

**Tillamook
County
Disaster
Preparedness
Guide for
Business**

**Will Your
Business
Survive?**



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Disclaimer

This guide is provided by the Economic Development Council of Tillamook County (EDCTC) for the use of business owners in Tillamook County. It is intended as a guide and reference only. The EDCTC and the affiliated organizations that made this guide possible make no guarantees as to the accuracy of the information and assume no responsibility or liability with respect to the information herein.



Introduction

Congratulations! If you're reading this introduction, you're taking the first step toward ensuring that your business, whatever its size, is prepared for and will survive the next major event in Tillamook County. Welcome!

Herein you will find the steps to guide you and the resources you need to prepare for, ride out and recover from a natural disaster or other devastating event.

When your business recovers quickly, it not only restores your livelihood, it benefits your employees and the community and it reduces the impact on the county's economy.

Before we get started, consider these facts:

- ✓ Nationwide, the number of declared major disasters nearly doubled in the 1990s, compared to the previous decade.
- ✓ In Tillamook County, small businesses account for more than 99% of all companies with employees.
- ✓ Between 25% and 43% of small businesses never reopen after experiencing a major disaster.
- ✓ The key to protecting our businesses, our loved ones and our communities lies in preparedness.

In other words: Being prepared helps everyone.

What Can Happen?

Tillamook County's diverse geography, while extraordinarily beautiful, provides for a wide range of natural disasters. Annual rainfall of more than 90 inches results in flooding around local rivers as well as numerous landslides every year. During the summer, forest fires are sometimes a threat. On the coast, high winds damage homes and infrastructure, and, as if the possibility of a major earthquake weren't trouble enough, we have to be on the lookout for tsunamis, too.

Because of these challenges, the limitations of local resources and our location, we need to rely first on ourselves for help. Depending on the nature of the disaster, it can take days for rescue efforts or disaster relief to reach a stricken area. For the sake of your employees, their families and the community, nothing is more important than the preparations we discuss in this guide. Your time and effort in building your emergency kit, planning with your employees and practicing for the unthinkable is unquestionably time well spent.

In Tillamook County, we are fortunate to live and work in small communities that thrive by helping each other, and you can participate by being prepared and sharing your plan with others.

Tillamook County Emergency Services has a plan in place for severe events, and most likely your city has one, as well. Know what to expect by familiarizing yourself with those plans. We provide a list of references with space for your notes on **PAGE 12** as well as contact information for Tillamook County on the back cover.

The bottom line is: It can happen here and being prepared is your first best defense.



Photo courtesy of Tillamook County Public Works Department.

How to Use This Guide

This guide is designed to be used. It is your guide to preparedness as well as your small business tool. In addition to important Tillamook County phone numbers, space is provided to write down your critical business information and your local emergency contact numbers. Once filled out, it is meant to be posted in a visible place within easy reach. Make photocopies when you're finished. Keep one off-site and another with your business emergency kit, which we will cover in detail on **PAGE 14**. Once completed, all you need to do is review the information and update it every six to 12 months.

So we say "Fill it, post it, review it!"

Also make sure that part of your regular review is PRACTICE.

Would you like to personalize this information for your business? Visit the EDCTC web-site at www.edctc.com and click on "Preparedness" to download an editable version.

**One in four
businesses
do not
reopen
after a
disaster.**

✓ Making Your Emergency Plan

Continuity of Operations is the Goal

Keeping your business going through a major event involves planning for continuity of operations. Here are some things you need to think about and build into your plan for it to be effective:

- What staff, materials, procedures and equipment are absolutely necessary to keep your business operating?
- What suppliers do you interact with on a daily basis?
- Do you have backup suppliers in case your primary supplier cannot service your needs?
- Do you have a contact list of critical business contractors and others you plan to use in an emergency? Keep this list with other important documents in your emergency supply kit and at an off-site location. (Space is provided on **PAGE 15** of this guide.)
- What will you do if your building or store is not accessible? Can you run the business from a different location or from your home?
- How will you provide for your own income if your business is interrupted?
- How will you ensure continuity of your payroll?

- How will you pay creditors after an emergency?
- Which of your employees has critical expertise and which should be involved as you create your plan?
- Once crisis management procedures are defined, what are the individual responsibilities and to whom will they be assigned?

