

Section 2

When Disaster Strikes

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Introduction

The growing likelihood of terrorist-related disasters affecting large civilian populations has been described in many venues, from professional journals to congressional hearings to media documentaries. Concern continues about the security of the worldwide arsenal of nuclear, chemical, and biological agents, as well as the recruitment of people capable of manufacturing or deploying them. While the likelihood of a successful terrorist attack may seem remote compared to other known health risks, the potential catastrophic nature of such an event demands that health professionals and their communities be prepared. Natural disasters such as tornadoes, hurricanes, floods, and earthquakes, as well as industrial and transportation-related catastrophes, are far more common and can severely stress existing medical, public health, and emergency response systems. The emergence of infectious diseases, such as severe acute respiratory syndrome (SARS), and the recent arrival of West Nile virus and monkey pox in the Western hemisphere, reinforce the need for constant vigilance and planning to prepare for and respond to novel and unexpected public health emergencies.

In light of recent world events, it is increasingly clear that all health professionals need to become more proficient in the recognition, diagnosis, and treatment of mass casualties under an all-hazards approach to disaster management and response. They must be able to recognize the general features of public health emergencies, and be knowledgeable of how to report them and where to get more information should the need arise. Health professionals are on the front lines when dealing with injury and disease—whether caused by microbes, environmental hazards, natural disasters, highway collisions, terrorism, or other calamities. Early detection and reporting are critical to minimize casualties through astute teamwork by public and private sector medical and emergency response professionals.

Disasters can strike quickly and without warning, forcing people to evacuate their neighborhoods or be confined at home for days. Everyone should consider what to do in an emergency, particularly if basic services such as water, gas, electricity, or telephones are cut off for an extended period of time. In a disaster, adequate emergency resources may not become available for hours or days. Even when they arrive at the disaster scene, emergency responders and relief workers cannot reach everyone right away to restore all essential services.

The best way to make homes and communities safer is to be prepared before disaster strikes. Preparedness can be achieved through thoughtful planning and can ensure that if a disaster occurs, people are ready to get through it safely and respond to it effectively. Preparedness means figuring out what to do if essential services break down, developing a plan for contingencies, and practicing the plan.

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Immediate Emergency Response Information

Reporting Safety and Security Concerns

Federal, state, and local officials are responsible for working together to develop community and hospital response plans for the management of public health emergencies. Clinicians should be aware of such plans and knowledgeable of whom to contact in an emergency situation. A coordinated communication network is critical for transmitting reliable information to emergency personnel and the public.

Any suspicious or confirmed disaster situation should be reported immediately to the local 9-1-1 emergency response number. If you believe that someone has been exposed deliberately to a biological, chemical, or radioactive agent, or if you believe an intentional terrorist threat will occur or is occurring, please contact your local health department, your local police or other law enforcement agency, and the **Centers for Disease Control and Prevention (770-488-7100)**. Any incident related to terrorism or possible terrorist activity also requires telephonic notification to the **National Response Center at 800-424-8802**. This includes bombings, bomb threats, suspicious letters or packages, and incidents related to the intentional release of chemical, radiological, and biological agents.

National Contacts

[American Association of Poison Control Centers \(AAPCC\)](#)

Poisoning Emergency Hotline: 800-222-1222

[Centers for Disease Control and Prevention \(CDC\)](#)

Emergency 24-hour Response Hotline: 770-488-7100

Clinician email: coca@cdc.gov

Clinician information line: 877-554-4625

Public email: cdcresponse@ashastd.org

Public information line: 888-246-2675

[What to do in an Emergency](#)

Key contact information from CDC's Emergency Preparedness and Response Web site

[Interim Recommended Notification Procedures for Local and State Public Health Department Leaders in the Event of a Bioterrorist Incident](#)

A CDC schema for use by local public health officials who identify or suspect a bioterrorist incident in their community. It should be incorporated into the local communications plan for bioterrorism.

[Laboratory Testing, Shipping, and Reporting Information and Protocols](#)

[Chemical Transportation Emergency Center \(CHEMTREC\)](#)

24-hour Emergency Response Hotline: 800-424-9300

Department of Energy

Emergency Operations Center Radiological Hotline: 202-586-8100

[National Response Center](#)

24-hour Emergency Hotline: 800-424-8802

[Nuclear Regulatory Commission](#)

Emergency 24-Hour Headquarters Operations Center: 301-816-5100

Non-Emergency Toll-Free Safety Hotline 800-695-7403

[Radiation Emergency Assistance Center/Training Site \(REAC/TS\)](#)

Emergency Phone Number: 865-576-1005

Regional Contacts

[Federal Emergency Management Agency \(FEMA\) Regional Offices](#) [Regional Poison Control Centers](#)

State Contacts

[State Emergency Management Agencies](#)

[State Health Agency Hotline Numbers](#)

[State Health Agency Web Sites](#)

[State Homeland Security Offices](#)

[State Radiation Control Programs](#)

Local Contacts

[FBI Field Offices](#)

[Local Public Health Agencies](#)

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Personal Emergency Reference Card

Local Emergency Numbers

Health Department _____

Fire Department _____

Police Department _____

Ambulance _____

Poison Control Center _____

Physician _____

Hospital/Emergency Department _____

Relative _____

Neighbor/Family Friend _____

Gas Company _____

Electric Utility _____

Water Company _____

Emergency Broadcast Stations _____

Other _____

Non-Emergency Numbers

Local Emergency Management Office _____

Local Red Cross Chapter _____

Insurance Representative or Risk Manager _____

Medical Examiner/Coroner _____

Clergy _____

School/Daycare Center _____

Nearest Conservator _____

Other _____

Emergency Meeting Location

Seeking Disaster Relief

Disaster relief focuses on meeting people's immediate survival needs. When a disaster threatens or strikes, disaster relief workers provide shelter, food, and health and mental health services to address basic human needs. Disaster relief agencies assist individuals and families affected by disaster to enable them to resume normal daily activities independently. In addition, these agencies may feed emergency workers, handle inquiries from concerned family members outside the disaster area, provide blood and blood products to disaster victims, and help those affected by disaster to access other available resources.

Government Disaster Assistance

Local and state governments share the responsibility for protecting citizens from disasters and for helping them to recover when a disaster strikes. When a disaster situation exceeds the capabilities of the state and local government to respond, federal law (the Robert T. Stafford *Disaster Relief and Emergency Assistance Act* or Stafford Act) enables the state governor to petition federal assistance. The [Federal Emergency Management Agency \(FEMA\)](#), now part of the Emergency Preparedness and Response Directorate of the Department of Homeland Security, is tasked with coordinating such assistance. The [Guide to the Disaster Declaration Process](#) explains the petition process and provides an overview of the assistance available.

