

CITIZEN'S GUIDE TO MAN-MADE EMERGENCIES CHATHAM EMERGENCY MANAGEMENT AGENCY

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Mission

The Mission of the Chatham Emergency Management Agency is to protect lives and property from the threat of all types of major emergencies and disasters, both natural and manmade. This shall be accomplished by providing community-wide leadership, guidance, support and coordination in the areas of mitigation, preparedness, response and recovery.

Philosophy

One of the most basic and fundamental responsibilities of government is to provide for the safety and welfare of its citizens before, during and after major emergencies and disasters. Therefore, an effective County-wide Emergency Management Program should always remain as one of the highest priorities of elected and appointed officials at all levels. However individual citizens must also accept personal responsibility within their own means and abilities to be constantly aware of risk and always prepared to take protective actions when necessary for their own safety as well as that of their families, friends and property.

Phillip M. Webber
Director

INTRODUCTION

Thousands of tons of chemicals are processed through the Port of Savannah each day and hundreds of thousands of tons of chemicals transit our community on the highways. One hundred and thirty two businesses in Chatham County produce, consume and routinely handle sufficient quantities of hazardous materials to be required by Federal regulations to report their inventories. The vast majority of these chemicals have benign industrial uses such as photo processing and water purification but many have the potential to be a danger to both our residents and the environment.

Harnessing technology has always come with a risk. But we have accepted our vulnerability as the price we pay for the essentials of modern life as well as the luxury of modern conveniences; never the less, accidents can happen.

Further compounding this vulnerability, since the tragedy of September 11, 2001, Americans have been forced to acknowledge a threat to our homeland by an enemy that is willing, and possibly able to employ weapons of mass destruction.

Until recently terrorist acts involved only symbolic violence. However, the attacks on the Oklahoma City Federal Building; the World Trade Center; Washington, DC and American interests both at home and abroad have changed forever our perception of violence.

The purpose of this Guide is to examine our risks and to provide down-to-earth guidance to the general public regarding man-made or technological hazards and how to protect from or react to exposure to these threats.

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HAZMAT EMERGENCIES

Hazardous materials are chemical substances, which if released or misused, can pose a threat to people or the environment. These chemicals are used in industry, agriculture, medicine, research, and consumer goods. As many as 500,000 products pose physical or health hazards and can be defined as "hazardous chemicals." Each year, over 1,000 new synthetic chemicals are introduced.

Hazardous materials come in the form of explosives, flammable, corrosive and combustible substances, poisons and radioactive materials. A chemical emergency is an accident that releases a hazardous amount of a chemical into the environment. Hazardous substances are most often released as a result of transportation accidents or because of handling or processing accidents in manufacturing plants. These accidents sometimes result in a fire or explosion, but many times you cannot see or smell anything unusual.

Even though you may not see or smell anything unusual, you may be exposed to a chemical in three ways:

Inhalation: Breathing the chemical.

Ingestion: Swallowing contaminated food, water, or medication.

Contact: Touching the chemical or coming into contact with things that have.

The authorities will attempt to notify you in the event of a chemical emergency. To get your attention, a siren could sound, you may be called by telephone or emergency personnel may drive by and give instructions over a loudspeaker. Officials could even come to your door. If you hear a hi-lo siren or other warning signal, turn on a radio, television or NOAA Weather Radio for further emergency information. The Emergency Alert (Broadcast) System may be activated providing specific instructions for the situation. Strictly follow these instructions. Your life could depend on it. You will be told the following:

- The type of health hazard.
- The area affected.
- How to protect yourself.
- Evacuation routes (if necessary).
- Shelter locations.
- Type and location of medical facilities.
- The phone numbers to call if you need extra help.
- Only call EMS, 9-1-1 for a possible life-threatening emergency.
- Telephone lines are frequently overwhelmed in emergency situations and must remain clear for emergency calls to get through.

