

Ricin

Response	Twitter	Facebook	Image (Instagram)
Overview	<p>FYI: We are using #EventHashtag for updates on the ricin release. We encourage everyone to do the same.</p> <p>Officials suspect that ricin, a chemical agent, has been released in XXXXXXXXXX area/building #EventHashtag</p> <p>Officials believe that people who were at (insert location) on (insert date and time) may have been exposed to ricin #EventHashtag</p> <p>XXX number of ricin exposure cases have been confirmed #EventHashtag</p> <p>Public Health and other local authorities are investigating this incident. Updates will be made as soon as we know more #EventHashtag</p> <p>By staying informed & following instructions from health officials, you can protect yourself and your family from this threat #EventHashtag</p> <p>If you are using a message that references your agency specifically, personalize the message using “We” instead of the generic “Public Health Officials”</p>	<p>Facebook: Officials suspect that ricin, a chemical agent, has been released in XXX area/building. Officials believe that people who were at (insert location) on (insert date and time) may have been exposed to ricin. Public Health and other local authorities are investigating this incident. Updates will be made as soon as we know more. Link: addurl.gov</p> <p>XXX number of ricin exposure cases have been confirmed. Public Health and other local authorities are investigating this incident. Updates will be made as soon as we know more. Image: Include photo from press conference</p> <p>By staying informed & following instructions from health officials, you can protect yourself and your family from this threat. Image: Include photo from press conference</p> <p>If you are using a message that references your agency specifically, personalize the message using “We” instead of the generic “Public Health Officials”</p>	

	<p>Be sure to provide messages detailing the specific steps that your agency and your partners are taking to further investigate the incident.</p>	<p>Be sure to provide messages detailing the specific steps that your agency and your partners are taking to further investigate the incident.</p>	
<p>Where to go for more information</p>	<p>Follow @(insert DOH Twitter handle) for updates on #EventHashtag</p> <p>Have a Facebook account? Like (DOH Facebook Page) for more updates on #EventHashtag</p> <p>Other good organizations to follow for up to date information include (insert Twitter handles of appropriate federal/state/local officials) #EventHashtag</p> <p>Click here for more information from (CDC, ATSDR, Poison Control) bit.ly/addurl #EventHashtag</p> <p>Text “Follow(insert DOH Twitter handle)” to 40404 to receive updates via text message #EventHashtag</p> <p>Watch the latest (insert time) press briefing on the ricin release from (PA DOH/Governor) bit.ly/addurl #EventHashtag</p> <p>(*If power is out, could link to YouTube video/website of local news station/PA DOH</p>	<p>Have a Twitter account? If so, follow @(insert DOH or EMA Twitter Name) for updates on how to stay safe following the ricin release. Link: PA DOH’s Twitter Page Image: Use PA DOH Twitter Image</p> <p>Want to receive updates on the ricin release via text message on your phone? Text “Follow @(insert DOH Twitter handle)” to 40404, and stay in the know during the event. Link: PA DOH’s Twitter Page Image: Add the PA DOH Twitter Image</p> <p>Watch the latest (insert time) press briefing on the ricin release from (PA DOH/ Governor). The next update will take place at (insert date/time), so keep checking back for the latest information. Image: Add an image from the press conference</p> <p>Other good organizations to follow for up to date information include (insert Twitter handles/Facebook pages). Click the link below</p>	

