

U. S. Mission Kazakhstan

Emergency Preparedness Guide

U.S. Mission Kazakhstan Consular Section

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Emergency Preparedness

To those of us who live and work in Kazakhstan, earthquakes and other emergencies are a reality. In order to deal with this situation, emergency preparedness must become a way of life. In the event of a major earthquake or disaster, roads may be impassable, communications limited and emergency services unavailable. Therefore, everyone must know how to provide for their own needs for an extended period of time, whether at work, home, or on the road.

This guide was created to help you think about and prepare for earthquakes. Please do not wait to make a plan, practice and be prepared to implement the plan when the shaking starts.

Consular Section Contact Information

Embassy Astana Main Number:	8-7172-201-200
Embassy Astana Consular Phone Number	8-7172-702-403
Embassy Astana Consular Section Fax Number	8-7172 702-280
Embassy Astana Duty Officer	8-777-258-4879
Consulate General Almaty Main Number:	8-727-250- 250-76-12/17
Consulate General Almaty Consular Section Phone Number	8--727-250-4901
Consulate General Almaty Consular Section Fax Number	8-727-250-4884
Consulate General Almaty Duty Officer	8-727-222-1960 (after hours)
U.S. Mission Kazakhstan Consular Section General Mailbox	usakz@state.gov

Consular Section Hours of Operation

Embassy Astana 08:30-17:30 Monday-Friday

Consulate General 07:30-17:00 Monday-Friday

ACS hours:

Embassy Astana 10:00-12:00 Tuesdays and Fridays

Consulate General Almaty (07:30 AM to 17:00 PM. Mon-Fri)

ACS hours: 13:00-16:00 Monday, 14:00pm – 16:00pm Wednesday and Friday

Website: <http://kazakhstan.usembassy.gov>

U.S. State Department Website: <http://www.travel.state.gov>

Call 1-888-407-4747 (from overseas: 202-501-4444) for answers related to questions concerning the:

- Death or Injury of an U.S. citizen abroad
- Arrest/detention of an U.S. citizen abroad

- Victims of crime abroad
- American citizens missing abroad
- Abduction of a child abroad

Emergencies and Crises Abroad:

- Crisis Abroad Involving American citizens
- Crisis Preparedness for Americans abroad

Other Information:

- Get Help in a Foreign Country
- Help for American Victims of Crime Overseas
- Disaster Victims

Preparing for Earthquakes in Kazakhstan

What to do BEFORE an Earthquake

Have a Plan for Emergencies:

1. Ensure everyone knows how to:

DROP, COVER, HOLD ON!

2. Devise an **emergency communication plan** for re-uniting your family members after an earthquake **Agree on where to meet**. Everyone should understand that it might take days for everyone to come together as moving around will be difficult and dangerous and telephone lines will be out-of-order. Inform close friends, babysitters and household help of your plans

3. Be aware of your children's school emergency plans. Ensure the children understand the seriousness of the situation. Find out what your own organization/employer has planned.

4. Make special provisions for care of the elderly and/or disabled.

5. Identify resources in your neighborhood- are there doctors, nurses or engineers among your neighbors? Where will you find a temporary home or shelter? Where might you find water? Where is the nearest doctor, clinic or hospital?

6. Identify one person outside of Kazakhstan who will co-ordinate family contacts. Keep their information (name, address, email address and phone number) in a safe location with your important travel documents. Telephone and cell phone connections will be busy or unavailable.

Preparing your Home:

Identify the Following:

- the safest places in each room of the house
- the most dangerous places
- all exits
- utility shutoff valves
- emergency and first-aid kits

Check for hazards:

- fasten shelves securely to walls
- place large or heavy objects on lower shelves
- store breakable items in low, latched cabinets
- hang pictures and mirrors away from beds and couches
- brace overhead light fixtures
- repair defective wiring and gas connections
- have structural defects repaired
- store pesticides and flammable materials outside
- close curtains to prevent glass shattering into the room.
- have rope ladders on verandas for emergency escapes

Store under the Bed:

- A pair of slip-on shoes in a plastic bag, in case glass covers the floor
- A crowbar to help open jammed doors
- A flashlight

Have your Kits Packed:

- Go-Bag at hand
- Emergency Kits in a safe place
- Keep your **WITS** about you!!!

