

Preparation

Print as many copies of the NDIC sets as needed for your purposes. It is suggested that you print the cards for each event type on a different color paper (e.g., gray or white for blizzards, blue for hail, green for floods, yellow for lightning, pink for tornadoes, etc). Then insert the cards into a notebook with dividers to separate the event types. Make sure the notebooks are clearly labeled so they can be located quickly when needed.

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Using NDIC

Once the cards have been prepared, the following procedures are recommended:

1. If your area is prone to any of the events covered by the cards, it is suggested that all emergency communications staff review and discuss the card set for the anticipated event in advance of the normal event "season" for your city or county. Make sure to solicit comments concerning contingencies not covered by the cards, considering any quirks in the local system that might require a change in the NDIC protocol.
2. On days when the National Weather Service or your local weather information provider suggests that a serious weather event is possible, conduct shift briefings for emergency communications personnel to review the NDIC cards and discuss late information which could alter normal protocol.
3. Remember - the NDIC cards are set up to function like a "flow chart," the path of which varies according to the specific circumstances, much like Emergency Medical Dispatch (EMD) cards. The questions on the first card are designed to lead to the next card, where other questions more directly related to the individual inquiry are available.

PLEASE NOTE: Only those questions relevant to the specific inquiry need to be asked. The cards are structured to get the correct information to the caller in a very short time, usually less than a minute, without requiring the call-taker to memorize the information.

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Disclaimer

The Natural Disaster Information Cards were developed as a joint effort between the City of Fort Collins Office of Emergency Management, the National Oceanic and Atmospheric Administration (NOAA) and the Cooperative Institute for Research in the Atmosphere (CIRA). The information contained on the NDIC card sets was current and correct at the time of publication. The developers encourage each agency using NDIC to examine the card sets carefully and make necessary updates and alterations to make them viable for local use. Users of the Natural Disaster Information Cards agree by their use to hold blameless each and all of the agencies and individuals involved in their development for any liability associated with their use in any form. In addition, the developers assume no responsibility or liability for suggested actions or other information contained within NDIC which subsequently becomes outdated.



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BLIZZARDS

FLOODS

HAIL

LIGHTNING

TORNADOES



"9-1-1 ...What is your emergency?"

Blizzard/Heavy Snow

If the emergency involves...

- | | | |
|---|---------------|-----|
| ❗ Broken pipes, or tree limbs on power lines: | refer to card | "A" |
| ❗ Someone stuck outdoors (not in a car): | refer to card | "B" |

Otherwise ask:

Are you calling from a house (building), mobile home, or automobile?

- | | | |
|---|---------------|-----|
| ❗ Caller is stuck in a house or mobile home: | refer to card | "C" |
| ❗ Caller is stuck in a building (for example, a school, nursing home, hospital, shopping mall, etc.): | refer to card | "D" |
| ❗ Caller is trapped in a motor vehicle: | refer to card | "E" |



Non-Emergency Advice (if time permits):

- 🔵 You can get general information at our local emergency broadcast station (if available).
The station is at: _____ AM.
- 🔵 You can call our local non-emergency phone line (if one is set up for the incident).
The number is _____.
- 🔵 You can also listen to NOAA weather radio (if you have one), or get in touch with the nearest National Weather Service office.

NOTE: Types of injury associated with blizzards: hypothermia, automobile accidents, cardiac, falls, frostbite.

NOTE: The dispatcher is not required to ask every question in the natural disaster series. Ask only those questions that pertain to the specific call.

"9-1-1 ...What is your emergency?"

Blizzard/Heavy Snow

Card "A"

Calling about broken water lines, tree limbs on power lines,
or broken tree limbs.

If the problem is broken water pipes:

Q1: Has any structural damage occurred?

Tell the caller...

- 📞 Shut off the water if you know how to do this.
- 📞 If the water HAS caused structural damage:
 - 📞 Avoid going into the affected area.
 - 📞 If you smell gas evacuate the building and *do not go back for any reason*.
- 📞 If the water HAS NOT caused structural damage:
 - 📞 Call a plumber (listings in *Yellow Pages*).
 - 📞 You can purchase a sump pump from a discount outlet or hardware store, and might be able to rent one through a local rental company.

If the problem is broken tree limbs on power lines:

Tell the caller...

- 📞 If the power lines are laying on, or against your house - especially if sparking is occurring - evacuate your house immediately.
- 📞 Stay in the house if you are not in immediate danger.
- 📞 Do not go near, or come in contact with downed power lines. *Let your power company deal with the problem.*
- 📞 Call the power company (the company that bills you for service).

If tree limbs are breaking, but not causing a safety problem:

Tell the caller...

- 📞 Is the broken limb in the roadway or otherwise causing a hazard?
- 📞 You can get help by checking in the *Yellow Pages* under "Tree Service."

"9-1-1 ...What is your emergency?"

Blizzard/Heavy Snow

Card "B"

Caller is trapped outdoors (not in a vehicle).

Q1: Can you pinpoint your location?

Q2: Can you see any signs or landmarks?

Q3: Are you alone? If others are with you, are they children or elderly?

Tell the caller...