	<p>website with summary of key points from press conference)</p> <p>(*Tweet key messages from press conference)</p> <p>The next #EventHashtag update from (PA DOH/Governor) will take place at (insert date/time) Watch it at bit.ly/addurl</p> <p>Tweet your ricin questions to us @(DOH Twitter Handle) and we'll try to answer them #EventHashtag</p> <p>Remember to use 911 only in emergencies. For other requests, call 311 (Or equivalent non-emergency contact center in your area). #EventHashtag</p> <p>(*Monitor and retweet key messages from emergency management agencies re: Ricin Release)</p>	<p>for more information from (CDC, ATSDR, Poison Control).</p> <p>Link: PA DOH's Twitter Page</p> <p>Image: Add the PA DOH Twitter Image</p> <p>Ask us your questions about the ricin release by commenting on this post and we'll do our best to answer them. By staying informed & following instructions from health officials, you can help to protect yourself and your family from this threat.</p> <p>Image: Include photo from press conference</p> <p>Emergency personnel are likely to be very busy responding at the scene. Remember to only use 911 for emergencies. For any other concerns, dial 311.</p> <p>(Or equivalent non-emergency contact center in your area).</p> <p>Image: Include photo from press conference</p>	
What is Ricin?	<p>Ricin is a poison naturally found in castor beans. Learn more about Ricin http://1.usa.gov/1dAwuJ #EventHashtag</p> <p>Ricin can be found in the form of a powder, a mist, or a pellet, or it can be dissolved in water or weak acid #EventHashtag</p>	<p>Ricin is a poison naturally found in castor beans. Ricin can be found in the form of a powder, a mist, or a pellet, or it can be dissolved in water or weak acid. Learn more about ricin, including signs and symptoms of exposure.</p> <p>Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p>	

	<p>Learn more about ricin, including signs and symptoms of exposure http://1.usa.gov/1dAwuIj #EventHashtag</p>		
<p>Exposure to Ricin</p>	<p>You can be exposed to ricin by swallowing or breathing material containing ricin. #EventHashtag</p> <p>Ricin poisoning isn't contagious. But you can be exposed through contact w/ someone who has ricin on their body or clothes #EventHashtag</p> <p>If you live in XXX area & think you were exposed to ricin call [poison control/health department/9-1-1] immediately #EventHashtag</p>	<p>You can be exposed to ricin by swallowing or breathing material containing ricin. Ricin poisoning isn't contagious. But you can be exposed through contact with someone who has ricin on his or her body or clothes.</p> <p>If you live in XXX area & think you were exposed to ricin call your [poison control/health department/9-1-1] immediately even if you don't feel sick.</p>	
<p>Health Effects</p>	<p>For more information about the health effects of ricin: http://1.usa.gov/1dAwuIj #EventHashtag</p>	<p>For more information about the health effects of ricin Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p>	
<p>Symptoms of Ricin</p>	<p>The major symptoms of ricin poisoning depend on how and how much ricin got into your body http://1.usa.gov/1dAwuIj #EventHashtag</p> <p>Initial symptoms of ricin poisoning may occur as early as 4-8 hours & as late as 24 hours after exposure #EventHashtag</p>	<p>The major symptoms of ricin poisoning depend on how and how much ricin got into your body. Initial symptoms of ricin poisoning may occur as early as 4-8 hours & as late as 24 hours after exposure. Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p>	

	<p>Symptoms from breathing ricin: difficulty breathing/fever/cough/nausea/chest tightness/low blood pressure/heavy sweating #EventHashtag</p> <p>Symptoms from swallowing ricin: vomiting/bloody diarrhea/severe dehydration/low blood pressure/seizures/blood in urine #EventHashtag</p> <p>Ricin is unlikely to be absorbed through your skin. But contact w/ ricin powders may cause redness & pain of the skin & eyes #EventHashtag</p> <p>Showing these signs and symptoms does not necessarily mean that a person has been exposed to ricin #Eventhashtag</p> <p>For more information on the signs and symptoms of ricin: http://1.usa.gov/1dAwuLJ #Eventhashtag</p> <p>If you've been near XXX area and have any symptoms of ricin poisoning, call 9-1-1 immediately #EventHashtag</p>	<p>Symptoms from breathing ricin: difficulty breathing/fever/cough/nausea/chest tightness/low blood pressure/heavy sweating</p> <p>Symptoms from swallowing ricin: vomiting/bloody diarrhea/severe dehydration/low blood pressure/seizures/blood in urine.</p> <p>Ricin is unlikely to be absorbed through your skin. But contact with ricin powders may cause redness & pain of the skin & eyes. Showing these signs and symptoms does not necessarily mean that a person has been exposed to ricin. For more information Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p> <p>If you have been near XXX area and have any symptoms of ricin poisoning, call 9-1-1 immediately. For more information on ricin exposure signs and symptoms, see the link below: Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p>	
Treatment of Ricin Exposure	Ricin poisoning is treated by giving victims medical care to reduce the effects. If exposed get immediate medical care #EventHashtag	Ricin poisoning is treated by giving victims medical care to reduce the effects. If exposed get medical attention as soon as possible. If	

