

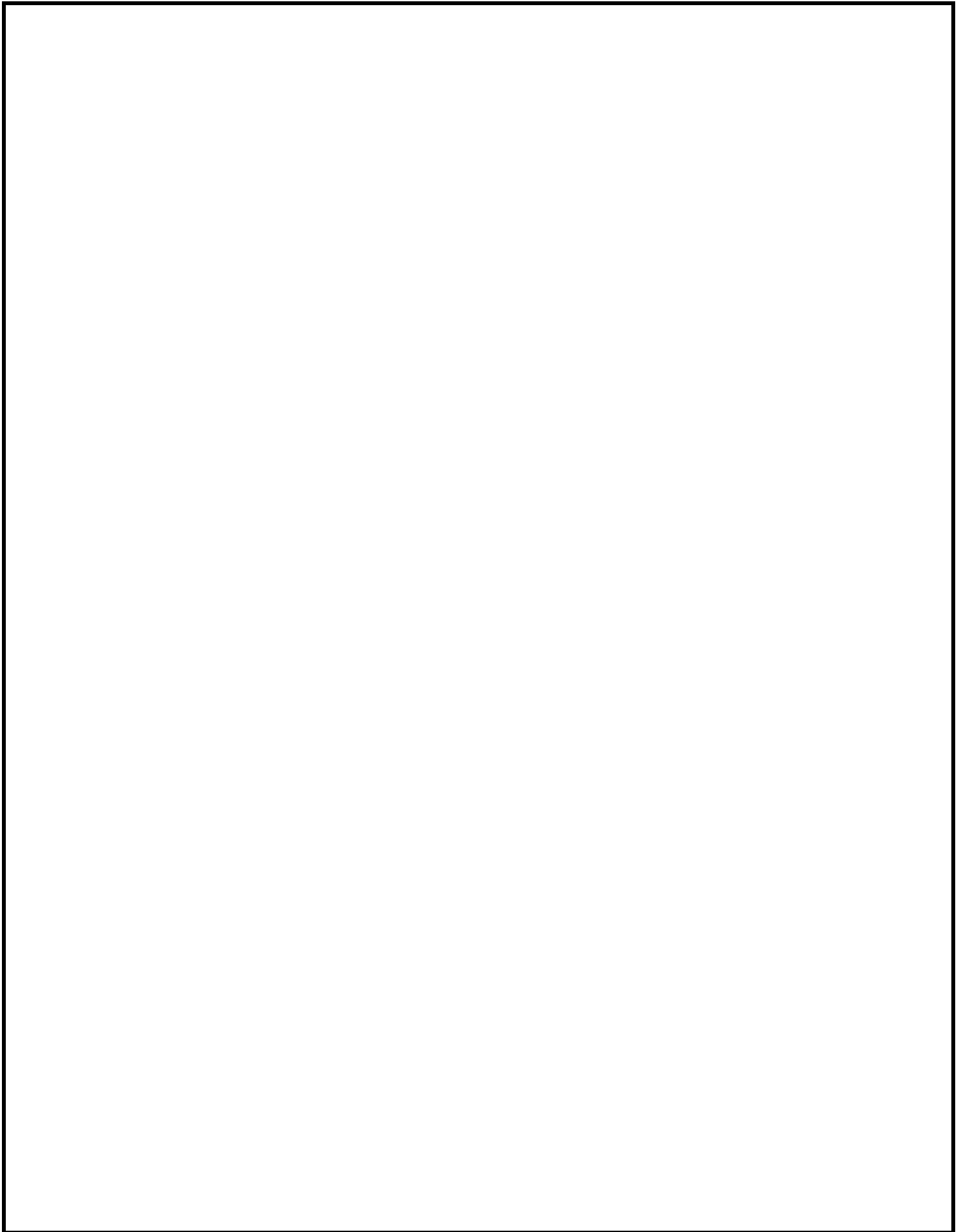
TRTA: TEAMWORK IS KEY

THROUGH THE INFORMATIVE & PROTECTIVE SERVICES

**RESOURCE GUIDE
2017-2018**



All documents in this guide are available online www.trta.org.



Summary of the I&PS Chairmen's Duties and Resource Guide

Policy: The TRTA Informative and Protective Services Committee (I&PSC) shall collaborate with district and local units to obtain and disseminate related information to retired school personnel.