What to do DURING an Earthquake

DROP, COVER and HOLD ON!!

If indoors, stay inside:

If you find yourselves indoors, the most dangerous thing to do during the actual earthquake is to try to leave the building because objects, flower pots, bricks, wires, may fall on top of you . Instead, move just a few steps to a safe place in the room. Stay indoors until the shaking stops and you are sure it is safe to go outside.

- **Drop** under sturdy furniture such as a heavy table, or stand against an inside wall away from shattering glass or falling furniture.
- **Cover** your head with your arms to protect face and eyes
- **Hold on!!!!**
- **Stay away** from windows.
- If in bed, **stay** there and **protect** your head with a pillow.
- If in the kitchen move away from the refrigerator, stove and overhead cabinets. If possible turn off any appliances.

If outdoors:

- **Move** into the open, away from buildings, utility wires and anything that could fall on you.
- **Drop** to the ground.
- **Stay** there until the shaking stops.

If in a crowded store or other public place:

- **Do Not Rush** for exits.
- Move away from shelves containing objects that could fall.

If in a moving vehicle:

- If the roadsides are clear; **stop** quickly.
- If in a built-up area, **slow down** until you are away from buildings, trees, or utility wires.
- In both cases, **stay** in the car until the shaking stops.
- Once the shaking has stopped, **proceed** with caution, avoiding bridges and roads damaged by the quake.

What to do After an Earthquake

- **Check for injuries** and, if you know how, give first aid. Cover those who are seriously injured with blankets to prevent shock but do not attempt to move them unless they are in immediate danger from falling masonry, etc.
- **Remain calm and reassure others.**
- **Look FOR** help among people nearby and **Look TO** help others as best you can.
- **Turn on** the radio for information on what to do.
- **Do not drive.** Roads; damaged or blocked by debris, may be dangerous. If not, they should be kept clear for emergency services. Walk or use a bike if you have to go anywhere.
- **Beware of strong aftershocks.** Stay out of already weakened and damaged buildings.
- **Wear shoes** to protect your feet from broken glass and debris.
- **Turn off** gas, water and electricity supplies.
- **Do not touch** downed power lines or objects in contact with them.
- **Do not telephone** families and friends. It is unlikely that phones will work after an earthquake, but if they do, leave the lines free for the emergency services.
- **Be wary** of strange dogs and animals.
- **Be cautious** when opening all doors.
- **Check** for sewage and water line damage and if found, avoid using water from the tap.
- **Stay out of damaged buildings.**

Building Your Emergency Kits

Experts recommend that you have three emergency kits: at home, at your workplace and in your car. That way your chances of having access to at least one kit after an earthquake is much improved.

The kits should be kept in a safe place and easily accessible in an emergency. The main household kit should be stored in a convenient place and known by all family members. A safe place can be outside the house such as a detached garage or other building.

For the second kit, find out if your office can put a metal trunk on their premises. Then keep a smaller version in your car. Finally, you should have your Go-Bag handy; perhaps hidden near the front door of your house or in the trunk of your car.

Metal trunks make the best containers, but they should not be locked because the probability of having the key next to the trunk after an earthquake is low. Instead you can use zip-ties, ropes or luggage straps for pre-emergency security.

Tin trunks can be easily stored and hold many supplies. It is a good idea to put smaller items (particularly clothing, food and medications) into separate plastic bags and placed in a backpack(s). The backpacks are useful for carrying supplies if you have to move to a different location.

Everything should be stored in waterproof containers to keep out rain and moisture.

Once you have set-up your kit, you will need to re-think your family's needs on a yearly basis. Food, water, medicines, batteries, clothing (changes in sizes) will need to be replenished more often.