	<p>If someone has swallowed ricin, do not have the person vomit or give them fluids to drink #EventHashtag</p>	<p>someone has swallowed ricin, do not have the person vomit or give them fluids to drink.</p>	
<p>Medical Attention</p>	<p>If you believe that you or a loved one is suffering from ricin poisoning call 9-1-1 immediately #EventHashtag</p>	<p>If you believe that you or a loved one is suffering from ricin poisoning call 9-1-1 immediately.</p>	
<p>Evacuation</p>	<p>If Ricin released indoors:</p> <p>Ricin was released in XXX building. If you are in the building, get outside and seek fresh air #EventHashtag</p> <p>Moving to an area with fresh air is a good way to reduce possibility of injury from exposure to ricin in the air #EventHashtag</p> <p>Ricin released outdoors - Evacuate</p> <p>Ricin was released in XXX area. Avoid or leave this area immediately and seek fresh air #EventHashtag</p> <p>Authorities are asking everyone in XXX area to evacuate to the shelter located at XXXXXXXXXXXXXXXX For more info: bit.ly/addurl #EventHashtag</p>	<p>If Ricin released indoors:</p> <p>Ricin was released in XXX building. If you are in the building, get outside and seek fresh air. Moving to an area with fresh air is a good way to reduce possibility of injury from exposure to ricin in the air. For more info: Link: addurl.gov</p> <p>Ricin released outdoors – Evacuate</p> <p>Ricin was released in XXX area. Avoid or leave this area immediately and seek fresh air. Authorities are asking everyone in XXX area to evacuate to the shelter located at XXXXXXXXXXXXXXXX. For more info: Link: addurl.gov</p> <p>Take only essential items with you: medicine, medical supplies, important paperwork & disaster supply kit. Below is an updated evacuation route. Follow the instructions and don't take short-cuts.</p>	

	<p>Take only essential items with you: medicine, medical supplies, important paperwork & disaster supply kit #EventHashtag</p> <p>Here is an updated evacuation route: bit.ly/addurl Follow the instructions and don't take short-cuts #EventHashtag</p> <p>If you have time, text a friend or relative outside the area to let them know where you are going & that you are safe #EventHashtag</p> <p>For more information on evacuating: http://1.usa.gov/O5ekWJ #EventHashtag</p>	<p>Link: addurl.gov</p> <p>Image: Add an image of disaster kit</p> <p>If you have time, text a friend or relative outside the area to let them know where you are going & that you are safe. For more information on evacuating</p> <p>Link: http://emergency.cdc.gov/planning/evacuatiofacts.asp</p> <p>Image: Add an image of someone texting</p>	
Shelter In Place	<p>Ricin was released in XXX area. Stay inside your building/home to avoid being exposed #EventHashtag</p> <p>Keep outside air OUT of your home! Close windows/doors/fireplace. Turn off heating/cooling & close vents. #EventHashtag</p> <p>You shouldn't shelter in a car unless you have no choice. Cars are not airtight and will not give you good protection #EventHashtag</p> <p>For more information on sheltering in place: http://1.usa.gov/M7lIEz #EventHashtag</p>	<p>Ricin was released in XXX area. Stay inside your building/home to avoid being exposed. Keep outside air OUT of your home! Close windows/doors/fireplace. Turn off heating/cooling & close vents. Learn more about sheltering at:</p> <p>Link: http://emergency.cdc.gov/planning/Shelteringfacts.asp</p> <p>Image: Add an image of a home</p> <p>You should not shelter in a car unless you have no choice. Cars are not airtight and will not give you good protection. For more information on sheltering in place:</p>	

