WEATHERING THE STORM

A Plan for Crisis and Disaster

Trillium HEALTH RESOURCES

Health & Safety Numbers

American Red Cross
1-800-733-2767

Hope4NC Helpline
1-855-587-3463

NC Poison Control
1-800-222-1222

FEMA—Federal Emergency Management Agency
1-800-621-3362

Emergency Prescription Assistance Program
1-855-793-7470

North Carolina Highway Patrol
1-919-733-7952

United Way of North Carolina
2-1-1

Salvation Army
1-800-SAL-ARMY or 725-2769

NC Department of Social Services
1-919-527-6335

NC Public Health
1-919-707-5000

Main Emergency Contact Number

Name _____ Relationship _____

Street Address _____

City & State _____

Home & Cell Phone Number _____

Supportive Services

Disaster Distress Helpline
1-800-985-5990

AA in North Carolina
1-252-758-0787

Suicide Lifeline
9-8-8

NAMI of NC Helpline
1-800-451-9682

United Way of NC
North Carolina Database of Community Resources
2-1-1 or **1-888-892-1162**

Narcotics Anonymous
1-855-227-NCNA (6262)

Mobile Crisis Teams
If you experience a behavioral health emergency or crisis situation—at any time, on any day—you may contact a Mobile Crisis Team directly **24 hours a day, 365 days a year**.

Daymark:
1-866-275-9552

Easterseals PORT Health:
1-866-241-7245

Integrated Family Services:
1-866-437-1821

Monarch:
1-800-568-9689

RHA:
1-844-709-4097

Southeastern Integrated Care:
1-910-522-0408

Therapeutic Alternatives:
1-877-626-1772

Crisis Services
Providers and counties covered may change. Please visit TrilliumHealthResources.org/members-recipients/crisis-services for most up to date listing.

Alternative Emergency Contact Number

Name Relationship

Street Address

City & State

Home & Cell Phone Number

Use ballpoint pen or permanent ink in case paper gets wet.

Resources for Preparing for a Disaster

- To get information about the weather: weather.gov
- To get information about preparing for a hurricane: ready.gov/hurricanes
- To prepare if you have a disability: ready.gov/disability
- To prepare for caring for your pet in a disaster: ready.gov/pets
- To find out how to prepare seniors for a disaster: ready.gov/seniors
- To find information on preparing your family for a disaster: ready.gov/plan
- To find information on poison control: ncpoisoncontrol.org
- To prepare an inventory of your household and personal property: ncdoi.gov/consumers/disaster/how-prepare-storm

Phone Numbers Needed in a Crisis

Child's School(s)	
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	

Use ballpoint pen or permanent ink in case paper gets wet.

Making an Emergency Supply Kit for a Disaster

When preparing for a possible emergency situation, it's best to think first about survival basics. Please refer to Ready.gov and the Red Cross website for the most up to date information on preparing kits for your home, car, and a To Go Kit.

Recommended Items for a Basic Emergency Supply Kit:

- **Water:** one gallon of water per person and pet per day, for at least three days, for drinking and sanitation.
- **Food:** three-day supply of non-perishable food for evacuation, two-week supply for home
- Battery-powered/hand-crank radio NOAA Weather Radio with tone alert & extra batteries for both
- Flashlight & extra batteries
- First aid kit
- Disinfectant wipes, gloves, and hand sanitizer
- Whistle to signal for help
- Medical and dust mask to help filter contaminated air and protect from infection
- Plastic sheeting and duct tape to protect you from harmful debris while getting to shelter
- Moist towelettes, garbage bags, and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities like water
- Local maps

Additional Items for an Emergency Supply Kit:

- Prescription medications (Check with your doctor or pharmacist on appropriate medication storage), extra contacts or glasses, denture needs, any pet medications
- Paper and pencil
- Premixed infant formula and diapers
- Pet food, extra water, appropriate records, leash, and blanket/toy for your pet along with a picture should you become separated