Every month, the TRTA state I&PSC communicates directly to the **district I&PS chairmen**, but appreciates feedback and alerts from **local unit chairmen**. The **key** to keeping retirees informed and protected is **teamwork** among the state, district, and local unit chairmen.

- As quickly as possible, the **district chairmen** are to send designated articles and "Quick Blips" to the local chairmen, who will distribute the articles and "Quick Blips" to all members in his or her various units.
- The **district chairmen** will receive training at the TRTA Convention. They will then **train** all local unit I&PS chairmen at their specific district spring leadership training conference.
- While the **local unit chairmen** are key to the success of the distribution of information and warnings, the information should be **reciprocal**. TRTA needs as many eyes and ears as possible watching for scams, disasters, frauds, etc. The to and fro chain of communication can work effectively. **Local unit chairmen** may
 - ✓ Establish as many contacts with people, organizations, and agencies in your community that access warnings or perform useful services for mid-life and other senior citizens.
 - ✓ Make sure that one program each year is dedicated to I&PS, but members ought to receive some brief information at each meeting.

All I&PS committee chairs should communicate with other TRTA committees in their districts and units because the committees often overlap in their functions. Working together we can protect all TRTA members.

The TRTA I&PS committee provides a downloadable "Resource Guide" at <trta.org>. Under "committees" is a dropdown box for I&PSC. When you click on that link, you will find

- The contact information of state members
- Specific duties of the I&PS chairmen
- The "Resource Guide"
- A Disaster Preparedness Guide
- Monthly articles that keep you alert of some of the most current frauds, scams, and harmful issues
- "Quick Blips," which are brief alerts and warnings designed to keep TRTA members abreast of concise legislative updates, health alerts, cybersecurity, identity theft, fake apps, virtual kidnapping, car thieves, etc.

The "Resource Guide" includes the following documents:

- The goal and specific actions that will help you to succeed as an I&PS chairman
- The TRTA website information for I&PS chairmen
- Online sites for email alerts
- Online sites for free materials
- Suggested duties for the state, district, and local unit chairs
- The specific duties of the I&PS chairmen with a list of suggestions to help you succeed
- A Disaster Preparedness Guide
 - ✓ Prepare an emergency kit
 - ✓ Manage your personal records
 - ✓ Prepare your data and electronic devices
 - ✓ Preparations for pets and service animals
 - ✓ Letting your family know you are safe
 - ✓ Keeping on hand extra gas, water, generators
 - ✓ Remaining alert for escape routes and safe rooms in various emergencies, such as tornadoes, fires, or active shooters
 - ✓ Health and safety guidelines, when you are helping in a disaster: aiding the injured, health for the caretaker, watching out for unstable roads, gas leaks, broken glass, downed power lines, stress, etc.
- A list of agencies to call or locate online that will provide services for you in a time of need
- A TIPS Sheet, providing agencies that have free brochures for your information

TABLE OF CONTENTS

INFORMATIVE & PROTECTIVE SERVICES COMMITTEE

TRTA LEADERSHIP MANUAL	Page(s)
Duties for State I&PS Committee Chairman	1
Duties for District I&PS Committee Chairmen	1
Duties for Local I&PS Committee Chairmen	1
SUPPLEMENTAL MATERIALS	
I&PS Chairmen’s Suggested Steps to Achieving Goals.....	2
District Chairman’s Goals and Suggestions.....	3
Local Unit I&PS Chairman’s Goals and Suggestions.....	4
Locating the Resource Guide.....	5
TRTA Website Information.....	5
Sign Up for Email	5
Order Free Material.....	5
Disaster Preparedness Guide.....	6
Having a Plan.....	6
Escape Destinations.....	6
Assign Responsibilities When Evacuating.....	7
Disasters in Buildings Other Than Home.....	7
Evacuation of Disabled People (PEEP).....	7
Community Evacuation Plan.....	7
Prepare and Emergency Kit.....	8
Personal Records Management.....	8
Prepare Your Data and Devices.....	9
Preparations for Pets or Service Animals.....	9
Let Your Family Know You Are Safe.....	9
Additional Suggestions.....	10
Health and Safety Guidelines in Disastrous Events.....	10
Aiding the Injured.....	10
Health for the Caretaker.....	10
Safety Issues Following a Disaster.....	11
Recognize Signs of Disaster Stress.....	11
Easing Stress.....	11
Disaster Preparedness Contact Information for Agencies & Organizations that Provide Assistance.....	12
TIPS Sheet: Texas & USA Agencies & Organizations’ Services & Materials.....	13

Informative and Protective Services Committee Duties

Policy: The TRTA Informative and Protective Services Committee shall collaborate with district and local units to obtain and disseminate related information to retired school personnel. The committee shall collaborate with other standing and special committees as appropriate to further the mission of TRTA.