	<p>Stay tuned to (@PA DOH Twitter Handle) for further instructions #EventHashtag</p> <p>“Shelter in place” means to make a shelter out of the place you are in so that you are protected until help arrives #EventHashtag</p> <p>If your children are being sheltered at their school, do not go get them. Moving them will put them & you at increased risk #EventHashtag</p>	<p>Link: http://emergency.cdc.gov/planning/Shelteringfacts.asp</p> <p>Image: Add an image of a car</p> <p>Stay tuned to (@PA DOH Twitter Handle) for further instructions.</p> <p>Link: PA DOH’s Twitter Page</p> <p>Image: Use PA DOH Twitter Image</p> <p>“Shelter in place” means to make a shelter out of the place you are in so that you are protected until help arrives or it is safe to go outside. If your children are sheltered at their school, do not go get them. Moving them will put them & you at increased risk.</p> <p>Link: http://emergency.cdc.gov/planning/Shelteringfacts.asp</p> <p>If your children are being sheltered at their school, do not go get them. Moving them will put them & you at increased risk</p> <p>Image: School</p>	
Children at school	<p>Monitor and ReTweet messages from schools and Department of Education</p> <p>If you are in XXXXXX area & your children are at school, don’t go to them. For their safety, wait until the area is cleared #EventHashtag</p>	<p>Monitor and share messages from schools and Department of Education</p> <p>Local authorities will advise when it is safe for people in XXXXXX area to leave shelter. Until then, children are safest at school.</p>	

		<p>Link: addurl.gov</p>	
<p>Decontamination/Clothing Removal</p>	<p>Think you were exposed to ricin? Remove clothing, wash entire body with soap & water, & call 911 for immediate medical care #EventHashtag</p> <p>Any exposed clothing that has to be pulled over the head should be cut off the body instead of pulled over the head #EventHashtag</p> <p>When helping someone exposed to ricin remove their clothing as quickly as possible and avoid touching contaminated areas #EventHashtag</p> <p>If exposed to ricin: as quickly as possible, wash any ricin from your skin with large amounts of soap and water #EventHashtag</p> <p>If your eyes are burning or your vision is blurred, rinse your eyes with plain water for 10 to 15 minutes #EventHashtag</p> <p>If exposed to ricin & you wear contacts: remove them after washing hands & put them with contaminated clothing. Don't re-use #EventHashtag</p> <p>If exposed to ricin & you wear glasses: wash them with soap & water before wearing them again #EventHashtag</p>	<p>Think you were exposed to ricin? Remove clothing, wash entire body with soap and water, and call 9-1-1 for immediate medical care. Any exposed clothing that has to be pulled over the head should be cut off the body instead.</p> <p>Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p> <p>When helping someone exposed to ricin, remove their clothing as quickly as possible and avoid touching contaminated areas.</p> <p>Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p> <p>If exposed to ricin: as quickly as possible, wash any ricin from your skin with large amounts of soap and water. If your eyes are burning or your vision is blurred, rinse your eyes with plain water for 10 to 15 minutes.</p> <p>Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p> <p>If exposed to ricin & you wear contacts: remove them after washing hands & put them with contaminated clothing. Don't re-use. If</p>	

(1 of 2) Place contaminated clothing in a plastic bag. Use gloves or tongs to handle clothes. Seal bag & seal in another bag #EventHashtag

(2 of 2) Disposing of your clothing like this can help protect you and others from chemicals that might be on your clothes #EventHashtag

When health department/emergency personnel arrive, tell them what you did with your clothes. Don't handle the bags yourself #EventHashtag

If you can wash jewelry w/ soap & water you can wear again after washing. If you can't wash put in bag w/ contaminated clothes #Eventhashtag

For more info on removing/disposing of clothing & washing yourself: <http://1.usa.gov/1dAwuIj> #EventHashtag

exposed to ricin & you wear glasses: wash them with soap & water before wearing them again

Link:

<http://emergency.cdc.gov/agent/ricin/facts.asp>

Place contaminated clothing inside a plastic bag. Use gloves or tongs to handle clothes. Seal bag & seal inside another bag. Disposing of your clothing in this way can help protect you and other people from chemicals that might be on your clothes.