Visual Signs

- Overturned or damaged tank truck.
- Leaking fluid from a drum or container at an accident scene.
- Cloud or vapor trail.

Exposure Symptoms

- Difficulty breathing
- Changes in skin color

- Headache and blurred vision
- Dizziness
- Irritated eyes, skin, throat
- Unusual behavior
- Clumsiness or lack of coordination
- Stomach cramps and diarrhea

Actions

If you encounter an accident or a site involving Hazardous materials:

- Call 9-1-1 to report the nature and location as soon as possible. Tell the operator the location of the emergency and the phone number from where you are calling. Describe what has happened, how many people are involved and what is being done to help. Stay on the phone until the operator tells you to hang up.
- If there is danger of a fire or explosion, get out of the area immediately. Do not waste time collecting items or calling the fire department when you are in danger.
- If there is a fire or explosion, call the fire department from outside the area. Once you are safely away from danger, call for professional help.
- If you're in a vehicle, close the doors and windows and shutoff the air handling system.
- Move away from the scene and help others away. Minimizing the time you are exposed reduces your risk of injury from breathing toxic chemicals. Some chemicals may ignite or explode.
- Try to stay uphill and upwind of the accident.
- Avoid inhaling gases, fumes, or smoke. Cover your mouth with a cloth while leaving the area. Many chemicals can damage breathing passages.
- Stay away from the spilled substance and avoid touching it. If you are not sure of a substance or its effects, wait for authorities on the scene to advise you of proper medical care or attention to minimize injury.
- Stay away from victims until the hazardous material has been identified.
- Don't try to care for victims until the authorities indicate it is safe. Then you can move them to fresh air and call for emergency medical care.
- Remove contaminated clothing and shoes and place them in a plastic bag.
- Cleanse victims that have come in contact with chemicals by immediately pouring cold water over the skin or eyes for at least 15 minutes, unless authorities instruct you not to use water on the particular chemical involved.

Protection If threatened by release of a hazardous material, public safety officials will direct either shelter-in-place or evacuation:

Shelter-In-Place

- Go inside and seal the house so contaminants cannot enter.
- Close and lock all windows and vents and turn off all fans, heating or cooling systems.
- Seal gaps and cracks under doorways with wet towels and seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans and stove and dryer vents with duct tape and plastic sheeting, wax paper or aluminum wrap.
- Close off nonessential rooms such as storage areas, laundry rooms and extra bedrooms.
- Close the fireplace damper.
- Take family members and pets to an above ground room with the fewest windows and doors. Some chemicals are heavier than air, and may seep into the lower areas of your home even if the windows are closed.
- While gathering your family, you can provide a minimal amount of breathing protection by covering your mouth and nose with a damp cloth. Many chemicals can cause damage to breathing passages.
- Seal windows and doors of your 'safe-room', stay in the room and listen to local radio (or television) stations or a NOAA Weather Radio for instructions, until you are told all is safe, or you are told to evacuate.

- Immediately after the shelter-in-place announcement is issued, fill up bathtubs or large containers for an additional water supply, and turn off the intake valve to the house. Water supplies may become contaminated so preserve the water you have available.
- If gas or vapors could have entered the building, take shallow breaths through a cloth or a towel.
- Local officials may call for evacuation in specific areas at greatest risk in your community. Following the advice of local authorities is your safest choice.
- If you are told there is danger of explosion, close the window shades, blinds or curtains. To avoid injury, stay away from the windows. If windows break due to the explosion, the shades will help prevent glass from shattering into your home.
- Do NOT go outdoors until emergency officials have cleared the area.

