



Easy  
Read

# Advice to help disabled people, carers and Deaf people to get ready for emergencies



# Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



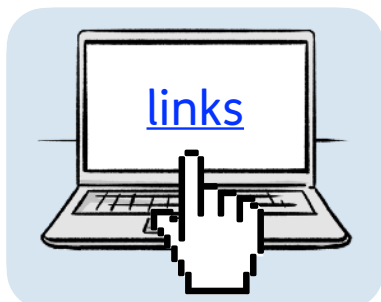
This Easy Read booklet uses easier words and pictures. You may like to have someone with you when you look at this booklet.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer and a mobile phone.

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# About this booklet



Some disabled people may need help to be safe in an emergency.



This is information for disabled people and their carers.



We are going to tell you some things you can do now that will help you in an emergency.

# Where to get help from



You can find lots of helpful information for disabled people and their carers on the government's website:

<https://www.gov.uk/browse/disabilities>

The government's Prepare website has more information about preparing for emergencies.

<https://www.prepare.campaign.gov.uk/>

On this website, you can:



- Find out if you can get help with money.



- See if you can get equipment to help you live your life.

# Telling people you might need help



Letting people know how they can help you in an emergency is important.



Talk to your friends, family, neighbours and other people you trust about help you may need in an emergency.

# Help from organisations

You can sign up to **priority service registers**, which will let organisations know that you may need more help in an emergency. These organisations include your:



- Local council.



- Water company.



- Gas and electricity company.



If you do not know who your gas and electricity companies are, you can find out on this website:

<https://www.ofgem.gov.uk/find-your-energy-supplier>



If you move home, please tell these organisations your new address as soon as possible.

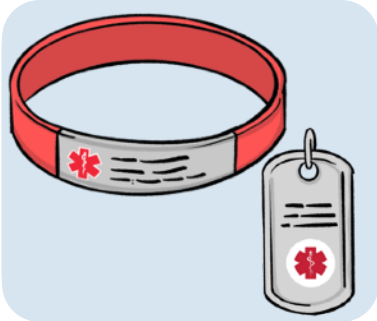


For more information please visit this website:

<https://www.thepsr.co.uk>



# Support equipment

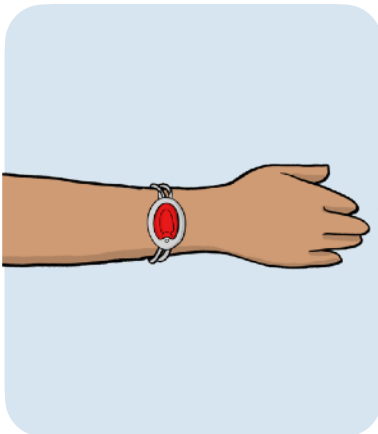


You should wear **medical tags** or bracelets.

**Medical tags** are items you wear, like jewellery, that have important health information written on them.



Add your health information to electronic items like your phone or tablet. This is sometimes called a Medical ID.



If you use a **telecare device** or other personal alarm device, remember these may not work without electricity or internet.

**Telecare devices** are personal alarms that alert people that you are in danger.



Ask someone you trust to check on you if they have not heard from you in an emergency.

# Help at work



Speak to your workplace about how they can help you.



The person in charge of a building must legally make sure staff know how to exit the building in an emergency.



Talk to this person about a **Personal Emergency Evacuation Plan**.



A **Personal Emergency Evacuation Plan** is a plan agreed with you and your workplace. It sets out what support you need to leave a building in an emergency.

# Making a personal plan



A personal plan has information about your day to day needs and what might help you might need in an emergency.



You should keep your personal plan somewhere that is easy to find. Tell your friends, family and carers where to find it.



People who support you and the emergency services will find this information useful in an emergency.

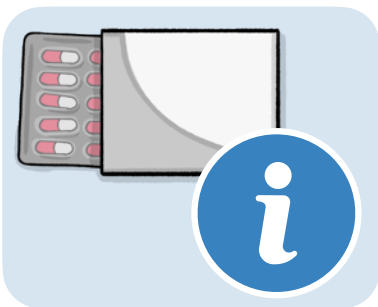
Your personal plan should have information, like:



- Phone numbers and addresses of people who need to know if you have been in an emergency.