- 🚫 If you are alone and in a phone booth, stay there. If you are calling on a cell phone, find shelter (for everyone) as quickly as possible, identify an obvious landmark nearby, and report your location.
- 🚫 Try to stay dry.
- 🚫 Cover all exposed parts of the body.

If shelter cannot be found:

Tell the caller...

- 🚫 Prepare a lean-to, windbreak, or snow cave for protection from the wind.
 - 🚫 Build a fire for heat, and to attract attention.
 - 🚫 Place rocks around the fire to absorb and reflect heat.
 - 🚫 Do not eat snow directly. Melt it first. Frozen snow will lower your body temperature.
 - 🚫 Exercise lightly and regularly to keep your circulation active.
-

"9-1-1 ...What is your emergency?"

Blizzard/Heavy Snow

Card "C"

Caller is stuck in a house or mobile home.

Tell the caller...

- 📞 Stay in your home. Drive only in an emergency.
 - 📞 If there has been a power outage call the power company (the company that bills you for service).
 - 📞 If there is no heat:
 - 🌡️ Do not use camping appliances to heat!
 - 🌡️ You can use alternative heat from a fireplace, wood stove, or space heater, but be sure to follow manufacturer recommended safeguards, and always assure proper ventilation. Don't burn trash.
 - 🌡️ Hyper-insulate your home. This means to:
 - 🌿 Close off unneeded rooms.
 - 🌿 Stuff towels or rags in cracks under doors.
 - 🌿 Cover windows at night.
 - 🌡️ Eat and drink if possible.
 - 🌿 Food provides the body with the energy for producing its own heat.
 - 🌿 Fluids prevent dehydration, which can occur quickly.
 - 🌡️ Layer your clothing.
 - 🌿 Wear layers of loose fitting, light-weight, warm clothing.
 - 🌿 Remove layers to avoid overheating, perspiration, and subsequent chill.
-

"9-1-1 ...What is your emergency?"

Blizzard/Heavy Snow

Card "D"

Caller is stuck in a building
(e.g., a school, hospital, shopping mall, nursing home, or office building).

If any part of the structure is collapsing:

FIND OUT HOW MANY PEOPLE ARE IN THE BUILDING

Tell the caller...

- 🚫 If you cannot leave the building entirely, gather all of the occupants together and move them to an unaffected part of the building.
- 🚫 Evacuate *only if* there is no other option (for example, a natural gas leak).
- 🚫 Stay inside where it is dry and warm, and *drive only in an emergency*.

If the structure is not collapsing:

Tell the caller...

- 🚫 Keep everyone inside where it is dry and warm.
- 🚫 Drive only in an emergency.

If there has been a power outage:

- 🚫 Call the power company.
- 🚫 If there is no heat:
 - 🌐 *Do not use camping appliances to heat!* You can use alternative heat from a fireplace, wood stove, or space heater, but be sure to follow all of the manufacturer recommended safeguards, and always assure proper ventilation.
 - 🌐 Hyper-insulate your home. This means to:
 - 🌐 Close off unneeded rooms.
 - 🌐 Stuff towels or rags in cracks under doors.
 - 🌐 Cover windows at night.
 - 🌐 Eat and drink if possible.
 - 🌐 Food provides the body with the energy for producing its own heat.
 - 🌐 Fluids prevent dehydration, which can occur quickly.
 - 🌐 Layer your clothing.
 - 🌐 Wear layers of loose fitting, light-weight, warm clothing.
 - 🌐 Remove layers to avoid overheating, perspiration, and subsequent chill.

"9-1-1 ...What is your emergency?"

Blizzard/Heavy Snow

Card "E"

Caller is trapped in a motor vehicle.

Q1: What is your location?

Q2: Can you see any signs or landmarks?

Q3: Are you alone? If others are with you, are they children or elderly?

Q4: Do you have food, water, and warm clothes or blankets?

Tell the caller...

- 🔴 Stay in your vehicle. Disorientation occurs quickly in wind driven snow and cold. People have been lost within a hundred feet of their vehicle.
 - 🔴 Run the motor about ten minutes each half-hour for heat, but:
 - 🔵 Open the window a little for fresh air to avoid carbon monoxide poisoning.
 - 🔵 Make sure the exhaust pipe is not blocked!
 - 🔴 Make yourself visible to rescuers by:
 - 🔵 Turning on the dome light at night when running the engine.
 - 🔵 Tying a colored cloth to your antenna or door.
 - 🔵 Raising the hood (*after snow stops falling*) indicating trouble.
 - 🔴 Exercise from time to time by vigorously moving arms, legs, fingers, and toes to keep blood circulating and keep yourself warm.
 - 🟢 *If appropriate and if there is time, give the caller with a number for a towing agency.*
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"9-1-1 ...What is your emergency?"

Flash Floods

If the caller...

- | | | |
|--|---------------|-----|
| ☛ is reporting someone (else) trapped in a vehicle: | refer to card | "A" |
| ☛ is reporting someone drowning in a creek or ditch: | refer to card | "B" |

If not, then ask...

Are you calling from a house (building), mobile home, or automobile?