Evacuation

- Listen to your radio to make sure the evacuation order applies to you and to understand if you are to evacuate immediately or if you have time to pack some essentials.
- Stay tuned to a radio or television for information on evacuation routes, shelters and procedures. Following the advice of local authorities is your safest choice.
- Avoid using the telephone except in life-threatening emergencies and then call 9-1-1 immediately. Telephone lines are frequently overwhelmed in disasters and need to be clear for emergency calls.
- If you are told to evacuate, take your Disaster Supply Kit. Local officials may call for evacuation in specific areas at greatest risk in your community. Following the advice of local authorities is your safest protection. Leave your home quickly.
- Follow the route authorities recommend. Don't take shortcuts on the way to the shelter, they may be blocked or expose you to dangerous chemicals.
- It is important to stay calm, listen carefully and follow all instructions. Authorities will decide if evacuation is necessary based on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are the length of time to evacuate the area, weather conditions and the time of day.
- If you are told to evacuate, do so immediately. Only if you have time, seal your house so contaminants cannot enter:
 - Shut off all vents.
 - Close fireplace dampers.
 - You don't need to turn off your refrigerator or freezer, but do turn off other appliances and lights as you leave.
 - Close and lock your windows and doors.
- Leaving the area as quickly as possible will reduce your chance of exposure to hazardous materials. Staying calm and rational will help you move safely and avoid delays or accidents caused by irrational behavior.
- Do not assume that a shelter will have everything you need. While shelters provide food and a safe place to stay, specialty items for infants and individuals on restricted diets may not be available. In most chemical emergencies, shelters will provide only emergency items such as meals, cots, and blankets.
- If you need a ride, ask a neighbor. If no neighbor is available to help you, listen to local radio or television stations for further instructions.
- Check on neighbors to make sure they have been notified, and offer help to those with disabilities or other special needs. Elderly people and people with disabilities may require additional assistance, and people who care for them or who have large families may need assistance in emergency situations.
- Take only one vehicle to the evacuation site. Traffic may be very heavy and parking at a shelter may be limited. Reduce further congestion and keep your family together by eliminating additional vehicles.
- Close your car windows and air vents, and turn off the heater or air conditioner. Many chemicals can cause damage to breathing passages.

First Aid

- If it is an emergency, call 9-1-1, they will give you emergency advice while you wait for professional help.
- If medical help is not immediately available, remove your clothing and jewelry starting from the top and working your way down to your socks. Take care not to touch your contaminated clothing to your bare skin.
- Place your clothing in a plastic bag so it cannot contaminate other people or things.
- Take a thorough shower to wash any chemical away. Use lots of cool running water to flush the chemical from the skin until emergency help arrives. The running water will dilute the chemical fast enough to prevent the injury from getting worse.
- If a hazardous substance comes into contact with an eye, it is important to take immediate action. Delaying first aid can greatly increase the likelihood of injury. Flush the eye with clear, lukewarm water for a minimum of 15 minutes, unless authorities instruct you not to use water on the particular chemical involved.
- Continue the cleansing process even if the victim indicates they are no longer feeling any pain.
- Cover the wound very loosely with a dry, sterile or clean cloth so that the cloth will not stick to the wound.
- Do not put any medication on the wound.
- Re-dress in clean clothing and seek medical attention immediately.

BOMB THREATS

KEEP THIS GUIDE UNDER YOUR TELEPHONE

Unfortunately, bombings and the threat of bombings have become commonplace weapons of foreign and domestic terrorists who have, for any number of reasons, real or perceived grievances against established authority.

Bomb threats create a dilemma for the recipients. The callers can range from pranksters with no intention of setting off an explosive, to the "terrorist" who is bent on creating mayhem. If the threatening calls are not taken seriously, the risk exists that a device may explode after a warning was discounted. People may die or suffer injuries, and the recipient may appear negligent. On the other hand, if the recipient becomes too reactive, then every threat may lead to an evacuation and disruption of the routine.

In most cases, law enforcement and fire departments will primarily serve in an advisory capacity and will not make the evacuation decision; this is an owner/ manager responsibility. When a suspected or actual explosive is located, law enforcement personnel will take control of the scene.