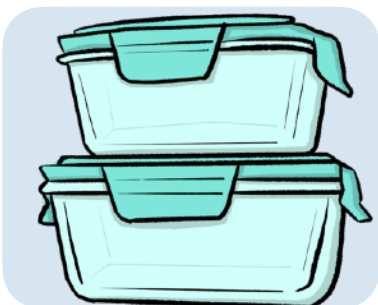
- Details of medication that you take and where it is kept.



- Details of any medical treatment you are having.

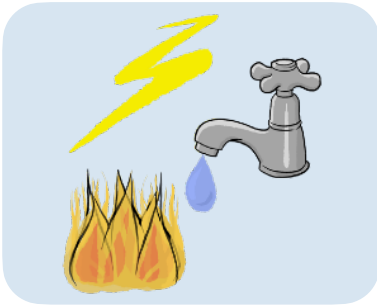


- You should also make sure you have enough medication to last you a few days



- Try to keep your medication in a waterproof box, like a food container.

Your personal plan should also have information like:



- Instructions about where and how to switch off your gas, electricity and water.



CarersUK have written a guide to help people who care for disabled people to make a plan. You can find the guide on this website:

<https://www.carersuk.org/help-and-advice/practical-support/getting-help-in-an-emergency>

## Fire Safety



Some older adults or disabled people may be more at risk of having fires in their home.



FireEngland have written advice for people who care for disabled people which you can find on this website:

<https://www.fireengland.uk/fire-safety/fire-safety-carers>

# What to do if your electricity stops working



If you use any **special equipment**, that needs electricity, you must plan how you will use it in an emergency.

**Special equipment** is things like:



- Electric wheelchairs.



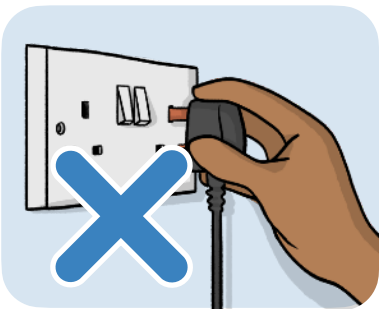
- Stairlifts.



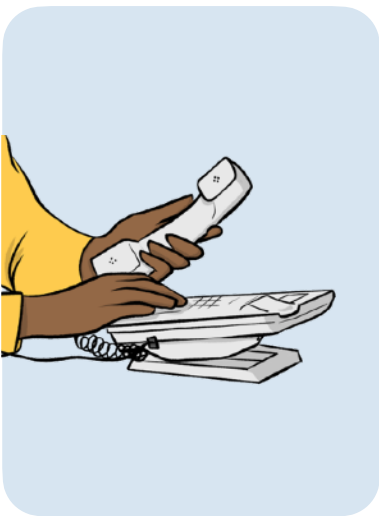
- Oxygen machines.



If you have any other important equipment you must plan how you will use it in an emergency.



You must understand how your equipment works and what to do if your electricity stops working.



If the only way for you to make an emergency call is from a **landline phone**, talk to your phone provider about whether your phone will work without electricity.

A **landline phone** is a phone that stays in one place. It usually has a wire that connects it to the wall.



If your landline phone will not work without electricity, your phone company may give you a free battery pack that will give 1 hour of charge for your landline phone. This would mean you can call the emergency services.



If you have a mobile phone, keep it with you at all times in case you need to make an emergency call.



You could give somebody you trust a spare key so that they can get into your home in an emergency.



# Organisations that can help people with intellectual and cognitive impairments and conditions



People with **intellectual and cognitive impairments and conditions** find it hard to learn or understand new information.

People with disabilities who have intellectual and cognitive impairments and conditions can get information and support from organisations like:



- Mencap, which is a UK charity for people with a learning disability.