Emergency Kit Supplies

1. Water and Food
2. First Aid and Medical Supplies
3. Hygiene and Sanitation Materials
4. Shelter, Clothing and Bedding
5. Tools
6. Your **GO-BAG**

Personal Emergency Kit for your workplace

- Dry food- candy bars, dried fruits, jerky, cookies, crackers, etc.
- Drinks- water & juice
- Tennis shoes/walking shoes/hiking boots & extra socks
- Extra set of clothing
- First aid kit with routine medications (aspirin, acetaminophen, cough/cold tablets, allergy tablets, etc.)

- Extra prescription medication
- Flashlight/batteries/chemical light sticks
- Matches
- Small radio (battery-operated portable)
- Small and large plastic bags
- Toiletries/personal hygiene items
- Entertainment items
- Copies of important documents (only if you can insure that these will be safe in your office)

Automobile Emergency Kit

- Carrying bag
- Bottled water
- Nonperishable food
- Can opener
- Transistor radio and EXTRA batteries
- Flashlight and extra batteries
- Fire extinguisher
- First aid kit
- Heavy gloves
- Essential medication (if refrigeration is not required)
- Blankets, sleeping bag
- Sealable plastic bags
- Pre-moistened towelettes
- Small tool kit
- Matches, lighter
- Walking shoes and extra socks
- Change of clothes for all members in your family
- Jacket
- Cash

The Importance of Water

Water is the most important requirement for human survival; without food or shelter you can survive for some time but without water, dehydration will occur and death will follow.

For post-earthquake situations you need to ensure that you have a clean and safe source of water for everyone in your family for one week. This water will be used for drinking and cooking. Water for personal hygiene and washing clothes is less necessary.

Experts suggest that families should store outside of their houses a week's supply of water. This should be in a secure location.

One gallon or four liters of water, per person, per day

If you can, store more water as neighbors will want and need some too.

These supplies can be kept in individual bottles (bottled water in their boxes) or in one of the large, black tanks (put these on hard ground away from the house). Regardless of how it is stored, ensure the water is kept fresh and usable by replenishing at three-month intervals.

If the water is stored in tanks, has been left too long, or you have to use well or public supplied water after an earthquake, then there are a number of methods to improve the quality and reduce the chances of falling sick from water-borne diseases such as and cholera.

Disinfecting Water:

1. **Boiling:** Bring the water to a boil
2. **Lugols Iodine Liquid:** Add 4-5 drops per quart/liter of water. Wait 20 minutes before drinking.
3. **Iodine Tablets:** Add 1 tablet per quart/liter and wait 20 minutes before drinking .
4. **Bleach:** Add 4 drops per quart/liter. Wait 30 minutes before drinking.
5. **Solar Disinfection Process:** Fill a clean plastic bottle (quart/liter size) with clear water and place in the sun for 4-5 hours before drinking.
6. **Portable Water Purification Pump.**

Whichever you use, have many small plastic bottles or containers for storing the water once it has been treated.

Food Supplies

Every household should store sufficient food for a **minimum of one week's meals**.

Food should be stored in safe, dry, clean, and insect-proof containers. Select foods that are ready-to-eat and requires no refrigeration, water or cooking to prepare. Also, put in foods that your family will eat.

The stock should be checked regularly and changed approximately every 3 to 6 months.

Your Emergency Food Supplies should contain items from each of the following types of foodstuffs in order to ensure balanced, nutritious and tasty meals:

1. **Grains and cereals:** The mainstays here can be muesli, puffed rice and other instant breakfast cereals. Also, include crackers, granola bars and cookies.
2. **High energy foods:** Peanut butter, granola, honey, nuts, dried fruit and other trekking foods.
3. **Staples:** Salt, pepper, sugar, spices, etc.
4. **Dry and packet foods:** Instant soups, noodles, and puddings. (Limit these since they require water and preparation).
5. **Canned foods:** Canned foods are essential in any emergency kit. Vegetables, fruit, meat, fish, baked beans, soups, etc., will provide nourishment and can be eaten hot or cold. (Don't forget to pack a can opener with your supplies).
6. **Dairy products:** You can store both powdered and evaporated milk to use as supplements. Boxed milk has a limited shelf life but can be included in your kit. Don't forget if you have children on formula to include an ample supply in your emergency kit.
7. **Beverages:** Instant powdered coffees and teas (black, green or herbal) in bags can be kept in sealed storage jars or bags. Boxed juices are great for children.
8. **Children supplies:** Dried fruits, nuts, hard candies, and boxed juices will provide comfort to children in times of stress.
9. **For infants:** Ensure sufficient formula supplies and canned baby foods for babies and very young children- make sure that the water is clean when preparing.
10. **Eating supplies:** As well as food, store enough cooking supplies and utensils for the whole family. A manual can opener, sharp knife and serving utensils can be indispensable.

First Aid

Medical, Hygiene and Sanitation Materials

Your Medical/Hygiene Supplies should consist of four parts:

- First Aid Kit
- Medical Supplies
- Hygiene Materials
- Sanitation Materials

The First Aid Kit:

- First aid manual
- Adhesive bandages in assorted sizes
- Two and four inch sterile gauze pads
- Two and three inch roller bandages
- Elasticized, (Ace) bandage
- Triangular bandage (for a sling)
- Cotton wool/balls
- Antiseptic wipes
- Thermometer
- Medicine dropper
- Safety pins in assorted sizes
- Strong thread and sewing needles
- Disposable gloves
- Notebook and pen/pencil
- Blankets, polythene survival bag

If possible learn basic First Aid or brush up on your skills.

Know the acronym R.I.C.E. for strains and sprains,

Rest, Ice (or something that is cold), Compression, and Elevation

This is one thing that you can do for the injured.

Whatever else you do, DON'T PANIC.

Medical Supplies:

- Antiseptic cream or powder
- Petroleum jelly or other lubricant
- Prescription medicines required by family members (one month's supply, at least)
- Cold medicines
- Aspirin, ibuprofen or other pain relievers
- Anti-diarrheal medications
- Antacids and indigestion tablets
- Laxatives
- Spare glasses, contact lenses, dentures

Hygiene Materials:

- Sunscreen and cold cream
- Insect repellent
- Soap and wash cloth
- Shampoo and hairbrush
- Toothbrushes and toothpaste
- Toilet paper and moistened towelettes
- Baby diapers and diaper rash cream
- Feminine supplies
- Towels

Sanitation Materials:

- Detergents for dishes and clothes
- Dish towels
- Rubber gloves
- Paper towels
- Brush and dust pan
- Chlorine bleach/disinfectant
- Plastic garbage bags
- Small plastic bags
- Plastic bucket

Shelter, Clothing, and Bedding

The earthquake could strike at any time of year; day or night - there is no way to predict when. You have to be prepared for all eventualities, which means packing away a shelter to protect your family from the monsoons, and packing clothes to keep them warm in the winter and cool in the summer.

For shelter:

- One or more tents, sufficient for the whole family
- Strong tarpaulin sheets

For bedding:

- Camping pads
- Sleeping bags
- Blankets

For clothing:

- At least one complete change of clothing per person
- Raingear
- Sturdy, waterproof shoes
- Wool hats and gloves
- Thermal underwear
- Sunglasses and sunhats
- Umbrella(s)

Entertainment items:

- Games and cards
- Balls, skipping rope
- Books, paper, pens, coloring books
- Portable radio with extra batteries

Tools

Sadly, after an earthquake, we have to be prepared to dig our own way out. Rescue will take time and you need to be prepared as much as possible to help yourself.

Large items:

- Fire extinguisher, a-b-c type
- Shovel, pick and crowbar
- Nylon rope
- Heavy duty work gloves
- Good goggles
- Dust masks

Small items:

- Strong, sturdy torch/flashlight
- Portable radio with extra batteries
- Whistle
- Map of the area and compass
- A small tool kit (wrench, pliers, hammer and strong tape)
- Candles and matches (in a waterproof container)
- Signal flare
- Paper, pencil, pens

All of these supplies are useless unless you are able to get to them. Make sure every household member knows where they are stored and how to use them.