FEMA has ten [regional offices](#) and two area offices. Each region serves several states, and regional staff work directly with the states to plan for disasters, develop mitigation programs, and meet needs when major disasters occur.

The National Response Plan

Following receipt of a request for federal support by a governor and the subsequent declaration of an emergency by the president, the federal government provides local and state governments with personnel, technical expertise, equipment, and other resources, and assumes an active role in managing the response effort. Such assistance is provided under provisions of the Stafford Act and, until recently, was implemented through the Federal Response Plan (FRP).

FEMA is the lead federal agency in the execution of the FRP. While it provides guidance for the coordination of federal assistance following disasters, a core principle of the FRP is that the local or state jurisdiction is in charge of managing the disaster response and that federal resources work to support local efforts.

The FRP is an all hazards plan under which federal resources are provided by 27 federal departments and agencies and the American Red Cross. Resources are organized into 12 emergency support functions (or ESFs). Each ESF is headed by a primary agency and supported by other federal agencies as appropriate. Medical and public health resources are deployed through the Department of Health and

Human Services Office of Emergency Preparedness (as defined under ESF 8: Health and Medical Services).

In 2005, the Department of Homeland Security issued the [National Response Plan \(NRP\)](#) to provide guidance for strengthening the national emergency response process by harmonizing existing FRP activities with incident management leadership responsibilities assigned by President Bush to Secretary Ridge through Homeland Security Presidential Directive (HSPD) -5, *Management of Domestic Incidents*. The NRP enhances the ability of the United States to prepare for and manage domestic incidents by establishing a single, comprehensive national approach that coordinates all levels of government and ensures cooperation with the private and public sectors.

In HSPD-5, the Department of Homeland Security also was tasked with developing and implementing a [National Incident Management System \(NIMS\)](#) as part of the NRP. Announced in 2004, the NIMS provides a consistent nationwide approach for federal, state, and local governments to standardize incident management practices and procedures to enable them to more effectively and efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

Links to Selected Disaster Relief Agencies

Please note that this list is not intended to be a complete listing or represent agencies endorsed by the American Medical Association.

[Adventist Development and Relief Agency International](#)

[American Jewish World Service](#)

[American Red Cross](#)

[AmeriCares](#)

[Amnesty International](#)

[CARE](#)

[Catholic Relief Services](#)

[Christian Disaster Response](#)

[Christian Reformed World Relief Committee](#)

[Church World Service](#)

[Doctors without Borders](#) (U.S. Section of Medecins Sans Frontieres)

[Episcopal Relief and Development](#)

[Feed the Children](#)

[Food and Agriculture Organization of the United Nations](#)

[Food for the Hungry: World Crisis Network](#)

[Global Children's Organization](#)

[Heart to Heart International](#)

Continues on next page.

[InterAction](#)

(American Council for Voluntary International Action)

[International Committee of the Red Cross](#)

[International Federation of Red Cross and Red Crescent Societies](#)

[International Medical Corps](#)

[International Orthodox Christian Charities \(IOCC\)](#)

[International Rescue Committee](#)

[Lutheran Disaster Response](#)

[Lutheran World Relief](#)

[MAP International Relief and Development](#)

[Medecins Sans Frontieres](#)

[Mennonite Disaster Service](#)

[National Emergency Response Team](#)

[Nazarene Disaster Response](#)

[Pan American Health Organization](#)

[Points of Light Foundation](#)

[The Phoenix Society for Burn Survivors](#)

[Presbyterian Disaster Assistance](#)

[Project HOPE](#)

[Salvation Army International Headquarters](#)

[Second Harvest](#)

[UNICEF](#)

[United Church of Christ](#)

[UN World Food Programme](#)

[U.S. Agency for International Development \(USAID\)](#)

[Volunteers of America](#)

[World Health Organization](#)

[World Help](#)

[World Vision](#)

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Critical Emergency Preparedness Steps for Physicians and Other Community Responders

Be knowledgeable of emergency preparedness and response plans for your facility and community.

Learn how your facility is integrated into community emergency preparedness and response plans—know what is expected of you.

Learn the incident command structure for your facility and community; know how to become involved, particularly when responding as a volunteer.

Know the person in charge of emergency planning at your facility (if this person does not exist, advocate for such appointment).

Know your roles and responsibilities in a response situation—and stay within them.

Know how to contact local and state health and law enforcement agencies.

Routinely review existing in-house emergency plans, policies, and procedures.

Ensure inclusion of mental health support for victims, families, and responders.

Ensure that emergency plans address the unique health care needs of children and other vulnerable populations, particularly those with special needs.

Enhance hospital preparedness by developing standard operating procedures for the management and treatment of disaster victims, including those potentially exposed to chemical, radioactive, and biological agents.

Develop a "comprehensive manual" for the diagnosis and treatment of chemical/biological/radioactive agents and make it available for physicians and other health care professionals for treating patients in case of an emergency.

Maintain reference materials and create "quick reference guides" and algorithms to facilitate the emergency triage and treatment of victims brought to a medical facility during a biological, chemical, or radiological disaster. Training tools also should be developed for specific chemical/biological/radioactive agents to facilitate the recognition and quick reaction of emergency personnel in assessing victims brought to the facility.

For each medical facility, designate resource physicians who will ensure that other health care professionals designated to treat disaster victims know how to use available "quick reference guides," algorithms, and treatment protocols.

Know the requirements for laboratory support and confirmation.

Equip emergency medical services personnel and response vehicles with pediatric-specific equipment and medications; this includes supplies for decontamination and assessment/treatment of biological, chemical, and radiological terrorism.

Maintain constant vigilance against potential health and safety hazards and vulnerabilities at your institution and within the community.

Be aware of available resources and how to access them immediately and in various ways.

Routinely participate in disaster drills and exercises to test emergency plans; practice flexibility.

Participate in continuing education and training programs to enhance your knowledge, competency, and willingness to respond to an emergency or mass casualty situation.

Work with local fire, police, emergency medical services, emergency management, and public health agencies to coordinate emergency response planning.

Be aware of mechanisms for disseminating timely and accurate information to hospital employees, their families, and the public (eg, one-button broadcast distribution lists, redundant communication plans).

Learn your facility's communication plan; identify a point person for working with the media.

Ensure effective security systems (eg, badge systems) that allow access to your site for key response personnel.