After working through this guide, we recommend that you meet with neighboring businesses to discuss preparedness. You should also contact community organizations, utility providers, first responders, shippers and others you do business with regularly. By incorporating their feedback into your plan, you increase its quality and effectiveness.

Your business will change over time. So practice regularly and review your plans annually. Doing so keeps your plan current and you and your employees ready.

Let's work through creating your plan next.

Do you prefer a shortcut? If so, skip ahead to the Business Preparedness Checklist on **PAGE 13**.

✓ Crisis Communication Planning

Communication planning is critical. Consider not only the aftermath of an event, but also what procedures you will follow knowing that an event is approaching. Detail in writing how your organization plans to communicate with employees, local authorities, customers and others during and after a disaster and develop a call list.

Employees

Your plan begins and ends with your employees and co-workers. They are your most important and valuable asset. From the beginning they need to be involved in creating your plan.

Two-way communication is key:

- Establish a method for employee communication before, during and after an



event. For example: Set up a password-protected area on your website for alerts, use e-mail or call-in voice recordings to communicate with employees.

- Who will be the person in charge? Who is his or her backup?
- Be prepared to provide employees with information about when, if and how to report to work following an emergency.
- For local communications, it may be a good idea to keep walkie-talkies in your emergency kit.
- Include procedures for the hearing impaired or those with other disabilities.
- Provide an out-of-town phone number where employees can leave an “I’m OK” message in a catastrophic disaster. Remind them to keep messages short.
- Keep employee emergency contact information on file and current. Store a copy with other vital records in your emergency kit and another at an off-site location.
- Use any internal communications tools at your disposal to inform and remind employees of the plans and procedures, i.e. e-mails, posters, bulletins, etc.

After any devastating event, your employees will need time to ensure the well-being of their family members, but getting back to work is an important part of re-establishing routines after a disaster. For some suggestions on helping employees during recovery, visit <http://www.ready.gov/business/talk/employeehealth.html>.

Also encourage your employees to be prepared at home: See PAGE 10.

Customers

So your employees are prepared and know what they’re supposed to do, but at the time of the emergency you may also have customers or clients in your store or office. Others may be awaiting shipments or critical services. Here are some suggestions:

- Keep a supply of evacuation route instructions on hand to give to customers. (see bibliography)
- Post an evacuation map in a prominent place in your store or office.

- Train your employees: What should they tell customers? Know where local shelters are located and be prepared to provide directions.
- Plan to update your customers (local and distant) on whether and when products will be shipped and services rendered.
- Are your customers renters? Plan to call them and let them know about any recent alerts. This is a good opportunity to review the inclement weather policy of the rental agreement. See “Vacation Rentals” on PAGE 8.

Suppliers

In the aftermath of a major event, your supply lines could be cut off, whether the disaster is local or distant. Ensure you have the contact numbers of both primary and backup suppliers noted and stored with your emergency supplies. (Space is provided in the back of this guide.)

Keeping your business going may mean maintaining your ability to supply customers as well as your suppliers’ ability to reach you with goods and services, so in your planning, consider both upstream and downstream contacts. Also, note in your call list which employees have primary and secondary responsibility for making the calls.

Management

Plan to provide top company executives with all relevant information needed for the protection of employees, customers, vendors and nearby facilities.

Public

It may be important to update the general public with calm assurance that all resources are being used to protect workers and the community. Being able to communicate that plans are in place for recovery may be especially important.

In Tillamook County, if you are able to contact local media, that may be one method of communicating your information. In other cases, it may be that the only way to get a message out might be through a ham operator.

To find out who your local ham radio operators are, contact Tillamook County Emergency Management.

Detail
in writing
how your
business
plans to
reach
customers,
suppliers
and staff.

Fire is the most common of all business disasters.

Government

Keep contact information readily available and know how to communicate with local, state and federal authorities. Phone numbers are provided on the back cover with space to write in your own local numbers. When you call, be prepared to detail precisely what emergency assistance is needed for you to continue essential business activity. Also, tell officials what your company is prepared to do to help in the recovery effort. Visit www.ready.gov for more information.

Other Businesses/Immediate Neighbors

You should be prepared to give competing and neighboring companies a prompt briefing on the nature of the emergency, so they may be able to assess their own threat levels.

