



AT&T Vital Connections Emergency Planning Toolkit



- Preparing You in Case of an Emergency
- Family Emergency Communications Plan Template
- ID Cards
- Emergency Contact Cards



AT&T Vital Connections

Preparing You in Case of an Emergency

AT HOME:

- **Create a plan:** Discuss and develop an emergency communications plan including communications methods and individuals to call.
 - **Compile vital information:** Create a communications safety toolbox, which includes a list of phone numbers and e-mail addresses for family members, copies of business cards, and each family member's personal documents such as birth certificates.
 - **Know where to meet:** Agree on a meeting place for your family in the event you are unable to communicate. Also determine a virtual meeting place such as a voicemail box or online chat site.
 - **Make sure at least one telephone that does not require an electrical outlet is available.** Cordless phones, while convenient, don't work in power outages. Customers should always have a standard, non-electrically powered telephone on hand to quickly plug into a telephone jack during a power outage. The more options you have during an emergency, the better.
 - **Designate contacts:** Agree on out-of-state contacts in the event family members cannot immediately communicate locally.
 - **Make plan accessible:** Print copies of your family emergency plan and post on the refrigerator, and provide copies to each family member.
- **Equip family members:** Once the plan is created, ensure all family members are prepared with knowledge and tools to respond in an emergency.
 - **Know the code:** Program speed-dial options on your home and wireless phones with important phone numbers, and encourage family members to do the same.
 - **Know the address:** Create an e-mail distribution list for friends and family in your personal network.
 - **Create IDs:** Create photo IDs for every family member using the template available on www.att.com/vitalconnections.
 - **Conduct an inventory:** Review existing communications devices and determine if family members would benefit by adding any services or phones that enable everyone to stay connected.
 - **Establish a "home base:"** If you have children in the home, make sure they recognize your landline phone as the "home base" in a central location in case of an emergency, and know how to dial 9-1-1.

AT WORK OR SCHOOL:

- **Inform others:** Inform trusted members of your personal network – including family friends, babysitters, school teachers and colleagues – of emergency communications plans and key contact information.
- **Keep communications options:** Keep a charged wireless phone, calling card and coins on hand to maintain several communications alternatives.
- **Know where to go:** Make sure children and any other family members attending school know where to call or go in the event you can't communicate first.

WHILE TRAVELING:

- **Be prepared:** Program your wireless phone with your emergency communications contacts.
- **Distribute information:** Ensure all family members know arrival and departure times, hotel and flight contact information.
- **Set a point of contact:** Determine the best place to call in the event of an emergency.
- **Be patient:** Be persistent, yet patient, as call volumes generally increase during emergencies. Therefore, limit your calls to only the most critical. If calls do not immediately connect or if you hear a fast busy signal, realize the network is operational – though crowded. When using a wireless phone, wait 10 seconds before redialing a call.
- **If stranded:** Keep your wireless phone on, as its signal can help determine your location. Limit the use of the phone to preserve battery. Use your wireless phone to access weather and news updates.
- **Stay connected:** Always bring your wireless phone charger with you, even if you think you'll only be gone a short time. If traveling by car, consider purchasing a vehicle power charger for your wireless phone.



AT&T Vital Connections

Family Emergency Communications Plan Template

AT&T Vital Connections reminds consumers to be AWARE – Always Watchful, Alert and Ready in an Emergency.

AT HOME:

- **Compile Vital Information:** Create a list of phone numbers and e-mail addresses for family members. Keep in a secure location, along with copies of personal documents, such as birth certificates.

Name _____.

Phone Numbers _____.

E-mail Addresses _____.

Name _____.

Phone Numbers _____.

E-mail Addresses _____.

Name _____.

Phone Numbers _____.

E-mail Addresses _____.

Name _____.

Phone Numbers _____.

E-mail Addresses _____.

Name _____.

Phone Numbers _____.

E-mail Addresses _____.



AT&T Vital Connections

Family Emergency Communications Plan Template

- **Know Where to Meet:** Agree on a family meeting place in the event you are unable to communicate. Also determine a virtual meeting place such as a voicemail box or an online chat site.