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Additional Resources

Talking with Children About Disaster and Tragedy

In today's world, children are continually exposed to real-life and media images of violence, war, and terrorism; images that may be difficult to comprehend or accept. Parents, teachers, and other caregivers must be prepared to talk with children about such situations to help them feel more secure and better understand the world in which they live. When exposed to trauma, young children can feel confused, upset, and anxious. Caring adults can help by listening and responding in an honest, consistent, and supportive manner. By creating an open environment where children feel free to ask questions, adults can help them cope more effectively and reduce the possibility of emotional difficulties.

American Academy of Child and Adolescent Psychiatry (AACAP)

Facts for Families:

- [Helping Children After a Disaster](#)
- [Talking to Children About Terrorism and War](#)

American Academy of Pediatrics (AAP)

[The Youngest Victims: Disaster Preparedness to Meet Children's Needs: Physician's Sheet](#)

A fact sheet on meeting the unique needs of infants and children in the event of a disaster

American Psychiatric Association (APA)

[Talking to Children About War and Terrorism: Talking Points for Parents and Teachers](#)

American Red Cross

[Facing Fear – Helping Young People Deal with Terrorism and Other Tragic Events](#)

Developed to address a demand by educators and caregivers of children for materials to help children cope in uncertain times

[Helping Young Children Cope with Trauma](#)

A guide for adults on how to help children deal with fears and anxieties in the wake of disaster

[Be Ready 1-2-3 Workbook](#)

Helps children ages 5-8 years learn about home fires, earthquakes, and winter storms through activities and demonstrations led by “experts” Cool Cat (Home Fires), Ready Rabbit (Winter Storms), and Disaster Dog (Earthquakes)

[Children and Disasters](#)

How to help children cope with a disaster

[Disaster Preparedness Coloring Book](#)

Designed for children ages 3-10 years (and a parent or educator) to discuss disasters and ways to prepare for them

Center for Mental Health Services, Substance Abuse and Mental Health Services Administration (SAMHSA)

[Coping With Traumatic Events](#)

Tips for talking with children about traumatic events

[Emergency Mental Health and Traumatic Stress](#)

Tips for talking with children about disaster

[Managing Anxiety in Times of Crisis](#)

Tips for talking with children about stress and grief associated with disasters and tragedy

Federal Emergency Management Agency (FEMA)

[FEMA for Kids](#)

Teaches children how to be prepared for and cope with disasters

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Disaster Planning for Individuals, Families, and Businesses

Disaster preparedness is no longer the sole concern of those living in earthquake or hurricane prone areas or those who live in the part of the country known as "Tornado Alley." For all Americans, preparedness must now account for natural disasters as well as man-made disasters from terrorism, highway and railway crashes, fires, and explosions. Whether at home or at work, knowing what to do during an emergency is an important part of being prepared and can make all the difference when seconds count. Some of the things you can do to prepare for a disaster, such as assembling a supply kit and developing a family communications plan, are the same for both a natural and man-made event. With careful planning and common sense, you can be better prepared for a disaster or other unexpected emergency.

Administration on Aging

[Disaster Preparedness Manual for the Aging Network](#)

A disaster guide for use by state and local organizations to better respond to the needs of older disaster victims

American Academy of Pediatrics (AAP)

[The Family Readiness Kit: Preparing to Handle Disasters](#)

Set of materials designed to help families understand basics of disaster planning and preparation

American Red Cross

[Animal Safety](#)

Information for handling pets, service animals, and livestock during an emergency

[Business and Industry Guide](#)

A step-by-step approach to emergency planning, response, and recovery for companies of all sizes

[Children and Disasters](#)

How to help children cope with a disaster

[Disaster Preparedness for People with Disabilities](#)

A comprehensive guide designed to help people who have physical, visual, auditory, or cognitive disabilities to prepare for natural disasters and their consequences

[Disaster Preparedness for Senior Citizens](#)

[Family Disaster Planning](#)

Tools to help families develop an action plan before disaster occurs

[Family Disaster Supplies Kit](#)

A list of basic items that should be stored in the home in the event of a disaster or other emergency

[Financial Preparedness](#)

How to minimize property damage and financial risks in the event of a serious emergency

[Personal Workplace Disaster Supplies Kit](#)

A disaster supplies kit for employees in case they are confined at work for several hours or overnight

[Shelter-in-Place in an Emergency](#)

Instructions for taking refuge inside a building following the release of a potentially hazardous material

[Talking About Disaster](#)

This guide was developed to assist anyone providing disaster safety information to the public. Users may include emergency managers, meteorologists, teachers, disaster and fire educators, public affairs/public relations personnel, mitigation specialists, and media personnel.

American Society of Health-System Pharmacists

[About Your Medicines: What Consumers Need to Know to Prepare for an Emergency](#)

Centers for Disease Control and Prevention (CDC)

[Agents, Diseases, and Other Threats](#)

Extensive listing of chemical, radiological, biological, and natural public health threats

[Disaster Preparation and Planning Resources](#)

General information for various target audiences on preparing for and responding to an emergency situation

[Emergency Preparedness and Response Homepage](#)

Portal into the CDC's comprehensive Web resource for health professionals and the public

[Mass Trauma: Essentials for the Public](#)

Basic information about mass trauma and injuries

[Public Health Emergency Preparedness and Response: What to do in an Emergency](#)

Actions to take in the event of a possible public health emergency

Department of Health and Human Services

[Pandemic Influenza Preparedness](#)

Comprehensive federal resource for individuals and businesses to help prepare for avian and pandemic influenza.

Department of Homeland Security (DHS)

[Ready.gov](#)

Provides guidance so that everyone can begin a process of learning about potential terrorist threats to become better informed and prepared to react during an attack. While there is no way to predict what will happen or what the consequences will be, this site provides simple things that can be done now to prepare yourself and loved ones (eg, assembling a supply kit, developing a family communications plan).

Federal Emergency Management Agency (FEMA)

[Are You Ready? A Guide to Citizen Preparedness](#)

Brings together facts on disaster survival techniques, disaster-specific information, and how to help individuals prepare themselves and their families for emergencies. Provides a step-by-step outline on how to prepare a disaster supply kit, emergency planning for people with disabilities, how to locate and evacuate to a shelter, and contingency planning for family pets.

[Community and Family Preparedness Resources](#)

FEMA's Community and Family Preparedness (CFP) Program works through a broad coalition of partnerships to ensure that everyone has the necessary information and skills to protect themselves, their families, homes, and businesses from disasters. The CFP program encourages and supports the growing community of professional disaster preparedness educators—emergency managers, firefighters, volunteers, teachers, and the many others who lead community and family disaster preparedness efforts around the country.