Preparedness

- Persons who handle mail and packages should be trained on the recognition and handling of suspicious packages.
- Information should be recorded on a "Bomb Threat Report Form" (Back Cover) that solicits specific information and provides spaces for checking or entering responses of the caller. Any person who might receive a bomb threat call should be familiar with the use of the form and proper telephone techniques. Blank Bomb Threat Report Forms on the back cover of this Guide should be kept in readily accessible locations.
- If you receive a bomb threat, get as much information from the caller as possible. Keep the caller on the line and if possible, record everything that is said.
- Notify the police and the building management.
- A bomb threat may be received in many different ways, such as telephone, mail, e-mail, or in person. Any information received regarding a bomb threat should be immediately reported to local law enforcement.

Planning

- Designate a chain of command.
- Establish a command center.
- Decide what primary and alternate communications will be used.
- Establish clearly how and by whom a bomb threat will be evaluated.
- Decide what procedures will be followed when a threat is received or a device is discovered.
- Determine to what extent the police bomb squad will assist and at what point they will respond.
- Provide an evacuation plan with enough flexibility to avoid potential danger areas.
- Designate search teams.
- Designate areas to be searched.
- Establish procedures to be used during searches.
- Establish procedures to report and track the progress of the search.
- Have a contingency plan if a bomb should go off.
- Establish a simple-to-follow procedure for the person receiving the bomb threat.
- Review the physical security plan in conjunction with the development of your bomb incident plan.

Evacuation

- After you are notified of a bomb threat, do not touch any suspicious packages.
- Clear the area around a suspicious package and notify the police immediately.
- If possible, before beginning the evacuation, the area to be evacuated should be swept for secondary devices and hazards.
- In evacuating a building, avoid standing in front of windows or other hazardous areas. Do not restrict sidewalk or streets to be used by emergency personnel.

SUSPICIOUS PACKAGES

Suspicious packages may be received in the mail, by hand delivery or may be found on the property. Upon identification of a suspicious package, the recipient should not handle it but should isolate persons from the immediate area and immediately notify the police.

Indicators that a package may contain an explosive device include:

- Lumps, bulges or protrusions.
- Lopsided or heavy-sided appearance.
- Handwritten addresses or labels from companies with incorrect information or address components. Check to see if the company exists and if they sent a package or letter to your facility.
- Excess postage on a small package or letter indicates that the object was not weighed by the Post Office.
- No postage or postage that has not been cancelled.
- Handwritten notes, such as: "To be opened in the privacy of."
- Improper spelling of common names, places or titles.
- Generic or incorrect titles.
- Leaks, stains or protruding wires, string, tape, etc.

EXPLOSIONS

The use of explosives by terrorists can result in collapsed buildings and fires. People who live or work in a multi-level building should:

- Review emergency evacuation procedures. Know where fire exits are located.
- Keep fire extinguishers in working order. Know where they are located, and how to use them. Learn first aid. Contact the local chapter of the American Red Cross for additional information.
- Keep the following items in a designated place on each floor of the building.
 - Portable, battery-operated radio and extra batteries
 - Several flashlights and extra batteries
 - First aid kit and manual
 - Several hard hats
 - Fluorescent tape to rope off dangerous areas

Actions

- In a building explosion, get out of the building as quickly and calmly as possible.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire:
- Stay low to the floor and exit the building as quickly as possible.
- Cover nose and mouth with a wet cloth.
- When approaching a closed door, use the back of your hand and forearm to feel the lower, middle and upper parts of the door. If it is hot to the touch, do not open the door--seek an alternate escape. Only if the door is not hot, brace yourself against the wall beside the door opening, reach over to the door handle and slowly open the door.
- Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.
- Use a flashlight.
- Stay in your area so that you don't kick up dust. Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort--shouting can use up valuable oxygen and cause a person to inhale dangerous amounts of dust.
- Untrained persons should not attempt to rescue people inside a collapsed building. Wait for emergency personnel to arrive.

