

PREPaRE

***PARTNERS IN
PEDIATRIC
READINESS,
EMERGENCY
PREPAREDNESS,
AND RESPONSE
EDUCATION***

Companion Toolkit

The PREPaRE training's most relevant resources
for families of **children with complex needs** and first responders
Version dated 9.9.22

Overall Objective: Partner families of children with complex needs with first responders to understand and practice together, to gain skills in effective and efficient communication during an emergency situation.

Welcome! This toolkit is a companion resource to the [PREPaRE training videos](#) with practical guidance and tools to improve emergency preparedness and response between families of children with complex needs and first responders. We recognize families as equal in the emergency workforce working to keep children with complex needs safe and healthy.

All resources listed below are either directly useful to families of children with complex needs and/or first responders. AND, both workforces can share resources with each other to collaborate and co-learn, to best prepare for emergencies and to better communicate together during an emergency situation.

The PREPaRE Training and Companion Toolkit were co-developed with cross-sector key partners serving Pennsylvania: [Drexel University](#) and [St. Christopher's Hospital for Children](#), [Emergency Medical Services for Children \(EMSC\)](#), [The Parent Education & Advocacy Leadership \(PEAL\) Center](#) (family-led organization), [Hispanos Unidos para Niños Excepcionales \(HUNE\), Inc.](#) [Hispanics United for Exceptional Children] (family-led organization), with technical support from the [Boston University Center for Innovation in Social Work and Health](#). See **KEY PARTNER** label in outline below for contact info.

What did you like most about PREPaRE?

*"Having information from both EMS and families.
Resources were great!"*

*"Loved the collaboration between
different roles and perspectives."*

~PREPaRE Training Participants

A FEW TECHNICAL NOTES

- ❖ *While there are many resources with new ones being developed regularly, we found those selected below to be particularly useful for our audiences.*
- ❖ *People may have left their organization if their email no longer works. Try finding a general email or another employee's email on the organization's website.*
- ❖ *Links change all the time, so some may be broken.*
- ❖ *If you find a broken link or non-working email, or have any questions whatsoever, please contact Renee Turchi rmt@drexel.edu (215) 740-2658 (cell)*
- ❖ *We will in any case update the PREPaRE toolkit annually*

En Español

➤ **EXPLORE MORE: Comprehensive Online Resources**

The toolkit below provides very practical resources within each training area - relevant in working with children with complex needs specifically - that you can pick up and use and share.

If you are looking to learn more, we've got you covered right here:

- [EMSC Innovation and Improvement Center Be Ready Toolkit: Tips for Families of Children and Youth with Disabilities & Medical Needs / Consejos para estar preparados para las familias de niños y jóvenes con discapacidades y necesidades médicas](#) (video and infographic series; *available in seven languages besides English*)
- Centers for Disease Control and Prevention (CDC): [Children and Youth with Special Healthcare Needs in Emergencies / Los niños y jóvenes con necesidades especiales de atención médica durante emergencias](#)
- FEMA: [The Ready Campaign – Individuals with Disabilities / La Campaña de Ready - Personas con discapacidades @ Ready.gov](#) (not specific to children, but excellent)
 - [Make a Plan](#) suite of resources - *available in Spanish and 9 other languages*
 - **We Prepare Everyday** Video Series (open caption, interpreter; *English only*): [Intro](#), [Be Informed](#), [Make A Plan](#), [Build a Kit](#)
 - Ready PA – [PA Emergency Preparedness Guide / GUÍA DE PREPARACIÓN PARA EMERGENCIAS DE PENNSYLVANIA](#) (includes special needs)
- [EMSC Improvement and Innovation Center \(EIIC\) → “special needs” search term](#) EMS tools & resources targeted to families, first responders, and/or other stakeholders
 - [En Español](#): search “special needs Spanish”

En Español

Recursos en la Ciudad de Filadelfia (City of Philadelphia):

- [Seguridad y preparación para emergencias](#)
(para español mire a su pantalla hacia la parte arriba a la derecha y oprima la palabra “Translate” y busque y oprima la palabra Spanish. Este proceso tradujera la página.)
- [Notifique a los despachadores de 911 sobre las necesidades de discapacidad en su hogar](#)
- [Para alarmas de fuego gratuito en Filadelfia, llame al 311 o puede llenar un formulario yendo](#)

En Español

Look for **^this tag^**

for Spanish resources on this page and in other spots in the toolkit, to use or share.

Key partner HUNE is also developing short informational videos in Spanish for families of children with complex needs.

