



CITY OF SANTA CLARA

Emergency Preparedness GUIDELINES

Pull out and save this insert to **help you, your family,** and your neighborhood get ready!

When can disaster strike? **Any time** When should you prepare? **All the time... starting now**

Do you have these ready?

- ✓ At least 3 gallons of water per person
- ✓ Nonperishable food for at least 3 days for every member of your household, including pets
- ✓ Flashlight with extra batteries
- ✓ Sturdy shoes and socks
- ✓ Blankets and sleeping bags
- ✓ Glasses or contact solution
- ✓ Hygiene products [soap, toilet paper, antiseptic wipes, etc.]

See inside for a complete list.



Family Emergency Plan

In an emergency, the first thought almost always goes to family. Where are they? Have they been affected? How will the family be reunited?

Part of preparation is talking with all family members about the potential for a disaster and making several important decisions.

- Pick a location outside of your home, but still in the neighborhood, to meet.
- Pick a second location outside of your neighborhood to gather in case you can't return home. Make sure everyone knows the address and phone number.
- Select an out-of-state relative or friend to be your family contact point. After a disaster it is sometimes easier to call long distance than across town. Family members should memorize this phone number and call there to say where they are.
- Make plans to take care of infants, elderly or other family members with disabilities or special needs.
- Talk about how you will take care of pets. How would you evacuate them? Do you have enough supplies to feed and water them for at least 72 hours?

Download a help publication on creating a Family Disaster Plan, including a cut-out form for everyone to carry with them at all times, from the American Red Cross website RedCross.org.

Look at the clock.

Suppose that right now, this minute, there was an earthquake, super storm, or another major disaster that would shut down normal life for at least three days.

- Fire, police, ambulance, EMTs and other emergency professionals are not available.
- There is no electricity, gas or water.
- Stores, banks, gas stations are closed. Any business that is open is limited to cash only transactions.
- Roads are closed and you are forced to "shelter in place."

How will you, your family, and your neighborhood cope with a major disaster?

How well prepared are you?

It may not be pleasant to think about the worst case scenarios, but the fact is that there will be – at some time – an emergency that seriously affects Santa Clara residents and businesses.

Californians are fortunate in that we have fewer natural disasters to worry about than other parts of the country where tornadoes, blizzards, hurricanes and ice storms are annual occurrences. On the other hand, few regions are as susceptible to earthquakes as the Bay Area where, all experts agree, there will be a major, devastating earthquake. No one knows when, no one knows where the epicenter will lie, but we all know it is coming.

When a major disaster occurs, emergency services will be overwhelmed and normal daily life disrupted for days, or weeks. Residents could be "on their own" for three or more days. The vivid pictures of East Coast neighborhoods after Superstorm Sandy in the fall of 2012 depicted how quickly community infrastructure and support networks can disintegrate when overwhelmed by a major disaster.

Preparation to be self-sufficient in case of an emergency is a must for all residents and businesses. Look inside for specifics on what you can and should do to get ready for the unexpected.



Do you have a flashlight and extra batteries at home? In your car? At work?

Avoid flooded streets



- Do not drive through flooded areas. If you see a flooded-out road ahead, turn around. Find another route to your destination or stay on higher ground and wait for the waters to subside.
- Even if the water appears shallow enough to cross, don't try it. Water can have hidden dangers.
- If your car stalls, abandon it immediately and climb to higher ground.
- Six inches of water will reach the bottom of most passenger cars, causing loss of control or possible stalling.
- One foot of water will flood almost any vehicle.
- Two feet of rushing water can sweep away most vehicles — including SUVs and pick-ups.

What's in your wallet? Hopefully, an emergency contact list

Jot down this crucial information on a card to carry in your wallet. Include phone number, email, and Twitter handles for each.

- Homeowner's insurance company and policy number
- Earthquake insurance company and policy number
- Flood insurance company and policy number
- Auto insurance company and policy number
- Power company hotline
- Water utility
- Sewer utility
- Tree removal service
- Electrician





You'll need a manual can opener as well as canned foods

Emergency Disaster Preparation

CHECKLISTS

At home

- Water for every member of your family for drinking, food preparation and sanitation. Calculate one gallon per person x ___ number in your family x 3 days = ___ gallons minimum in storage. A little extra for pets and other uses is a good idea. Store water in sealed, unbreakable containers and replace every six months.