CHEMICAL AGENTS

Contrary to sensationalistic reporting, chemical weapons are not weapons of mass-destruction, they are 'Area denial' and terror weapons. When you leave the affected area, you almost always leave the risk. These agents are not gasses but vapors or airborne particles that must be delivered in sufficient quantity to kill or injure. However, they lose their effectiveness in both extremely hot and extremely cold conditions and wind quickly dilutes its concentration. If a chemical agent attack were to occur, authorities would instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately. If you are instructed to leave the area, your chances for survival are greatly increased by exposure to fresh air and by staying calm.

Actions

- If you are indoors and you believe you may have been exposed to a chemical agent:
- Exit the building as quickly as possible.
- Forgetting your modesty and discarding your clothing could save your life. Taking off outer clothing can remove 80% of the contamination and quickly rinsing exposed skin with water is an effective decontaminant. Rescuers will arrive within minutes and firefighters will use water to spray and decontaminate. They will triage or prioritize the victims so they can provide medical attention to the most seriously affected. Even if you show no symptoms of exposure, medical personnel will want to check you and advise about follow-up care. The Police will also want to speak with you about anything you may have observed that could help them apprehend those responsible.
- If you are outdoors and you believe you may have been exposed to a chemical agent:
- The most important thing to do is to get a physical barrier between you and the toxic agent.
- Get indoors quickly: a building is preferable but being inside a car will help.
- Shut all the windows and doors and turn off the air conditioner.
- Try to plug or block any air drafts such as under doors and window seals. This technique is known as sheltering in place.
- Call 9-1-1, notify authorities a hazardous gas may be present.
- Stay indoors and turn on the television and/or radio for emergency announcements. Authorities will notify you when it is safe to go outside.
- If possible, put your clothes in a plastic bag and take a shower that will help remove any contamination that may have occurred before you were able to get indoors.

BIOLOGICAL AGENTS

Biological agents are organisms or toxins that have illness-producing effects on people, livestock and crops. Because biological agents cannot necessarily be detected and may take time to grow and cause a disease, it is almost impossible to know that a biological attack has occurred. It may not be apparent that a biological agent has been dispersed until people begin falling ill several days later.

If government officials become aware of a biological attack through an informant or warning by terrorists, they would most likely instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately.

A person affected by a biological agent requires the immediate attention of professional medical personnel. Some agents are contagious, and victims may need to be quarantined. Also, some medical facilities may not receive victims for fear of contaminating the hospital population. For most biological agents, the initial symptoms would resemble a flu-like malaise.

The key to protection against biological agents is personal hygiene and sanitation. Insects, rodents and contaminated material transport germs. Wash your hands often, don't share drinks or food, keep tight lids on trashcans and don't have standing water to allow mosquito breeding.

Action

- If you hear reports that a biological agent may have just been released in your area, stay or get indoors right away, shut all windows and doors, and turn off the air conditioning.
- For a biological aerosol to make you ill, microscopic particles must find their way into your lungs. A physical barrier between you and an aerosol cloud is the best self-protection.
- A surgical mask or one of the respiratory protection masks recommended for construction and laboratory tasks would help to screen out particulate matter that might be in the air. To be effective, masks must fit snugly over the mouth and nose. The Army Handbook of Medical Management of Biological Casualties recommends that medical personnel attending patients infected with most biological agents employ, "standard precautions" which means wearing a surgical mask and gloves.

PREPAREDNESS

- Learn about the nature of terrorism.
- Terrorists look for visible targets where they can avoid detection before or after an attack.
- Learn about the different types of terrorist weapons including explosives, kidnappings, hijackings, arson, and shootings.
- Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises.
- Be alert and aware of the surrounding area. The very nature of terrorism suggests that there may be little or no warning.
- Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended.
- Learn where emergency exits are located. Think ahead about how to evacuate a building or a congested public area in a hurry. Learn where staircases and emergency exits are located.
- Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, fall or break in an explosion.