Being Prepared

Build a Business Emergency Kit

No matter what disaster your business might face, your emergency kit is critical. It should be kept at your place of business and refreshed every six to 12 months. Talk to your employees about what emergency supplies the company can feasibly provide and which ones individuals should consider keeping on hand to ensure their personal welfare.

Encourage employees to maintain a portable emergency kit for their own personal needs, such as medications. In Tillamook County, the Red Cross recommends keeping a five-day supply of prescriptions on your person at all times.

In any emergency situation, the basics of survival come first: fresh water, food, clean air and warmth. Fresh water tops the priority list, so keep a water supply on hand for yourself, your employees and an average number of customers, should you face a few days sheltering in place. The rule of thumb is one gallon per person per day for drinking and sanitation.

In addition to human needs, your kit (see **PAGE 14** for a complete list) should provide for the needs of your business and also include copies of important records in a waterproof, fireproof portable container:

- Building plans.
- Insurance policies (or the policy numbers and phone numbers, at a minimum).
- Employee contact information.
- Bank account records.
- Supplier and shipping contact lists.
- Emergency or law enforcement contact information.
- Any other priority documents.

We've provided space on **PAGE 15** for your "Business Vitals." Write down your most important information here and store a second set of records at an off-site location, preferably the secondary office or operations location you specify in your plan.

For a complete list of recommended emergency supplies for your business, refer to the checklist on **PAGE 14**.

Medical Emergencies

The nature of medical emergencies you could experience depends to some extent on the nature of your business. Heavy equipment operators face different safety risks than do office workers or food service personnel.

No matter what your type of work, these steps will help you respond to a medical emergency:

- Encourage employees to take basic First Aid and CPR training.
- Keep First Aid supplies in stock and easily accessible.
- Encourage employees to ensure their well-being by keeping a portable emergency kit with them for their specific needs, i.e. medications. The Oregon Trail Chapter of the American Red Cross recommends a five-day supply.
- Keep employee emergency contact information on file and current.

Pandemic

A pandemic is a global disease outbreak for which there is little or no immunity in the population. To be prepared for such an emergency, the U.S. Department of Health and Human Services encourages individuals, businesses and communities to:

- Find out the signs and symptoms of a specific disease outbreak as well as the recommended steps for prevention and control from local public health officials and health care providers.
- Encourage sick employees to stay home and anticipate how to function with a significant portion of your team absent.
- Practice good health habits in the workplace, including frequent hand-washing, covering coughs and sneezes and staying away from others when you are sick.

Fire Safety

Fire is the most common of all business disasters. Each year, fires cause thousands of deaths and injuries and billions of dollars in damage. For purposes of insurance, fire safety may already be a part of your plan, but we recommend that you review this list and work to ensure your employees understand your fire emergency procedures:

- Have your office or facility inspected for fire safety.
- Ensure compliance with fire codes and regulations.
- Install smoke detectors, fire extinguishers and other measures (automatic sprinkler system, fire hoses, fire-resistant doors and walls).
- Establish a system for warning your employees.
- Put a process in place for alerting the fire department.
- Plan and practice how people will evacuate in a fire.

Your local fire department may have a pre-plan for your facility. Even if they don't, they can help you ensure your fire contingency plan is the best it can be. Remember to write your local fire department's number on the back cover.

✓ Protecting Your Investment

In addition to emergency planning, there are steps you can and should take to protect your company and secure your physical assets.

Insurance

Policies vary. Meet with your insurance provider to review your current coverage and remember to repeat the process whenever your business changes. Make sure you know what is covered, what is not, understand your deductible and know what records your insurance company will need to see after an emergency. Keep those items with the other documents in your emergency kit.

(Write down your insurance information in "Business Vitals" on **PAGE 15**.)

If you own one or more vacation rentals, try to obtain a policy that includes provision for "loss of use." This will provide for at least partial reimbursement of lost rental revenue. See "Protecting Your Vacation Rentals" on **PAGE 8**.

Utilities

We have all experienced outages after the severe weather events of the past few years. Planning for extended disruptions can help your business stay open both for the sake of your livelihood and the benefit of the community.

- Work with local service providers to identify alternatives and back-up options.

Rely first on yourself, not on government to help immediately after a disaster.