[Emergency Preparedness Checklist](#)

A planning tool to help families cope with disaster by preparing in advance

[Food and Water in an Emergency](#)

Explains how to choose food for an emergency kit, emergency cooking, water treatment, where to locate emergency water, and how to store emergency food and water supplies in the home

[Your Family Disaster Plan](#)

A brochure detailing ways families can cope with disaster by preparing a family disaster plan

National Coalition of Organizations for Disaster Education

[Disaster Supply Kit](#)

Lists important supplies that families should have at home to help them get through an emergency situation; also included are supplies that families should consider in the event of an evacuation.

[Evacuation and Sheltering, and Post-Disaster Safety](#)

Information to help prepare before an emergency by learning about community warning systems and evacuation routes and the important need for evacuation plans.

[Family Disaster Plan](#)

Information for families to help them prepare for and cope with disaster by preparing in advance to develop an emergency action plan.

Occupational Safety and Health Administration (OSHA)

[Planning and Responding to Workplace Emergencies](#)

Fact sheet to help employers and their workers become better prepared to handle workplace emergencies

Virginia Emergency Management Agency

[Disaster Information: How to Prepare, How to Respond](#)

Detailed all-hazards information for health professionals and the public

[Quick Reference Chart of Potential Terrorist Weapons and Threats](#)

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General Information for Health Professionals

American Academy of Pediatrics (AAP)

[Care of Children in the Emergency Department: Guidelines for Preparedness](#)

Provides guidelines to ensure that children receive quality emergency care, and after stabilization, timely transfer to a facility with specialized pediatric services when appropriate

[Children, Terrorism & Disasters](#)

Information on this site seeks to ensure: (1) that pediatricians and other pediatric providers have the information they need about terrorism and disasters as fast as it becomes available; (2) that children's needs are considered in all terrorism and disaster planning and response efforts; and (3) functioning linkages with all national, state and local governmental and private entities working on issues concerning terrorism and disasters.

[The Pediatrician's Role in Disaster Preparedness](#)

AAP policy statement provides pediatricians with an overall view of disasters and disaster management and delineates the role of the pediatrician in disaster preparedness

[The Youngest Victims: Disaster Preparedness to Meet Children's Needs: Physician's Sheet](#)

A fact sheet on meeting the unique needs of infants and children in the event of a disaster

Administration on Aging

[Disaster Preparedness Manual for the Aging Network](#)

A disaster guide for use by state and local organizations to better respond to the needs of older disaster victims

American Academy of Family Physicians (AAFP)

[Terrorism Preparedness Office Flyer](#)

Office flyer containing key Web addresses for information about terrorism that physicians can post in their waiting rooms

American College of Surgeons (ACS)

- [Disasters from Biological and Chemical Terrorism – What Should the Individual Surgeon Do?: A Report from the Committee on Trauma](#)
- [Statement on Unconventional Acts of Civilian Terrorism: A Report from the Board of Governors](#)
- [Unconventional Civilian Disasters: What the Surgeon Should Know](#)

American Dental Association (ADA)

[Dentistry's Role in Responding to Bioterrorism and Other Catastrophic Events](#)

Summary of a March 2003 conference to consider ways that dental professionals can contribute to the detection and management of bioterrorism and other public health emergencies.

Centers for Disease Control and Prevention (CDC)

In addition to the following resources, the CDC provides a [free registry](#) to provide clinicians with real-time information to help prepare for (and possibly respond to) terrorism and other emergency events. Participants receive regular e-mail updates on terrorism and other relevant emergency issues and training opportunities.

[Agents, Diseases, and Other Threats](#)

Extensive listing of chemical, radiological, biological, and natural public health threats

[Disaster Preparation and Planning Resources](#)

General information for various target audiences on preparing for and responding to an emergency situation

[Emergency Preparedness and Response Homepage](#)

Portal into the CDC's comprehensive Web resource for health professionals and the public

[Health Advisory Alert Network](#)

A nationwide, integrated information and communications system serving as a platform for distribution of health alerts and national disease surveillance information, as well as for dissemination of prevention guidelines and distance learning opportunities to support CDC initiatives to strengthen emergency preparedness at the local and state levels.

[Laboratory Testing, Shipping, and Reporting: Information and Protocols](#)

Laboratory specimen collection and testing procedures, laboratory safety information, and guidance for shipping specimens/isolates for further testing; includes information on the [Laboratory Response Network](#), an integrated national and international network of laboratories that are fully equipped to respond quickly to acts of chemical or biological terrorism, emerging infectious diseases, and other public health threats and emergencies.

[Mass Trauma Essentials for Public Health Professionals and Clinicians](#)

Fact sheets and tools to help health professionals prepare for and manage mass trauma events. Key resources include:

- [Explosions and blast injuries: a primer for clinicians](#)
- [Mass trauma casualty predictor](#)
- [Mental health survey instrument](#)
- [Predicting casualty severity and hospital capacity](#)
- [Rapid assessment of injuries from mass trauma events](#)

[Primer on Health Risk Communication Principles and Practices](#)

Provides a framework of principles and approaches for the communication of health risk information to diverse audiences. It is intended for CDC staff and personnel from other government agencies and private organizations who must respond to public concerns about exposure to hazardous substances in the environment.

[Public Health Emergency Preparedness and Response: What to do in an Emergency](#)

Actions to take in the event of a possible public health emergency

[Strategic National Stockpile](#)

National program to ensure the availability and rapid deployment of life-saving pharmaceuticals, antidotes, other medical supplies, and equipment necessary to counter the effects of chemical agents, biological pathogens, and trauma. The CDC provides such supplies at 10 locations across the country. Called “push packs,” they are filled with antibiotics, vaccines, antidotes, antitoxins, and other medical supplies that can be delivered anywhere in the United States within 12 hours in the event of an emergency.

Center for Mental Health Services (CMHS) Substance Abuse and Mental Health Services Administration (SAMHSA)

[Communication in a Crisis: Risk Communication Guidelines for Public Officials](#)

Resource primer describing the basic skills and techniques for clear, effective crisis communications, information dissemination, and message delivery. Helps public officials prepare and deliver sound and thoughtful risk communication, which is vital to fostering trust with the public before, during, and after a crisis situation.

[Disaster Technical Assistance Center](#)

A support center to help state agencies and local service providers prepare for and respond to a wide range of catastrophes. During the critical period when mobilization for disaster response and recovery begins, service providers can call a toll-free number (1-800-308-3515) for technical assistance.