Suggested Activities

The TRTA State Informative and Protective Services Committee Chairman:

1. Develop with the committee an informative and protective services plan of action;
2. Establish contacts with persons, organizations, and agencies in the state that have access to information, or perform useful service for mid-life and older citizens;
3. Gather and disseminate resource materials to district informative and protective services chairmen to be used at the local unit levels; and
4. Serve as presenter to train district and local unit counterparts at the TRTA Convention.

The TRTA District Informative and Protective Services Committee Chairmen:

1. Send information received from the TRTA Informative and Protective Services Committee Chairman to the local unit chairmen in the district;
2. Gather information of interest to retired school personnel and send it to the local unit chairmen;
3. Serve as presenter of the informative and protective services training for local unit informative and protective services committee at the district spring leadership training conference; and
4. Attend the TRTA Convention informative and protective services leadership training session.

The TRTA Local Unit Informative and Protective Services Committee Chairmen:

1. Disseminate information from the district informative and protective services committee chairman;
2. Establish contacts with persons, organizations and agencies in the community that have access to information, or perform useful services for mid-life and other senior citizens;
3. Conduct one complete program per year on a subject pertaining to informative and protective services;
4. Report at each meeting something of significant interest to the membership even if only a tidbit from the newspaper, radio or television;
5. Provide assistance to those requiring help by supplying information and assistance to members relative to questionable dealings and personal problems; and
6. Attend the informative and protective services training session at the district spring leadership training conference and if possible attend the informative and protective services training session at the TRTA Convention.



District Informative and Protective Services Committee

Steps to Achieving Goals

The goal of the Informative & Protective Services Committee (I&PSC) is to collaborate with district and local units to obtain and disseminate information and strategies whereby members can protect themselves from (including but not limited to) scams, fraud, recalls, natural disasters, criminal activity, and potential accidents. The committees work in collaboration with other TRTA committees to enhance the dissemination of information and warnings to all TRTA members. Within TRTA there is a state I&PS committee (chairman plus 4 members), 20 district chairmen, and local unit I&PS committee chairmen. The state I&PS committee members communicate to share information with district chairmen, who, in turn, communicate with their local unit I&PS chairmen and presidents. State I&PS committee members send courtesy copies of the warnings and information to district presidents, while district chairmen send copies to local presidents. Each local unit chairman serves as a bridge between the district chairman and the members of their local unit. Pursuing the following steps will help each chairman achieve success:

- **STAY INFORMED** by reading local newspapers and magazines, watching television news and informative programming, listening to topical radio programs, and searching the internet for relevant information.
- **JOIN** social media sites, such as Facebook, in order to connect with your members and learn of and share timely issues that might be of concern to them. Be alert to false news, especially on Facebook.
- **BEFRIEND** your local and county sheriff, police chief, fire officers, etc. to learn how to sign up on their emergency operation sites, whether webpages, Facebook, or local radio and television. Interview these officials for information concerning being abreast of local protective service issues.
- **SIGN UP** online for email alerts from informative sites, such as the Federal Trade Commission, Better Business Bureau, Federal Bureau of Investigation, the TX Attorney General, etc.
- **STAY IN CONTACT** with your district I&PS chairman. If you have information that would be of interest to TRTA members across the state, inform your district chairman as well as your local unit members.
- **ESTABLISH** regular communication with your local membership. Communicate by email, social media, or telephone. If you use email, try an email blast or request your unit's webmaster to send the "email blast."
- **BRING** information to each meeting. Your state committee sends information monthly to the district I&PS chairman, who in turn sends you information. Distribute this information to your unit's members. You may also distribute local warnings orally or with handouts or free materials at the registration table.
- **REQUEST** permission to present tips, warnings, or other information at your regular monthly meetings.
- **SHARE** with your members monthly I&PS articles and Quick Blips that are posted on the TRTA website. Ask to post the articles on your local unit web page.
- **PROVIDE** your members with your contact information in case they have questions or good information which they want to share with you and others.
- **ORDER** free materials from the websites on the TIPS worksheet.
- **KEEP INFORMED** about what is happening locally and customize your information for sharing. Always copy your state committee member with any information you send to your local members.
- **ATTEND** the Spring Leadership Conference where there will be a training session and sharing of ideas and information, and, if possible, attend the State Convention.
- **PRESENT** a yearly program for your local unit that pertains to informative and protective services.
- **INFORM** the local members about the TRTA webpage and the information that can be found there.