This website gives helpful information about services that can help:

<https://www.mencap.org.uk/advice-and-support>

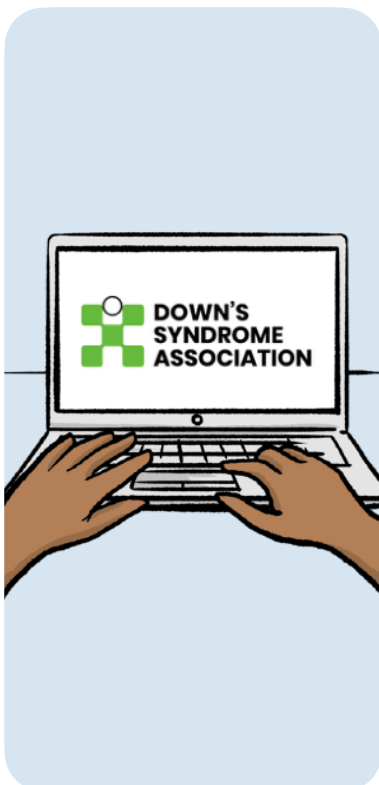


- The National **Autistic** Society, which is a UK charity that helps autistic people and their families.

**Autistic** people have a condition that can affect their communication, being with other people, or how they think and feel about things.

You can find their website here:

<https://www.autism.org.uk>



- The Down's Syndrome Association, which helps people who have Down's syndrome.

**Down's Syndrome** is a health condition that some people are born with that can affect how the brain and body develops.

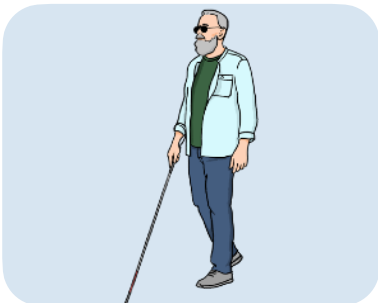
You can find their website here:

<https://www.downs-syndrome.org.uk/about-dsa/who-we-are/what-we-do>

# Sensory and communication impairments and conditions



**Sensory and communication impairments** can affect how we touch, hear, taste or smell things and how we talk and listen to other people.

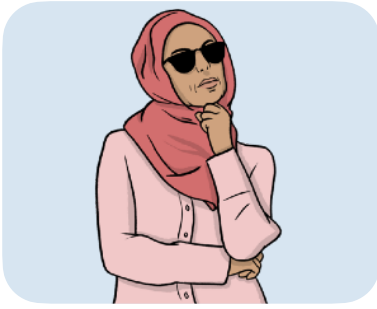


Sensory and communications are conditions like:

- Being blind or partially sighted.



- Being Deaf or Hard of Hearing.



If you have a sensory or communication impairment, think about how you will find out about an emergency.



Ask your friends, family, neighbours, people who care for you, or someone you trust to tell you that there is an emergency.

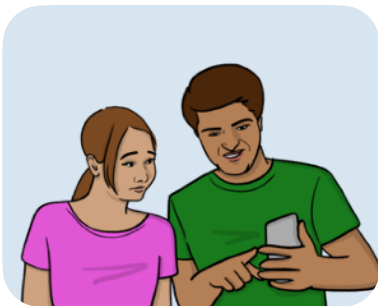


If you have a mobile phone, keep it with you in case you need to make an emergency call.

Try to carry information with you about your health and how to communicate with you, so that people know how to help you in an emergency. This could be:



- Written information on paper or card.



- Information on your mobile phone.



The UK Government has an **Emergency Alerts Service**. This is a service where the government sends an emergency message to technology devices to tell the public there is a danger.



You can find out more about this on the government's website here:

<https://www.gov.uk/alerts>

# Blind or partially sighted people



The NHS has information to help people who are blind, or partially sighted.

This includes information about:



- Organisations that can help you.



- How to tell organisations and services that you are blind or partially sighted.



- Help that you may be able to get.



It also has information about:

- Changes you can make to your home to help you live better.



This information can be found on this website:

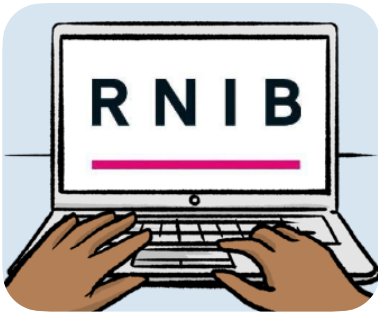
<https://www.nhs.uk/conditions/vision-loss>



You can tell your local council that you are blind, sight impaired or partially sighted. This can help you get support.



Keep mobility aids like a long cane in an easy place to find in an emergency.