Columbia University, Mailman School of Public Health

[National Center for Pediatric Preparedness Consensus Report](#)

National consensus conference report and recommendations for ensuring the needs of children are met in planning and preparing for disasters and terrorist events

Department of Health and Human Services

[Pandemic Influenza Preparedness](#)

Comprehensive federal resource for individuals and businesses to help prepare for avian and pandemic influenza.

eMedicine

[Warfare – Biological, Chemical, Radiological, Nuclear, and Explosive](#)

An extensive list of online articles on the evaluation and treatment of victims exposed to various biological, chemical, explosive, incendiary, and radioactive agents, including personal protection measures

National Advisory Committee on Children and Terrorism

[National Advisory Committee on Children and Terrorism Recommendations](#)

Recommendations to the Secretary of the Department of Health and Human Services to assist in identifying and preparing a comprehensive public health strategy to ensure the safety of children and to meet their physical, medical, psychological, and social needs in the face of the threat of terrorism. Recommendations indicate that more attention should be given to safeguarding the mental health and well-being of children in the event of a terrorist attack.

National Coalition of Organizations for Disaster Education[Talking About Disaster: Guide for Standard Messages](#)

An all-hazards guide developed by multiple federal agencies and national disaster relief organizations to assist persons who provide disaster safety information to the general public. The guide contains awareness and action messages intended to help people reduce their risk of injury or loss in the event of natural and human-caused disasters. Awareness messages provide general information about the threats presented by each type of disaster. Action messages describe what people should do to prepare for and get safely through a disaster. Also included are statistics and other supporting information that reinforce the credibility and importance of each message.

National Library of Medicine (NLM)[Medline Plus Disasters and Emergency Preparedness](#)

Authoritative and up-to-date resource on various disaster and emergency response issues of interest to clinicians and emergency personnel

Virginia Emergency Management Agency[Disaster Information: How to Prepare, How to Respond](#)

Detailed all-hazards information for health professionals and the public

[Quick Reference Chart of Potential Terrorist Weapons and Threats](#)

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Resources for Hospital and Community Planners

Health care workers dealing with emergencies may be exposed to chemical, biological, physical, or radioactive hazards. Hospitals providing emergency response services must be prepared to carry out their missions without jeopardizing the safety and health of their own workers. Of special concern are the situations where contaminated patients arrive at the hospital for triage or definitive treatment. In many localities, hospitals or health professionals have not been firmly integrated into the community disaster response system and may not be prepared to safely treat multiple casualties resulting from a serious incident. Increased awareness of the need to protect health care workers and understanding of the principal considerations in emergency response planning will help reduce the risk of health care worker exposure to hazardous conditions.

Agency for Healthcare Research and Quality (AHRQ)

[Bioterrorism Emergency Planning and Preparedness Questionnaire for Healthcare Facilities](#)

[Evaluation of Hospital Disaster Drills: A Module-Based Approach](#)

An evidence-based tool to help hospitals identify strengths and weaknesses in their responses during a disaster drill and improve their ability to fulfill required emergency management plans. It is available from the AHRQ as a notebook with accompanying CD-ROM.

American Hospital Association (AHA)

[Chemical and Bioterrorism Preparedness Checklist](#)

Checklist for hospitals to help them describe and assess their present state of preparedness for chemical and biological incidents.

[Hazard Vulnerability Analysis](#)

Resource document and assessment tool developed by the AHA Society for Healthcare Engineering to help hospital personnel develop response plans in accordance with Joint Commission on Accreditation of Healthcare Organizations revised standard for emergency management (EC.1.4).

[Hospital Preparedness for Mass Casualties](#)

Report of an invitational forum to develop recommendations and strategies for hospitals, hospital associations, and the federal Office of Emergency Preparedness to improve coordination and planning for a mass casualty incident

[The Weill/Cornell Bioterrorism and Epidemic Outbreak Response Model \(BERM\)](#)

Interactive planning tool designed to estimate the number of staff needed to operate a mass prophylaxis center given specific population size and staff limitations.

Association for Professionals in Infection Control and Epidemiology (APIC)

[Bioterrorism Readiness Plan: A Template for Healthcare Facilities](#)

Developed in cooperation with the Centers for Disease Control and Prevention, this template facilitates preparation of bioterrorism readiness plans for individual healthcare facilities.

[Mass Casualty Disaster Plan Checklist: A Template for Healthcare Facilities](#)

Checklist designed to provide facilities with questions that stimulate assessment and dialogue with key stakeholders within the facility, at the local level, and beyond

California Emergency Medical Services Authority

[Hospital Incident Command System \(HICS\)](#)

An emergency management system that employs a logical management structure, defined responsibilities, clear reporting channels, and a common nomenclature to help unify hospitals with other emergency responders. Based on public safety's incident command system, HICS has helped hospitals serve the community during emergencies and resume normal operations as soon as possible. Numerous hospitals nationwide have, or will be incorporating this California HICS model within their emergency plans.

Centers for Disease Control and Prevention (CDC)

[Interim Guidelines for Hospital Response to Mass Casualties from a Radiological Incident](#)

Guidance from a multidisciplinary collaboration on practical strategies for hospitals in preparing or responding to a radiological terrorism event involving mass casualties. The document addresses notification and communication, triage; patient management, healthcare provider protection, surveillance, and community planning.

[Interim Smallpox Response Plan and Guidelines](#)

Describes operational and logistical considerations associated with implementing a large-scale voluntary vaccination program in response to a confirmed smallpox outbreak, and provides details on all aspects of immunization clinic operations and staffing and includes an example of a model smallpox vaccination clinic.

[Laboratory Response Network \(LRN\)](#)

An integrated network of state and local public health, federal, military, and international laboratories that can respond to both bioterrorism and chemical terrorism.

[Public Health Response to Biological and Chemical Terrorism: Interim Planning Guidance for State Public Health Officials](#)

Developed to assist state public health officials determine their agency's roles in a biological or chemical terrorism and to understand emergency response roles of local health departments, the emergency management system, and other entities.

[Roundtable on Hospital Communications: Participants' Comments, Ideas, & Recommendations – A Summary Report](#)

A report from the CDC communications roundtable (January 2003) on communication challenges facing hospitals during radiation emergencies.

[Strategic National Stockpile](#)

National program to ensure the availability and rapid deployment of life-saving pharmaceuticals, antidotes, other medical supplies, and equipment necessary to counter the effects of chemical agents, biological pathogens, and trauma. The CDC provides such supplies at 10 locations across the country. Called "push packs," they are filled with antibiotics, vaccines, antidotes, antitoxins, and other medical supplies that can be delivered anywhere in the United States within 12 hours in the event of an emergency.

Department of Health and Human Services, Office of the Assistant Secretary for Public Health Emergency Preparedness

[Medical Surge Capacity and Capability Handbook](#)

Describes a common management methodology, based on the Incident Management System, for establishing and integrating medical and public health resources with other community resources during emergencies and disasters.

