



# Planning for a Home Emergency

## Survey Shows Need for Households to Better Prepare for Emergency Communications

A recent survey commissioned by AT&T and NENA (National Emergency Number Association) measured respondents' level of **home emergency planning** and gained insight into their communications preparedness. The survey concluded that **68 percent** of households do not have a **comprehensive home emergency plan** in place.

- **8 in 10** felt having **both a landline phone and wireless phone** in their home in case of emergency is important because it provides options to dial 9-1-1 reliably and quickly.
- **66 percent** said that dialing 9-1-1 from a **landline telephone** is part of their **home emergency plan**.
- **54 percent** of households with a landline phone **do not have a corded phone** which does not require a/c power for dial tone for use in the event of a power outage.
- **Only half** of respondents with kids in their household have **discussed with their child** the location and use of a "**home base**" for making emergency calls. (A home base is a designated central, landline phone that can quickly be located in an emergency.)
- **67 percent** of respondents who have a phone cable above the ground to their house said that they have an **alternative phone available** such as a cell phone, in the event that landline service is knocked down or cut.

## CREATING A HOME BASE FOR COMMUNICATIONS

A key component to an emergency communications plan is designating a "**home base**" to dial out during an emergency. The "home base" should be a **centrally-located, easily accessible** landline phone for quick access in an emergency. It should also **be within reach of children**, in case they need to place the emergency call.

- Parents should also discuss with their children **where** the "home base" phone will always be located and **teach them how to dial 9-1-1**. Survey results show **27 percent** of children ages 3-12 have not received instruction on how to dial 9-1-1 from home base in an emergency. **25 percent** of respondents said that their child does not know the difference between placing an emergency call from a landline phone versus a cell phone.
- To be prepared, **brainstorm different emergency scenarios** and make sure you have your bases covered. Corded landline phones that do not require a/c power for a dial tone work even when the power is out. Only **46 percent** of survey respondents said that they have a **corded phone available** to use in the event of a power outage.
- Another element of a home emergency communications plan is making sure **everyone in the house** knows **what to do in an emergency**, including children. **42 percent** of respondents with children were only **somewhat confident** or **not confident** that their child would know what to do in case of a home emergency.