- | | | |
|--|---------------|-----|
| ☛ Calling from a flooding house, or a building: | refer to card | "C" |
| ☛ Calling from a flooding mobile home (trailer): | refer to card | "D" |
| ☛ Calling from an automobile (truck, van, SUV): | refer to card | "E" |



Non-Emergency Advice (if time permits):

- ☛ You can get general information by listening to our local emergency broadcast radio station (if available).
The station is at: _____ AM.
- ☛ You can call our local non-emergency phone line (if one is set up for the incident).
The number is _____.
- ☛ You can also listen to NOAA weather radio (if you have one), or get in touch with the nearest National Weather Service office.

NOTE: Types of injury associated with flooding: automobile accidents, drownings, electrical shock, cardiac, blunt trauma, lacerations, and falls.

NOTE: The dispatcher is not required to ask every question in the natural disaster series. Ask only those questions that pertain to the specific call.

NOTE: If flooding has not been previously reported, you should pass the information to both the local Emergency Operations Center, and the nearest office of the National Weather Service.

"9-1-1 ...What is your emergency?"

Flash Floods

Card "A"

Calling about someone (else) trapped in a vehicle.

Q1: Where are you calling from?

Q2: Where is the vehicle?

Q3: Is the car in deep, fast-moving water?

Q4: Is the victim's vehicle floating? If so, what direction?

If the trapped victim IS in deep, fast-moving water - especially if water is getting into the vehicle and the victim feels their life is threatened:

Tell the caller...

- Have the person in the car try to open a side window, or break it out with a shoe or some other solid object.
- Try to find a *flotation device* of some sort in your vehicle, or theirs. If nothing else is available, tell them to use a jacket or shirt to trap air, and create their own makeshift flotation device.
- Have them exit their car carefully and try to make it over to dry ground, reminding them to keep hold of the flotation device.
- Follow along if they get swept downstream, but **DO NOT** go into the water after them on your own.
- If you have a rope or a long power cord, take it along as you follow, and wait for the opportunity to use it safely.

If the trapped victim IS NOT in deep, fast-moving water, or floating away:

Tell the caller...

- We are sending the fire department. Go to a safe place near where the people are trapped, and be prepared to guide firefighters to the scene. Advise the victims to stay in their car.
- **DO NOT ENTER THE WATER TO TRY TO HELP THE VICTIM !!!**

"9-1-1 ...What is your emergency?"

Flash Floods

Card "B"

Calling about someone (else) drowning in a creek or ditch.

Q1: Where are you calling from?

Q2: Where is the victim?

Q3: Is the victim washing away, or stationary?

Q4: How deep is the water?

If the victim is washing away down a creek or ditch:

Tell the caller...

- 🚒 We are sending the fire department.
- 🚒 Where did you last see the victim? About how long ago was it in minutes? About how fast, and in what direction did they seem to be traveling?
- 🚒 *Do not* try to search for the victim unless you can clearly see the edge of the embankment, and can remain at least 10 feet from the water's edge at all times.
- 🚒 **DO NOT ENTER THE WATER TO TRY TO HELP THE VICTIM !!!**

If the victim is clinging to an object and seems relatively safe for the moment:

Tell the caller...

- 🚒 We are sending the fire department. Go back to where the victim is trapped, let the victim know that help is on the way, and stay in the area to help direct the firefighters in.
 - 🚒 **DO NOT ENTER THE WATER TO TRY TO HELP THE VICTIM !!!**
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"9-1-1 ...What is your emergency?"

Flash Floods

Card "C"

Calling from a flooding house or building.

Q1: Where are you calling from?

Q2: Is the structure on fire, or collapsing?

Q3: Are there sparking utility outlets?

If there IS a fire danger, or threat of structural collapse:

Things to tell the caller...

- 📞 We are sending the fire department. Evacuate the structure immediately.
- 📞 If the water in the street outside your house is deeper than a foot, do not attempt to drive away.
- 📞 If the water outside your house is deeper than 3 feet and/or seems to be rising or flowing fast, take a flotation device (such as a couch cushion) with you when you leave. Take one device for each person leaving.
- 📞 Make sure that pets are free to swim with you, but do not attempt to carry larger pets, you could both lose your lives.

If there is NO danger of fire or structural collapse: refer to Card "C1"

Flash Flood Card "C"

"9-1-1 ...What is your emergency?"

Flash Floods

Card "C1"

Calling from a flooding house - no fire problem.

Q1: Do you have a basement?

If the caller DOES have a basement:

Q1: Is there water in the basement?

Q2: Is the water at least knee deep (2+ feet) and/or rising fast?

🚫 If the answer is **knee deep and/or rising fast:**

- 🚫 Stay out of your basement. You could be drowned or electrocuted if you go downstairs.

🚫 If the answer is **not deep nor rising fast:**

- 🚫 If you decide to go to the basement to salvage valuables, you first need to turn off the power.
- 🚫 Leave the basement if the water starts to get deeper.
- 🚫 You might also want to call a plumber, and/or purchase a sump pump from a local hardware or discount store.

If the caller DOES NOT have a basement:

Q1: Is the water getting into your house?

Q2: Is the water knee deep (2+ feet) and/or rising fast?

