

**WEATHERING THE STORM**  
**A Family's Plan for Crisis and Disaster**

Transforming Lives. Building Community Well-Being.

Trillium's Access to Care (toll free, answered 24/7)  
 1-877-685-2415



**Health & Safety Numbers**

American Red Cross	1-800-733-2767
Ask First Community Line (Ask a Nurse)	1-800-575-1275
Carolina Poison Center	1-800-222-1222
Federal Emergency Management Agency (FEMA)	1-800-621-3362
NC Department of Social Services	1-919-527-6335
NC Public Health	1-919-707-5000
North Carolina Highway Patrol	1-919-733-3300
Prescriptions for the Displaced: Rite Aid	1-800-748-3243
Salvation Army	1-800-363-2749
United Way of North Carolina	1-800-966-8962

**Main Emergency Contact Number**

(use ballpoint pen or permanent ink in case paper gets wet)

Name	Relationship
Address	
Home Phone and Cell Phone	

**Supportive Services**

Disaster Distress Helpline	1-800-985-5990
AA in North Carolina	1-252-758-0787
Mobile Crisis Team - Integrated Family Services, PLLC All 26 counties in Trillium Catchment Area	1-866-437-1821
Mobile Crisis Team - RHA Health Services, Inc. Brunswick, Carteret, Craven, Jones, New Hanover, Pamlico, Pender, Onslow Counties	1-844-709-4097
North Carolina Database of Community Resources— <b>NC 2-1-1</b> (United Way of NC)	211 or 1-888-892-1162
Narcotics Anonymous	1-866-321-1631 1-800-691-5427
Suicide Helpline	1-800-273-8255
NAMI of NC Helpline	1-800-451-9682

**Alternative Emergency Contact Number**  
 (use ballpoint pen or permanent ink in case paper gets wet)

Name	Relationship
Address	
Home Phone and Cell Phone	

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**YOUR FAMILY CRISIS/DISASTER PLAN**

USE THE FOLLOWING SUGGESTIONS AS GUIDELINES FOR CREATING YOUR FAMILY CRISIS/DISASTER PLAN AND USE THE SPACE HERE TO WRITE WHERE IT IS STORED.

1. Create your plan before a crisis happens or disaster strikes and list where your plan is located.
2. Make copies for every family member.
3. Make sure each person knows and is comfortable with his/her role in the plan.
4. Keep this plan in an easy to find, and well known place so you and your family will be better prepared to think and act quickly in an emergency.
5. Place plan in a plastic Ziploc bag to keep dry.

**THINGS TO ARRANGE OR DO AHEAD OF TIME**

- Meeting place near home
- Meeting place outside of immediate area
- List with names of children and their school or daycare
- List of pets and where they are to go in crisis or disaster
- Emergency Supply Kits are ready
- Emergency money
- List of names of elderly/special populations who may need help
- List of Social Security #s for family members
- Prescription medication list for each family member
- Important family documents (birth certificates, insurance papers, etc.)
- Household content/inventory list
- Extended family contacts list to let them know you're OK

Where this information is stored

**Phone Numbers Needed in a Crisis**

Use ballpoint pen or permanent ink in case paper gets wet

Child's School	
Parent's Workplace	
Gas Company	
Phone Company	
Water Company	
Sewer Company	
Power/Utilities Company	
Insurance Company	
Out-of State Family/Friend Contact	
Neighborhood Meeting Place	
Veterinarian	
Hospital	
Extended Family Included in Plan	
Bank	
Healthcare Provider's Office	

## Making an Emergency Supply Kit for a Disaster

When preparing for a possible emergency situation, it's best to think first about survival basics: fresh water, food, clean air, and warmth.

### **Recommended Items to Include in a Basic Emergency Supply Kit:**

- Water: one gallon of water per person per day for at least three days, for drinking and sanitation.
- Food: at least a three-day supply of non-perishable 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
- Whistle to signal for help
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to protect you from harmful debris while getting shelter-in-place
- Moist towelettes, garbage bags, and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Local maps

### **Additional Items to Consider Adding to an Emergency Supply Kit:**

- Prescription medications (Check with your doctor or pharmacist to make sure that it is ok to store your prescription medications), extra contacts or glasses, denture needs, any pet medications.
- Infant formula and diapers
- Pet food, extra water, medications, appropriate records, leash, and blanket/toy for your pet along with a picture should you become separated
- Important family documents, like insurance policies, identification and bank account records in a waterproof, portable container
- Cash or traveler's checks and change
- Sleeping bag or warm blanket for each person
- Complete change of clothing including a long sleeved shirt, long pants, and sturdy shoes