Tip: If you're using individual 16.9 ounce bottles of water for your supply, figure on 8 bottles per individual per day, or 24 bottles (one case per person) for 72-hour emergency preparedness.

- Nonperishable or canned food for every member of the family (and pets) for at least 3 days. Figure on 3 cans per person per day. See the grocery list on page 3 for ideas from the American Red



Use plastic bins or a garbage can to store your disaster supplies.

Cross.

Tip: Write the date of purchase on each food item package or can with a permanent black marker.

- Hand operated can opener
- Utility knife
- Flashlight with extra batteries and bulbs
- Portable radio with extra batteries
- Fire extinguisher with a minimum rating of 2A:10B:C
- Large plastic garbage bags and plastic ties, and smaller ziplock plastic bags
- Duct tape
- Matches in a waterproof container
- Small hand tools including crow bar, hammer, pliers, screwdrivers and wrenches that may be used to shut off gas and water
- Cash in small bills and change
- First Aid kit and a First Aid manual
- Sturdy work gloves and vinyl gloves
- Extra pair of sturdy shoes and socks for each family member
- Paper towels, toilet paper, tissues
- All purpose liquid soap
- Shampoo, toothpaste, toothbrushes and other personal hygiene items for each family member
- Hooded rain ponchos for each family member
- Dust masks
- Blankets and sleeping bags
- Infant formula and diapers if there's a baby in the family



Keep sturdy shoes under your bed and in the car.

- Hand sanitizer and moist towelettes
- Disposable paper cups, plates and plastic utensils—enough to serve 10-12 meals per person
- Paper, pencil, pens
- Complete change of clothing for each family member

Tip: Think in layers since you can't anticipate what the weather might be. A long sleeve shirt can offer warmth and protection from the sun.

- Whistle to signal for help
- Tent and/or tarp (9x12 ft minimum) for shelter
- Camp stove and fuel and/or barbecue and charcoal (Do Not Use Indoors!)
- Plastic bucket with tight lid or portable toilet
- Lantern (battery, kerosene or propane powered) plus fuel or batteries
- Gallon of disinfectant
- Nylon rope, 100 feet



At home, have at least 3 gallons of water on hand for every person in your household. Also have water in your car and at work.

In the medicine cabinet

- Thermometer
- Medicines for fever and pain relief such as acetaminophen or ibuprofen
- Anti-diarrheal medication
- Fluids with electrolytes
- Vitamins
- Sterile adhesive bandages in assorted sizes
- Antacid
- Syrup of ipecac
- Laxative
- Tweezers
- Medicine dropper
- Sunscreen
- Burn gel

Renew prescriptions at least a week before you run out.



Do you have the RIGHT ANSWERS?

- Do you know how to turn off the water main? **What tool would you use and is it easy to locate?**
- Do you know how to turn off the electrical main? **Do you know how to turn off the electrical main?**
- Do you know how to turn off the gas supply? **Where are the fire extinguishers in your home or office?**
- Do you know how to extinguish a fire? **Do you know how to extinguish a fire?**

In the car and at work

- Water
- Nonperishable food (add a can opener if any is in cans)
- Portable, battery-operated or hand-cranked radio and extra batteries
- Flashlight and extra batteries
- Lightsticks (each lasts 12 hours)
- Matches in waterproof container
- Signal flare
- Whistle
- Sturdy shoes and socks
- Jacket and blanket
- First Aid kit and manual
- Cash in small bills and change
- Compass
- Sunglasses
- Safety pins
- Large garbage bags and ties
- Sunscreen
- Map of the area
- Fire extinguisher
- Hand sanitizer and moist towelettes
- Small shovel
- Multi-tip screwdriver and pliers
- Work gloves
- Latex gloves
- Paper, pencil and pen
- List of important phone numbers



Don't let fuel tank get too low. A long power outage can shut down gas stations.