Department of Homeland Security (DHS)

[National Response Plan \(NRP\)](#)

In 2005, the Department of Homeland Security issued the NRP to provide guidance for strengthening the national emergency response process by harmonizing existing Federal Response Plan activities with incident management leadership responsibilities assigned by President Bush to Secretary Ridge through Homeland Security Presidential Directive (HSPD) -5, *Management of Domestic Incidents*. The NRP enhances the ability of the United States to prepare for and manage domestic incidents by establishing a single, comprehensive national approach that coordinates all levels of government and ensures cooperation with the private and public sectors.

[National Incident Management System \(NIMS\)](#)

Announced on March 1, 2004, the NIMS provides a consistent nationwide approach for federal, state, and local governments to work effectively and efficiently to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

Federal Emergency Management Agency (FEMA)

[Guide for All-Hazard Emergency Operations Planning: State and Local Guide \(101\)](#)

[Chapter 6, Attachment G – Terrorism](#)

Guidance for state and local emergency planners in developing and maintaining a Terrorist Incident Appendix to their Emergency Operations Plan for incidents involving terrorist-initiated weapons of mass destruction

[List of Acronyms/Abbreviations](#)

List of acronyms and abbreviations commonly encountered in emergency response

George Washington University

[Medical and Health Incident Management \(MaHIM\) System: A Comprehensive Functional System Description for Mass Casualty Medical and Health Incident Management](#)

Describes a model system to assist a region or jurisdiction in developing an optimally effective mass casualty response capability. The model is based on an all-hazards approach, involving multi-disciplinary components, focusing on incident management organization, information management, communication connectivity, medical surveillance, medical patient care capacity, and patient specialty care. Schematic of this model [here](#).

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

[Health Care at the Crossroads: Strategies for Creating and Sustaining Community-wide Emergency Preparedness Systems](#)

JCAHO report calling for community mobilization to develop emergency response capabilities for terrorist attacks

Mailman School of Public Health, Columbia University[National Center for Pediatric Preparedness Consensus Report](#)

National consensus conference report and recommendations for ensuring the needs of children are met in planning and preparing for disasters and terrorist events

National Fire Protection Association (NFPA)[NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs](#)

Establishes a common set of criteria for disaster management, emergency management and business continuity programs. In addition, it identifies methodologies for exercising those plans and provides a listing of resource organizations within the fields of disaster recovery, emergency management and business continuity planning.

National Institute for Occupational Safety and Health (NIOSH)[Emergency Response Resources](#)

Comprehensive resource for emergency first responders and disaster site managers

[Guidance for Protecting Building Environments from Airborne Chemical, Biological, or Radiological Attacks](#)

Preventive measures that building owners and managers can take to protect building air environments from a terrorist release of contaminants

[Respirators](#)

Information on selection, use, and maintenance of respirators to protect emergency responders from inhalation exposure to potentially hazardous materials

National Vaccine Program Office (NVPO)[Preparing for the Next Influenza Pandemic](#)

A list of resources for preparing and responding to the next influenza pandemic. The site includes a specialized spreadsheet-based software called FluSurge 1.0 designed for public health officials and hospital administrators to estimate the potential surge in demand for hospital-based health care needs (eg, hospital beds, mechanical ventilators) during a pandemic. In September 2004, the draft [pandemic influenza preparedness and response plan](#) was released for public comment; it describes a coordinated national strategy to prepare for and respond to an influenza pandemic.

U.S. Army Soldier and Biological Chemical Command, Edgewood Chemical Biological Center[Modular Emergency Medical System \(MEMS\): Expanding Local Healthcare Structure in a Mass Casualty Terrorism Incident](#)

Introduces key characteristics of the MEMS concept and modules and presents an overview of MEMS as one possible approach to use in planning a response to biological terrorism. MEMS provides options and points of consideration that can be integrated in or tailored to any existing emergency plan. It is based on the rapid organization of 2 types of patient care modules, the Neighborhood Emergency Help Center and the Acute Care Center.

[Modular Emergency Medical System \(MEMS\): Concept of Operations for the Acute Care Center \(ACC\)](#)

Describes the organization and operation of the ACC, which is envisioned to supplement the existing healthcare system in managing the overwhelming number of casualties that are likely occur in a biological or other terrorist attack.

[Planning Guide: Improving Local and State Agency Response to Terrorist Incidents Involving Biological Weapons](#)

Guidance document to assist communities evaluate current emergency procedures and identify best practical approaches that can be used to help plan for an effective response to a terrorist incident involving biological weapons.

U.S. Department of Labor, Occupational Safety and Health Administration (OSHA)

[Hospital and Community Emergency Response – What You Need to Know](#)

Guidance for protecting health care workers who respond to emergencies involving hazardous substances. Promotes increased awareness of the need to protect health care workers and understand the principal considerations in emergency response planning to reduce the risk of health care worker exposure to hazardous substances.

U.S. Environmental Protection Agency (EPA)

[Local Emergency Planning Committees and Deliberate Releases: Addressing Terrorist Activities in the Local Emergency Plan](#)

Guidance for addressing terrorism threats in the development of local emergency response plans

U.S. National Response Team

[Incident Command System/Unified Command](#)

A technical assistance document to provide guidance to all responders who are part of the National Response System on the organizational management concept of the incident command system.

Washington Hospital Center

[ER One](#)

Project ER One is an initiative to develop an “all-risks ready” emergency department, one designed with special capabilities built-in to manage the medical consequences of terrorism, disasters and epidemics. It will serve as the prototype for new or retrofitted emergency departments throughout the country. The goal of Project ER One is to help all hospitals locally, regionally, and nationally to improve their capabilities of responding to the medical consequences of terrorism.

World Health Organization (WHO)

[WHO Preparedness for Deliberate Epidemics](#)

Global strategy for international and national emergency planning and response, disease surveillance and alert networks, and preparedness for selected diseases/intoxication.

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Volunteer Opportunities

Federal, state, and local governments are recruiting physicians and other health professionals to join various emergency preparedness and response groups that would train for and be activated in the event of a natural or man-made disaster. The Metropolitan Medical Response System (MMRS), which is currently funded by the Department of Homeland Security (DHS), is designed to enhance the ability of local “first responders” to more effectively respond in the first 48 hours of a public health emergency. The National Disaster Medical System (NDMS), also under DHS, provides Disaster Medical Assistance Teams (DMATs). These teams provide patient evacuation and medical care outside the disaster area. The Medical Reserve Corps (MRC), under the direction of the Office of the Surgeon General, is a network of community-based health professionals who, as volunteers, prepare to respond to large-scale public health emergencies.