District Informative & Protective Services Chairman

The goal of the Informative & Protective Services Committee is to provide information and strategies whereby members can protect themselves from scams, fraud, recalls, natural disasters and potential accidents. As a district chairman, it is your duty to serve as a bridge between the local unit chairmen and the state committee and to train local unit chairmen at the Spring Leadership Training Conference. Now that you have made the commitment, how do you proceed? The following list of suggestions should help you:

- **Stay informed** by reading newspapers and magazines as well as perusing the Internet on a regular basis. Watch the news. Read articles and Quick Blips posted on the TRTA web page.
- **Stay in contact** with your state I&PS committee member. This communication should be reciprocal. If you have information or warnings in your district that affect or interest TRTA members across the state, let your state contact know as well as your local unit counterparts.
- **Establish** regular communication with each local committee chairman in your district. This communication may be by email, US postal mail, or telephone. If you are using email, an easy way to stay in touch with minimal effort is to create a special “local unit” group list in your email server.
- **Give** each local unit chairman your contact information in case they have questions or items of interest they need to send or share with you.
- **Keep informed** about what is happening in your district and customize your information for them.
- **Copy** your state committee member with any information you send to your local chairs.
- **Plan** and carry out your training for the Spring Leadership Conference.
- **Contact** each local I&PS committee chairman and encourage him or her to attend the Spring Conference.
- **Inform** the local unit chairmen about the TRTA webpage and the information that can be located and downloaded from there.
- **Share** the website information and toll-free numbers located in the training guide so members will know where to seek information when disasters or problems occur. Also, share the I&PS articles and Quick Blips on the TRTA webpage with your local units and request permission to place them on the district’s webpage.
- **Consider** connecting with your local schools by sending the Quick Blips and/or articles.
- **Attend** the TRTA State Convention and the I&PS committee’s training session, if at all possible.

Local Unit Informative & Protective Services Chairman

The goal of the Informative and Protective Services Committee is to provide information and strategies whereby members can protect themselves from scams, fraud, recalls, natural disasters, and potential accidents. As a local unit chairman, it is your duty to serve as a bridge between the district chairman and the members of your local unit. Now that you have made the commitment, how do you proceed? The following suggestions will help you succeed:

- **Attend** the District Spring Leadership Conference. There will be a training session presented by the district chairman. Also, if possible, attend the TRTA state convention and training session.
- **Stay informed.** Read newspapers and magazines as well as peruse the Internet regularly. Watch the news. Read articles and Quick Blips posted on the TRTA webpage to share with your unit.
- **Stay in contact** with your district I & PS chairman. This communication should be reciprocal. If you have information or warnings that affect or interest TRTA members across the state, let your district chairman know as well as your local unit members.
- **Establish** regular communication with your members. This communication can be by newsletter, email, social media, or telephone.
- **Send** out email blasts on a regular basis with timely informative articles.
- **Take** new and information to each meeting. If there is not time at the meeting for you to make a short presentation, please ask if you can place it in the newsletter and /or on the local unit web page.
- **Keep informed** about what is happening in your unit and customize your information for them.
- **Copy** your district committee chairman with any information you send to your local members.
- **Share** the website information and toll-free numbers located in the training guide so members will know how to find help when disasters or problems occur. Share the articles and Quick Blips with your unit members at your meetings or via email.
- **Consider** connecting with your local schools by sending the Quick Blips and/or articles.



INFORMATIVE AND PROTECTIVE SERVICES RESOURCE GUIDE

The complete Informative and Protective Services “Resource Guide” can be downloaded at www.trta.org under the Informative and Protective Services Committee link.