**Para recibir ayuda en español, por favor
contacte HUNE:**

215-425-6203 contactus@huneinc.org

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Questions? Broken Links?

CONTACT: Renee Turchi, MD, MPH rmt28@drexel.edu (215) 740-2658 (cell)

Tip for Using the Toolkit

When you see the spinning top, that means it's a TOP TOOL OR RESOURCE that we recommend you check out even if you don't have time to read through everything!



INTRODUCTION: PREPaRE Training for Families of CCN* and First Responders

Session Title, Speakers & Slides	Key Information/Tools/Resources
<p>INTRODUCTION – Bringing together families of CCN and first responders to learn from each other</p> <p>Session Lead(s): Renee Turchi, MD, MPH</p> <p>Slides 1 – 11</p>	<p><i>Introduction</i></p> <ul style="list-style-type: none"> • One-pager describing the larger project and statewide partners who co-designed PREPaRE • Journal Article: The Disaster Information Needs of Families of Children with Special Healthcare Needs: A Scoping Review. Health Secur. 2018 <i>Co-authors: Renee Turchi, Esther Chernak.</i> • KEY PARTNER: Renee Turchi, Drexel University and St. Christopher's Hospital for Children

*NOTE: CCN = children with complex needs (medical, behavioral, social)

MODULE 1: Reciprocal Communication – Families of CCN and First Responders

Objectives:

- 1.) Describe and engage the training, structure, and education of EMS and first responders for children with complex needs (CCN).
- 2.) Foster mutual understanding through sharing of lived experience by families and by first responders.
- 3.) Understand how to build trust in emergency settings for CCN by understanding expectations and assumptions from both sides.


MODULE 1: Reciprocal Communication – Families and First Responders

Session Title, Speakers, & Slides	Key Information/Tools/Resources
<p>Overview of EMS Services, EMSC, & Family-Led Organizations</p> <p>Lead(s): Duane Spencer, EMSC Kelly King, PEAL Center</p>	<p><i>Overview of First Responder & Family Service Organizations</i></p> <ul style="list-style-type: none"> • KEY PARTNER: Pennsylvania EMS for Children (EMSC) Program home page <ul style="list-style-type: none"> ○ PA EMSC's mission is to ensure that all children and adolescents, no matter where they live, attend school, or travel, receive appropriate care in a health emergency. ○ Contact: (717) 795-0740 or pehsc@pehsc.org ○ Pediatric Emergency Care Coordinators (PECCs) make up 20% of all EMS first responders in PA (200 PECCs total) through 13 Regional EMS Councils

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MODULE 1: Reciprocal Communication – Families and First Responders	
Session Title, Speakers, & Slides	Key Information/Tools/Resources
<p>William Del Toro Vargas, HUNE</p> <p>SLIDES 12 - 27</p>	<ul style="list-style-type: none"> • KEY PARTNER: The Parent Education & Advocacy Leadership (PEAL) Center <ul style="list-style-type: none"> ○ The PEAL Center provides resources, one-on-one assistance, and training to families of Children and Youth with Special Health Care Needs (CYSHCN) and the professionals who serve them. ○ Contact: 866-950-1040 or info@pealcenter.org • KEY PARTNER: Hispanos Unidos para Niños Excepcionales (HUNE), Inc. [Hispanics United for Exceptional Children] <ul style="list-style-type: none"> ○ HUNE provides free bilingual (English and Spanish) programs, supports, and services on all aspects of special education. ○ Contact: 215-425-6203 or contactus@huneinc.org <p><i>Partnering for Impact</i></p> <ul style="list-style-type: none"> • PA EMSC Family Advisory Network aims to get the viewpoint of parents involved in all aspects of pediatric emergency medical care. • Family Engagement in Systems Assessment Tool (FESAT) - Family Voices - Health care entities, in collaboration with their family and family-led organizational partners, can use the FESAT to: assess how well they engage families in systems-level initiatives, improve efforts over time toward meaningful family engagement, and/or guide the design of systems-level initiatives to ensure family engagement.
<p>What’s Your Story: Caregivers of CCN & First Responders Sharing Experiences</p> <p>Lead(s): Kelly King, PEAL Center Duane Spencer, EMSC</p> <p>Slides 28 - 31</p>	<p><i>What’s Your Story?</i></p> <ul style="list-style-type: none"> • PREPaRE TRAINING VIDEO: Family Emergency Response Real Stories [8:09 minutes] • PREPaRE TRAINING VIDEO: First Responder Real Story [2:07 minutes] • <i>Related Resource:</i> CDC → Caring for Children in Disasters → Real Stories – Special Needs <p><i>PREPaRE’s statewide needs assessment surveys - key highlights:</i></p> <ul style="list-style-type: none"> • Family Needs Assessment Survey Results • Pediatric Emergency Care Coordinators Needs Assessment Survey Results
<p>Building Trust in Emergencies</p> <p>Lead(s): Kelly King, PEAL Center Duane Spencer, EMSC</p> <p>SLIDES 32 - 38</p>	<p><i>Simulations between first responders and families of children with complex needs (real people – not actors!):</i></p> <ul style="list-style-type: none"> • PREPaRE TRAINING SIMULATION VIDEO: Needs Work [2:38 minutes] <ul style="list-style-type: none"> ○ <u>Discussion:</u> <i>Where did you see touchpoints for recovery?</i> • PREPaRE TRIANING SIMULATION VIDEO: Worked Well [4:17 minutes] <ul style="list-style-type: none"> ○ <u>Discussion:</u> <ul style="list-style-type: none"> ▪ <i>How were the family and first responder able to shift their communication?</i> ▪ <i>How did this help shift the sense of trust and partnership for everyone involved?</i> ▪ <i>What other steps can/have you taken to establish trust among families, their child, and first responders?</i> 