The Royal National Institute of Blind People has a list of services and organisations that can help, that you can see on this website:

<https://www.rnib.org.uk/sightline-directory>



# People with difficulty communicating verbally



**Communicating verbally** is how people speak with words to talk to each other.



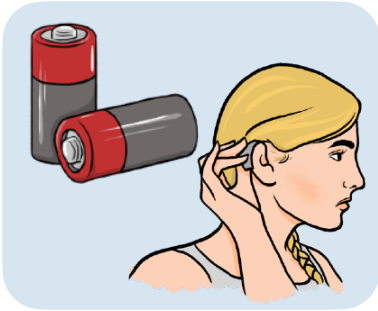
Sense is an organisation that helps people who are Deafblind or who have complex communication disabilities.

Sense can provide advice about services and support to help people with complex disabilities live their life.

This is their website:

<https://www.sense.org.uk>

# Deaf and Hard of Hearing



People who are Deaf or Hard of Hearing should prepare for emergencies by having spare batteries for your hearing aid or communication device.



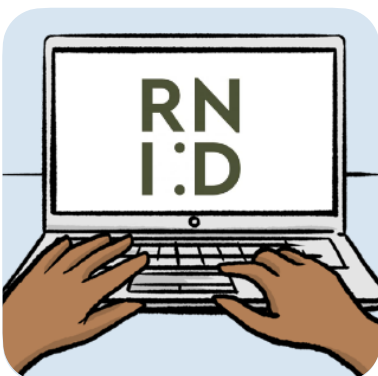
The **999 BSL service** lets you make a video call to the emergency services in BSL. If you can, you should download the 999 BSL app to your phone or tablet.

This is their website:

<https://www.999bsl.co.uk/>

You can download the 999 BSL service here:

<https://999bsl.co.uk/download/>



The Royal National Institute for Deaf People is an organisation that can help you to find local services, on this website:

<https://www.rnid.org.uk/information-and-support/local-support-services>

# Information for people who care for disabled people



This is advice for people who care for disabled people. It can help you support the people you care for and plan what to do in an emergency.

People who care for disabled people should:



- Keep a list of phone numbers and addresses of people who need to know there has been an emergency.



- Speak to your local council and community services about support that might be available to help the person you care for.

People who care for disabled people should also:



- Speak to your local council to see if they can offer you a **carer's card**.

A **carer's card** lets people know that you care for someone.



- Make a plan with the person you care for about how you will contact them in an emergency.



If an emergency means it is too dangerous to visit the disabled person you care for, call the emergency services and tell them that someone you care for needs help.

# Organisations that can help you make an emergency plan

These organisations can help you create a plan that will best meet the needs of the disabled person you care for:



- Carers UK have a list of local support services, which gives information about support where you live, on this website:

<https://www.carersuk.org/help-and-advice/support-where-you-live>



- Carers UK also have information about how to get help in an emergency, on this website:  
<https://www.carersuk.org/help-and-advice/practical-support/getting-help-in-an-emergency>

Another organisation with helpful information is:



- Marie Curie has information about how to plan for emergencies as a carer. You can find this on this website:

<https://www.mariecurie.org.uk/help/support/being-there/support-carers/emergency-plan>

# Assistance animals

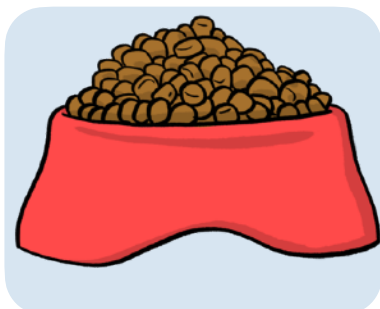


An **assistance animal** is a pet that helps a disabled person live their life.

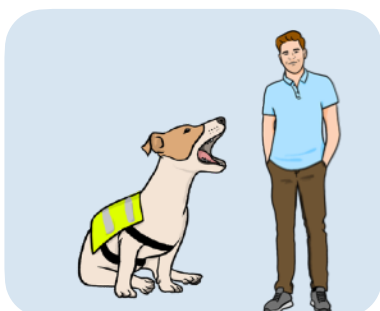
There are things you can do to help your assistance animal cope during an emergency like:



- Having a bag prepared with health information from the vets inside.



- Having an extra supply of food and bottled water.



- Making sure assistance animals get to know the people who care for the disabled person and the people they see most often.

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