

DISASTER PREPAREDNESS GUIDE for MAUI COUNTY



Prepared by

Maui County Emergency Management Agency

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NATIONAL PREPAREDNESS GOAL

The National Preparedness Goal defines what it means for the whole community to be prepared for all types of disasters and emergencies.

“A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.”

Preparedness is a shared responsibility; it calls for the involvement of everyone — not just the government — in preparedness efforts. By working together, everyone can help keep the nation safe from harm and help keep it resilient when struck by hazards, such as natural disasters, acts of terrorism, and pandemics.

Whole Community includes:

- Individuals and families, including those with access and functional needs
- Businesses
- Faith-based and community organizations
- Nonprofit groups
- Schools and academia
- Media outlets
- All levels of government, including state, local, tribal, territorial, and federal partners



FEMA

Maui Emergency Management Agency (MEMA)

Formerly Maui County Civil Defense Agency, Maui Emergency Management Agency (MEMA) was renamed in 2016 to redefine the role of the agency from a war-time history to a current all-hazards focus.

MEMA has a staff of well-trained and dedicated individuals. On a daily basis, our responsibility is to monitor possible threats and emergencies, and to keep the public informed regarding situations which may impact them. Working with multiple agencies, MEMA develops disaster mitigation and response plans, exercises plans for improvement and development, and provides public outreach to inform the community about personal preparedness.

During an emergency event, MEMA's role becomes a coordinating agency for emergency service and response organizations. MEMA staffs and operates the Maui County Emergency Operating Center (EOC), where representatives of responding agencies meet to coordinate county-level decisions.

MEMA utilizes the National Incident Management System (NIMS) to systematically respond to events. These national standards have been tested and proven effective in disaster response. Within NIMS, the Incident Command System (ICS) is used to provide a common command structure in dealing with emergencies.

The field of emergency management has developed tremendously over the years through the practical application of lessons learned during planned exercises and during actual disaster events. Disaster response and emergency management will continue to evolve with each new event, because the nature of all disasters is unpredictability. MEMA will continue to adopt the best lessons learned for our unique needs and challenges as an island state.

Herman Andaya

Emergency Management Administrator



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MAUI EMERGENCY MANAGEMENT AGENCY (MEMA)

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Using this Guide

This guide has been produced to inform the public about how to prepare for a disaster and cope with the aftermath. A prepared public will be the strength and foundation of Maui County's recovery following a large-scale disaster.

Why Prepare?

When a disaster occurs in your community, you must be able to take care of yourself and your family. In the aftermath of a disaster, local responders may not be able to reach you immediately, or they may need to focus their efforts elsewhere.

There are benefits to being prepared. People can reduce the impact of disasters (flood proofing, elevating a home, securing a roof with hurricane clips, securing items that could fall in an earthquake, etc.) and sometimes avoid the danger completely. Being prepared can reduce fear, anxiety, and losses that accompany disasters, allowing people to make better decisions during a disaster.

No guide can prepare you for every circumstance. This guide should be used in conjunction with other reliable sources of information to make your plans before an emergency occurs. We will reference other sources throughout this guide.

This guide is intended to serve as a reference and does not replace common sense, good judgment and reasonable actions in response to emergency situations.



DISASTER PREPAREDNESS FOR RESIDENTS

Maui County will be impacted by several types of hazards during a lifetime. Knowing what to do before, during and after an emergency is a critical part of being prepared and may make all the difference when seconds count.

Basic protective actions are similar for most emergencies, which we will discuss here.

1. BE INFORMED

With the availability of social media to the public, anyone can publish information without fact-checking it. During a disaster, when events can happen quickly and change continuously, it will be important to stay informed with information that is accurate, current and appropriate for your location. There are multiple ways to receive emergency information.



Maka'ala is the Maui County emergency alert system. It is a free service that enables you to receive emergency notifications. This service allows you to receive accurate and up-to-date information from Maui County, about emergencies that may affect you.

You can receive alerts on up to 10 devices: your cell phone, family members' cell phones, home phone, email, text message and more. You can also prioritize your devices.

You decide which type of alerts to receive: Flood, High Surf, Fire Conditions, Wind, Tropical Cyclone/Hurricane, Tsunami, as well as level of alerts to receive - Watch/Advisory and/or Warning levels.

Sign up for the Maka'ala notification service at the MEMA website at mauicounty.gov/emergency. The link to self-register is under the Maka'ala - Emergency Alerts section.