**Know
what's
covered.
Review
your
insurance
policy
with your
provider.**

- Know how to turn off the utilities. Remember: Only a professional can turn them back on, so be patient! If you can't get out, they can't reach you, either.
- Consider purchasing portable generators to power the vital aspects of your business such as refrigeration. If the generator is pre-wired, periodically test the system's operability.
- If the Internet is crucial to day-to-day operations, plan a secondary means of accessing the Internet (keep an extra phone cord handy for modem access).
- An old-fashioned telephone gets its power from the phone line. Keep one with your emergency kit in case the power goes out.
- Install adequate physical barriers to prevent inadvertent damage to utilities (bollards).

Equipment

The sheer force of some disasters can damage or destroy important equipment. These steps may prevent more serious losses:

- Conduct a room-by-room walkthrough to determine what needs to be secured.
- Attach equipment and cabinets to walls or other stable equipment.
- Place heavy or breakable objects on low shelves.
- Move workstations away from large windows, if possible.
- Raise equipment off the floor to avoid electrical hazards in the event of flooding.

Building Air Protection

Some emergencies require protecting people inside from airborne threats outside, such as microscopic particles in dust and debris (earthquake or volcanic eruption, for example) or biological and radiological agents.

At a minimum, protective measures include knowing your HVAC system well, maintaining it regularly and knowing and documenting its shutdown procedures. Just

in case, your emergency kit should also contain plastic sheeting and duct tape in addition to dust masks.

Data Protection

You've heard it before and we'll say it again: Back up your computer data! If you copy your files to tapes or CDs, make sure they are stored in a safe and fireproof location away from your place of business. If you are doing your own backups, update them daily. Think of it this way: How much work can you afford to lose?

Nowadays, it's easier than ever to ensure your files are recoverable. Online services offer automated backups to their remote servers for a nominal monthly fee. No matter the disaster, your data will be safe. In your web browser, search for "online backup services" for expert reviews and rankings before you decide which service to use.

In addition to ensuring your data is safe, practice good cyber security. Visit www.staysafeonline.org for tips on navigating the hazardous waters of the online world.

Vacation Rentals

Whether you own a second home or manage multiple vacation rental properties, there are a number of things you will want to consider, both for the protection of your property and its occupants should a major event occur.

Consider first making an emergency plan for yourself that answers the following questions:

- Who will be in charge of shutting off utilities? Do you have a good neighbor who is a full-time resident? A property manager?
- What will you say to renters whose reservations will have to be cancelled?
- What will you do if renters request a refund?
- Who will be in charge of inspecting the vacation home for damage and hiring contractors to make repairs?

These steps will help you prepare:

- Get your rental property insured. Try to get a policy including a "loss of use"

provision. This helps to guarantee at least some reimbursement of lost rental revenue.

- In your rental agreement, outline your inclement weather and “acts of god” policy. Explain in clear terms the procedures for natural disasters and under what circumstances you will issue refunds, if any.
- If you receive official warnings of a natural disaster and you have renters scheduled to arrive, you may want to call them and let them know about the recent reports. This is a good opportunity to review the inclement weather policy of the rental agreement. It would be best to contact anyone who will be staying in your home in the next two weeks.
- Keep a basic First Aid kit on the property, as well as a supply of emergency items such as candles, flashlights, matches, etc.
- Provide an emergency preparedness binder and keep it where renters cannot overlook it. This binder can include:
 - ✓ Evacuation routes for the particular property location.
 - ✓ Location of the nearest shelter and detailed directions.
 - ✓ The test schedule of the emergency system (tsunami sirens). This will help put them at ease and reduce calls to Emergency Management and

other agencies during testing.

- ✓ Clear instructions for shutting off utilities and the location of appropriate tools in case they should need to do so for their own personal safety.
- ✓ Location of the first aid kit and other supplies stored on the property.

✓ Communicate Your Plan

Plan to go beyond planning! Regular drills and exercises are the only way to ensure that the plan is understood by everyone and actually works. Practice makes perfect:

- If you share office space, coordinate and practice evacuation and other emergency plans with other businesses in your building or facility.
- Include preparedness training in new employee orientation.
- Practice evacuating and sheltering. Have everyone walk the evacuation route to a designated area where you can test procedures for counting noses.
- Review and practice your "shelter-in-place" plan.