If you want to help in a disaster, it is best to do so as part of a team. This helps ensure that you have the proper specialized training and credentials for the response activity and that the appropriate protective equipment and coordination are in place to make the best use of your skills and expertise.

[American Disaster Reserve](#)

A structured, uniformed, civilian, non-sectarian organization that fosters humanitarian service to disaster victims in times of need as a civic duty. The American Disaster Reserve rapidly mobilizes, deploys, and sustains effective teams of disaster responders trained to expand the capability of supported jurisdictions, emergency management agencies, and voluntary organizations to manage the impact of disaster events. In this regard, they provide: (1) trained staffing teams to assist government agencies and other organizations in the operation of Emergency Operations Centers and the performance of disaster management functions; (2) trained teams to meet specific needs identified by local jurisdictions and established in memorandums of understanding; and (3) technology applications of the Internet to disaster management.

[Citizen Corps](#)

Established in 2002, the Citizen Corps involves a national network of state, local, and tribal Citizen Corps Councils to help community members become better prepared for emergencies; to get training in first aid and emergency skills; and to volunteer to support local emergency responders and disaster relief workers. This involves a concerted effort to make communities safer, stronger, and better prepared to respond to the threats of terrorism, crime, and disasters of all kinds.

[Community Emergency Response Teams \(CERT\)](#)

The CERT program educates people about disaster preparedness for hazards that may affect their area and trains them in basic disaster response skills, such as fire safety, basic search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

An overview paper provides a more complete description of CERT. To become a CERT member, you will have to take the CERT training from a sponsoring agency like an emergency management agency, fire department, or police department in the area where you live or work. Contact the local emergency manager where you live or work and ask about the education and training opportunities available to you; a state directory of CERT programs also is available.

[IS 317 Introduction to Community Emergency Response Teams \(CERT\)](#) is an independent study course available through the Federal Emergency Management Agency, which serves as an introduction to CERT for those wanting to complete training or as a refresher for current team members. It includes 6 modules: introduction to CERT, fire safety, hazardous material and terrorist incidents, disaster medical operations, and search and rescue; and takes between six and eight hours to complete the course. While the IS 317 course can be taken by anyone interested in CERT, to become a CERT volunteer, one must still complete formal classroom training.

[Medical Reserve Corps \(MRC\)](#)

In 2002, President Bush launched the [USA Freedom Corps](#) to provide opportunities and create incentives for Americans to become involved in serving their communities and country through volunteering. The MRC was created as a way for health professional volunteers to assist their own community during a large-scale emergency. Local officials are responsible for developing MRC units for their community. Practicing, retired, or currently employed health professionals can volunteer for a local MRC unit. Volunteers must meet the qualification requirements established by the MRC unit; licensure and liability considerations are based on state and local laws and regulations. While volunteer activity is uncompensated, resources may be available for training, equipment, and supplies.

This program is managed under the auspices of the Federal Emergency Management Agency and the Department of Health and Human Services. The MRC Program Office, headquartered in the Office of the Surgeon General, functions as a clearinghouse for community information and “best practices.”

[Metropolitan Medical Response System \(MMRS\)](#)

The MMRS program began in 1996 and currently is funded by the U.S. Department of Homeland Security. The primary focus of the MMRS program is to develop or enhance existing emergency preparedness systems to effectively respond to a public health crisis, especially a weapons of mass destruction event. Through preparation and coordination, local law enforcement, fire, hazardous materials (hazmat), EMS, hospital, public health, and other “first response” personnel can more effectively respond in the first 48 hours of a public health crisis.

[National Disaster Medical System \(NDMS\)](#)

The NDMS is part of the U.S. Department of Homeland Security under the Federal Emergency Management Agency. It is a cooperative program involving other federal government agencies, state and local governments, private businesses, and citizen volunteers to ensure resources are available to provide medical services after a disaster that overwhelms the local health care resources.

[An Overview of the National Disaster Medical System](#)

A PowerPoint presentation developed by the Saint Louis University Center for the Study of Bioterrorism

[Disaster Medical Assistance Teams \(DMATs\)](#)

DMATs are groups of professional and paraprofessional medical personnel that provide emergency medical care during a disaster anywhere in the nation or overseas. Each team has a sponsoring organization, such as a major medical center or health department. DMAT membership is a part-time activity. Members complete Web-based training modules, participate in two training events per year, and must be ready to deploy if a disaster occurs during the two-month period their team is on call. When activated, members are paid as federal employees, reimbursed for travel and per diem expenses, and have licensure and liability coverage and employment protections.

[National Nurse Response Teams \(NNRTs\)](#)

Ten regionally based teams of registered nurses are being formed, which can be called on to assist in chemoprophylaxis or vaccination of hundreds of thousands or millions of Americans or provide care in an emergency that requires hundreds of nurses. NNRT members are enrolled in the National Disaster Medical System. Members are expected to complete Web-based training, stay current in treatment recommendations for diseases consistent with weapons of mass destruction, participate in yearly training exercises, and be available to deploy when needed. When activated, nurses are paid as federal employees, reimbursed for travel and per diem expenses, and have licensure and liability coverage and employment protections.

[National Pharmacy Response Teams \(NPRTs\)](#)

NPRTs are being formed to assist in mass chemoprophylaxis or vaccination in response to a biological or other terrorist event. There will be 10 regionally based teams of pharmacists, pharmacy students, and pharmacy technicians. Team members are enrolled in the National Disaster Medical System. Members are expected to complete Web-based training, stay current in treatment recommendations for diseases consistent with weapons of mass destruction, participate in yearly training exercises, and be available to deploy when needed. When activated, NPRT members are paid as federal employees, reimbursed for travel and per diem expenses, and have licensure and liability coverage and employment protections.

[Points of Light Foundation and the Volunteer Center National Network \(VCNN\)](#)

The Points of Light Foundation works in partnership with the VCNN to help mobilize people and resources to find creative solutions to community problems. The link www.1-800-volunteer.org provides concerned citizens with a direct connection to local volunteer opportunities that match interests, skills, and the common desire to make a difference.

[Radio Emergency Associated Communications Teams \(REACT\) International, Inc.](#)

REACT is a volunteer civilian organization providing radio communications as a public service to assist in any emergency in cooperation with authorities and other volunteer organizations. Teams participate in their communities' disaster preparedness plans through cooperative agreements with the American Red Cross, the Salvation Army, and the National Weather Service.

[Volunteers of America](#)

Volunteers of America is a national, nonprofit, spiritually-based organization providing local human service programs and opportunities for individual and community involvement. During emergencies, Volunteers of America addresses immediate needs, offers long-term support when necessary, and educates with prevention outreach programs.