If you don't have a computer or other electronic device to sign up, please call the MEMA office at 270-7285. We will be happy to assist you to register on the phone.

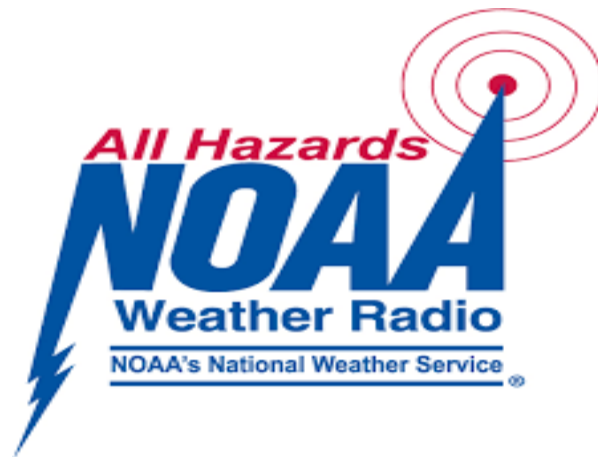
MEMA Website mauicounty.gov/emergency

MEMA Facebook facebook.com/MauiEMA

NOAA Weather Radio One of the most important preparedness tools you can have in your home or workplace is a National Oceanic and Atmospheric Administration (NOAA) weather radio. The NOAA Weather Radio All Hazards network continuously broadcasts weather information from the nearest National Weather Service office. These transmitters use specific radio frequencies that are reserved for them alone and don't broadcast on normal commercial (AM/FM) frequencies.

The Weather Radio is like a smoke detector for severe weather, and will wake you with a loud alert tone when a warning is issued for your area so you can take appropriate action.

The radio program broadcasts on frequencies 162.400 (channel 1), 162.450 (channel 3), and 162.550 (channel 7) in the Hawaiian Islands. Weather radios can be purchased at local electronics stores, mail order catalogs and various other locations.



Outdoor Warning Sirens are designed to alert people who are outside in case of a life-threatening situation. The primary purpose is for coastal evacuations, although they may be sounded for other hazards as needed.

Sirens are tested at 11:45 a.m. on the first working day of the month, and will sound a steady tone for one minute.

During an actual warning, sirens will sound a solid, steady tone for three minutes. This tone may be retransmitted over specific time intervals.

If you hear an outdoor warning siren, turn your radio to a Maui County station for emergency information and instructions. Take the necessary protective actions as directed and stay tuned in for further information.

Note: Television stations are transmitted from Oahu and may not carry time-sensitive information for Maui County. Maui County radio stations should be your primary source of information during an emergency.



“What if I am in an isolated area where outdoor warning sirens are not available and radio reception is poor or nonexistent?”

Maui County emergency procedures include plans for the Maui Police Department to perform warnings in siren “dead spots” via mobile public address systems and traffic control. Civil Air Patrol will provide aerial siren warning and public address system announcements in isolated areas.

If you are planning an outdoor activity in a remote area, evaluate the weather before you go. If heavy rain or flash flooding is in the forecast, postpone your plans until a time that is more favorable. Remember, it does not have to be raining where you are for flash flooding to occur.

During a disaster event, call 911 only in case of an immediate emergency. It is important to keep phones lines clear for emergency response.

You can obtain needed information about an emergency by using the various communication systems discussed above. Police and Emergency Management will update all important information as it becomes available.

2. MAKE A PLAN

With some hazards you may have a day or two to prepare, while other emergencies may require immediate action. Planning ahead and planning together is vital to your family's safety, no matter what the circumstances.

Create a Communications Plan in case your family is not together when a disaster strikes, to know how you'll contact one another and reconnect. Communication networks, such as mobile phones and computers, could be unreliable during disasters and electricity could be disrupted. Planning in advance will help ensure that all the members of your household know how to reach each other.

- a. Make a **written list of the contact information** for everyone in your household including home phone, cell phones, work phones, school phones, caregivers' phones, etc.
- b. Identify an **out-of-town contact**, a friend or family member outside of your community or state who can act as a single point of contact to help your household reconnect. In a disaster, it may be easier to make a long-distance phone call than to call across town if local phone lines are busy or out-of-order.
- c. Make sure **everyone carries a copy** in his or her backpack, purse, or wallet.