🚫 If the answer is **knee deep and/or rising fast:**

- 🚫 You need to evacuate immediately.
- 🚫 If the water in the street outside your house is deeper than 1 foot, do not attempt to drive away.
- 🚫 If the water is 3 feet or more, take a flotation device with you, such as a couch cushion. Take one such device for each person leaving.
- 🚫 Make sure pets are free to swim along with you, but do not try to carry larger pets. You could both lose your lives.

🚫 If the answer is **not knee deep nor rising fast:**

- 🚫 Turn off the power.
 - 🚫 Evacuate if the water begins to get deep and/or starts to rise fast.
-

"9-1-1 ...What is your emergency?"

Flash Floods

Card "D"

Calling from a flooding mobile home.

Q1: What address are you calling from?

Q2: Is the mobile home on fire, or are there any sparking outlets?

Q3: Is the structure collapsing?

If there IS a fire danger, or threat of structural collapse:

Things to tell the caller...

- We are sending the fire department. Evacuate the structure immediately.
- If the water in the street outside your house is deeper than a foot, do not attempt to drive away.
- If the water outside the home is deeper than 3 feet and/or seems to be rising or flowing fast, take a flotation device (such as a couch cushion) with you when you leave. Take one such device for each person leaving.
 - If there is no nearby dry ground, try to get into a tree, or onto a roof.
- Make sure that pets are free to swim with you. Do not attempt to carry larger pets. You could both lose your lives.

If there is NO danger of fire or structural collapse: refer to Card "D1"

Flash Flood Card "D"

"9-1-1 ...What is your emergency?"

Flash Floods

Card "D1"

Calling from a flooding mobile home - no fire problem.

Q1: Is the water inside the mobile home?

If the water HAS already gotten into the mobile home:

Things to tell the caller...

- If the water outside isn't flowing too fast, or if the water doesn't contain too much debris, then choose a place to evacuate (such as nearby dry ground).
- If the water is flowing too fast, or if for any other reason it seems unsafe to try to get to high ground, try to get to the roof of a stable structure.
- Take some sort of flotation device (such as a couch cushion) with you when you leave. Take one such cushion for each person that is leaving.
- Make sure that your pets are free to swim with you, and do not attempt to carry larger pets. You could both lose your lives.

If the water HAS NOT gotten into the mobile home:

Things to tell the caller...

- Stay in the structure until water begins to come in and locate things to use for flotation devices, such as couch cushions, and have them ready to go. Find one for each member of the family.
 - Decide where to evacuate if it becomes necessary. Nearby dry ground is best, but only if the water isn't flowing too fast, or if it doesn't contain much debris.
 - The roof of the trailer or tree might be used, if nothing else is available.
 - Call back if water begins to get inside the mobile home.
-

Flash Flood Card "D1"

"9-1-1 ...What is your emergency?"

Flash Floods

Card "E"

Calling from an automobile (van, SUV).

Q1: Where are you located?

Q2: Are you trapped in your vehicle?

Q3: Is the water deep, or flowing fast?

Q4: Is your vehicle floating? If so, which direction is it going?

If the person IS trapped in very deep, fast-moving water and/or the vehicle is floating away (especially if water is getting into the automobile and their life is threatened):

Tell the caller...

- 🔴 Try to open a side window, or break it with your shoe or some other solid object.
- 🔴 Try to find a flotation device of some sort in your automobile. If nothing else is available, you can use a jacket or shirt to trap air, and create your own makeshift flotation cushion.
- 🔴 Leave the vehicle and try to make your way to dry ground, keeping a tight grip on the flotation device.

If the victim IS NOT in very deep, fast-flowing water, nor floating away:

Tell the caller...

- 🔴 Stay in your car. We are sending the fire department.



"9-1-1 ...What is your emergency?"

Large Hail

There are four (4) contingencies that warrant E-911 response:

- | | | |
|---|---------------|-----|
| ☛ Caller is reporting large hail, but is not injured: | refer to card | "A" |
| ☛ Caller has been hit and injured by large hail:
<i>Injuries should be handled per standard EMD but, to reduce exposure to further injury...</i> | refer to card | "A" |
| ☛ Caller is reporting someone else injured by hail: | refer to card | "B" |
| ☛ Caller is reporting extremely deep hail: | refer to card | "C" |



Non-Emergency Advice (if time permits):

- ☛ You can get general information at our local emergency broadcast radio station (if available). The station is at: _____ AM.
- ☛ You can call our local non-emergency phone line (if one is set up for the incident). The number is _____.
- ☛ You can also listen to NOAA weather radio (if you have one), or get in touch with the nearest National Weather Service office.

NOTE: Types of injury associated with hail: blunt-force trauma, falls, broken glass (especially in the eyes).

NOTE: The dispatcher is not required to ask every question in the natural disaster series. Ask only those questions that pertain to the specific call.

"9-1-1 ...What is your emergency?"

Large Hail

Card "A"

Calling to report large hail - not injured.

Q1: Where are you calling from?

Q2: Are you currently in large hail?


If the caller IS in large hail:

Q1: What size is the hail?

Q2: When did it start?

Q3: Are you outside, inside a structure, or in a car?