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Questions? Broken Links?


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MODULE 1: Reciprocal Communication – Families and First Responders	
Session Title, Speakers, & Slides	Key Information/Tools/Resources
<p>Optimizing Communication</p> <p>Lead(s): Luz Hernandez, HUNE Kelly King, PEAL Center</p> <p>SLIDES 39 - 52</p>	<p><i>Language resources for emergency response</i>  En Español</p> <ul style="list-style-type: none"> • I Speak...Language Identification Guide booklet by DHS Law Enforcement (available at EIIC website) • Language translation websites and apps: Google Translate; iTranslate; Translate Voice; Microsoft Translator <p>IMPORTANT NOTE: <i>Automated translators are limited in their accuracy and must be used carefully; we do NOT endorse any of the following, but include them to consider only in the absence of live person translation.</i></p> <p><i>Language resources for emergency response (cont'd)</i> </p> <ul style="list-style-type: none"> • Ensuring Language Access and Effective Communication During Response and Recovery: A Checklist for Emergency Responders - United States Department of Health and Human Services • Guidance for Integrating Culturally Diverse Communities into Planning for and Responding to Emergencies: A Toolkit - U.S. Department of Health and Human Services' Office of Minority Health <p><i>Health literacy</i> - What is Health Literacy? - CDC</p> <p><i>Alternative forms of communication</i> </p> <ul style="list-style-type: none"> • Complex Communication Needs and Safety – very practical tools for families to use to help first responders and others to understanding the particular communication needs of their child. Also see: Emergency Preparation for Augmentative and Alternative Communication • The Hospital Communication Book – guide to communication and communication symbols applicable to first responders/families • Free Downloadable Communication Boards: <ul style="list-style-type: none"> ○ EMS Symbol Board – Widget Health (includes Spanish) ○ EMSC Kansas Communication Tool <p><i>Art of listening</i> - DIVE tool</p> <p><i>Culture of disability</i></p> <ul style="list-style-type: none"> • Don't be scared to talk about disabilities. Here's what to know and what to say – NPR Feb 2022 • Tips for Providing Services for Individuals Living with Functional and Access Needs - Alabama Disability and Health Program • Disability, Health Equity, and COVID-19 – from NICHM Oct 2021; overview of population of people with disabilities, overall health disparities, and needs that have been exacerbated due to COVID-19 <p><i>Special populations – deaf/hard of hearing, autism</i></p> <ul style="list-style-type: none"> • Tips Sheet: Communicating with Deaf Individuals

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MODULE 1: Reciprocal Communication – Families and First Responders	
Session Title, Speakers, & Slides	Key Information/Tools/Resources
	<ul style="list-style-type: none"> • EMS1 – 24 ASL signs all first responders should know • Autism Information for Law Enforcement and Other First Responders – Autism Society <p><i>Effective communication in difficult situations</i></p> <ul style="list-style-type: none"> • Hidden Disabilities: Communication Tips for First Responders (Captioned) - Anchorage Police Department, The Governor's Council on Disabilities and Special Education, University of Alaska Anchorage Center for Human Development and LEND, and the Alaska Health and Disability Program <p><i>Respectful communication with a child during treatment</i></p> <ul style="list-style-type: none"> • Autism Information for Paramedics and Emergency Room Staff - Autism Society <p><i>When things heat up</i></p> <ul style="list-style-type: none"> • Quick Guide to Verbal De-Escalation Tactics 
<p>Participant Skill-Building: Paired Role Plays in Breakouts</p> <p>Lead(s): ALL</p> <p>Slides 53 - 56</p>	<p><i>PREPaRE Role Play Exercise:</i> Outline & Instructions</p> <p><i>Skill-building quick references during role play:</i></p> <ul style="list-style-type: none"> • 10 Commandments of De-escalation • 10 Principles of Verbal De-escalation