Link:

<http://emergency.cdc.gov/agent/ricin/facts.asp>

When health department/emergency personnel arrive, tell them what you did with your clothes. Don't handle the bags yourself. If you can wash jewelry w/ soap & water you can wear again after washing. If you can't wash put in bag w/ contaminated clothes

Link:

<http://emergency.cdc.gov/agent/ricin/facts.asp>

For more info on removing/disposing of clothing & washing yourself:

		<p>Link: http://emergency.cdc.gov/agent/ricin/facts.asp</p>	
<p>Water Supply</p>	<p>Boil water advisory: Let water boil for at least one minute, let cool, before using #EventHashtag</p> <p>Consider all public & well water unsafe & use bottled water until local authorities announce that the water supply is safe #EventHashtag</p> <p>Don't use contaminated water to wash food or dishes/brush teeth/wash your hands/make ice/make baby formula 1.usa.gov/qFjX1A #EventHashtag</p> <p>Consider all public water unsafe until local authorities announce that the water supply is safe #EventHashtag</p> <p>Tap water IS NOT safe to drink in XXX area. Use bottled water until water is declared safe. Stay tuned for updates #EventHashtag</p> <p>Unsure about what to do during the current boil water advisory? Check out this fact sheet: http://1.usa.gov/1uDLpx3 #EventHashtag</p> <p>Have questions about the safety of your water? Contact your local health department at XXX-XXX-XXXX #EventHashtag</p>	<p>There is a boil water advisory for the following counties: _____ Make sure to let water boil for at least one minute, and then let it cool before using</p> <p>Link: Webpage with details on specific boil water advisory</p> <p>Image: Add an image of a pot/kettle of boiling water</p> <p>Consider all public and well water unsafe and use bottled water until local authorities announce that the water supply is safe</p> <p>Link: addurl.gov</p> <p>Don't use contaminated water to wash your food or your dishes, brush your teeth, wash your hands, make ice, or make baby formula. Use bottled water instead. For more information:</p> <p>Link: http://emergency.cdc.gov/disasters/foodwater/facts.asp</p> <p>Unsure about what to do during the current boil water advisory? Check out this fact sheet</p>	

	<p>When water is safe:</p> <p>The boil water advisory has been lifted. Tap water is once again safe to use and drink #EventHashtag</p>	<p>Link: http://www.cdc.gov/healthywater/emergency/dwa-comm-toolbox/before/tools/What-to-Do-During-a-Boil-Water-Advisory.docx</p> <p>Have questions about the safety of your water? Contact your local health department at XXX-XXX-XXXX to get the latest information.</p> <p>When water is safe:</p> <p>The boil water advisory has been lifted. Your tap water is once again safe to use and drink. Image: Add an image of a running faucet</p>	
<p>Check in with family</p>	<p>Update your social networks or text family/friends to say you're OK. Phone lines may be jammed #EventHashtag</p> <p>If it safe to go outside, check on neighbors, family who are worried or may need help #EventHashtag</p>	<p>Let your family and friends know that you are OK during the ricin release. Since phone lines may be jammed, the best way to do that is to update your social networks or send them a text. Image: Add an image of someone texting</p> <p>Have a neighbor or a family member who may need help during the ricin release? If so, do your best to check on them during or immediately following the release. Image: Add an image of an elderly person</p>	

<p>Pets</p>	<p>Never leave your animal behind if you have to leave your home. Have a plan for them too bit.ly/NTRISR #EventHashtag</p> <p>Bringing a pet or service animal to a shelter? Bring leash/vet records/license & week's supply of food/water/meds #EventHashtag</p> <p>Also bring a current photo of you with your pets to the shelter to help others identify them in case you get separated #EventHashtag</p>	<p>Our pets are our family. Keep in mind that during a disaster what is best for you is usually best for your pet or service animal. Never leave your animal behind if you have to leave your home and make sure to include your pets in your emergency plan</p> <p>Link: http://www.humanesociety.org/issues/animal_rescue/tips/pets-disaster.html</p> <p>Image: Link has a picture</p> <p>Bringing a pet or service animal to a shelter? Don't forget their leash, veterinarian records, license, crate, and a week's supply of food, water, and medication. Also bring a current photo of you with your pets to help others identify them in case you get separated.</p> <p>Image: Add a photo of dog/cat</p>	
<p>Social Service Needs</p>	<p><u>ReTweet updates on social service needs from DPW, United Way, and Salvation Army. If those agencies are not tweeting use the following messages:</u></p> <p>This (site/map) provides up to date information on food bank locations bit.ly/addurl #EventHashtag</p> <p>Check here for an updated list for food and water distribution centers bit.ly/addurl keep checking for updated list daily #EventHashtag</p>	<p><u>Share updates on social service needs from DPW, United Way, and Salvation Army. If those agencies are not posting on FB use the following messages:</u></p> <p>Check out this (site/map) for updated information on food bank locations. Image: Add a photo of updated information on food bank locations</p>	

