

***The Guide to Emergency Preparedness*™ Frequently Asked Questions**

How many Guides do we want for our organization?

Because the Guide is designed to be readily available as a quick-reference for your staff, you will want to place them throughout your building(s). Many organizations opt to have at least one copy of the guide mounted in each department, and to have extra copies on hand for large departments, and administrative offices. Often times the Human Resources department will use the guides for new employee orientation, so they may want extra copies. You will want to carefully consider the number of Guides you plan to order to take advantage of the volume-based pricing structure.

How do we put our Guide to Emergency Preparedness together?

Upon your decision to create the Guide for your organization, you will receive pre- production materials to assist you. We will send you an electronic text file that would serve as a starting point for compiling your text. When you send us your text file and logo or artwork, our graphics team will layout the card sets and cover. You will be provided with proofs of the text and cover for your approval prior to production. You won't need to spend any time formatting the text or designing the cover. Design and format assistance are included in the cost of the Guide.

What is the turnaround time?

Upon your approval of the cover and card set proofs, we will produce your guides and they will arrive to you with-in four to six weeks. You will receive a product that is fully assembled and ready to put into service the moment it arrives. It is a good idea to request the wall mounts to arrive before the Guides so they can be installed in advance.

Who maintains the computer file for changes?

We will keep your text in our computer archives. We can also provide the finished file back to you if desired so that you may make changes. However, if your changes are simple it may be easier to simply mark your changes on the card(s) and fax them to us. We will create proofs incorporating the changes before printing the revised card(s). We support you to do what works best for you.

What are the other benefits of the Guide?

- The Guide is cost effective because it is inexpensive to update and built to last for years.
- You can be assured that the proper information is always available to all who need it.
- It functions well as a training resource and a reliable reference during inspections.
- Once implemented the Guide will save you time by providing a uniform resource for all.
- It can help you satisfy The Joint Commission and OSHA requirements for safety information.
- The Guide is customized to meet *your* specific organization's needs.

For further assistance answering any additional questions, please contact one of our account representatives at 800-637-8525.