- Books, games, puzzles, or other activities for children
- Important family documents, like insurance policies, identification and bank account records in a waterproof container
- Cash or traveler's checks and change
- Sleeping bag or warm blanket for each person
- Feminine supplies and personal hygiene items
- Paper cups, plates and plastic utensils, paper towels
- Complete change of clothing including a long sleeved shirt, long pants, and sturdy shoes
- Plain household chlorine bleach and medicine dropper: When diluted nine parts water to one part bleach, can be used as a disinfectant. Or in an emergency, treat drinking water by adding 16 drops per gallon
- Matches in a waterproof container
- Fire extinguisher

DIAL 9-1-1 for a True Physical Medical Emergency

General Health & Safety Tips

- The three greatest risks to your health are accidental injuries, heat-related illnesses, and stomach/intestinal disease
- Wash your hands every chance you get *for 20 seconds.*
- 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
- Eat and drink water only from approved sources
- Wear gloves to prevent the spread of germs and protect hands from unclean conditions
- Drink plenty of water
- **DO NOT DRINK FLOOD WATER**
- Immediately clean and cover any wounds

Trillium's Member and Recipient Services

Call our **Member and Recipient Services** at **1-877-685-2415** (**TTY 711**) to get an initial screening, help determine if urgent care is needed, or connect with a provider in your area.

In an emergency, you can contact a trained Mobile Crisis Team to come to your location or direct you to a crisis center. Phone numbers for these providers are under "Supportive Services" on this card. If you need immediate medical help, call **9-1-1**. Trillium staff are **not** first responders, and mobile crisis teams may have to provide services over the phone if it is not safe for them to reach your location.

The Most Important Thing to Remember in a Crisis...

Take care of yourself and your own family before you start helping others.

Normal Adolescent Behavior

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

Warning Signs

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

Your Crisis/Disaster Plan

Use the following suggestions as guidelines for creating your crisis/disaster plan. List where information is stored here.

1. Create your plan before a crisis happens or disaster strikes and list where your plan is located.
2. Make copies for everyone in the home.
3. Make sure each person knows and is comfortable with their role in the plan.
4. Keep this plan in an easy to find, and well known place. You will be better prepared 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 elderly/special populations who may need help
- List of Social Security Numbers for household members
- Prescription medication list for each household member
- Important documents (birth certificates, insurance papers, etc.)
- Household content/inventory list
- Extended family contacts list to let them know you're OK

Where is your important information stored?

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 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.

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.

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 friends who use substances.
- **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 feelings of boredom, loneliness, anger, depression, or sudden joy.

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 NCTSN.org.

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
- Loss of reality
- Bizarre, exaggerated or dramatic behaviors
- Talk of harm to self or others
- Highly disruptive behaviors
- Threats or acts of violence and/or means to harm self or 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: redcross.org/safeandwell
- To find public safety information related to the current disaster: ncdps.gov
- To find an AA meeting near you: aanorthcarolina.org
- To find information on coping with a traumatic event: samhsa.gov/find-help/disaster-distress-helpline/coping-tips

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, follow 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.

CFAC

Consumer & Family Advisory Committee

Local CFAC Connections

Trillium Health Resources is a health plan serving over 46 counties in North Carolina that manages care for individuals with serious mental health, substance use, intellectual/developmental disabilities, and traumatic brain injuries. We are part of your community and recognize that every region is different. Having a local presence, and understanding the many needs of North Carolinians, is important to us. We want to include you in the conversation about what your community needs.

Trillium is involved with our communities to help people get services, work with our providers, and ensure high quality services. To do this, we have regional offices with regional operations directors. Please visit TrilliumHealthResources.org/regional-operations/regional-cfacs for more information about our regions and to become involved with your local CFAC.

Auxiliary Aids and Interpreter Services:

You can get free materials in large print and other auxiliary aids and services. Call 1-800-510-9132 (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call 1-800-510-9132 (TTY/TDD 711).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al 1-800-510-9132 or TTY/TDD: 711 or 1-800-735-2962. Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al 1-800-510-9132 or TTY/TDD 711 or 1-800-735-2962.

中国人 (Chinese): 您可以免费获得各种资料的大字版以及其他辅助工具和服务。请致电 1-800-510-9132 (TTY/TDD 711)。如果英语不是您的首选语言，我们提供免费的翻译服务。请致电 1-800-510-9132 (TTY/TDD 711)

For Pre-adolescents & 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.