Module 2: Medical Planning

Objectives:

- 1.) Develop an understanding of CCN and their unique needs.
- 2.) Understand the care planning and information sharing needs of CCN in disaster and emergency planning and how to best address them.
- 3.) Support the medical equipment, home nursing and technology supports needed for CCN in emergency and disaster planning.
- 4.) Describe the geography of PA and the opportunities and challenges for disaster and emergency planning for CCN.

MODULE 2: Medical Planning	
Session Title, Speakers, & Slides	Key Information/Tools/Resources
<p>INTRO & Brief Overview of Children with Complex Needs</p> <p>Lead(s): Renee Turchi</p> <p>SLIDES 57 - 66</p>	<p><i>Overview of Children with Complex Medical Needs</i></p> <ul style="list-style-type: none"> • Journal article: Inequities in Healthcare Needs for Children with Medical Complexity. <i>Health Affairs</i>, 2014. • Journal Article: The Disaster Information Needs of Families of Children with Special Healthcare Needs: A Scoping Review. <i>Health Secur.</i> 2018 <i>Co-authors: Renee Turchi, Esther Chernak.</i>

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MODULE 2: Medical Planning	
Session Title, Speakers, & Slides	Key Information/Tools/Resources
<p>Emergency Care Planning & Integrating Care</p> <p>Lead(s): Renee Turchi</p> <p>SLIDES 66 - 72</p>	<p><i>KEY RESOURCES/TOOLS:</i></p> <ul style="list-style-type: none"> • PREPaRE TRAINING VIDEO: Intro to Disaster Preparedness Toolkit for Families with Children with Special Health Care Needs [9:41 minutes] with Esther Chernak, MD, PhD, Associate Professor, Director of the Center for Public Health Readiness and Communication, Drexel University • Disaster Preparedness Toolkit for Families with Children with Special Health Care Needs – Online & downloadable tools, including: <ul style="list-style-type: none"> ✓ Checklists for families of children with physical disabilities, intellectual or developmental disabilities, and/or hearing or vision loss. ✓ An emergency evacuation FAQ, local resource guide, and checklist for pediatric medical practices. • Personas con discapacidades - Ready.gov Haga un plan; Prepare un kit • Care mapping example: “A picture paints a thousand words: Care maps help families identify what matters most” – Children’s Wisconsin • First Responder CSHCN Quick Reference Card – developed by EMSC New York
<p>Medical Equipment, Technology & Power Outages</p> <p>Lead(s): Renee Turchi</p> <p>SLIDES 73 – 76</p>	<p><i>KEY RESOURCES/TOOLS:</i></p> <ul style="list-style-type: none"> • Evacuating a child w/ physical disabilities checklist (see page 2) - Disaster Preparedness Toolkit for Families with CSHCN • Emergency Power Planning for People Who Use Electricity and Battery Dependent Assistive Technology and Medical Devices – by June Isaacson Kailes, Disability Policy Consultant • ShakeOut: Guía de preparación para personas con discapacidades y con necesidades funcionales y de acceso (AFN) (Guide to Preparing for People with Disabilities and Access and Functional Needs (AFN))
<p>Geography in PA: Opportunities</p> <p>Lead(s): Renee Turchi</p> <p>SLIDES 77 - 83</p>	<p><i>Rural County Challenges and Opportunities for Improvement</i></p> <ul style="list-style-type: none"> • PA Rural Counties Map – Center for Rural Pennsylvania • Ensuring Equity in Disaster Preparedness, Response, and Recovery <p>Video of testimony presented to the House Committee on Homeland Security on Oct. 27, 2021. Discusses disaster-related disparities and inequities in tribal, minority, underserved, and rural communities, and offers recommendations for improvement. Includes links for transcripts.</p> <p><i>KEY TOOLS: Local Resources</i></p> <ul style="list-style-type: none"> • Smart911 – Plan Ahead for Any Emergency – locate local resources • Local Resource Guide (Microsoft Word download) – from the Disaster Preparedness Toolkit for Families with Children with Special Health Care Needs

En Español

En Español



Module 3: Training on Resources (Toolkit Review)

Objectives:

- 1.) Discuss a companion toolkit for CCN in disaster and emergency planning that is user-friendly, sustainable and maintained.