If the caller is...

 in an automobile:

refer to Card "A1"

 in a building (includes houses, mobile homes, etc.):

refer to Card "A2"

 outdoors:

refer to Card "A3"


If the caller is NOT in large hail *at the time*:

Q1: How long ago did it stop hailing?

Q2: How large was the hail?

Q3: Can you tell in which direction the storm moved off?

Tell the caller...

 Thank you for your call. We will pass this along to the proper authorities. Please call back if large hail begins again.

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "A"

"9-1-1 ...What is your emergency?"

Large Hail

Card "A1"

Calling from an automobile in large hail.

Q1: Where are you?

Q2: Is your car damaged?

Tell the caller...

- Stop driving. If you can see a safe place close-by to drive to (like inside a garage, or under a highway overpass, or beneath service station awning), do so now. Make sure you pull off the highway completely.
- A tree is *not* the best place to seek shelter. It is common for trees to lose their branches during severe storms.
- *Do not* leave your car until it stops hailing. Your car will furnish reasonable protection.
- Stay away from windows. Cover your eyes with something (like a piece of clothing). If possible, get onto the floor face down, or lay down on the seat with your back to the windows. Put very small children under you, and cover their eyes.

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "A1"

"9-1-1 ...What is your emergency?"

Large Hail

Card "A2"

Calling from a structure being hit by large hail.

Q1: Where are you calling from?

Q2: Has the hail done any significant damage?

Tell the caller...

- ☛ Stay inside until the hail stops.
 - ☛ Stay away from windows, especially windows that are being hit by hail.
 - ☛ Check to make sure that all family members, building occupants, pets, etc. are inside, but do not go outside for any reason. If you are hit in the head, you could be seriously injured, or even killed.
 - ☛ Don't go outside to move anything (like cars, plants, etc.) to safety. If it's already hailing, it's too late.
 - ☛ Unless you are calling from a cell phone, you need to hang up the phone now. Lightning can travel along phone lines and injure you.
-

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "A2"

"9-1-1 ...What is your emergency?"

Large Hail

Card "A3"

Calling from outdoors.

Q1: Where are you?

Q2: Is there any shelter around you?

Tell the caller...

- If it is still hailing, you must find shelter. If you can't find something to protect your entire body from injury, then at least find something to protect your head.
 - Stay out of culverts and lowland areas that might fill suddenly with water.
 - Trees are a last resort. It is common during severe storms for trees to lose their branches. Also, large isolated trees attract lightning.
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NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "A3"

"9-1-1 ...What is your emergency?"

Large Hail

Card "B"

Someone else injured by large hail.

First: Help the caller reduce the victim's continued exposure to injury by following the below instructions.

Second: When exposure to further injury has been reduced as much as possible, then follow standard emergency medical procedures.

Q1: Where are you calling from?

Q2: Is hail occurring now? If so, what size is it?

Q3: Is the victim outdoors, inside a structure, or in a car?

If the caller is...

- ☛ in an automobile: **refer to Card "B1"**
- ☛ in a building (includes houses, mobile homes, etc.): **refer to Card "B2"**
- ☛ outdoors: **refer to Card "B3"**

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "B"

"9-1-1 ...What is your emergency?"

Large Hail

Card "B1"

Injured victim is in an automobile.

Q1: Where is the victim?

Q2: Is the car damaged?

If the caller IS in the vehicle with the victim:

Tell the caller:

- Stop driving. If you can see a safe place close-by to drive the car into (like a garage, or under a highway overpass, or beneath service station awning), do so now. Make sure you pull off the highway completely.
- A tree is not the best place to seek shelter. It is common for trees to lose their branches during severe storms.
- **Do not** leave the car until it stops hailing. The car will furnish reasonable protection.
- Stay away from windows. Cover your eyes and the victim's with something (like a piece of clothing). If possible, lay face-down, preferably on the floor. Put very small children under you, and cover their eyes.

If the caller is NOT in the vehicle with the victim:

Tell the caller:

- Do not try to reach the victim until the hail has stopped.
- Stay at your location to help direct emergency responders.

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "B1"

"9-1-1 ...What is your emergency?"

Large Hail

Card "B2"

Calling from a structure with someone injured by large hail.

Q1: Where are you calling from?

Q2: Has the hail done any significant damage?

Tell the caller:

- Stay inside until it quits hailing.
- Keep yourself and the victim away from windows, especially windows that are being pelted by hail.
- Check to make sure that all family members, building occupants, pets, etc. are inside, but **do not go outside** for any reason. If you are hit in the head, you could be seriously injured or even killed.
- You need to hang up the phone now, because lightning can travel along phone lines and injure you.

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "B2"

"9-1-1 ...What is your emergency?"

Large Hail

Card "B3"

Outdoors with a victim injured by hail.

Q1: Where are you?

Q2: Is there any shelter around you?

Tell the caller:

- If it is still hailing, you must find shelter. If you have to move the victim, try to do so with as little neck movement as possible. If you can't move the victim, find something to protect them from injury - if not their entire body, then at least find something to protect their head. Find shelter for yourself as well.
- Stay out of culverts and lowland areas that might fill suddenly with water.
- Trees are a last resort. It is common during severe storms for trees to lose their branches. Also, large isolated trees attract lightning.

