



Arizona Medical Equipment & Supply LLC  
[www.azmeds.net](http://www.azmeds.net)

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## ***Guide to Emergency Preparedness***

**AMES is not an Emergency Medical, Transportation or Evacuation Service.**  
**If you have a Medical Emergency, please call 911**

**Disasters strike anytime and anywhere. It can be a hurricane, tropical storm, tornado, flood, fire, an act of nature or an act of terrorism. It can strike suddenly, without warning or build over days or weeks.**

### **Emergency Plan**

Our approach to Emergency Planning includes threats from Wildfire or other weather related emergencies, as well as man-made or technological emergencies such as hazardous chemical spills and acts of terrorism.

### **Emergency Back-Up Oxygen**

- All new oxygen patients are offered an Emergency Back-Up Oxygen System when started on service with AMES.
- During a natural disaster watch, AMES may initiate a call to all its oxygen patients and deliver Emergency Back-Up Oxygen to patients requesting a back-up system. This plan is put in place if the possibility of losing power for an extended period of time is high due to the natural disaster.
- Patients need to plan ahead and should have sufficient back-up oxygen to last thrice the amount of time it takes to and from their place of residence to AMES facility.

### **Customer / Patient Emergency Planning (Please visit [www.azmeds.net](http://www.azmeds.net) for Emergency Preparedness)**

In a major disaster, emergency workers may not be able to reach everyone right away, and in some cases it may take 3 or more days for help to arrive. What would you do if you had no electricity, no gas, no water and no telephone service? Having a plan for you and your family will help ensure your safety and comfort during these difficult times.

AMES encourages its customers / patients to have their own Emergency Plan. This plan should be in place throughout the year. Emergency Management officials suggest having sufficient food, water, medicine and other necessary supplies to last at least three (3) days. Family and friends can take part in formulating your emergency plan.

Remember, the best way to make you, your family and home safer is to be prepared before a disaster happens.

### **Evacuation Orders**

If you live in a mobile home or evacuation zone and have been given orders to evacuate, please do so immediately. When evacuating, please take all your necessary medical equipment, oxygen, nebulizer machine, medications and supplies with you and call AMES at 623-266-7255 or at 928-771-9228 to let us know where you are evacuating to so we may continue providing service to you after a storm or emergency has passed. We will not be able to assist you without you calling us to let us know where you will be temporarily staying before, during and after an emergency / disaster.

### **Special Needs Medical Shelters**

At present, Coconino County <http://www.coconino.az.gov/> offers Emergency Shelter (928) 645-3105. Red Cross Grand Canyon Chapter may offer shelters during emergencies. Please check with them directly by calling 602-336-6660 or online at <http://www.arizonaredcross.org/>. These shelters should be used as a place of **last refuge** as they do not provide the same level of care that you're accustomed to at home.

### **Public Shelters**

Public shelters should be used only as a **last resort** if you have nowhere else to go. It is better to stay with family, friends, or in commercial lodging out of the evacuation area. Public shelters have no privacy, bedding, limited food and water. Public shelters will not accept individuals who require continued medical assistance, use electrical dependent medical equipment.

### **Deliveries**

**Natural Disaster:** During a Natural Disaster Watch, AMES will continue making deliveries. Once a Natural Disaster warning is issued, AMES will only make essential deliveries up to a point where technicians can safely deliver beyond which all deliveries will be discontinued and our technicians will be called off the roads. AMES will only resume deliveries once watches and warnings have been discontinued and it is safe to operate in the region. Please keep in mind that it maybe difficult getting to you after a storm due to downed trees, power lines and impassable roads.

### **Generator Safety Tips**

Generators can be useful during a power outage. **But they need to be used appropriately!!**



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### Using a generator incorrectly can be deadly...

Please follow these safety tips:

- Always read the owners manual and instructions for your particular generator – Do Not Cut Corners
- Operate a generator outside of your home in a well ventilated area, away from windows, doors and openings.
- Never connect a portable generator to the main electrical panel in your home.
- Do not refuel a generator while it's running or still hot. Spilled fuel on a hot engine part may ignite.
- Use appropriate grade indoor / outdoor three prong extension cords.
- Never overload the generator.
- **Do not** operate a generator on the balcony of a multi-unit building such as an apartment or condominium.
- **Do not** operate a generator inside a shed or garage.
- Install a carbon monoxide "CO" detector in your home.

### Oxygen Concentrator and Portable Generator Tips

**During a Natural Disaster:** Use your concentrator until the power goes out. You should then switch to using your emergency back-up oxygen until the Natural Disaster has passed.

**After a Natural Disaster:** You may connect your concentrator to a portable generator as follows:

- Concentrator needs to remain inside the home.
- Generator needs to be outside the home following the Generator Safety Tips listed above.
- Make sure the power switch to the concentrator is turned off.
- Connect a heavy duty indoor / outdoor extension cord from the generator to the concentrator.
- Start the generator and then turn on your concentrator.
- Never refuel or start a generator while wearing / using oxygen.

### Disaster Kit and Supplies (Please visit [www.azmeds.net](http://www.azmeds.net) for Emergency Preparedness)

- Portable radio or digital TV with extra batteries
- Lanterns and flashlights with extra batteries (do not use candles)
- First Aid kit
- Water (at least 1 gallon per person, per day for at least 3 days)
- Non perishable foods for at least 3 days
- Prescription and Non-Prescription medication (2 week supply)
- Manual can opener
- Fire extinguisher
- Sun screen
- Mosquito repellent
- Cooler for Ice and Food storage
- Duct tape for repairs (not to tape windows)
- Toiletries and personal hygiene items
- Cash (ATM's will not work)
- Books, Magazines and Board games
- Disposable plates, drinking glasses and utensils
- Extra pair of reading glasses and hearing aid batteries

### AMES's Phone System

AMES has the capability of forwarding calls to a third party Answering Service that it uses routinely for all after service hours.

### Public Announcements

If it becomes necessary during a declared disaster, AMES may reach out to you via phone, mail or internet as it relates to the company and your medical services.

### Additional Resource Information

Arizona Division of Emergency Management – <http://www.dem.azdema.gov/>

Federal Emergency Management – [www.fema.gov](http://www.fema.gov)

American Red Cross – [www.redcross.org](http://www.redcross.org)

Arizona Emergency Information Network- <http://www.azein.gov/azein/default.aspx>

Coconino County - [http://www.coconino.az.gov/resourcedirectory/service.asp?S\\_ID=315](http://www.coconino.az.gov/resourcedirectory/service.asp?S_ID=315)