PREPaRE Training Companion Toolkit

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- 2.) Discuss Emergency Information Forms and their critical role for both families and first responders during an emergency situation.
- 3.) Understand the unique role of “Go bags”, DME, and fire safety for CCN and their families.
- 4.) Describe shelter in place and evacuation planning for CCN and share resources.

MODULE 3: Training on Resources

Session Title, Speakers, & Slides	Key Information/Tools/Resources
<p>Toolkit Overview & Emergency Information Forms (EIFs)</p> <p>Lead(s): Renee Turchi</p> <p>SLIDES 84 – 87</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-top: 10px;">En Español</div>	<p><i>Toolkit Overview</i></p> <ul style="list-style-type: none"> • PREPaRE Companion Toolkit (this document) • NO WRONG DOOR: Reach out to PEAL, HUNE, or EMSC about *anything* for *anyone* (see Introduction section above for contact information) <p><i>KEY TOOL:</i></p> <ul style="list-style-type: none"> • Emergency Information Form for Families of CSHCN – Seattle Children’s Hospital and Washington State Department of Health; includes critical information about how to work with your child in an emergency for families to complete with your primary care physician AND for first responders to ask for upon arrival. <ul style="list-style-type: none"> ○ How Important is an Emergency Information Form for a Medically Complex Child? A Simulation Study Tells All! • Planeando para emergencias de salud: un kit para familias de niños con necesidades de salud especiales (Planning for Health Emergencies: A kit for families of children with special health needs) – includes how to use the Emergency Information Form, but the form is NOT in Spanish, so use this form: <ul style="list-style-type: none"> ○ Formulario para Emergencias Para Personas con Necesidades Especiales (Emergency Information Form for People with Special Needs) •  Blue Button symbol indicates a site can let customers download health records • FAMILY PARTICIPANT TIP: ALSO keep an electronic copy of ALL emergency forms you’re your phone; in the “Cloud”
<p>Go Bags & Red Cross Fire Safety</p> <p>Lead(s): Renee Turchi</p> <p>SLIDES 88 – 93</p>	<p><i>KEY TOOL: Go Bags</i></p> <ul style="list-style-type: none"> • Go-bag guide for people with disabilities of all ages – co-developed by California Foundation for Independent Living Centers, Disability Disaster Access & Resources, American Red Cross • Listo: Personas con discapacidades – Prepare un Kit – Ready.gov (Ready: People with Disabilities - Prepare a Kit) • FAMILY PARTICIPANT TIP: Vagus nerve stimulation (VNS) magnet activation for seizures: a critical review – describes evidence-based benefits of using an on-demand VNS magnet at time of seizure to curtail it. <p><i>KEY RESOURCE: PA Red Cross Fire Safety</i></p> <ul style="list-style-type: none"> • PREPaRE TRAINING VIDEO: PA Red Cross Fire Safety: Free Resources [6:06 minutes] with Guy J. Triano, Regional Chief Executive Officer at American Red Cross Southeastern Pennsylvania Region