Family Meeting Location _____.

“Virtual” Meeting Place (voicemail box number and password) _____.

E-mail Chat Site _____.

- **Designate Contacts:** Determine out-of-state contacts in the event family members cannot immediately communicate locally.

Name _____.

Address _____.

City/State/ZIP _____.

Phone Numbers _____.

E-mail Addresses _____.

Name _____.

Address _____.

City/State/ZIP _____.

Phone Numbers _____.

E-mail Addresses _____.

Name _____.

Address _____.

City/State/ZIP _____.

Phone Numbers _____.

E-mail Addresses _____.



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Family Emergency Communications Plan Template

- **Know the Code:** Program speed-dial options with important phone numbers, and encourage family members to do the same.

Name _____.

Phone Numbers _____.

Name _____.

Phone Numbers _____.

Name _____.

Phone Numbers _____.

- **Know the Address:** Create an e-mail distribution list for friends and family in your personal network.

Name _____.

E-mail Address _____.

Name _____.

E-mail Address _____.

Name _____.

E-mail Address _____.

Name _____.

E-mail Address _____.

- **Create IDs:** Create photo IDs for every family member using the template available on www.att.com/vitalconnections.
- **Conduct an Inventory:** Review existing communications devices and determine if family members would benefit by adding any services or phones that enable everyone to stay connected.



AT&T Vital Connections

Family Emergency Communications Plan Template

AT WORK OR SCHOOL:

- wireline phone(s) wireless phones pagers voicemail boxes Internet connection (high-speed/ dial-up)

- **Inform Others:** Inform trusted members of your personal network, including family friends, babysitters, school teachers and colleagues – of emergency communications plans and key contact information.

Names to Notify _____

- **Keep Communications Options:** Keep a charged wireless phone, calling card and coins on hand to maintain several communications alternatives. The more options you have in an emergency, the better.
- **Know Where to Go:** Make sure children and other family members attending school know where to call or go in the event you can't communicate first.

WHILE TRAVELING:

- **Be Prepared:** Carry a list of emergency communications contacts at all times.
- **Distribute Information:** Ensure all family members know arrival and departure times, hotel and flight contact information.
- **Set a Point of Contact:** Determine the best place to call in the event of an emergency.
- **Keep Dialing:** Be persistent, yet patient, if calls placed from out of state or overseas do not immediately connect or if you hear a fast busy signal – a sign the phone and network are operational.
- **Think of Options:** Arm yourself and each traveling family member with calling cards, credit cards, pagers or other devices to enable calls from almost any phone.

In case of a fire or a medical emergency or to contact the police, call 911.

_____ E-mail

_____ Name

_____ Phone

_____ E-mail

_____ Name

_____ Phone

Emergency Contacts

 **AT&T Vital Connections
ID Card**

_____ Name

_____ Address

_____ Phone

_____ E-mail

_____ Primary Language

Paste Photo Here

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In case of a fire or a medical emergency or to contact the police, call 911.

_____ E-mail

_____ Name


_____ Phone

_____ E-mail

_____ Name

_____ Phone

Emergency Contacts

 **AT&T Vital Connections
ID Card**

_____ Name

_____ Address

_____ Phone

_____ E-mail

_____ Primary Language

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1. Fold on dotted line

1. Fold on dotted line

2. Fold on dotted line

<p style="text-align: center;">HOME SECURITY</p> <p style="text-align: center;"><small>In case of a fire or a medical emergency or to contact the police, call 911.</small></p> <p>Name _____ E-mail _____</p> <p>Name _____ E-mail _____</p> <p style="text-align: center;">OUT-OF-STATE CONTACTS</p> <p>Name _____ E-mail _____</p> <p>Name _____ E-mail _____</p>	<p>SCHOOL & WORK</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p> <p>FRIENDS & NEIGHBORS</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p> <p>BABYSITTERS</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p>
 <p>AT&T Vital Connections Emergency Contacts</p> <p>FAMILY MEMBERS</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p> <p>Name _____ Phone _____ E-mail _____</p>	