	<p><u>For Southeastern PA:</u></p> <p>Need food, shelter, or clothing? Call 2-1-1 #EventHashtag</p> <p>Agencies needed for food distribution. Call 211 for help #EventHashtag</p> <p>If you are an agency that supports individuals in their homes, contact your county, call 2-1-1, or click here www.211sepa.org #EventHashtag</p>	<p>Check here for an updated list for food and water distribution centers. Keep checking as this list is updated (daily). Link: addurl.gov Image: Add a photo of updated list for food and water distribution centers</p> <p><u>For Southeastern PA:</u></p> <p>Need food, shelter, or clothing? Call 2-1-1 or visit the link below Link: http://www.211sepa.org/ Image: Add an image of 211 SEPA logo</p> <p>Agencies are needed for food distribution. If your agency can help, call 2-1-1 now. Thanks for any help you can provide! Link: http://www.211sepa.org/ Image: Add an image of 211 SEPA logo</p> <p>If you are an agency that supports individuals in their homes, get in touch with your county by contacting them directly, by calling 2-1-1, or by visiting the link below. Link: http://www.211sepa.org/ Image: Add an image of 211 SEPA logo</p>	
Rumor Control	<p>Be sure to actively monitor your audience for rumors and misinformation by searching for trending hashtags and monitoring the comments/questions people send to your</p>	<p>Be sure to actively monitor your audience for rumors and misinformation by monitoring the comments/questions people send to your accounts. Correct misinformation by</p>	

	<p>accounts. Correct misinformation by providing accurate information as soon as possible.</p> <p>If credible rumor control pages are set up by other agencies (e.g. FEMA's Rumor Control page during Hurricane Sandy), link your audience to them.</p> <p>If partnering/credible agencies adopt a Hashtag for rumor control (e.g. #RumorControl, #Mythbuster), use it when correcting misinformation.</p>	<p>providing accurate information as soon as possible.</p> <p>If credible rumor control pages are set up by other agencies (e.g. FEMA's Rumor Control page during Hurricane Sandy), link your audience to them.</p>	
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Recovery	Twitter	Facebook	Image
General Updates	<p>FYI: We are using #EventHashtag for updates following the ricin release. We encourage everyone to do the same.</p> <p>Watch the latest (insert time) press briefing on the ricin release from (PA DOH/Governor) bit.ly/addurl #EventHashtag</p> <p>(*If power is out, could link to YouTube video/website of local news station/PA DOH</p>	<p>Watch the latest (insert time) press briefing following the ricin release from (PA DOH/Governor). The next update on the release will take place at (insert date/time), so keep checking back for the latest information Link: addurl.gov Image: Add an image of the press conference</p> <p>Have a Twitter account? If so, follow @(insert DOH Twitter Name) for updates on how to stay safe following the ricin release.</p>	

	<p>website with summary of key points from press conference)</p> <p>(*Tweet key messages from press conference)</p> <p>Tweet your ricin questions to us @(DOH Twitter Handle) and we'll try to answer them #EventHashtag</p> <p>The next #EventHashtag update from (PA DOH/Governor) will take place at (insert date/time) Watch it at bit.ly/addurl</p> <p>Remember to use 911 only in emergencies. For other requests, call 311 (Or equivalent non-emergency contact center in your area) #EventHashtag</p> <p>Reminder: Follow @(insert DOH Twitter handle) for updates on #EventHashtag recovery</p> <p>Other good orgs to follow for updated info on recovery include (insert Twitter handles of appropriate federal/state/local officials) #EventHashtag</p> <p>(*Monitor and retweet key messages from emergency management agencies re: Ricin)</p>	<p>Link: PA DOH's Twitter Page Image: Add the PA DOH Twitter Image</p> <p>Want to receive updates on the ricin release via text message on your phone? Text "Follow(insert DOH Twitter handle)" to 40404, and stay in the know during the ricin release.</p> <p>Remember: only use 9-1-1 for emergencies. For other requests, call 3-1-1 (Or equivalent non-emergency contact center in your area).</p> <p>(*Monitor and share key messages from emergency management agencies re: Ricin)</p>	
Locating Loved Ones	<p>Need help locating loved ones after the ricin release? Register with Red Cross' Safe and Well http://bit.ly/9ZwlyY #EventHashtag</p>	<p>Need help locating loved ones after the ricin release? Register with Red Cross' Safe and Well.</p>	