TRTA WEBSITE INFORMATION

Go to www.trta.org and click on “Committees.” Then scroll down to the listing for Informative and Protective Services to find the following information:

- Names and contact information of state committee members
- Policy statement about the committee
- Duties of the state, district, and local I&PS chairmen
- I&PSC *Resource Guide*
- A TIPS sheet providing information on state and national organizations that provide help and /or services on a variety of issues for which many retirees might need help or assistance
- Disaster Preparedness Guide with contact information for agencies and organizations that provide assistance
- Articles designed to keep retirees informed and protected
- A *Quick Blips* handout that will provide a series of current news briefs to keep retirees and their loved ones safe, protected, and informed about topics ranging from budgets, epidemics, illegal activities, grassroots campaigns within TRTA, state and national emergencies, etc.

SIGN UP FOR EMAIL ALERTS

- On Guard Online www.onguardonline.gov [FTC’s consumer information]
- Federal Trade Commission www.consumer.ftc.gov/scam-alerts
- Texas Attorney General www.texasattorneygeneral.gov/oagnews
- The Weather Channel www.weather.com [Find your local weather’s 10-day forecast]
- Federal Bureau of Investigation www.fbi.gov/scams-safety/fraud [reporting or examiner]
- Better Business Bureau www.bbb.org/Houston/get-consumer-help/scam-source [for business reviews, reports, and complaints]
- Federal Drug Administration www.fda.gov/ForConsumers/byAudience/ForWomen/default.htm

ORDER FREE MATERIALS

- Better Business Bureau www.bbb.org
- Federal Trade Commission <https://bulkorder.ftc.gov/>
- Federal Emergency Management Agency (FEMA) www.ready.gov/publications
- On Guard Online www.onguardonline.gov
- Federal Citizen Information Center www.publications.usa.gov
- Federal Drug Administration www.fda.gov/ForConsumers/byAudience/ForWomen/default.htm



DISASTER PREPAREDNESS GUIDE

Do you have your survival planning and preparation in place? What if you and your family were to experience a catastrophe – a disaster such as a hurricane, tornado, flood, or some other natural disaster? What if the emergency was a man-made disaster such as a terrorist strike or power blackout? **Are you ready?**

This brochure is not meant to be all-inclusive; instead, it is meant to help you begin the process of being prepared in the case of a disaster – either natural or man-made. **How well you and your family survive a disaster will depend upon how prepared you are.**

With your family or household members, **discuss how to prepare and respond** to the **types of emergencies** that are most likely to happen where you live, learn, work and play.

The most basic thing that you should do is to have a plan so that all of your family knows where to meet in case of a disaster, such as the following:

- **A family evacuation plan must contain critical details, including all possible exit locations from the home, where to meet, designation of responsibilities and an agreement about which out-of-area family member to contact.**
 - ✓ Discussing and practicing evacuation procedures ahead of time ensures everyone is prepared for an emergency.
- When selecting a meeting location, identify two locales. Designate one meeting area close to home for sudden, contained emergencies, such as a house fire. The second location must be further away from the home but accessible in case of an area wide emergency, such as an earthquake.

Escape destinations

- The evacuation plan must also include decisions about where to stay until it is safe to return home, as well as multiple options for travel to the location.
 - ✓ For example: meet at the church, school, Grandma's, etc.
 - ✓ Typically, the second location is a hotel or a family member's house.
 - ✓ Households with pets must consider them in their planning as well.
 - For example, select a hotel that allows animals.
- A family evacuation plan must contain critical details, including all possible exit locations from the home, where to meet, designation of responsibilities and an agreement about which out-of-area family member to contact.
 - ✓ Discussing and practicing evacuation procedures ahead of time ensures everyone is prepared for an emergency.

Assigned Responsibilities When Evacuating

- Identify responsibilities for each member of your household and how you will work together as a team.
- Prior to leaving, secure the home and all valuables.
 - ✓ When drafting the evacuation plan, assign family members to shut off the electricity, gas and waterlines, and unplug all appliances and electronics.
- Note that some emergencies require immediate evacuation, leaving no time to perform these tasks.
 - ✓ Selecting a family member who lives away from the emergency site is important for two reasons.
 - First, local contacts may be contending with the emergency as well.
 - Second, local lines may be down or busy due to the emergency.
 - Provide the contact information to every member of the family well before the emergency

Disasters in Buildings Other Than Home

- Whether in a hotel or building such as a department store or high rise, note the following:
 - ✓ locations of exits and designated assembly points
 - ✓ location of equipment (such as fire extinguishers, first aid kits, spill kits) that may be needed in an emergency
 - ✓ **NEVER USE ELEVATOR DURING A FIRE OR OTHER EMERGENCY.**
 - ✓ Close doors, corridor smoke barrier doors, and windows in the vicinity.
 - ✓ Shut off potentially dangerous equipment, reactions or experiments in the work area.
 - ✓ Assist all injured or disabled persons from the building.
 - ✓ Report to the appropriate assembly area. If designated assembly area is involved with smoke, report to one of the other designated assembly areas.