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "B3"

"9-1-1 ...What is your emergency?"

Large Hail

Card "C"

Calling to report extremely deep hail.

Q1: Where are you calling from?

Q2: Are you currently in large hail?

Q3: What size is the hail?

Q4: When did it start?

If the hail is a foot deep or greater, and is "flowing:"

DISPATCHER NOTE: Hail that is a foot deep or greater, and is "flowing" represents a very dangerous situation. Call the Street Department, the Emergency Manager, and the National Weather Service to report the situation immediately.

If the caller is...

- 📍 in an automobile: **refer to Card "C1"**
- 📍 in a building (includes houses, mobile homes, etc.): **refer to Card "C2"**
- 📍 outdoors: **refer to Card "C3"**

If the hail IS NOT a foot or more deep, nor "flowing" downhill:

Tell the caller...

- 📍 Thank you for your call. We will pass this along to the proper authorities. Please call back if hail gets larger than an inch, or if the depth gets greater than a foot, or if deep hail begins flowing downhill and clogging drains.

NOTE: Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "C"

"9-1-1 ...What is your emergency?"

Large Hail

Card "C1"

Calling from a vehicle about deep hail.

Q1: Is your vehicle in deep hail?

Caller's vehicle IS in deep hail:

- Close all of your windows.
- You should stay in your vehicle unless it begins to wash away toward a deep body of water (like a river). It is very dangerous to exit your car. You could be swept away and buried in the hail.

Caller's car IS NOT in deep hail:

Tell the caller...

- Do not drive into areas with deep hail. You could be swept away.
- **Do not** leave your car until the hail stops. Your car will furnish reasonable protection.
- Stay away from windows. Cover your eyes with something (like a piece of clothing). If possible, get onto the floor face down, or lay down on the seat with your back to the windows. Put very small children under you, and cover their eyes.

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "C1"

"9-1-1 ...What is your emergency?"

Large Hail

Card "C2"

Calling from a structure to report deep hail.

Q1: Is the deep hail inundating your house?

Tell the caller...

- 🚫 Stay inside. You could be swept off your feet by deepening hail.
 - 🚫 Don't go to the basement. The hail could burst through basement windows.
 - 🚫 Stay away from windows, especially windows that are being hit by hail.
 - 🚫 Check to make sure that all family members, building occupants, pets, etc. are accounted for.
 - 🚫 Don't go outside to move anything (like cars, plants, etc.) to safety. If it's already hailing, it's too late.
 - 🚫 You need to hang up the phone now, because lightning can travel along phone lines and injure you.
-

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "C2"

"9-1-1 ...What is your emergency?"

Large Hail

Card "C3"

Calling from outdoors to report deep hail.

Q1: Is there any shelter around you?

Tell the caller...

- 🚫 Keep away from areas with deep hail.
 - 🚫 Try to find shelter, to protect yourself from lightning exposure.
 - 🚫 Stay out of culverts and lowland areas that might fill suddenly with water.
-

NOTE: If the reported size is $\frac{3}{4}$ " or greater, mark the location of the report on a map. Pass the report along to both the local Emergency Operations Center (or Emergency Manager), and the nearest National Weather Service office (as time permits).

Hail Card "C3"



"9-1-1 ...What is your emergency?"

Lightning

There are three (3) contingencies that warrant E-911 response:

- | | | |
|---|---------------|-----|
| ☛ Caller has been hit by lightning:
<i>Injuries should be handled per normal EMD procedures but, to reduce exposure to further injury...</i> | refer to card | "A" |
| ☛ Caller is reporting someone else hit by lightning: | refer to card | "B" |
| ☛ Caller is reporting house hit by lightning: | refer to card | "C" |

Otherwise (time permitting):

- | | | |
|--|---------------|-----|
| ☛ Caller is worried about nearby lightning, no damage or injury: | refer to card | "D" |
|--|---------------|-----|



Non-Emergency Advice (if time permits):

- ☛ You can get general information at our local emergency broadcast radio station (if available). The station is at: _____AM.
- ☛ You can call our local non-emergency phone line (if one is set up for the incident). The number is _____.
- ☛ You can also listen to NOAA weather radio (if you have one), or get in touch with the nearest National Weather Service office.

NOTE: Types of injury associated with lightning: electrical shock, burns, cardiovascular.

NOTE: The dispatcher is not required to ask every question in the natural disaster series. Ask only those questions that pertain to the specific call.

"9-1-1 ...What is your emergency?"

Lightning

Card "A"

Caller has been hit by lightning.

Q1: Where are you?

Q2: Are you still exposed to lightning?

Dispatcher:

- 🚫 Try to determine if the victim is disoriented, or having difficulty breathing.
- 🚫 Ask the caller how many seconds there are between the lightning flash and the associated sound of thunder. If the count is 30 seconds or less, the caller is *at risk* for further strikes. If the count is less than 10 seconds, the caller is in *grave and imminent danger*.

If the caller is still directly exposed to further lightning strikes:

Tell the caller...