Plan to practice at least every six months. Evaluate and revise procedures based on lessons learned in training and practicing.

Regular drills and exercises are essential.



Photo by Jane Dunkin

If you are specifically told to evacuate, do so **immediately.**



Flood water in downtown Tillamook. Photo courtesy of Tillamook County Emergency Management.

✓ Promote Family and Individual Preparedness

If individuals and families are prepared, your company and your co-workers are better positioned in an emergency situation. Remember, their first thoughts will be for the safety of their loved ones. Consider how workers will communicate with family members in case they are separated from one another or injured and include this step in your practice discussions.

✓ Deciding to Stay or Go

So you have an emergency kit and a crisis communications plan to implement in case of disaster. You're prepared for medical emergencies and you've planned for fire safety in the workplace. You're ready for the worst, but there's one more thing to think about.

Depending on your circumstances and

the nature of the disaster, your first important decision may be whether to shelter-in-place or evacuate. Use common sense and all available information to determine if there is immediate danger, including:

- Is the building damaged or is there immediate danger? If so, evacuate.
- Monitor TV or radio news reports for information or official instructions. Use the NOAA radio you keep in your emergency kit, if the power is out.
- If you are specifically told to evacuate, shelter or seek medical treatment, do so immediately.
- Do you have adequate clean water, food and protection from the elements to shelter-in-place?

**Get a Kit,
Make a Plan,
Be Informed.**

Visit www.ready.gov for information.

✓ Recovery

Returning to normal after a disaster may take time and potentially a lot of hard work, and the days post-disaster will put your preparations to the ultimate test. If you follow this guide to get prepared and work to stay prepared, you will be well positioned for a speedy and smooth recovery.

The following steps may not apply in every disaster recovery scenario, so evaluate your situation and consider the following guidelines in the immediate aftermath:

- See to your own physical needs and administer first aid to the injured.
- Implement your crisis communication plan. Confirm the welfare of your family, your employees and their families as well as neighboring businesses.
- If you had to turn off utilities, wait for the utility companies to restore service for you. DO NOT attempt to turn the utilities back on yourself.
- Perform a basic damage assessment if it is safe to do so. If your emergency kit includes a camera, take pictures for insurance purposes before you begin clean-up.
- Secure any cash and valuables or remove them if your facility cannot be locked.
- Use your preparedness plan and emergency kit to establish the critical services your business needs to function: Phone, Internet, etc.
- Contact upstream and downstream suppliers and customers to provide them with a status update and set expectations for resuming operations.
- Throw out any contaminated, tainted or spoiled foodstuffs.
- Are you losing business? Document any cancelled contracts or deliveries, losses due to spoilage, etc.
- Continue to monitor radio and television. Where a “major disaster” is declared, FEMA will provide information through the media and community outreach about federal assistance and how to apply.
- As you pick up the pieces and reassemble your business, be sensitive to the needs of your employees and help them recover, too.
- See the back cover for emergency contacts in Tillamook County.



Photo courtesy of Tillamook County Emergency Management.

Visit www.business.gov/expand/emergencypreparedness for more information on disaster cleanup and safety precautions.

Bibliography

This business guide for Tillamook County is specifically designed to be as succinct as possible, cover the most important things you can do to get ready for any major event, and set you squarely on the path to business preparedness. In other words, we deliberately kept it short and concise.

Of course, now that you've got the preparedness "bug," here are some websites to visit for additional information on both individual and business emergency preparedness as well as a sample list of books.