Evacuation of Disabled People—Personal Emergency Evacuation Plan (PEEP)

It is a general requirement that emergency procedures are preplanned and that planning should have regard to the needs of all occupants. It is therefore essential to identify the needs of disabled people and, where necessary, to make proper arrangements for their assistance in the event of an emergency evacuation.

- A practice evacuation drill should be carried out at least once a year to monitor the effectiveness of any active PEEP.
- A PEEP should be activated immediately when the alarm is raised.
 - ✓ Where disabled staff and students are unable to use stairways without assistance, it will be necessary to identify refuge areas.
- Refuge areas can be an enclosure such as a compartment, lobby, corridor or stairway that can provide protection from fire and smoke.
 - ✓ Hotels have designated safe rooms. Firemen know the location of the safe rooms.
 - ✓ It is essential that all refuge areas have effective communication links to a fixed or mobile staffed area to enable communication with any person/s using the refuge in an emergency.

Community Evacuation Plan

- Check with your local municipality to see what your community plan is.

- ✓ If you have a family member that requires oxygen (in case of a power outage) or special medication, verify if you need to preregister with your local fire department?
- ✓ Does your community have a designated place for evacuation such as a school, community center, or stadium?

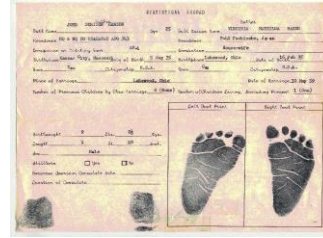
PREPARE AN EMERGENCY KIT (Rotate regularly any items that could spoil.)

- Water, one gallon per person per day for at least three days
- Food, at least a three-day supply of non-perishable food and a can opener if kit contains canned food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- First aid kit
- A whistle to use to signal for help
- Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags, and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Local maps
- Medications and medical supplies (at least a two-week supply); keep medications in their original container if possible
- Personal items (i.e. eyeglasses, hearing aid and hearing aid batteries, wheelchair batteries and oxygen)
- Multi-purpose tool
- Emergency blanket(s)
- Extra clothing and shoes for each member of the family
- Extra charger for your cell phone (You may want to purchase a solar charger since electricity may not be available).

MANAGE PERSONAL RECORDS

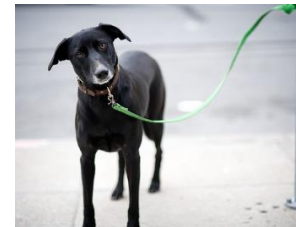
- Make copies of your medical insurance and have your Medicare and Medicaid cards laminated.
- Include important documents in your emergency kits such as family records, wills, passports, power-of attorney documents, deeds, social security numbers, credit card and bank information, tax records and passwords to your computer accounts.
- Make copies of your home and car insurance information.
- List the names, phone numbers, and home and email addresses of everyone in your personal support network, including your medical providers.
- Talk to your health service providers about their emergency plans if you undergo routine treatments, or if you receive regular services at home. Work with the provider to identify back-up service providers within your area and the areas to which you might have to evacuate.
- Consider copying important photos onto a flash drive, CD, or place them on the cloud.
- Place all of the aforementioned records and information (or copies thereof) in a waterproof container and/or a safe deposit box if you have one.