- Household chlorine bleach and medicine dropper: When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color-safe, or bleaches with added cleaners.
- Fire Extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Paper cups, plates and plastic utensils, paper towels
- Paper and pencil
- Books, games, puzzles, or other activities for children

## **DIAL 911 FOR A TRUE MEDICAL EMERGENCY**

## General Health & Safety Tips

- The three greatest risks to your health are accidental injuries, heat-related illnesses, and stomach/intestinal disease
- Be aware of dangers beneath the water's surface; glass metal, and other unsafe objects may be underwater where they can't be seen
- Some insects may carry disease; use insect repellent
- Wear gloves to protect your hands in unclean conditions
- Drink plenty of water
- **DO NOT DRINK FLOOD WATER;** drink water only from acceptable sources
- Wash your hands every chance you get
- Immediately cover any wounds and treat them correctly
- Eat only from approved sources

## Trillium's Care Hotline

Call Trillium's Access to Care Line (1-877-685-2415) 24-hours a day, seven days a week, 365 days a year. Call center agents complete initial screenings, help determine if urgent care is needed, connect callers with providers in their area, and connect with emergency care if necessary.

In an emergency, we'll dispatch a specially trained Mobile Crisis Team member to your location or direct you to a crisis center. You can also personally contact the Mobile Crisis Team provider designated for your county. If it is a true medical emergency, call 911.

### **Watch for Warning Signs:**

Some actions and behaviors are part of standard adolescent development. Adolescence is time of rapid change, and it is normal to observe fluctuations in mood and personality as youth adapt to hormonal, physical, and mental maturation.

However, there are disabilities and disorders that could present in symptoms listed below. These warning signs are ongoing behaviors that negatively impact school involvement, family members, and/or their peers. They should be cause for concern and anyone in contact with an individual displaying such behavior should reach out for help.

### **Warning Signs**

- Threats of harming self or others through speech, written words, or online postings.
- Loss of enjoyment in activities they previously enjoyed
- Isolation from all friends and family
- Confusing television or movies with reality
- Paranoia

## **Normal Adolescent Behavior**

- Brief outbursts or threats tied to a particular situation such as a fight with a parent
- Minor rebellions and rule-breaking such as staying out later than promised
- Withdrawing from family
- Modifying appearance or switching to new activities
- Emotional sensitivity

## Resources for Preparing for a Disaster

- To get information about preparing for a hurricane: <http://www.ready.gov/hurricanes>
- To get tips for making your responder kit: <http://www.ready.gov/build-a-kit>
- To prepare for caring for your pet in a disaster: <http://www.ready.gov/caring-animals>
- To find out how to prepare seniors for a disaster: <http://www.ready.gov/seniors>
- To find information on preparing your family for a disaster: <http://www.ready.gov/make-a-plan>
- To find information on poison control: <http://www.ncpoisoncenter.org/>
- To prepare an inventory of your household and personal property: <https://www.nycm.com/pdf/HomeContentsInventoryWorksheet.pdf> or <http://www.realsimple.com/static/pdfs/homeinventory.pdf>

## WIDE-SPREAD DISASTERS OR WITNESSING A CRISIS CAN HAVE AN IMPACT ON BOTH OUR PHYSICAL AND EMOTIONAL WELL-BEING.

### Facing the Unexpected

#### *Common Reactions Following a Disaster or Crisis*

Wide-spread disasters or witnessing a crisis can have an impact on both our physical and emotional well-being. It is not unusual to react with anger, confusion, sadness, or even guilt for a while after such an event. These feelings become a problem when they do not go away or get worse after a few weeks. If these feelings do persist, find a professional who can assist in working through these feelings. Some of the signs to look for after a few weeks have passed are:

- Feeling stressed and nervous all of the time
- Not having any energy
- Sleeping too much or having trouble sleeping
- Crying often or easily
- Keeping to yourself most of the time
- Drinking alcohol more often and/or using drugs
- Feeling “numb” or like nothing has happened
- Being angry or short-tempered more than usual
- Trouble concentrating or remembering things

The first step to getting better is to recognize the problems. If you decide that there is a problem, don't be afraid to seek out someone trained to help with these types of problems; especially post-traumatic stress. Not only is it important to take care of how you are feeling emotionally, but how you are doing physically as well.