	<p>Use Red Cross' Safe and Well site to let your family and friends know that you are ok http://bit.ly/1F2yFjR #EventHashtag</p>	<p>Link:</p> <p>Let your loved ones know you are doing ok after the ricin release. Register with Red Cross' Safe and Well now. Also, remember to text them or use social media to let them know how you are doing.</p> <p>Link: https://safeandwell.communityos.org/cms/index.php</p> <p>Image: Link has an image</p>	
Medical supplies	<p><u>ReTweet messages/maps about status of pharmacies from partner agencies</u></p> <p>Out of your daily meds? Click here for an updated map of pharmacies that are open in your area bit.ly/addurl #EventHashtag</p>	<p><u>Share messages/maps about status of pharmacies from partner agencies</u></p> <p>Out of your daily medications following the ricin release? Check out this map for an updated look at which pharmacies are open in your area</p> <p>Link: addurl.gov</p> <p>Image: Add an image of map of updated pharmacies in the area</p>	
Water Supply	<p>Boil water advisory: Let water boil for at least one minute, let cool, before using #EventHashtag</p> <p>Consider all public & well water unsafe & use bottled water until local authorities announce that the water supply is safe #EventHashtag</p>	<p>There is a boil water advisory for the following counties: _____ Make sure to let water boil for at least one minute, and then let it cool before using</p> <p>Link: Webpage with details on specific boil water advisory</p> <p>Image: Add an image of a pot/kettle of boiling water</p>	

Don't use contaminated water to wash food or dishes/brush teeth/wash your hands/make ice/make baby formula 1.usa.gov/qFjX1A
#EventHashtag

Consider all public water unsafe until local authorities announce that the water supply is safe #EventHashtag

Tap water IS NOT safe to drink in **XXX** area. Use bottled water until water is declared safe. Stay tuned for updates #EventHashtag

Unsure about what to do during the current boil water advisory? Check out this fact sheet:
<http://1.usa.gov/1uDLpx3> #EventHashtag

Have questions about the safety of your water? Contact your local health department at **XXX-XXX-XXXX** #EventHashtag

When water is safe:

The boil water advisory has been lifted. Tap water is once again safe to use and drink
#EventHashtag

Consider all public and well water unsafe and use bottled water until local authorities announce that the water supply is safe
Link: addurl.gov

Don't use contaminated water to wash your food or your dishes, brush your teeth, wash your hands, make ice, or make baby formula. Use bottled water instead. For more information:

Link:
<http://emergency.cdc.gov/disasters/foodwater/facts.asp>

Unsure about what to do during the current boil water advisory? Check out this fact sheet

Link:
<http://www.cdc.gov/healthywater/emergency/dwa-comm-toolbox/before/tools/What-to-Do-During-a-Boil-Water-Advisory.docx>

Have questions about the safety of your water? Contact your local health department at **XXX-XXX-XXXX** to get the latest information.

When water is safe:

		<p>The boil water advisory has been lifted. Your tap water is once again safe to use and drink. Image: Add an image of a running faucet</p>	
<p>Social Service Needs</p>	<p><u>ReTweet updates on social service needs from DPW, United Way, and Salvation Army. If those agencies are not tweeting use the following messages:</u></p> <p>This (site/map) provides up to date information on food bank locations bit.ly/addurl #EventHashtag</p> <p>Check here for an updated list for food and water distribution centers bit.ly/addurl keep checking for updated list daily #EventHashtag</p> <p><u>For Southeastern PA:</u></p> <p>Need food, shelter, or clothing? Call 2-1-1 #EventHashtag</p> <p>Agencies needed for food distribution. Call 2-1-1 to help #EventHashtag Home health agencies needed to help homebound people. Contact 2-1-1 to help #EventHashtag</p> <p>If you are an agency that supports individuals in their homes, contact your county, call 2-1-1, or click here www.211sepa.org #EventHashtag</p>	<p><u>Share updates on social service needs from DPW, United Way, and Salvation Army. If those agencies are not posting on FB use the following messages:</u></p> <p>Check out this (site/map) for updated information on food bank locations. Image: Add an image of updated information on food bank locations</p> <p>Check here for an updated list for food and water distribution centers. Keep checking as this list is updated (daily). Link: addurl.gov Image: Add an image of updated list of food and water distribution centers</p> <p><u>For Southeastern PA:</u></p> <p>Need food, shelter, or clothing following the ricin release? Call 2-1-1 or visit http://www.211sepa.org/ Image: Add an image of 211 SEPA logo</p> <p>Agencies are needed for food distribution. If your agency can help, call 2-1-1 or visit</p>	