Develop A Family Disaster Plan

The best way to protect yourself and your family is to be prepared. Knowing what to watch for and how to respond will keep you alert to potential hazards. Learn about your community's risk from major emergencies. Everyone in your family should know what to do in case all family members are not together and where to go if they have to leave. Trying to make plans at the last minute can be upsetting and create confusion. Find out evacuation plans for your workplace.

Check with the school for the location of the family reunification point.. In an emergency, your children could either be sheltered in place or evacuated from school. If protective actions are being taken at their school do not go to or call the school, you could tie up a phone line that is needed for emergency communications. School personnel are trained to handle emergencies. For further information, listen to local emergency radio and TV stations to learn when and where you can pick up your children.

In case family members are separated from one another during an incident, develop a communications plan for reuniting after the disaster. Ask an out-of-state relative or friend to serve as the "family contact." and make sure everyone knows the name, address and phone number of the contact person.

Assemble A Disaster Supply Kit

- A three-day supply of non-perishable food and water for the entire family.
- A change of clothing and sturdy footwear for each member of the family.
- Medication, eyeglasses, hearing aids, dentures, canes and walkers.
- Personal items such as toothbrushes, deodorant, etc.
- Items for your baby such as diapers, formula, or baby food.
- Books, puzzles or cards and games for entertainment.
- Flashlight and extra batteries
- Portable, battery-operated radio and extra batteries
- First aid kit and manual
- Emergency food and water
- Non-electric can opener
- Personal identification
- Extra set of car keys
- Signal flare
- Map of the area and phone numbers of places you could go
- Additional tools and supplies
- Cash and credit cards

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BOMB THREAT CHECKLIST

Exact time of Call _____

Exact words of caller _____

QUESTIONS TO ASK

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

CALLERS VOICE (Circle)

Is the voice familiar, who does it sound like? _____

Were there any background noises? _____

Remarks: _____

Person receiving call: _____

Telephone number call received at: _____

Date: _____

Report call immediately to: (see Bomb Plan) _____

- | | | | |
|-----------|---------|----------|----------|
| Calm | Stutter | Giggling | Stressed |
| Disguised | Slow | Deep | Accent |
| Nasal | Sincere | Crying | Loud |
| Angry | Lisp | Squeaky | Slurred |
| Broken | Rapid | Excited | Normal |

KEY TELEPHONE NUMBERS

AGENCY	EMERGENCY	PHONE
Savannah Fire	911	651-6758
Southside Fire	911	354-1011
Garden City Fire	911	966-7780
Pt. Wentworth Fire	911	964-1212
Pooler Fire	911	748-7012
Bloomingtondale Fire	911	748-4111
Thunderbolt Fire	911	354-3530
Tybee Island Fire	911	786-5600
Isle of Hope Fire	911	355-2205
Chatham County Sheriff	911	652-7700
Chatham County Police	911	652-6500
Savannah Police	911	651-6664
Garden City Police	911	966-7770
Pt. Wentworth Police	911	964-4360
Pooler Police	911	748-7333
Bloomingtondale Police	911	748-8302
Thunderbolt Police	911	354-3818
Tybee Island Police	911	786-5600
Memorial Medical Center	350-8390 ER	350-8000
St. Joseph's Hospital	927-5419 ER	925-4100
Candler General Hospital	692-6037 ER	354-9211
Chatham County Public Health		356-2108
Chatham County Public Works		652-6840
Savannah Public Works		651-6565
GA Emgcy Mgmt Agency		(800) TRY-GEMA
GA Dept of Natural Resources		(800) 241-4113
GA Envro Protection Div	(404) 656-4863	(404) 656-6905
GA State Patrol		651-3000
GA Dept. of Transportation		651-2144
Envro. Protection Agency		(404) 347-4062
National Response Center		(800) 424-8802
Chatham Emgcy Mgmt Agency		201-4500
Coast Guard Marine Safety Off		652-4353
Local Emgcy Planning Cmte		201-4500
Chemical Transportation Emgcy Center (CHEMTREC)		(800) 424-9300