### Children & Disasters

Children react to and express their feelings about tragic events differently according to their age and level of development. The following list, broken down by age, will help you recognize common childhood reactions to a disaster or crisis.

Preschool and young school-age children may feel helpless, fearful, and uncertain about whether the danger is going to last, but they might not be able to describe what is bothering them. Young children may have trouble going to sleep, or experience nightmares. They may also find it unsettling to be separated from their parents. Some children may forget toileting skills or how to speak. It is important not to scold them for these actions.

School-age children may worry about the safety of others as well as themselves. They may feel that the disaster is somehow their fault. They may also experience a heightened sense of fear or sadness. Some of the more common physical symptoms of stress in children in this age group are trouble with sleep, head and stomach aches, and trouble paying attention or being easily distracted. This can result in problems learning at school.

After a significant trauma, many adolescents become self-conscious of their physical and emotional reactions to the event. They are afraid that showing their fear or emotions may make them look “different” to their family and friends; causing them to withdraw. It is not uncommon for the adolescent to show their bravery by taking risks that they would not normally take. This includes actions such as smoking, fighting, and using alcohol or other substances.

*Adapted from Age-Related Reactions to a Traumatic Event  
National Child Traumatic Stress Network*

### Things to Remember When Coping with a Traumatic Event

- Traumatic events often cause feelings of helplessness, anxiety, and aggression
- It will take time before you start to feel better. Your emotions and feelings may change as you adjust and cope in the days and weeks following a disaster. Allow yourself time to heal.
- There are many things you can do to cope with traumatic events, including talking to family, friends, and clergy for support.
- You may need to consider seeking professional help if you feel sad or depressed for more than two weeks, or if you are not able to take care of your family or do your job.

*Centers for Disease Control and Prevention (2009)*

### Signs that You or a Loved One May be Relapsing

- **Behavior Changes**—increased bouts of arguing with others, attending fewer 12-step or other support groups, hanging out in bars, mixing with drug using friends
- **Attitude Changes**—not caring about sobriety, not caring what happens, becoming negative about life and how things are going
- **Thought Changes**—increased thoughts about using, thinking about using as a reward, thinking it won't hurt to use one drug in place of another, thinking that the drug/alcohol problem was cured
- **Mood Changes**—increased feeling of boredom, loneliness, anger, depression, or sudden joy

### Signs that You or a Loved One Might be Experiencing a Mental Health Crisis

It is important to note that many of the signs of general distress are common reactions following a disaster or crisis (such as fatigue, sleeplessness, restlessness, sadness, disheveled appearance, anger, and sadness) so professionals must determine whether a person is experiencing these types of feelings and behaviors more intensely or for longer than others experienced the same disaster or crisis.

Other warning signs of a mental health crisis are:

- Inappropriate expressions of anger
- Confusion
- Increase in risk-taking behaviors
- Impaired speech
- Withdrawn or isolating behavior
- Bizarre, exaggerated or dramatic behaviors
- Talk of harm to self or others
- Loss of reality
- Highly disruptive behaviors
- Threats or acts of violence and/or means to harm self or others

## THE MOST IMPORTANT THING TO REMEMBER IN A CRISIS...

**...TAKE CARE OF YOURSELF AND YOUR OWN FAMILY BEFORE YOU START HELPING OTHERS**

### Staying Positive and Maintaining a Sense of Self

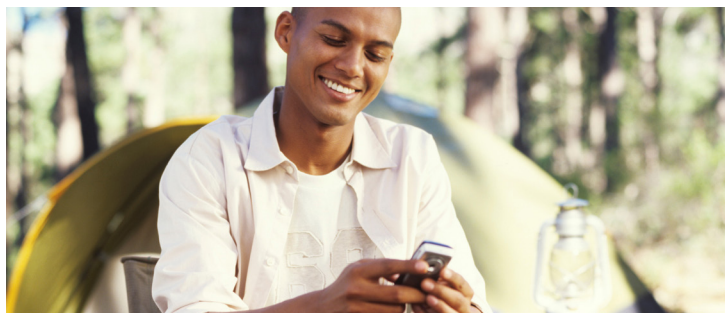
If you are required to travel away from your home because of the crisis or disaster and are staying in the midst of other people experiencing the crisis/disaster (such as with family or in an emergency shelter), try to establish a small area that is your own private space, even if it is just the size of a towel. This is a place where you can be quiet with your own thoughts and memories.