The "Go-Bag"

When the earthquake strikes, you will have to be ready. As the ground starts shaking, houses crumble around you, electricity lines spark, the telephones (cell and landlines) stop working, the kids are yelling and your neighbor's gas canister blows up - it's time to grab your Go-Bag and get to a safe place.

This important item should be kept close to you: under your bed, in the trunk of the car or near the front door of your house. After the shaking stops and you can safely leave the building; have your bag in a place that is easily accessible.

In your Go-Bag you should have photocopies of important documents, including:

- Passports and visas

- Birth and marriage certificates
- Wills and insurance policies
- Bank and credit card information
- An inventory of household goods
- Recent passport-sized photos of all household members (2" x 2"), to aid in identification
- Some cash (Kazakhstani tenge and dollars)
- A map of the city
- Emergency contact numbers of your family and friends
- Include a copy of this manual

Emergency Plans for Pets

After an earthquake, you should be more concerned with your own and your family's safety before taking care of your pets. Storing extra food and water for pets is a good idea. Keep pets in a secure place after an earthquake. **IMPORTANT NOTE: If you are evacuated, PETS will not be allowed to go with you on evacuation flights.** You should make arrangements ahead of time, so that your pets will be taken care of when you are away. It may be a long time until you see your pets again. Remember also that pets will be very stressed and may exhibit abnormal behavior (biting, growling, or hiding).

Animal Emergency Kit

- Two-week supply of food (dry & canned)
- Two-week supply of water in plastic gallon jugs with secure lids
- Cage/carrier (one for each animal, labeled with your contact information)
- Cat/wildlife gloves - to help protect you when handling stressed animals
- Copies of veterinary records and proof of ownership
- Emergency contact list
- Familiar items to make pets feel comfortable (favorite toys, treats, blankets)
- First aid kit for your pets
- Instructions for the care of your pet
- Diet: record the diet for each individual animal, including what not to feed in case of allergies.

- Medications: list each animal separately, including dose and frequency for each medication. Provide veterinary and pharmacy contact information for refills.

- Leash and collar or harness (for each animal)
- Litter pan, litter scoop
- Muzzles (dog or cat)
- Newspaper (bedding, litter)
- No-spill food and water dishes
- Paper towels
- Spoon and can opener (for canned food)
- Stakes and tie-outs
- Trash bags

What to Do After A Disaster with Your Pets

- Survey the area inside and outside your home to identify sharp objects, dangerous materials, dangerous wildlife, contaminated water, downed power lines, or other hazards.
- Examine your animals closely, and contact your veterinarian if you observe injuries or signs of illness.
- Familiar scents and landmarks may have changed which can confuse your animals. Release cats, dogs, and other small animals indoors only. They could encounter dangerous Wildlife and debris if they are allowed outside unsupervised and unrestrained.
- Release birds and reptiles only if necessary and only when they are calm and in an enclosed room.
- Reintroduce food in small servings, gradually working up to full portions if animals have been without food for a prolonged period of time.
- Allow uninterrupted rest/sleep for all animals to recover from the trauma and stress.
- Post waterproof lost animal notices and notify your neighbors of any lost animals.

Evacuation Fact Sheet

In the event of a major natural disaster U.S. Mission Kazakhstan may organize evacuations to help U.S citizens leave Kazakhstan. Before this happens, there are some important facts about evacuations you should know. The best strategy is to carefully read these points and prepare ahead of time.

- You must have a valid U.S. passport, legal permanent resident 10 ("Green Card"), or valid U.S. visa.
- Authorized and ordered departure status of an Embassy signals that the U.S. Government is concerned for the safety of its employees. You should consider this a signal for private U.S. citizens to leave.