En Español

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MODULE 3: Training on Resources	
Session Title, Speakers, & Slides	Key Information/Tools/Resources
<div style="border: 1px solid black; padding: 5px; display: inline-block; background-color: #000080; color: white; font-weight: bold;">En Español</div>	<ul style="list-style-type: none"> ○ Call your local chapter for: free lithium battery fire alarms/installation, free shaker bed alarm, and more! • American Red Cross – Home Fire Safety Checklist / Cruz Roja Americana – Lista para verificar la seguridad durante un incendio domestico • American Red Cross – Home Fire Escape Plan/Plan para evacuar de la casa en caso de incendio • American Red Cross – How to Prevent a Home Fire
<p>Evacuation & Shelter in Place Planning</p> <p>Lead(s): Renee Turchi</p> <p>SLIDES 94 – 99</p>	<p><i>KEY TOOLS: Evacuation Planning</i></p> <ul style="list-style-type: none"> • My Family’s Emergency Evacuation Plan – For children with special needs, by Drexel University Dornsnife School of Public Health (content adapted from the American Red Cross and the Philadelphia Department of Health) • Plan familiar para casos de desastre – Cruz Roja Americana (Family Emergency Evacuation Plan – NOTE this is not specific to children with special needs) <div style="float: right; border: 1px solid black; padding: 2px; background-color: #000080; color: white; font-weight: bold;">En Español</div> • Wireless Emergency Alerts (WEA) / Alertas Inalámbricas de Emergencia (available in 4 other languages) <div style="float: right; border: 1px solid black; padding: 2px; background-color: #000080; color: white; font-weight: bold;">En Español</div> • Show Me – booklet and apps for emergency personnel Suite of tools designed to enhance communication between individuals with communication challenges and public health and emergency management personnel and volunteers during times of emergencies.  <p><i>KEY TOOLS: Sheltering in Place</i></p> <ul style="list-style-type: none"> • My Family’s Shelter-in-Place Plan – For children with special needs, by Drexel University Dornsnife School of Public Health (content adapted from the American Red Cross and the Philadelphia Department of Health) • Refugio Ready.gov (Shelter) – NOTE this is not specific to children with special needs; available in 11 languages <div style="float: right; border: 1px solid black; padding: 2px; background-color: #000080; color: white; font-weight: bold;">En Español</div> <p><i>KEY RESOURCES: Your Medical Home & STARS for Integrating EMS</i></p> <ul style="list-style-type: none"> • EPIC®: Pennsylvania Medical Home Program - On site technical assistance for medical home, care coordination and integration, NCQA support, transition and family engagement; run by the PA Chapter of the AAP. <i>Contact:</i> <ul style="list-style-type: none"> ○ EILEEN THOMPSON, RN, BSN, PROGRAM DIRECTOR ethompson@paaap.org ○ RENEE TURCHI, MD, MPH, FAAP, MEDICAL DIRECTOR renee.turchi@towerhealth.org • Checklist for Pediatric Medical Practices – from the Disaster Preparedness Toolkit for Families with Children with Special Health Care Needs • VIDEO from EMSC Improvement and Innovation Center: Disaster and Families of Children with Disabilities: What Every Health Care Provider Needs to Know • Integrating EMS into the care team: Special Needs Tracking and Awareness Response System (STARS); Improving Emergency Care For Pediatric Patients With Complex Medical Needs by Patricia E. Casey, EMTP; Steven Laffey, MD; Nicholas Salzman, EMTP Pediatrics (2020) 146 (1 MeetingAbstract): 548–550.

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CLOSING: Actionable Takeaways	
Session Title, Speakers, & Slides	Session Content
<p>Group Reflections, Action Planning, Wallet Card</p> <p>Lead(s): Renee Turchi</p> <p>Slides 100 - 104</p>	<p><i>Participant Reflection Questions:</i></p> <ul style="list-style-type: none"> • <i>What will you take away from today?</i> • <i>What is one thing you learned that you didn't expect?</i> • <i>What tools/resources would you want to include in a wallet carry card?</i> • <i>What are your priority action items?</i> <p><i>Actionable Takeaways:</i></p> <ul style="list-style-type: none"> • Develop an action plan with next steps you will take out of this training/toolkit to help improve outcomes for children with complex needs in emergency situations as a family member or first responder. • Make your own wallet card to have critical info/instructions on-hand during an emergency  ○ <u>Families:</u> <ul style="list-style-type: none"> ▪ Free Medical Alert Wallet Card – fill in info online & print it out ▪ Also available for purchase on Amazon ▪ TRAINING PARTICIPANT SUGGESTIONS: First responders suggested families include on a wallet card the Emergency Info Form: basic key medical information of child, medical history and major surgeries, meds and allergies, special needs that need to be accommodated (behavioral, tech, etc.). ○ <u>First Responders:</u> Pick from key training/toolkit info to include in your wallet card, to reference during an emergency with a child with complex needs and their family/caregiver. <ul style="list-style-type: none"> ▪ TO CONSIDER: First Responder CSHCN Quick Reference Card – developed by EMSC New York ▪ TRAINING PARTICIPANT SUGGESTIONS: Families suggested having a point person, meaning one first responder talking with the caregiver with every other first responder listening. It is quickly overwhelming to have many people involved, being asked all different questions, and perhaps some of the same questions repeatedly.

Who are the critical players needed to be effective in meeting emergency needs of children with complex needs?

“All members of the care team, EMS, as well as families/caregivers”

“Health providers, community members, social service members, educators”

“We are by sharing this information with others.”

~PREPaRE Training Participants