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Suggested Reading List

- American Academy of Pediatrics (AAP), Committee on Environmental Health and Committee on Infectious Diseases.** [Chemical-biological terrorism and its impact on children: a subject review.](#) *Pediatrics*. 2000;105:662-670.
Reviews key aspects of chemical and biological agents, the consequences of their use, the potential impact of a terrorist attack on children, and issues to consider in disaster planning and management for pediatric patients
- American Academy of Pediatrics (AAP) and American College of Emergency Physicians (ACEP).** [Care of children in the emergency department: guidelines for preparedness.](#) *Pediatrics*. 2001;107:777-781.
Provides guidelines to ensure that children receive quality emergency care and to facilitate, after stabilization, timely transfer to a facility with specialized pediatric services when appropriate
- American College of Emergency Physicians (ACEP), U.S. Department of Health and Human Services Office of Emergency Preparedness.** [Developing Objectives, Content, and Competencies for the Training of Emergency Medical Technicians, Emergency Physicians, and Emergency Nurses to Care for Casualties Resulting from Nuclear, Biological, or Chemical \(NBC\) Incidents.](#)
Dallas, Texas: American College of Emergency Physicians; 2001.
- American Medical Association (AMA)**
[Council on Scientific Affairs](#)
Collection of AMA policy reports on medical preparedness for terrorism and other disasters
[JAMA Terrorism Preparedness Collection](#)
Collection of articles from the *Journal of the American Medical Association* dealing with biological agents, emergency preparedness, and terrorism
- Association of American Medical Colleges (AAMC).** [Training Future Physicians About Weapons of Mass Destruction: Report of the Expert Panel on Bioterrorism Education for Medical Students.](#)
Washington, DC: AAMC; 2003.
Report of an expert panel in medical education to determine relevant curriculum content that will better educate and train tomorrow's physicians about weapons of mass destruction
- Auf der Heide E.** [Disaster Response: Principles of Preparation and Coordination.](#)
On-line version of a comprehensive text developed for the Center of Excellence in Disaster Management & Humanitarian Assistance
- Briggs SM, ed.** *Advanced Disaster Medical Response*. Boston: Harvard Medical International Trauma and Disaster Institute; 2003.
Comprehensive handbook for multidisciplinary disaster teams: includes sections on mass casualty management, essentials of disaster response, public health response to disasters, incident command structure, medical response to terrorism, as well as environmental and other special considerations in disaster management and response.

Centers for Disease Control and Prevention (CDC)

[CDC Terrorism Preparedness and Response Strategy](#). March 2004.

Provides a framework and national public health strategy for terrorism preparedness and response by the CDC and the Agency for Toxic Substances and Disease Registry (CDC/ATSDR).

[Compendium on Bioterrorism](#).

On-line library of *Morbidity and Mortality Weekly Reports* articles dealing with biological agents and terrorism

[Biological and chemical terrorism: strategic plan for preparedness and response. Recommendations of the CDC Strategic Planning Workgroup](#). *Morbidity and Mortality Weekly Report*. 2000; April 21;49(RR-4):1-14.

A synopsis of emergency preparedness involving the threat of biological and chemical weapons

Institute of Medicine, Board on Neuroscience and Behavioral Health. [Preparing for the Psychological Consequences of Terrorism: A Public Health Strategy](#). Washington, DC: National Academy Press; 2003.

Authoritative reference on the psychological consequences of traumatic events, disasters, and terrorism

Institute of Medicine, Committee on Evaluation of the Metropolitan Medical Response System Program. [Preparing for Terrorism: Tools for Evaluating the Metropolitan Medical Response System Program](#). Washington, DC: National Academy Press; 2002.

Provides information and recommendations to assist government officials and local responders in developing appropriate evaluation methods, tools, and processes to assess both the effectiveness of MMRS programs and local preparedness in cities that have participated in the program

Joint Commission on the Accreditation of Healthcare Organizations (JCAHO)

[Guide to Emergency Management Planning in Health Care](#). 2002.

Practical guide to help health care organizations be prepared to respond to most disasters. It teaches organizations how to examine their existing emergency management plans to identify areas for improvement within the four phases of preparedness: mitigation, preparedness, response, and recovery. It provides advice on developing a comprehensive, proactive, and practical emergency management plan. This book also helps organizations establish collaborative community relationships to respond to disasters, establish collaborative relationships with other health care organizations, create clear, effective communication channels both within the organization and with outside agencies, and train and manage staff to respond to disasters. [More information](#).

National Coalition of Organizations for Disaster Education. [Talking About Disaster: Guide for Standard Messages](#). Washington, DC: National Coalition of Organizations for Disaster Education, 2004. An all-hazards guide developed by multiple federal agencies and national disaster relief organizations to assist persons who provide disaster safety information to the general public. The guide contains awareness and action messages intended to help people reduce their risk of injury or loss in the event of natural and human-caused disasters. Awareness messages provide general information about the threats presented by each type of disaster. Action messages describe what people should do to prepare for and get safely through a disaster. Also included are statistics and other supporting information that reinforce the credibility and importance of each message.

Natural Hazards Observer. Boulder: Natural Hazards Center, University of Colorado.

A free bimonthly periodical covering current disaster issues; new international, national, and local disaster management, mitigation, and education programs; hazards research; political and policy developments; new information sources and Web sites; upcoming conferences; and recent publications. Subscription information [here](#).

Noji EK, ed. *The Public Health Consequences of Disasters*. New York: Oxford University Press; 1997.

Reviews pertinent information about the public health impact of various geophysical events, weather-related problems, and human-generated disasters. A key focus is the importance of surveillance and epidemiology to inform objective decision-making for the development of prevention and control measures.

Redlener I, Markenson D. Disaster and terrorism preparedness: what pediatricians need to know. *Advances in Pediatrics*. 2004;50:1-38.

Tierney KJ, Lindell MK, Perry RW. *Facing the Unexpected: Disaster Preparedness and Response in the United States*. Washington, DC: Joseph Henry Press; 2001.

Presents research findings from global disasters over the past 25 years and explores how these findings can: improve disaster programs, identify remaining research needs, and discuss disaster within the broader context of sustainable development. The authors review the influences that shape the U.S. governmental system for disaster planning and response, the effectiveness of local emergency agencies, and the level of professionalism in the field. They also compare technological versus natural disasters and examine the impact of technology on disaster programs.

U.S. Fire Administration, Federal Emergency Management Agency. [Responding to Incidents of National Consequence: Recommendations for America's Fire and Emergency Services Based on the Events of September 11, 2001, and Other Similar Incidents](#)

Provides guidance to fire departments and emergency services to prepare for, respond to, and recover from major multijurisdictional local incidents that have national consequences and may involve national resources.

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