- U.S. citizens who plan to leave "if things get worse" should consider that commercial flights - which are cheaper, more comfortable, and more flexible than evacuation flights - may not be available during a crisis.
- There are no guarantees that an evacuation can be safely executed.
- U.S. Government evacuations are not free. The U.S. Government can organize evacuations, but each evacuated person will be required to pay his/her own way. Everyone should have in their emergency travel kits three completed copies of DS-3072 evacuation/repatriation form <http://www.state.gov/documents/organization/80109.pdf>. It will speed things up at the embarkation point if you have this form filled out in triplicate prior to departure.
- During a crisis, the Consular Section can be quickly overwhelmed with incoming calls. Please tell your relatives and friends not to call the Consular Section for updates on the local situation or evacuation plans. All calls in the U.S. should be directed to the Overseas Citizen Services (OCS) call center: 1-888-407-4747 in the U.S., 317- 472-2328 from outside the US. The call center will have the most up-to-date information.
- If you are evacuated, you will only be allowed one suitcase (which you must be able to carry) and one small carry-on. A one-month supply of any necessary medications should be packed in the carry-on bag. Unfortunately, pets are not allowed on evacuation flights. This is another reason to consider leaving on your own before a situation deteriorates to the point at which an evacuation becomes necessary.
- During an evacuation, the U.S. Embassy boards all U.S. citizens. Usually, minor U.S. citizens will travel with U.S. citizen parents. An unaccompanied U.S. citizen minor who cannot travel alone because of age or physical or mental incapacity may be accompanied by one non-citizen escort (two or more U.S. citizen minors in the same family may also be accompanied by only one non-citizen escort). Any non-citizen escort must have proper documentation (including Power of Attorney permission from child's Parents, giving him/her permission to take the child) and a visa. If the chosen escort cannot meet these requirements, the family must select another eligible escort, have the child remain in the country of residence, or make arrangements for the child and escort to travel to a nearby safe haven.
- Immediate non-U.S. citizen family members of an adult U.S. citizen with a visa for either the United States or the interim stopping point may be boarded (depending on space availability). "Bona fide alien family member" includes a family member who lives with the adult (over 21 years old) U.S. citizen and is related through blood, marriage, adoption, or other legal family relationship. This category does not include household servants.
- Private U.S. citizens and other evacuated on USG-chartered or U.S. military aircraft are expected to pay for their passage. The cost is based on the most recent standard full-rate commercial fare between the starting and ending point of the flight. All evacuees will be asked to sign a promissory note (DS-3072 evacuation/repatriation form) for repayment of the cost to the USG. Evacuees will be billed later.

Rally Points for American Citizens

We have assembled a list of host government Rally/Contact points around Almaty that are closest to the U.S. Consulate General. In the event of an emergency you should send a representative from your household or community to communicate with a warden at the nearest Rally/Contact point at 12 o'clock noon each day. These Rally/Contact points will be where information will be posted regarding possible evacuations, general welfare of US citizens, and other relevant updates.

Rally Point	Address
Secondary School №131	Samal 2
Secondary School №35	59 Dostyk Ave.
Secondary School №163	289 Furmanov St.
Almaty Institute of Professional Development	50 Kabilov St.
Secondary School №52	1 Pushkin St.
Palace of School children	114 Dostyk Ave.
Kazakh National Agricultural University	8 Abay St.
Secondary School #30	226 Dostyk Ave.
Secondary School #56	138 Furmanov St.
Secondary School #48	310 Dostyk Ave.

A complete list of the rally points for Almaty city, Almaty Oblast, and cities in Eastern Kazakhstan Oblast, Zhambyl Oblast, and Southern Kazakhstan Oblast can be found on the Ministry of Emergency Situations Website (in Russian) at the following link:

http://www.emer.gov.kz/index.php?option=com_content&view=article&id=10129%3A2011-10-21-10-46-15&catid=68%3A2011-07-19-06-28-29&Itemid=262&lang=ru.

As there is currently no information about rally points for residents in Astana and cities located in oblasts not listed above, in the event of an emergency, U.S. citizens should follow the instructions of local city authorities and/or the U.S. Embassy about where to gather.