Go into it only when you are calm and need a bit of rest and space. Here you can recall positive memories and try to clear your head. This period of experiencing and dealing with a crisis can be chaotic, and it is important to carve out even a small bit of space for yourself. Also remember to take good basic physical care of yourself. Use the items in your supply kits if you have them or access resources from first responders and disaster response groups. They are there to help you and your family and your community stay safe and healthy and recover.

*“This period of experiencing and dealing with a crisis can be chaotic, and it is important to carve out even a small bit of space for yourself.”*

### Resources to Access with Your Smartphone or Laptop During a Disaster or Crisis

- To let your family know you're safe or to search for family members: <https://safeandwell.communityos.org/cms/index.php>
- To find public safety information related to the current disaster: <http://www.ncdps.gov/>
- To find an AA meeting near you: <http://www.aanorthcarolina.org/meetings.asp>
- To find information on coping with a traumatic event: <https://www.samhsa.gov/find-help/disaster-distress-helpline/coping-tips>



### Local Connections

We are part of your community and recognize that every region is different. Although we serve 26 counties, it's important to us to have a local presence and understand the diverse needs of eastern North Carolina. We want to include you in the conversation about what your community needs. Trillium Health Resources is widely accessible and deeply integrated in our communities to help improve access, reduce administrative burdens on providers, and increase the quality of services. To do this, we have three Regional Offices, each with a Regional Operations Director dedicated to your area. If your organization has suggestions or input, please reach out to the appropriate regional director:

- **Northern Region** (Bertie, Camden, Currituck, Chowan, Gates, Hertford, Martin, Northampton, Pasquotank, Perquimans):  
[Bland Baker, bland.baker@TrilliumNC.org](mailto:bland.baker@TrilliumNC.org)
- **Central Region** (Beaufort, Craven, Dare, Hyde, Nash, Pamlico, Pitt, Tyrrell, Washington):  
[Dave Peterson, dave.peterson@TrilliumNC.org](mailto:dave.peterson@TrilliumNC.org)
- **Southern Region** (Brunswick, Carteret, Columbus, Jones, New Hanover, Onslow, Pender):  
[David Tart, david.tart@TrilliumNC.org](mailto:david.tart@TrilliumNC.org)

### Working to Recovery

Following a disaster or painful event, children are likely to show signs of stress. These reactions are normal and usually don't last long. You can help your child by following the suggestions below:

#### **For all ages**

- Stick to family routines as much as possible.
- Provide extra attention, comfort, support, and reassurance.
- Develop and practice a safety plan for future events; make it a part of the family routine.

#### **For Preschoolers**

- Avoid separating from your child unless it is really necessary; if you must leave the child, give the child a personal item such as a scarf or favorite shirt to remind them of you.
- Allow the child to sleep in your room for a short time.
- Encourage and help youngsters express their feelings through play, drawing, puppet shows, and storytelling. Let the child know that you, too, share their feelings.
- Limit the amount of TV and social media your child watches related to the event.

#### **For Elementary Age Children**

- Set gentle but firm limits for acting out behavior.
- Listen to a child if s/he wants to talk about the experience over and over.
- Encourage children to express thoughts and feelings through talk and play.
- Provide chores and activities at home that are structured, but not too trying.
- Make note of the ways people helped each other during the disaster or crisis, paying particular attention to any helpful actions taken by the child.

#### **For Pre-adolescents and Adolescents**

- Be ready to listen when the child wants to talk, but don't force the issue.
- Encourage teens to talk with friends about the event and their experiences.
- Encourage and support involvement with community recovery work.
- Urge teens to get involved in physical activities.
- Carry on regular social and leisure activities; make life as normal as possible.

Remember your child's feelings are natural and do not need to be "fixed." Nor are they a reflection on you as a parent. It is important for both of you to understand and deal with his or her experiences. The healing process is on-going and does take time. However, if your child appears to be "stuck" at any one phase, remember there are people who are specially trained to help in such situations.

**SAMHSA, NMH02-0138**