Text is best! If you are using a mobile phone, a text message may get through when a phone call will not. This is because a text message requires far less bandwidth than a phone call. Text messages may also be buffered and sent when capacity becomes available.

“What should I do in an emergency if my kids are at school or daycare?”

- Talk to your school administrator or daycare provider about their emergency plan. Find out what the plan is to alert parents to an emergency at their facility and how to reunite with your child if there is an emergency during school or daycare hours.
- Your child's school or daycare should always have up-to-date contact information for you and an alternate emergency contact. Most reunification plans require parents to identify emergency contacts and to provide proof of identity before they will release a child after an emergency.
- Stay informed through official channels. For public schools, go to hawaiipublicschools.org and follow the Hawaii Department of Education @HIDOE808 on Twitter for information during an emergency. Do not engage in speculation. If you see or hear something questionable about an emergency at your child's school or daycare, verify it with an official source.

- Stay calm to reassure your child and help him or her to deal with an emergency. Do not rush to your child's school or daycare unless instructed to. Avoid calling and texting your child as you may tie up critical communications needed to respond to the emergency.

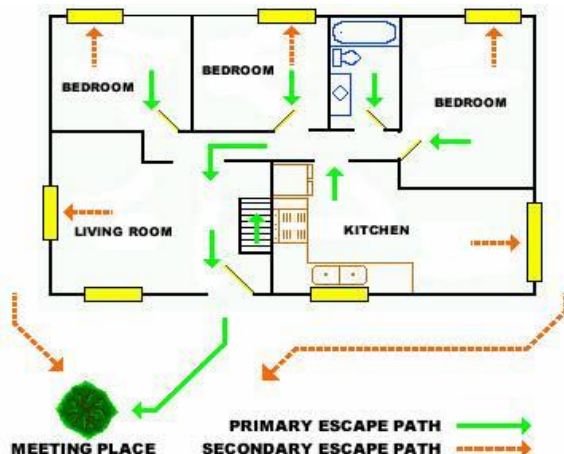
Should I Stay or Should I Go? Taking appropriate shelter is critical in times of disaster. Sheltering-in-place is appropriate when conditions require that you seek protection in your home, place of employment or other location when disaster strikes. Evacuating out of the hazard area could include staying with friends and relatives, seeking commercial lodging or staying in a mass care facility operated by disaster relief groups.

Depending on the nature of the disaster, the location and the structure of your home, it's often best to stay where you are to avoid any uncertainty outside by sheltering-in-place. However older home construction, or coastal or flood plain locations may make your home unsafe in certain types of disaster.

Create a Plan to Shelter In Place. Decide on the safest place in your home for protection from high wind events or from a contaminated air event. This should be a small, interior, windowless room, such as a closet or bathroom, on the lowest level of your home.

Create a Plan to Evacuate. Establish family meeting places that are familiar and easy to find.

- In case of fire or other **home emergency**, map your home and diagram two ways to escape from every room. Consider escape ladders for rooms on an upper floor. If you live in a multi-story condo building, map out as many routes of escape as possible to exit stairways. Select a meeting location in a safe location away from the house.



- In case of a **disaster evacuation**, make plans with relatives or friends to meet and shelter at their home. These should be homes of solid construction, away from coastlines and outside of flood zones. Determine multiple evacuation routes from your home to theirs. Call or email your out-of-state contact (in your communications plan) to tell them where you are going.
- **Transportation.** Keep a half tank of gas in your vehicle at all times in case of an unexpected need to evacuate. If a threat is developing that makes an evacuation seem likely, fill the tank full of gas. Gas stations may be closed and unable to pump gas during power outages. Plan to take one car per family to reduce congestion and delay. If you do not have a car, plan now for how you will leave if needed. Make arrangements with family, friends or your local transportation system.

Public Evacuation Shelters. Hawaii emergency management agencies at all levels emphasize that public evacuation shelters are a last resort, only to be used if all other options are unavailable, such as sheltering at home, at work, with friends and family, or at commercial lodging.

The facilities currently available for use as evacuation shelters throughout Hawaii have various vulnerabilities and constraints and are not rated to withstand a major hurricane, but do provide enhanced protection for individuals living in inundation zones or older homes that have no other alternatives.

- When an evacuation is necessary, MEMA will inform the public via Maka'ala Emergency Alerts and media broadcasts, with information about locations and opening times of public evacuation shelters or tsunami assembly areas in affected areas.
- Public evacuation shelters and tsunami assembly areas do not provide supplies, so it is important that you bring your own water, food and other necessary items for the evacuation period. (See information in the Build a Kit section.)
- Public evacuation shelters and tsunami assembly areas provide limited support to persons with disabilities, access or functional needs. People with special health needs must be capable of taking care of their own needs or be accompanied by a caregiver.

