiletries
- Umbrellas
- Blankets
- Facemasks
- Photocopies of important documents (IDs, medical records, prescriptions, insurance papers, etc.)
- Comfort items of your care recipient (a snack, a toy, a photo, etc.)

Self-Assessment Tool

Now that your supplies are taken care of, we move to this self-assessment survey. This tool will help you assess your level of preparedness in case an emergency hits in terms of planning, communication, and emotional readiness. Don't worry if you feel unprepared right now. Answer every question honestly as this will help and identify areas fo improvement and further learning.

Please check the yes or no box according the question being asked.

Question	Yes	No
Do I know the emergency hotlines in my area?		
Do I know where the nearest evacuation center is in my area?		
Do I know basic first aid?		
Do I know what types of emergencies are prone in my area?		
Have I had a preparatory conversation with my care-recipient in case of emergencies?		
Do I have a plan on how to prepare my care-recipients needs in case an emergency strikes? (medications, medical equipment, etc.)		

When the Emergency Hits





When the Emergency Hits

In many disaster situations, the best course of action is to transfer your care-recipient and yourself to a safer place. Making an evacuation plan whether impromptu or in advance can be helpful.

Evacuation

- Find your nearest evacuation center and inform the household. This includes your care-recipient discuss your route and your roles as a group.
- Agree on a meet-up point and an alternative contact in case you are separated from each other. While this is not ideal, it is crucial to have this part of the plan just in case.
- Prepare go-bags for everyone. It should include basic necessities, as well as your care-recipient's medications, if any.
- Keep photocopies of IDs, medical records, prescriptions, and insurance papers in a waterproof file holder. It is also good to digital copies.
- If your care-recipient has a service dog, make sure to prepare a go-bag including food, water, medications, and identification for your pet. In cases of an emergency, service animals are allowed to take refuge in a shelter, clinic, or facility with their owners.

After the Emergency

1

1. Find your nearest evacuation center and inform the household. This includes your care-recipient discuss your route and your roles as a group.



2

2. Take time to comfort each other. A disaster can take an emotional toll on anyone. Be each other's shoulder to lean on.



3

3. Assess if you still have enough of your supplies (food, water, medication) while still in the temporary location.



4

4. Call for help if you end up in a difficult situation. Recommended helplines can be found in the Support and Connection chapter.



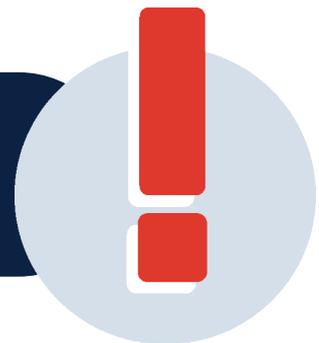
5



5. Contact any of your family and friends and inform them of your safety and location.

6

6. Report to local authorities and barangay officials if needed



Quick Tips

- **Make an evacuation plan** beforehand and run through them as a household at least twice a year. Use the Evacuation Plan Maker on page 18.
- **Keep your go-bags accessible** and near the exit. This will make evacuation more efficient.
- **Label medications clearly.** It's best to keep them in daily pillboxes with indications of when they should be taken.
- **Review your packed maintenance medications and essential medications in your go-bag every 6 months.** This way, you can take them out and replace them ahead of time before a disaster strikes.

- **Charge your powerbanks weekly**, especially when it's typhoon season and brownouts can unexpectedly happen.
- **Include comfort items.** If your care-recipient has a favorite snack, photo, toy, pack it with you. This can help relieve the stress they may experience when a disaster strikes.
- **Assign roles ahead of time.** Designate who will carry the go-bag, assist the care-recipient, manage pets, or handle communication. Clear roles help everyone act quickly and confidently during an evacuation.

Frequently Asked Questions

1. What should I do if my care-recipient panics during an emergency?

Make an evacuation plan beforehand and run through them as a household at least twice a year. Use the guide in Chapter 3.

2. Can I bring a service dog to an evacuation center?

Yes. Service animals are allowed to stay with their owners in shelters, clinics, and facilities. Bring food, water, medications, and ID for your pet.

3. How often should I update my go-bag?

Check it every 6 months. It is very important to replace expired food, medications, and batteries. Update documents if there are changes in health or contact info.



4. What if I get separated from my care-recipient?”

Head to your agreed meet-up point and contact your alternative emergency contact. Include a photo and ID of your care-recipient in your go-bag to help responders.

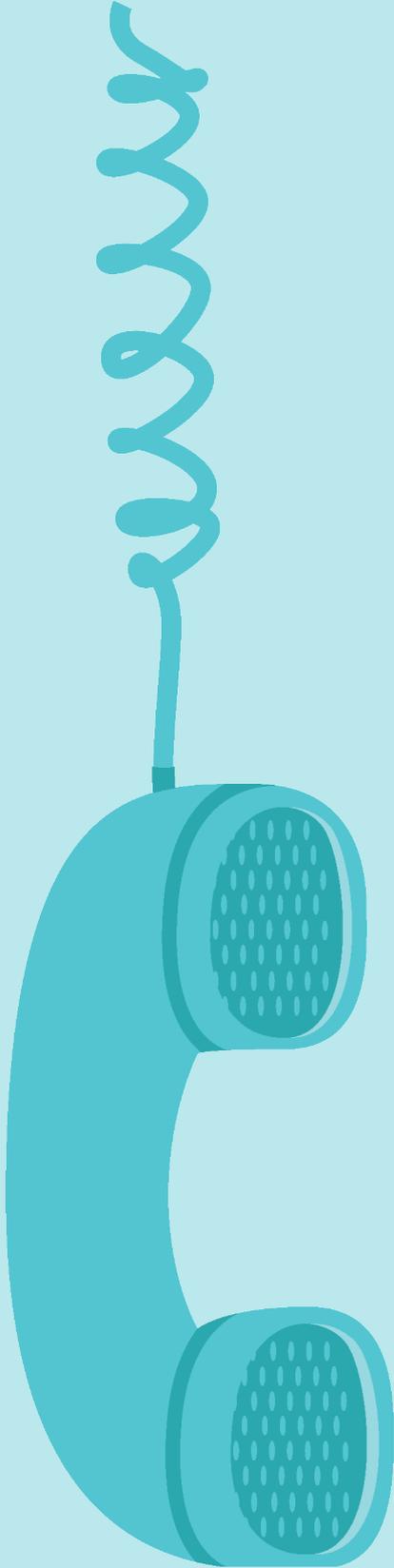
5. How do I prepare if my care-recipient has mobility challenges?

Practice evacuation routes with their mobility aid. Include spare parts, batteries, or backup equipment in your plan.



6. What if I feel overwhelmed or scared?

That's normal. Take a moment to breathe, ask for help, and focus on one step at a time. You're not alone, support networks and resources are available.



- Philippine National Emergency Hotline: **911**
- DOH Health Emergency Management Bureau: **(02) 8711-1001 to 02 / (02) 8740-5030**
- Philippine Red Cross Emergency Hotline: **143 or (02) 527-0000**

Support and Connection

Evacuation Plan Maker

Draw a simple map of your neighborhood with streets and landmarks. Use a green or yellow pen to mark the safest evacuation route. Keep the line continuous so it's easy to follow.

Safest route

This is your legend. Color in the black box with your colorful pen to indicate it is the safest route.

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