



Village of South Barrington Office of Emergency Management

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Inside this issue:

- South Barrington Community Alert
- Medical Corps
- Emergency Facility
- Cooperation between agencies
- Special Needs Survey
- Volunteers

Dear Resident of South Barrington:

This packet is being delivered to you to keep you informed of the Village's efforts to provide health and safety plans in the event of a natural or man-made disaster.

Work has been underway for several years to create our Emergency Management Agency.

To be prepared for such disasters as tornadoes, hazardous material spills, terrorism or biological pandemics, we are incorporating education, training, equipment, facilities and staffing.

Should you require more detailed information, please contact me at the Village Hall.
Mayor Frank J. Munao, Jr.

Highlights of Plan

Education

Our Police Department and required Officials are up-to-date on the educational requirements under the National Incident Management System.

Cook County Compliant

We are certified by the Cook County Emergency Management Agency as compliant within our Emergency Operations Plan.

Emergency Notification

A Community Alert System is in place for residents who choose to participate. All residents & businesses can be notified in minutes by phone, cell, or email. This will be for authorized emergency use only.

Information about the community

alert system and available options is enclosed. A test of the system will be made shortly. To participate, register with the form or at ...

www.southbarrington.org.

Pharmaceutical Site

We have, under an agreement, acquired a facility within the village for mass distribution of pharmaceuticals in the event of a pandemic.

Volunteer Medical Corps

We have created and organized 26 doctors & nurses, all Village residents, under Dr. Arvind Goyal as Director and Dr. Hemel Nayak as Deputy Director.

Emergency Operations Center

When the Village Hall expansion plan goes forward, it will include an Emergency Operations Center.

This center will also serve as a training room when needed.

Special Needs

A form is attached, or can be obtained from the Village Hall, for residents having special needs during a disaster. This form is voluntary, but extremely helpful for providing special needs assistance with emergency notification, rescue, transportation or care.

Prevent, Prepare, Respond, Recover

A brochure provided by Cook County should be read and implemented in your own safety plans.

Remember the four rules for all of us is to **prevent, prepare, respond, and recover** for all events during emergencies.

Emergency Management Operations

Village, County, State, Federal Cooperation

Mutual aid agreements are in place within multiple jurisdictions for police, fire, equipment, manpower and/or other resources.

We are all interdependent on shared resources which begin with municipalities, move up to County, then State, and finally to a Federal level.

The first line of operations lie with our own local municipalities and require every one's efforts to mitigate the effects of a disaster.

Future Needs and Volunteers

Our main effort now is in completing the details of the pharmaceutical distribution facility.

This is a huge endeavor and requires many volunteers to staff, prepare and activate the facility.

It is estimated that there will be a 24 hour period to get things up and running during which time the volunteers and their families will

receive the necessary medications to maintain a working volunteer base.

Contact the Village Hall for a list of volunteer positions that will need to be appointed.

Please carefully consider if you can participate in this critical program. We would be happy to meet with anyone considering this.

And More....

We must also provide locations for mass care in the event that homes for residents may become uninhabitable.

Mass care facilities are two-fold: One for temporary care and no injuries such as a gymnasium; and another for those in need of some low-level medical care

where limited medical services are available.

Hospital care is for those in need of high-level care and will not be used for preventive care as in pharmaceutical distribution.

Long-term care is more difficult for our Village and is likely to be in the form of having an inventory



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**Village of South
Barrington**

www.southbarrington.org

**Register your
emergency notification
information at
www.southbarrington.org**

Click on this icon on webpage



list of those facilities available for reference.

The distribution of interoperable communication equipment that links municipalities, County, and State is near with common equipment soon to be distributed to all local governmental agencies.

I hope providing you this information is useful and informative. I am always available to sit down and discuss this topic with individuals, groups, or homeowner associations, so please feel free to contact me. *Mayor Frank J. Munao, Jr.*

Frequently Asked Questions—Community Alert System

What is *Community Alert System*?

The *Community Alert System* allows the Village to create and rapidly disseminate time-sensitive messages to every telephone number stored in the notification database. The Village can send thousands of messages in minutes. Only authorized Village officials are allowed to activate the system.

What types of messages will be sent using the service?

Any message regarding the safety or welfare of our community.

Is my telephone number included in the notification database?