- 🚫 You must get to a safe place.
NOTE: Inform the caller that they are at risk of further lightning strikes if the lightning-thunder count is low.
- 🚫 Try to get inside a building, or into a metal-roofed vehicle and roll up the windows.
- 🚫 Stay away from windows and electrical appliances.
- 🚫 Avoid isolated tall trees.
- 🚫 Unless you are on a portable or cell phone, hang up until the lightning has passed. Lightning can travel along phone lines and injure or kill you.

Once the caller is in a safe place, handle any injuries per normal EMD procedures.

Lightning Card "A"

"9-1-1 ...What is your emergency?"

Lightning

Card "B"

Caller reporting someone (else) hit by lightning.

Q1: Where are you?

Q2: Where is the victim?

Q3: Is the victim still exposed to lightning?

Dispatcher:

- Try to determine if the victim is disoriented, or having difficulty breathing.
- Ask the caller how many seconds there are between the lightning flash and the associated sound of thunder. If the count is 30 seconds or less, the caller is *at risk* for further strikes. If the count is less than 10 seconds, the caller is in *grave and imminent danger*.

If the caller is still directly exposed to further lightning strikes:

Tell the caller...

- You must try to get the victim to a safe place.
NOTE: Inform the caller that they are at risk of further lightning strikes if the lightning-thunder count is low.
- Try to get the victim inside a building, or into a metal-roofed car and roll up the windows.
- Avoid isolated tall trees.
- Unless you are on a portable or cell phone, hang up until the lightning has passed. Lightning can travel along phone lines and injure or kill you.

Once the caller is in a safe place, handle any injuries per normal EMD procedures.

"9-1-1 ...What is your emergency?"

Lightning

Card "C"

Caller reporting a house hit by lightning.

Q1: Where are you?

Q2: Is the structure on fire?

Q3: Do you see or smell smoke?

If the structure IS on fire, dispatch a full structure response:

Tell the caller...

- You need to evacuate the structure immediately.
- If lightning is still striking nearby, you must get from your house to another shelter quickly. Get to a neighbor's house, or into a metal-roofed car and roll up the windows.

If the structure does NOT appear to be on fire:

Dispatcher:

- Ask the caller how many seconds there are between the lightning flash and the associated sound of thunder. If the count is 30 seconds or less, the caller is *at risk* for further strikes. If the count is less than 10 seconds, the caller is in *grave and imminent danger*.

Tell the caller...

- Stay in your home unless some indication of fire develops.
 - If you see fire, or see or smell smoke, then you must evacuate the structure.
 - If lightning is still striking nearby, you must get from your house to another shelter quickly. Get to a neighbor's house, or into a metal-roofed car and roll up the windows.
 - Unless you are on a portable or cell phone, hang up until the lightning has passed. Lightning can travel along phone lines and injure or kill you.
-

Lightning Card "C"

"9-1-1 ...What is your emergency?"

Lightning

Card "D"

Caller is worried by nearby lightning.

Q1: Where are you?

Dispatcher:

- Ask the caller how many seconds there are between the lightning flash and the associated sound of thunder. If the count is 30 seconds or less, the caller is *at risk* for further strikes. If the count is less than 10 seconds, the caller is in *grave and imminent danger*.

Tell the caller...

- Your house is the safest place to be in a lightning storm. If you are inside, stay there. Avoid windows and electrical appliances.
 - If you are not inside, and lightning is still striking nearby, you must get to a safe place immediately. Get inside a house or building, or into a metal-roofed car, and roll up the windows.
 - Unless you are on a portable or cell phone, hang up until the lightning has passed. Lightning can travel along phone lines and injure or kill you.
 - Call back if you see lightning hit something such as a person or a structure.
-



"9-1-1 ...What is your emergency?"

Tornadoes

There are only two (2) contingencies that necessitate E-911 response:

- | | | |
|-------------------------------------|---------------|-----|
| ☛ Caller has spotted a tornado: | refer to card | "A" |
| ☛ Caller has been hit by a tornado: | refer to card | "B" |



Non-Emergency Advice (if time permits):

- ☛ You can get general information at our local emergency broadcast radio station (if available). The station is at: _____ AM.
- ☛ You can call our local non-emergency phone line (if one is set up for the incident). The number is _____.
- ☛ You can also listen to NOAA weather radio (if you have one), or get in touch with the nearest National Weather Service office.

NOTE: Types of injury associated with tornadoes: lacerations, blunt-force trauma, trapped by debris, automobile accidents, cardiovascular.

NOTE: The dispatcher is not required to ask every question in the natural disaster series. Ask only those questions that pertain to the specific call.

"9-1-1 ...What is your emergency?"

Tornadoes

Card "A"

Calling to report a tornado sighting.

Q1: Are you in the tornado's path?

If the caller IS in the tornado's path:

Q1: Are you calling from a building, wood-frame house, mobile home, or car?

If the caller is...

-  in a building: refer to Card "A1"
-  in a house: refer to Card "A2"
-  in a mobile home: refer to Card "A3"
-  in an automobile: refer to Card "A4"


If the caller IS NOT in the tornado's path:

Q1: Where is the tornado from your position (direction and approximate distance)?

Q2: Has the tornado hit anything? If so, what?