PREPARE YOUR DATA AND DEVICES



If you are tech-savvy, upload password protected copies of key documents to a backup or cloud drive that is secured in a remote location. If remote access is chosen, consider choosing a backup system that is secure and accessible from a variety of devices. Examples of documents could include the following:

- Insurance paperwork
- Copies of identification documents (birth certificates, passports, etc.)
- Pet information (photos, vaccination records)
- Basic financial information (contact information for credit cards, banks, etc.)
- Passwords



PREPARATIONS FOR PETS OR SERVICE ANIMALS

- Have pet food, extra water, extra medication and supplies available.
- Make sure each pet is micro-chipped and/or has a collar, leash and proper identification.
- Consider purchasing a new tool called the PCPetID that puts all information about your pet on a handy computer flash drive. It is available from online retailers.
- See www.aspc.org and search disaster preparedness for more complete information on how to keep your pets safe.
- Keep a phone list of pet-friendly hotels/motels and animal shelters that are near your evacuation routes.
- Laminate copies of pet adoption records, vaccinations, etc., and have them available in case you need to show proof of ownership.
- Include a picture of you and your pet in case you get separated.
- Make a backup plan for someone to take care of your animals in case you are unable to do so. For example, develop a buddy system with neighbors, friends, or relatives to care for or evacuate your pets.

LET YOUR FAMILY KNOW YOU ARE SAFE

- By logging onto the Red Cross public website <www.redcross.org>, a person affected by disaster may post messages indicating that he or she is “safe and well” at a shelter, hotel, home, etc.

- During large-scale disasters, there will be telephone-based assistance via the 1-866-GET-INFO hotline for people who live within the affected areas and do not have Internet access, but wish to register on the Safe and Well website. People who are concerned about family members in an affected area may also access the Safe and Well website to view these messages. They will be required to enter either the name and telephone number, or the name and complete address, of the person about whom they wish to get information. Information will be kept confidential.

ADDITIONAL SUGGESTIONS

- Keep your car topped off and road-ready in order to evacuate if necessary.
- Have cash available in small denominations in case you need to purchase food, gas, or other necessary items without a credit card.
- Consider purchasing a generator before a disaster occurs because they are difficult to get after the disaster, and people usually need them most at the time the disaster first occurs. Generators can be backup types (least expensive) or standby types that are permanently connected to your existing wiring (most expensive).
- Purchase one or two 5 gallon gas cans for use in the generators and for emergency needs for your car since gas stations often cannot operate if the electricity is affected over a large-scale area, such as during a hurricane or flood. If you have ample warning time, make sure the gas cans are filled before the disaster occurs.



Health and Safety Guidelines in Disastrous Events

Aiding the Injured

Administer first aid and seek medical attention for any person following a disaster.

- Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury. If you must move an unconscious person, first stabilize the neck and back; then call for help immediately.
- If the victim is not breathing, position the person for artificial respiration, clear the airway, and begin mouth-to-mouth resuscitation.
- Maintain body temperature with blankets, but do not let the victim become overheated.
- Never try to feed liquids to an unconscious person.

Health of the Caregiver

- Be aware of exhaustion. Do not try to do too much at once. Set priorities and pace yourself. Get enough rest.

- Drink plenty of clean water. Eat well.
- Wear sturdy work boots and gloves.
- Wash your hands thoroughly with clean water and soap often when working in debris.

Safety Issues

- Be aware of safety issues after a disaster.
- Watch for washed out roads, unstable or contaminated bridges, gas leaks, broken glass, damaged electrical wiring, and slippery floors.
- In form local authorities about health and safety issues, including chemical spills, downed power lines, washed out roads, smoldering insulation, and dead animals.

Recognize Signs of Disaster-Related Stress

When adults have the following signs, they may need crisis counseling or stress management assistance.

- Difficulty communicating thoughts
- Difficulty sleeping
- Low threshold of frustration
- Increased use of drugs or alcohol
- Limited attention span
- Poor work performance
- Headaches / stomach problems
- Tunnel vision / muffled hearing
- Colds or flu-like symptoms
- Disorientation or confusion
- Difficulty concentrating
- Reluctance to leave home
- Depression, sadness, feelings of hopelessness
- Mood swings and bouts of crying
- Overwhelming guilt and self-doubt
- Fear of crowds, strangers or being alone

Easing Stress

- Talk with someone about your feelings: anger, sorrow, and other emotions, even though it may be difficult.
- Seek help with professional counselors who deal with post-disaster stress.
- Do not hold yourself responsible for the disastrous event or be frustrated that you cannot help directly in the rescue work.
- Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, relaxation, and meditation.
- Maintain a normal family and daily routine, limiting demanding responsibilities on your family and yourself.
- Spend time with family and friends.
- Participate in memorials.
- Use existing support groups of family, friends, and religious institutions.
- Ensure you are ready for future events by restocking your disaster supplies and updating your disaster relief plan. Doing these positive actions can be comforting and assuring.