For residents and businesses, one main phone number is initially stored based upon published phone listings. Individuals with “unlisted” phone numbers need to add their phone number to the database through the South Barrington website. You may request to have additional contact information (up to two additional phone numbers and two email addresses) which can also be added from the website www.southbarrington.org and click on the “[Sign Up Now](#)” icon.

What precautions are being taken to protect personal information?

The Community Alert System is provided through *Connect CTY*. They take security and privacy concerns very seriously and do not sell, trade, lease or loan any data about Village residents to any third party. The system utilizes multiple physical and virtual layers of firewalls to maintain data security and only utilizes secure transmissions with its customers. Data is hosted in state-of-the-art facilities which require

photo identification, thumb-print recognition, keyed access, and are continuously staffed with security personnel. All data is encrypted prior to being placed on tape for offsite storage. Security audits are performed annually by an independent external security firm.

Will there be a way to positively identify incoming calls which are made by the Village using the system?

The caller-ID number for calls generated by the *Community Alert System* will be the same as the Village Hall phone number: In addition, every message will begin with the same standard announcement:



“Hello, this is _____ calling with an important message from the Village of South Barrington.”

The message content will follow this standard introduction.

If I have provided more than one phone number, when will they be called?

Should a situation arise that requires us to contact you at multiple phone numbers, we can activate the system to place a simultaneous call to all of your numbers. In most cases, we will be sending calls only to one phone number.

My primary phone or my second listing is a cell phone with a non-local area code. Will this service call numbers outside the area?

Yes. The area code does not impact whether or not a call is made.

How does the system respond to busy signals or no-answer situations?

For busy signals, the call will be repeated several times in an attempt to reach you. The same is true for No-answer and Call-waiting. If the phone is answered by a message recorder, the message will be left on the answering device. If, after several attempts the call does not successfully go through, the system will stop attempting to call.

I was not able to listen to the entire call. Is there a way to repeat the message?

Yes, at the end of the message, simply press the star (*) key on your telephone to have it repeated in its entirety. This will not work on messages left on your answering machine.

I answer the phone but the “Hello” message repeats. It then hangs up, calls back, and the same thing happens again. How can I hear the entire message?

Repeating or looping of messages happens when the system detects excessive noise in the background. This can be caused by loud radio/television volumes, people talking, or busy traffic noise. When you receive the next call, say “hello” once and turn down the volume of your radio/television or press the mute button on your telephone to allow full message delivery.

More questions?

Contact the South Barrington Village Hall at 847-381-7510.



Emergency Preparedness for Residents with Special Needs

If you have special needs, know someone, or are caring for someone with special needs, it is a good idea to think about preparing for emergencies or disasters well in advance.

Examples—

- Mobility issues
- Hearing loss
- Speech difficulty
- Memory loss
- Oxygen
- Dialysis
- Special medications

What do we mean by special needs? Do you need a wheelchair, walker, or a special bed? Do you require special medication? How about oxygen, tube feeding, dialysis, or other life sustaining equipment? If you have to evacuate your home, will you need transportation? Think about what your special needs will be should you become involved in a disaster. Or, do you take care of someone with special needs?

Disasters can be tornadoes, floods, chemical accidents, acts of terrorism, or other catastrophes. Here are some of the problems they can cause you:

- Require that you or the person you care for vacate your home or living quarters.
- Prevent you from obtaining the water food, and medication you need.
- Prevent you from obtaining the electrical power you require for dialysis or oxygen.
- Interfere with other home health care you may require.

You do not need to be in a state of turmoil if disaster strikes. The following are some actions you can take now to ensure that you are better prepared should the need arise:

Register with the Village of South Barrington Office of Emergency Management by completing the Special Needs Registry form.

Pre-identifying those with special needs will help us plan to serve you better during an emergency or disaster.

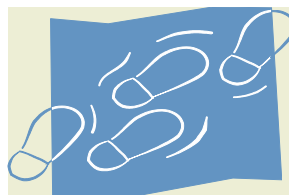
Make sure you explain your special needs clearly when registering, since dialysis, respirators, etc. may require very special

accommodations. If your special need requires that you go to a hospital, consult your physician about the need for a signed letter from him/her authorizing pre-admission. When you arrive at the hospital, staff will contact your physician for admission authorization.

Don't Delay — Register Today!

To obtain additional Special Needs Registry forms:

- Call the Village of South Barrington Office of Emergency Management at 847-381-7510, or
- Visit our website www.southbarrington.org, click "Special Needs Registry Form."



Take steps to prepare.....