

# ECHO Q&A

## *Emergency and Community Health Outreach*



### **Questions & Sample Answers / ECHO-TV “Community Strength and Preparedness” (Recording Show: Tuesday, May 24/ 2-7 pm @ TPT)**

#### ***1) What does ‘Community Strength & Preparedness’ mean?***

- Being ready for any crisis
- Keeping ourselves and our families safe during a crisis
- Being familiar with resources available to us
- Using our strengths and knowledge to help others and keep our community strong

Examples:

- Fire
- Flood
- Bridge Collapse
- Earthquake
- Nuclear/Radiation
- Public Health (H1N1 outbreak)

#### ***2. What were the conditions like in your home country when you may have had to face similar challenges?***

*(Ask for specific examples or host offer examples depending on the guest...)*

#### ***3. What have you learned from those experiences and how have they made you stronger?***

#### ***4. Who or what helped you deal with these hard times?***

*(Let’s talk about how we can prepare ourselves and our families for future hard times.)*

#### ***5. How can families prepare for the types of disasters we mentioned?***

- Gather emergency supplies and extra food and water.
- Develop a family disaster plan.
- Know how to stay informed.

**6. In a crisis, how can a person find out what to do to protect their family?**

- Listen to the radio and television for current information and instructions.
- Check ECHO website or ECHO phone for information in your language.
- Trust your local officials, including police and health workers, to tell you how to be safe.
- Check with other emergency organizations such as the Red Cross.

**7. How can families be prepared in case something happens when people are at work or in school?**

- Sit down and talk with your family about the types of emergencies that can happen.
- Plan what to do in each case, including designating meeting places.
- Practice the plan
- Create a list of important family information and share it with all family members.

**8. What should family members do if they need to evacuate?**

- Meet at one of two places you have identified in your plan: either the one right outside your home in case of a fire, or the one outside your neighborhood in case you cannot return home.
- Call a relative or friend who lives out of the area who you have asked to be your family's contact person. Tell this person where you are.

**9. How can you help keep your community safe before a crisis ever happens?**

- Do simple things like keeping pavements clear during icy weather and checking on neighbors.
- Get training so you can work with emergency services in your community.

**10. If a crisis does happen, what are some important things to remember?**

- Don't put yourself at risk.
- Keep yourself in good health, and meet yours and your family's basic needs first.
- Calm others' fears and help them get the help they need.

**11. How can we make sure everyone in the community knows about a problem and where they can get help?**

- Get to know your neighbors, and talk with your friends and other neighbors to make sure that someone will check on those who need help.
- Provide simple, accurate information to community members and repeat it as often as needed.
- Tell others about ECHO and other resources where they can get help.

**12. How might dealing with a crisis situation in the U.S. be different than what someone is used to in his native country?**

- There are many specialized resources available
- Many organizations are here to help and are trained to help (e.g. Red Cross)
- Emergency/crisis workers have specific training and are ready to mobilize

**13. What can a person do to keep him or herself healthy and mentally strong?**

- Keep active with regular exercise and a healthy diet.
- Talk regularly with someone you trust.
- Avoid tobacco and the misuse of alcohol or other drugs.
- Get adequate sleep.

- Help others as best you can.

***14. What are some skills you can learn to help yourself?***

- Understand the basics of emergency response.
- Know the resources in the community.
- Learn about psychological first aid, which is:
  - Helping victims cope after a disaster or crisis
  - Making them feel:
    - Safe
    - Calm
    - Connected to others
    - Self-sufficient or empowered
    - Hopeful

***15. By preparing for a crisis, are we inviting one to happen?***

- In many cases we can't stop the crisis from happening, so our best chance of dealing with it is to be prepared.
- We are better equipped to help our families and community.
- If we're prepared and never have to put our plan into action, nothing is lost.