

What If...No Phone?

Communication is likely to be severely impacted in a major emergency. This would include land phone lines, cellular phones, radio, television and other means. Your emergency plans should take this into account. Identify alternate methods of communication.

Be Prepared

- **Keep a non-cordless phone in your home.** This is an old style analog phone (only plugs into the phone jack and requires no electricity--ask your phone company, to be sure). It is likely to work when power is out.
- **Keep extra chargers** or a solar charger for your cell phone.
- **Do not count on your cell phone.** If land lines are down, an increase in cell traffic can overload the Network. The disaster might also take out cell towers.
- **Make sure the dialysis clinic has your correct address and contact information.** If they cannot reach you, they may send a messenger to your door.
- **Put together a phone tree.** This is a group of telephone buddies who will call each other to make sure they are okay. You can also have neighbors, friends, or family to agree to check on you during a major event.
- **Identify someone long-distance as a backup contact number.** Local phone lines often go out before long-distance lines. Also, after a large regional event such as a hurricane or earthquake, long-distance phone numbers come back online first. Give your dialysis clinic that long-distance contact to call with information about the status of your treatment and other critical information.
- **Subscribe to an alert service.** The latest version of the FEMA app is available for free in the App Store for Apple devices and Google Play for Android devices. Users who already have the app downloaded on their device should download the latest update for the weather alerts feature to take effect. The new weather alerts feature in the FEMA app does not replace Wireless Emergency Alerts (WEA) function available on many new smartphones. WEAs have a special tone and vibration and are sent for emergencies such as extreme weather, AMBER alerts, or Presidential Alerts. To learn more about the FEMA app, visit: [The FEMA App: Helping Your Family Weather the Storm](#).



During an Emergency While There is Still Telephone Service



- **Stay off the phone** unless there is an absolute emergency.
- **Remember cellular phones and landlines are prone to system overload.** You must have other means of communication identified in addition to those phones.
- **Text messaging** uses less power and can usually get through when calls cannot.
- **Have family, friends, and neighbors check on you** during emergency events.
- **Listen** to your radio or TV for the latest information.

When Your Phone is Out

- **Know where the nearest pay phone is.** Be aware that in most states, pay phones are part of the emergency phone system and get a dial tone first.
- **The Red Cross offers an online registry during emergency events.** Concerned family and friends can search the list of those who have registered themselves as “safe and well” (<https://safeandwell.communityos.org/cms/index.php>).



For more information about how to prepare for an emergency, visit:

Red Cross: www.redcross.org

Ready.Gov: www.ready.gov

Family Survival Planning: www.family-survival-planning.com



For more information or to file a grievance, please contact

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