- <http://www.co.tillamook.or.us/gov/emgmt/>. Tillamook County Emergency Management. Real time emergency alerts, operations plans, hazard maps, as well as local disaster planning, education and training.
- <http://www.fema.gov/>. Federal Emergency Management Agency.
- <http://www.business.gov/expand/emergency-preparedness>. Business.Gov. Emergency Pre-paredness. See also link for Cleanup and Safety Precautions.
- www.ready.gov/business/index.html. Ready Business. Prepare, Plan, Stay Informed.
- <http://pandemicflu.gov/professional/business/>. Flu.gov. Know What to Do About the Flu.
- <http://www.redcross-oregontrail.org/>. American Red Cross Oregon Trail Chapter.
There are innumerable publications on the general subject of disaster preparedness. Here are just a few:
 - *First Aid and Emergency Preparedness: A Quick Reference Guide*. The American Red Cross.
 - Ripley, Amanda. *The Unthinkable: Who Survives When Disaster Strikes - And How We Can Do Better*. Random House, July 2008.
 - Edwards, Aton. *PREPAREDNESS NOW!: An Emergency Survival Guide*. Process, September 2009.
 - Godfrey, Howard. *Emergency Preparedness The Right Way*. Booksurge Publishing, June 30, 2009.
 - Gabrielsen, Evan. *Emergency Preparedness: A Practical Common-Sense Guide*. Horizon Publishing and Distribution Inc., April 1999.
 - Kolberg, Judith. *Organize for Disaster: Prepare Your Family and Your Home for Any Natural Or Unnatural Disaster*. Squall Press, February 1, 2005.

Notes

Business Preparedness Checklist

While we recommend you carefully review all the information provided in this guide, the following list can be used as a general guide to preparedness. Please keep in mind that this list is not necessarily comprehensive and is not ranked in order of importance.

<input type="checkbox"/>	Establish employee communication procedures for before, during and after. Plan for disabled or impaired employees as well.	
<input type="checkbox"/>	Assign responsibilities. In your crisis management plan precisely who will do what? Staff changes happen all the time. Review and update these assignments regularly.	
<input type="checkbox"/>	Provide an "I'm OK" number or message line and ensure you will have a working phone should cell service be disrupted (either a portable generator or an old-fashioned telephone).	
<input type="checkbox"/>	Assemble a Communication Plan: Know what to tell your customers or clients, the government, immediate neighbors, and suppliers.	
<input type="checkbox"/>	Plan for medical concerns. Encourage employees to keep a personal preparedness kit that meets their specific needs.	
<input type="checkbox"/>	Build an emergency supply kit in case you need to shelter-in-place. Ensure you consider the number of employees plus possible clients or customers. Suggested list on page 14.	
<input type="checkbox"/>	Plan evacuation routes out of the building and a meeting place outside. And practice!	
<input type="checkbox"/>	Know and document how to shut off utilities in your place of business and never attempt to turn them back on yourself.	
<input type="checkbox"/>	Make a list of primary and backup suppliers. Include it in your kit in a fireproof, waterproof container.	
<input type="checkbox"/>	Make a list of account numbers, policy numbers, employee emergency contact information and other critical numbers, and keep it in your kit and at an off-site location. Update it as your business changes. Review your insurance policies: Know what's covered!	
<input type="checkbox"/>	Ensure your critical business data is secure with off-site backups. Research online backup services. They cost little and are worth every penny if it means your business data is still there after a fire or other disaster.	
<input type="checkbox"/>	Secure your physical assets. Attach cabinets or critical equipment to the wall, store vital records in a fireproof waterproof safe. Remember plastic storage containers float.	
<input type="checkbox"/>	Promote family and individual preparedness. Help your employees plan ahead, too.	
<input type="checkbox"/>	Practice, practice, practice! Practice at least every six months. Update documents and numbers in your emergency kit once a year.	
<input type="checkbox"/>	Be safe during cleanup. Document your losses. Be sensitive to the needs of your employees and their families.	
<input type="checkbox"/>	If you have rental property, make sure your insurance covers a "loss of use" provision in the event of disaster. Keep a basic First Aid kit on the property as well as a supply of emergency items such as candles, flashlights, matches, etc. Provide an emergency preparedness binder and keep it where renters cannot overlook it.	

Your Emergency Kit

Keep copies of important records such as site maps, building plans, insurance policies, employee contact and identification information, bank account records, supplier and shipping contact lists, emergency or law enforcement contact information and other priority documents in a waterproof, fireproof portable container. Store a duplicate set of records at an off-site location.