Q3: What is your best estimate of its direction and speed of motion?

Tell the caller...

-  Thank you for your call. We will pass this along to the proper authorities. Please call back if you see further indications of severe weather.

NOTE: If this tornado has not been previously reported, you should pass the report along to both the local Emergency Operations Center, and the nearest National Weather Service office.

Tornado Card "A"

"9-1-1 ...What is your emergency?"

Tornadoes

Card "A1"

Calling from a school, nursing home, hospital,
or shopping mall in the path of a tornado.

Tell the caller...

- Go to a pre-designated shelter area. Interior hallways on the lowest floors are usually safest and best.
- Stay away from windows or glassed areas. Avoid large, glassed atrium areas such as might be found in the center of a mall.
- Stay away from large rooms with wide ceiling areas, like dining halls or gymnasiums.

Card "A1"

Calling from a high-rise building in the path of a tornado.

Tell the caller...

- If there is time, go to the basement or small interior room on the *lowest level* of the building. Avoid stairways with windows. Closets, bathrooms, and small offices are examples of small interior rooms. **DO NOT** use the elevators!
 - If you can't get downstairs safely, then go to an interior hallway or bathroom.
 - Find an area with a substantial support beam and get under something sturdy, such as a heavy desk or table, a staircase or a bed.
-

Tornado Card "A1"

"9-1-1 ...What is your emergency?"

Tornadoes

Card "A2"

Calling from a house in the path of a tornado.

Tell the caller...

- Go to the basement, or a small interior room on the lowest level of the house. Closets and bathrooms are examples of small interior rooms.
 - Wherever you go, **get under something sturdy**, such as a heavy desk or table, bed or staircase. In the bathroom get in the tub and cover over with a mattress.
 - Cover your head and neck with pillows or blankets. Shield small children from flying debris.
 - Stay away from the windows! Strong winds in advance of the tornado can shatter glass and you can be severely injured.
 - *Do not try to open windows - it will not help minimize damage.*
-

Tornado Card "A2"

"9-1-1 ...What is your emergency?"

Tornadoes

Card "A3"

Calling from a trailer or mobile home in the path of a tornado.

Tell the caller...

- Leave the structure immediately, and go to a tornado shelter if one is available nearby.
 - Otherwise go to any nearby well-built building and take shelter inside. Avoid areas of the building with glass windows. Try to get to a small interior room on the lowest level. Get under something sturdy, such as a staircase or table.
 - If there is no shelter or structure available, lie flat in the nearest depression, such as a ditch, culvert, excavation, or ravine. But be aware of the possibility of flash flooding.
 - If there is time, turn off the power when you leave.
-

Tornado Card "A3"

"9-1-1 ...What is your emergency?"

Tornadoes

Card "A4"

Calling from a vehicle in the path of a tornado.

Q1: Are you in city traffic, or in a rural area?

Vehicle is in city traffic:

Tell the caller...

- *Don't try to outrun the storm!* Tornadoes can travel as fast as 60 mph and their direction of travel may be erratic. In such cases, you need to abandon your vehicle as soon as possible. Find a safe refuge such as a concrete building. Get inside, away from windows. Try to get under something sturdy.
- If an appropriate shelter is not available, lie flat in the nearest depression, such as a ditch, culvert, excavation, or ravine and cover your head with your hands. You are safer in a ditch than in your vehicle. *Make sure you are not in a spot where your car can roll over you.*
- **Highway overpasses should not be used for shelter, except as a last resort!** If you must use an overpass for shelter, pull your vehicle completely off the roadway. Wedge yourself up near the steel rafters where the dirt berm meets the road.

Vehicle is in a rural area:

Tell the caller...

- If the road and traffic volume permit, and if you are still a reasonable distance from the storm, try to drive out of the tornado's pathway.
 - **NOTE:** If the caller says that either 1) the road options are too limited, or 2) the traffic volume is too heavy, or 3) they can't tell which way the tornado is moving, then give the caller the same advice as if the *vehicle is in city traffic*.
-

Tornado Card "A4"

"9-1-1 ...What is your emergency?"

Tornadoes

Card "B"

Been hit by a tornado.

Q1: Where are you calling from?

Q2: Are you injured or trapped?

If the caller IS injured:

Tell the caller...

- Stay where you are. We are sending help.
- If there are fires dangerously close, or if you smell natural gas, move as far away from the area as your injuries allow, but remain in the general vicinity so that rescuers can find you.
- Begin EMD per local protocols.

If the caller IS NOT injured:

Q3: Do you know if there are others injured around you?

Q4: Please describe the damage in your area?

Tell the caller...

- If there are no fires close to you, and if you cannot smell natural gas, walk around the affected area *carefully*. Try to determine if there are injured victims nearby. Avoid potentially deadly downed power lines.
- **Do not** try to extricate victims from debris on your own. You might harm them without the use of professional rescue techniques and equipment.
- If you find victims, mark their location with something bright and obvious, call back, and remain in the area until fire-rescue arrives on-scene.

NOTE: If this tornado has not been previously reported, you should pass the report along to both the local Emergency Operations Center, and the nearest National Weather Service office.

Tornado Card "B"