Coping with Disaster

Any disaster, no matter how big or small, will have an effect on you and your wellbeing. Initially after a disaster you are busy caring for your immediate needs but as the shock wears off and you focus on rebuilding and preparing for the future, you and family members may start to exhibit responses directly related to the disaster.

It is a good idea to be aware of these responses for all family members so that you can acknowledge the feelings and stress of the situation and address them.

Children and Disasters

Children, of course, will be upset and exhibit many different types of exaggerated emotions following a disaster. These reactions are normal and will probably not last long.

Problems you may see in children:

- Excessive fear of darkness, separation or being alone
- Clinging to parents, fear of strangers
- Worry
- Increase in immature behaviors
- Not wanting to go to school
- Changes in eating/sleeping behaviors
- Increase in aggressive behavior or shyness
- Bed-wetting or thumb-sucking
- Persistent nightmares
- Headaches or other physical complaints

Some things that can help your child:

- Talk with your child about their feelings and share your feelings about the disaster.
- Talk about what happened and give your child information so that he/she can understand the disaster.
- Reassure your child that they are safe and that you are together. You may need to repeat this multiple time to offer reassurance.
- Hold and touch your child often.
- Spend extra time with your child at bedtime.
- Allow your child to mourn or grieve over the lost toy, a lost blanket or a lost home.
- If you feel your child is having problems at school, talk to his/her teacher so you can work together to help your child.

Adults and Disasters

After a disaster you will be busy dealing with the immediate aftermath of the event. As this shock starts to wear off you or your loved ones may/will experience normal reactions as a result of the disaster. Usually, these feelings will not last long and it is common to feel resentful and disappointed. These feelings can last for weeks or months and sometimes do not materialize until many weeks or even months after the disaster.

Common reactions include:

- Sadness
- Fatigue
- Headaches or nausea
- Irritability/anger
- Loss of appetite
- Hyperactivity
- Sleeplessness
- Lack of concentration
- Nightmares
- Increase in alcohol or drug consumption

Most victims of a disaster will experience at least one of these reactions. Acknowledging your emotions is the first step in feeling better and feeling normal.

Some things that can help you, your family and friends include:

- Talking about your experience and being able to open up about the disaster with others will help.
- Take time away from the disaster and do something that makes you feel good.
- Be attentive to your health. Maintain a healthy diet and get adequate sleep.
- Prepare for possible future emergencies which will help to lessen the feelings of helplessness.
- Rebuild personal relationships. Make quality time for all family members to talk, have fun and just be together. Create couple alone time.

If you feel that your emotions: stress, depression, anxiety, or physical problems are continuing to have a negative effect on your life, you may wish to contact a mental health provider. Just remember that you are not alone in your thoughts and feelings and that help is available.

Where to Find Additional Information

Earthquakes:

Federal Emergency Management Agency (FEMA):

<http://www.fema.gov/hazard/earthquake/index.shtm>

U.S. Geological Survey Website on Earthquakes:

<http://earthquake.usgs.gov/>

Emergency Preparedness:

American Red Cross: <http://www.redcross.org/>

Centers for Disease Control (CDC):

<http://www.bt.cdc.gov/disasters/earthquakes/index.asp>

Federal Emergency Management Agency (FEMA):

<http://www.ready.gov>

Ministry of Emergency Situations of the Republic of Kazakhstan (Russian and Kazakh):

<http://dchs-almaty.kz/>

Pet Emergency Preparedness:

ASPCA:

<http://www.asPCA.org/pet-care/disaster-preparedness/>

Federal Emergency Management Agency (FEMA):

http://www.ready.Gov/sites/default/files/documents/files/PrinterFriendly_Pets.pdf

Humane Society of the United States:

http://www.humanesociety.org/issues/animal_rescue/tips/pets-disaster.html

Resources for Children:

Federal Emergency Management Agency (FEMA):

<http://www.fema.gov/kids/quake.htm>

U.S. Citizen Services:

General Travel Information for U.S. Citizens:

www.travel.state.gov

On-Line Registration for U.S. Citizens:

<https://step.state.gov/step/>