Recommended emergency supplies include the following:

- First Aid kit. If you prefer to build your kit from scratch, visit the American Red Cross at www.redcross.org for a complete list of contents, or shop for a complete kit at the Red Cross store, www.redcrossstore.org.
- Battery-powered or hand-crank radio (preferably a NOAA weather radio with an alert function).
- Flashlight and extra batteries. (Hand-crank versions of both radios and flashlights are available.)
- Emergency candles.
- Lighters and/or matches.
- Emergency blankets.
- Water: What amount are you able to both store comfortably and to transport to other locations? If feasible, store one gallon of water per person per day.
- Food: At least a three-day supply of ready-to-eat, non-perishable food, high-protein, high-calorie foods (peanut butter, canned meats, energy bars, canned fruits and vegetables, etc).
- Can opener for canned food.
- Portable generator to power essentials such as freezers (food service or retail).
- Old-fashioned telephone that gets its power from the phone line.
- Emergency cash.
- Disposable or digital camera to document damages for insurance purposes.
- Whistle(s) to signal for help.
- Dust or filter masks (rated based on how small a particle they filter).
- Moist towelettes for sanitation.
- Wrench or pliers to turn off utilities. Other tools if the need is anticipated.
- Plastic sheeting and duct tape to "seal the room." (Visit www.ready.gov/business/plan/shelterplan.html for more information.)
- Garbage bags and plastic ties for personal sanitation.
- Encourage employees to keep their own portable kit personalized for their own needs such as a 5-day supply of essential medications.
- _____
- _____
- _____



Your Business Vitals

Insurance Providers

Company _____
 Policy No. _____
 Coverage Type _____
 Phone (local) _____
 Phone (national) _____

Company _____
 Policy No. _____
 Coverage Type _____
 Phone (local) _____
 Phone (national) _____

Company _____
 Policy No. _____
 Coverage Type _____
 Phone (local) _____
 Phone (national) _____

Company _____
 Policy No. _____
 Coverage Type _____
 Phone (local) _____
 Phone (national) _____

Important Suppliers & Contractors

Primary

Company _____
 Contact name _____
 Phone _____
 Account No. _____
 Materials/Services _____

Secondary

Company _____
 Contact name _____
 Phone _____
 Account No. _____
 Materials/Services _____

Company _____
 Contact name _____
 Phone _____
 Account No. _____
 Materials/Services _____

Company _____
 Contact name _____
 Phone _____
 Account No. _____
 Materials/Services _____

Company _____
 Contact name _____
 Phone _____
 Account No. _____
 Materials/Services _____

Company _____
 Contact name _____
 Phone _____
 Account No. _____
 Materials/Services _____

Data Backup Information

Provider/Location _____
 Account#/Login _____
 Password _____
 Notes _____

Internet Service Provider (ISP)

Company _____
 Contact name _____
 Phone _____
 Support e-mail _____
 Account No./ID _____

Facility Information

Building owner _____
 Owner Phone _____
 Lease agreement ID _____
 Notes _____

Mortgage holder

Phone _____
 Contact/Dept. _____
 Loan No./Ref ID _____
 Notes _____

EMERGENCY CONTACT NUMBERS

Local Numbers

- Fire Dept. _____
- Local Police _____
- School District _____
- Local Utilities:
- Electricity __ (503) 842-2535 – After hours call (503) 842-2122 _____
- Water _____
- Telephone _____
- Propane _____
- Garbage hauler _____
- Federal Emergency Management Agency (800) 621-FEMMA (3362)
- Small Business Administration.....(503) 326-2682
- American Red Cross Oregon Trail Chapter.....(503) 284-1234
- Marine Weather Information(503) 322-3234
- ODOT Trip Check(503) 588-2941
- State Police, Tillamook Office.....(503) 842-4433
- Tillamook County General Hospital...(503) 842-4444 (800) 356-0460
- Tillamook County Emergency Management.....(503) 842-3412
- 9-1-1 Center (non-emergency dispatch)(503) 815-1911
- Oregon State Health Division.....(800) 422-6012
- Tillamook County Sheriff.....(503) 842-2561
- Poison Control Center.....(800) 222-1222

Emergency Radio Stations

The following radio stations participate in the Emergency Broadcast System in Tillamook County:

Station	AM	FM	PHONE	FAX
KDEP		105.5	(503) 842-3888	(503) 842-5640
KLON		90.3	(800) 434-8400	
KOPB		106.1	(503) 293-1905	
KMUN		89.9	(503) 325-0100	
KMBD	1590		(503) 842-4422	(503) 842-2755
KTIL		94.3 & 104.1	(503) 842-4422	(503) 842-2755
KSHL		98.1	(503) 717-9643	(503) 717-9578