3. BUILD A KIT

A major disaster could interrupt water, electricity, phone and gas services, and limit the availability of supplies in local stores. If our harbors or airports are severely damaged, it could take weeks for stores to be replenished. Keep your emergency kits stocked and ready!

Shelter in Place. After a disaster, you may need to survive on your own for several days if roads are closed due to a storm, landslide or other damage. Prepare a **Home Survival Kit** in case you need to shelter-in-place. Have food, water and supplies for your family for at least 14 days.

You should have the following on hand:

- Water in plastic containers, one gallon per person per day is minimal for drinking and sanitation. More is better!
- Food that does not require refrigeration or cooking. Non-perishable food items may include:
 - * Canned tuna, beans, meat, fruit, etc. with flip-top lids (that do not require a can opener)
 - * Dry cereal
 - * Nuts and dried fruit
 - * Graham crackers
 - * Peanut butter
 - * High-energy protein bars, beef jerky or similar protein item
 - * Bottled or canned juice
 - * Tea or instant coffee, sugar and powdered creamer
 - * Comfort foods such as cookies or hard candy
- Radio & Flashlights—battery, solar or crank-powered
- Spare batteries
- Cell phone with charger, inverter, or solar charger
- First Aid Kit
- Plastic sheeting and duct tape to cover broken windows
- Whistle to signal for help



Evacuation Go Kits. Make a **Grab-and-Go Kit** for each member of the family, in case you must evacuate your house quickly. Use a sturdy waterproof bag, backpack or other container to hold your kit items. A go kit should include food, water and basic supplies for a minimum of 3 to 5 days. Go kits should be easily accessible and all family members should know where they are kept. Consider the following supplies when preparing go kits:

- Prescription and over-the-counter medications, glasses, and medical equipment; sunscreen; mosquito repellent
- Copies of important documents (i.e. medical and insurance information, birth certificates, bank account records, etc.)
- Cash, including small denominations and coins
- Complete change of clothing, including a long-sleeved shirt, long pants, and sturdy shoes; hat
- Sleeping bag or warm blanket
- Personal hygiene items, diapers
- Sewing kit and safety pins
- Can opener
- Disposable gloves, disinfectant, alcohol gel

People with special health needs, activity limitations or disabilities may require more careful planning and more time for evacuating their home. The time to start planning is now. You, your family, and your caregivers are in the best position to plan for your safety during and after an emergency or disaster situation. Your kits should include your individual needs such as medications, insulin, hearing-aid or wheelchair batteries, oxygen, etc., as well as the items listed above.



Every pet owner should make a **Pet Emergency Plan** for their pet.

Recommendations from the Maui Humane Society:

- Determine the safest place in your home, away from windows and breakables.
- Make prior arrangements with someone who may live in a safer area.
- Keep your pet's vaccinations up to date and keep the records handy.
- Make sure your pet has an ID tag.

If you need to evacuate from your home, don't leave pets behind! Prepare go kits for your pets, too.

- Water, pet food, and bowls
- Harness and leash (Note: harnesses are recommended for safety and security)
- Two-week supply of any medicine your pet requires
- Copy of pet's medical records
- Crate or carrier (one for each pet) plus paper liner. The carrier should be large enough for your pet to stand up and turn around. Your pet should be familiar with the carrier ahead of time.
- For dogs: Long leash and yard stake
- For cats: Disposable litter trays (e.g. aluminum roasting pans) plus cat litter
- Liquid soap and disinfectant
- Disposable garbage bags
- Latex or non-latex gloves
- Pet first-aid kit and book
- Recent photos of your pets or proof of ownership
- Manual can opener
- Blanket (for scooping up a fearful pet)
- Familiar toys, blankets, treats



DISASTER PREPAREDNESS FOR VISITORS

If disaster strikes when you are traveling, preparation before departure could be what keeps you safe and gets you home.

1. BE INFORMED

Know which weather disasters are common to your destination. Know your destination's vulnerability to natural disasters (hurricanes, storm surges, earthquakes, flooding, wild fires, etc.) and be alert.

Enable emergency alerts on your cell phone. Most cell carriers can issue alerts as you travel through areas you are visiting.