[from the **Department of Homeland Security** <ready.gov/health-safety-guidelines>]

***DISASTER PREPAREDNESS CONTACT INFORMATION
FOR AGENCIES & ORGANIZATIONS THAT PROVIDE ASSISTANCE***

American Humane Society/Animal Emergency Service
800-227-4645

www.americanhumane.org

American Red Cross
800-733-2767

www.redcross.org

Federal Emergency Management Agency
800-621-3362

www.fema.gov

National Weather Service Hurricane Center

www.nhc.noaa.gov/prepare/ready.php

SBCT Disaster Relief

817-552-2500 [for mud out, ash out, chainsaw, cleanup, and recovery]

Box 1988, Grapevine, TX 76099

State of Texas Emergency Assistance Registry

Call 211 or 877-541-7905

Or register online at www.texasstear.org

[You will be asked to register your personal information to help you be better prepared.]

Texas Department of State Health Services

www.dshs.texas.gov

Texas Extension Disaster Education Network (EDEN)

<http://texashelp.tamu.edu>

979-862-3013

211-Texas-First Connecting People and Services

Dial 211 from any landline phone

<http://www.211texas.org>

Texas Governor's Division of Emergency Management

512-424-2000

www.txdps.state.tx.us/dem

U.S. Department of Homeland Security

202-282-8000

www.dhs.gov

The Weather Channel (TWC)

www.weather.com

TIPS SHEET

The following is a list of Texas and US agencies/organizations that provide services and/or materials on a variety of issues for which many retirees might need help or assistance:

Benefits Check Up, National Council on Aging (NCOA), www.benefitscheckup.org

Better Business Bureau, www.bbb.org

Cancer Information Service, National Cancer Institute, www.cancer.gov/aboutnci, 800-422-6237

Charity Fraud, www.consumer.ftc.gov/features/feature-0011-charity-scams

Do Not Call Registry, 888-382-1222, www.donotcall.gov

Federal Citizen Information Center, 888-878-3256, www.publications.usa.gov

FEMA, 800-621-3362, www.fema.gov and www.ready.gov

Finding Help in Texas, dial 211 or call 877-541-7905, <http://www.211texas.org>

Free Publications, www.consumer.ftc.gov

Health Fraud, www.fda.gov/healthfraud

Help from Texas Legal Services, [provides help to military veterans or active, 800-622-2520, www.tlsc.org]

Legal Hotline for Texans, Texas Legal Services Center for seniors 60 and over, 1-877-541-7905 or 2-1-1, www.tlsc.org

Long-term Service Providers, 1-888-937-2372, TX Department of Aging & Disability services, www.dads.state.tx.us

Long-Term Care Ombudsman (Advocacy) Program, 800-252-2412, 222, www.dads.state.tx.us; click on Complaint Intake

Medicaid Client Hotline, 800-252-8263

Nursing Home Complaints (DADS), 800-458-9858

Office of the Inspector General Hotline, 800-869-4499, www.justice.gov/oig/hotline

Office of the Texas Attorney General, 800-252-8011, www.oag.state.tx.us

Scam Alerts, www.consumer.ftc.gov/scam-alerts

Social Security, 800-772-1213, www.ssa.gov

Social Security/Food Stamp Hotline, dial 211, www.211texas.org

Tax Help, www.aarp.org/findtaxhelp

Texas Abuse Hotline, 800-252-5400, www.txabusehotline.org

Texas Comptroller, 800-252-5555, www.window.state.tx.us

Texas Consumer Protection Hotline, 800-621-0508, Office of the Attorney General, www.oag.state.tx.us/consumer/index.shtml

Texas Department of Aging and Disability Resource Centers (DADS), 512-438-3011

 Aging and Disability Resource Centers (ADRC), 1-855-937-2372

 Area Agencies on Aging (AAA) 1-800-252-8263

Texas Health and Human Services Commission, dial 211TEXAS, <http://hhs.texas.gov>

Texas Legislature Online, www.capitol.state.tx.us

Texas United Way Help Line, dial 211

Unwanted Mail, www.consumer.ftc.gov/articles/0262-stopping-unsolicited-mail-phone-calls-and-email