		<p>http://www.211sepa.org/ Thanks for any help you can provide! Image: Add an image of 211 SEPA logo</p> <p>Home health agencies are needed to help homebound people following the ricin release. Call 2-1-1 or visit http://www.211sepa.org/ if your agency can help. Image: Add an image of 211 SEPA logo</p> <p>If you are an agency that supports individuals in their homes, get in touch with your county by contacting them directly, by calling 2-1-1, or by visiting the link below. Link: http://www.211sepa.org/ Image: Add an image of 211 SEPA logo</p>	
Mental health	<p>Mental health services remain open in your area. For more info visit bit.ly/addurl #EventHashtag</p> <p>Mental health services are open in XXX counties. For more info visit bit.ly/addurl #EventHashtag</p> <p>Mental health services will remain open until XXXday/time. For more info visit bit.ly/addurl #EventHashtag</p>	<p>Mental health services are open in XXX counties. They will remain open until XXXday/time. For more information call XXX-XXX-XXXX or visit the link below. Link: bit.ly/addurl Image: Include a map of mental health facilities</p> <p>Coping with a disaster can be stressful. SAMHSA is a free, confidential service to help if you are feeling depressed or stressed.</p>	

	<p>Coping with a disaster can be stressful. SAMHSA is a free, confidential service to help http://1.usa.gov/1kwrc1R #EventHashtag</p> <p>Feeling depressed or stressed? Mental health services are in your area bit.ly/addurl #EventHashtag</p> <p>Help yourself and your community heal: visit this website for tips http://1.usa.gov/ShAMxO #EventHashtag</p> <p>Give yourself time to heal. If you need help contact XXX-XXX-XXXX or visit bit.ly/addurl #EventHashtag</p> <p>Talk to someone about your feelings even though it may seem difficult to ease stress http://1.usa.gov/1mlxH8M #EventHashtag</p> <p>There are many things you can do to cope with this event: talk with family/friends/clergy http://1.usa.gov/1krygvf #EventHashtag</p> <p>Talk to your children about their thoughts. You do not need to have all the answers, just listen http://1.usa.gov/1cTJLv0 #EventHashtag</p>	<p>Link: http://www.disasterdistress.samhsa.gov/ Image: Link includes a photo</p> <p>Help yourself and your community heal. If you need help contact XXX-XXX-XXXX or visit the website below for tips. Link: http://emergency.cdc.gov/masscasualties/copingpub.asp Image: Show a distressed person</p> <p>Talk to someone about your feelings, even though it may seem difficult, to ease stress. There are many things you can do to cope with this event: talk with family/friends/clergy. Link: http://emergency.cdc.gov/mentalhealth/ Image: Show a distressed person</p> <p>Talk to your children about their thoughts. You do not need to have all the answers, just listen. Link: http://www.cdc.gov/violenceprevention/pub/coping_with_stress_tips.html Image: Link includes a photo</p>	
Rumor control	Be sure to actively monitor your audience for rumors and misinformation by searching for	Be sure to actively monitor your audience for rumors and misinformation by monitoring	

trending hashtags and monitoring the comments/questions people send to your accounts. Correct misinformation by providing accurate information as soon as possible.

If credible rumor control pages are set up by other agencies (e.g. FEMA's Rumor Control page during Hurricane Sandy), link your audience to them.

If partnering/credible agencies adopt a Hashtag for rumor control (e.g. #RumorControl, #Mythbuster), use it when correcting misinformation.

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