Stay informed regarding local weather conditions when planning outdoor activities such as hiking and camping. Flash flooding is common in Hawaii and the most dangerous of all local hazards, because it can happen without notice, even if it's not currently raining where you are.

Have a map and familiarize yourself with the area of destination. Do not rely on cell phones or computers as your only navigation source.

Familiarize yourself with emergency plans at the place you are staying as soon as you arrive. Evacuation routes out of the building should be posted inside the door of your unit. Check with the management regarding any disaster preparedness plans for the property.

Tsunami evacuation maps are posted in a Disaster Preparedness Guide, toward the front of Maui phonebooks. If you are staying in a tsunami inundation zone, talk to hotel management about your location and the nearest evacuation routes.

2. MAKE A PLAN

Let family and friends know your itinerary and how to reach you.

Develop a communications plan with your traveling group. Make sure everyone has the cell phone numbers of the others in your group. Designate an out-of-area person to contact in case your group is separated during an emergency and unable to place local calls.

If cell phone, Internet and telephone communications are disrupted, texting often works when voice calls don't,

3. BUILD A KIT

Treat your carry-on case as a go-kit while you stay at your accommodations. Keep a change of clothing and comfortable shoes, portable water and food, important medications, child care items, hygiene items, a small flashlight, travel documents, etc., so that you have your essentials should you need to evacuate.



DURING A DISASTER

Once you are sheltered in a safe location, remain there and stay informed via Maui County Maka'ala emergency notifications and local media. Do not leave your shelter location unless directed to do so.

If you were required to evacuate your residence, do not return home until Maui officials announce that it is safe to return.

If necessary, text. Don't talk on the phone. Keep phone access available to emergency responders.

Remain off the roadways to allow emergency vehicles free access.

In a localized emergency, stay away from the scene and personal risk. Resist the temptation to be an onlooker as you may jeopardize emergency workers' response and possibly their lives.

AFTER A DISASTER

Returning Home

Minimize non-emergency travel. Your presence could interfere with continuing rescue, response or other emergency operations. You may also be at risk from residual hazards.

Roads may be flooded for days. Don't cross flooded areas in your car or on foot, because there may be unseen damage to the infrastructure.

Exercise caution in all areas that have been impacted by a disaster. Hazardous debris, downed power lines, and damaged homes and buildings may pose a danger.

"What if my house was damaged?"

- Stay out of buildings surrounded by water. Flooding often undermines foundations, potentially causing the structure to weaken or collapse.
- Use caution before you re-enter your damaged home.
- If you repair your home, be sure you are healthy and able to perform the activities safely. Wear an appropriate respirator, eye protection and gloves, stay hydrated, and take frequent breaks.
- If food and beverage containers with screw-caps, snap lids, crimped caps (soda bottles), twist caps, flip tops, or home canned foods have come in contact with flood water that may be contaminated, discard them. Do not eat or drink anything that may have been in contact with flood water.

Post-Disaster Assessments & Inspections

After a disaster there may be many assessment and inspection teams in affected areas. The teams are there to help and each one has a purpose. Official assessors and inspectors should be able to show you a form of identification. Volunteers may not have official badges, but should be wearing items that identify their agency.

- **County Employees, Volunteers & National Guard** - Initial assessments are conducted by the County, which may bring in volunteer or National Guard support to supplement their employees. These initial teams look for damage, conduct wellness checks, and may inspect for safety of structures and electrical systems.
- **Volunteer Organizations** - Non-governmental agencies like the American Red Cross conduct their own damage assessments and may send in case workers to canvas neighborhoods and determine how best to serve the affected community.
- **Joint Preliminary Damage Assessment Teams** - If the initial assessments by the County show significant, widespread damage, joint teams made up of Federal and State emergency management staff will survey areas. Surveys conducted by these teams are used to support a State request for supplemental Federal assistance in the form of financial grants or low-interest loans to eligible households and businesses.

“What should I do if an assessor or inspector seems suspicious?”

- **Do not give out financial information.** Assessment teams may ask you about your insurance coverage but will not ask for your social security number or bank account information.
- **Do not sign over insurance settlement checks.**
 - * Volunteers with rebuilding and recovery efforts will not ask for money to do work.
 - * If someone is asking for money to rebuild your damaged home or business, verify that they are a contractor licensed with the State.
- **Call your local emergency management agency.** MEMA can verify who is working in the area officially.