Tip: All of these can fit in a backpack that will not take up much space.



Be sure to have a car charger for your mobile phone that fits your current phone.

Just in case...

- Keep gas tanks at least 1/4 to 1/2 full at all times.
- Refill prescriptions when you still have at least 3-5 days supply remaining.
- Create and continually update a summary of important family information such as names and contact information of all doctors, insurance policy numbers, inventory of household goods, family records and bank account records. Store a copy of the summary outside the home such as in a safe deposit box or an Internet data storage service.
- Make a list of what you would want to save if you only had 15 minutes to evacuate your home. Post the list on the inside of a central closet door and be sure everyone in the family knows it's there.

A battery-operated or hand-cranked radio will connect you to important information



Grocery List of Emergency Food Supplies

Stock your cupboards with non-perishable foods, such as these:

- Peanut butter – great source of energy
- Unsalted nuts and trail mixes in vacuum-packed containers
- Dried fruits, such as apricots and raisins for potassium and fiber
- Canned tuna, salmon, chicken, turkey or sardines
- Canned vegetables, such as green beans, carrots, peas
- Canned soups and chili
- Applesauce
- Juices
- Multivitamins
- Instant coffee, tea
- Powdered milk for calcium and Vitamin D
- Cereal in individual packages
- Granola bars and power bars
- Jelly, jams or fruit preserves
- Instant meals, such as cups of noodles or cups of soups
- Snack-sized canned goods, such as pudding or fruit cups
- Sports drinks, such as Gatorade to rehydrate and replenish fluids when water is scarce
- Comfort food such as hard candy, gum and candy bars
- Crackers, preferably whole wheat (keep an eye on the expiration date)
- Food for infants, elderly or those on a special diet
- Pet food
- An extra hand operated can opener



Tip: Avoid salty foods which could promote thirst.

More food advice for an emergency

- If the electricity goes out, keep the refrigerator and freezer doors closed to slow down thawing. If your food has spent more than four hours over 40° Fahrenheit, don't eat it. As long as frozen foods have ice crystals or are cool to the touch, they're still safe.
- Think about alternate ways to cook or heat your food. If you have outdoor access, a charcoal grill or propane camp stove will work – if you have maintained a supply of charcoal or propane. Also keep cans of Sterno in the cupboard that can be used to heat up soups or other canned foods in a small pan.
- Freeze-dried, dehydrated foods and "instant" meals will require water so if you are relying on these for your emergency food supply, increase your water supply.



Don't forget to have food and other supplies for your pets

During an earthquake

- Drop:** When you feel an earthquake, drop under a sturdy desk or table. Try to stay away from windows, tall bookcases, and other heavy objects that might fall. If you cannot find a desk or table, get into a doorway or hallway or brace yourself against an interior wall.
- Cover:** Stay under cover until the shaking stops. If you are in a doorway, watch out for the swinging door. If you are in an open area, kneel down and cover your head with a book or anything else you can find.
- Hold:** Hold onto the desk or table. As it moves, move with it. Hold on until the shaking stops.
- High-Rise Buildings:** If you are in a high-rise building, and cannot get under a desk, move to an interior wall. Do not use the elevators. Don't be surprised if the electricity goes out.
- Outdoors:** If you are outdoors, move to a clear area away from trees, power lines, signs and buildings.
- Sidewalk Near a Building:** Duck into a doorway to protect yourself from falling bricks, glass, and other debris.
- Driving:** Pull over to the side of the road. Avoid bridges, power lines, and other hazards. Stay in the car until the shaking stops.
- Kitchen:** If you are in a kitchen, move away from heavy appliances such as refrigerators. Also avoid overhead cupboards, and hanging objects.
- Stadium or Theater:** If you are in a stadium or theater, stay in your seat, and protect your head with your arms. Do not try to leave until the shaking is over.
- Don't Panic:** Above all, remain calm.



After an earthquake

- Aftershocks:** Be prepared for aftershocks.
- Check for Injuries:** Check yourself and those around you for injuries. Administer first aid as needed.
- Check Utilities:** Check your utilities. If you suspect that the gas, water or electrical systems are damaged, turn them off. Use a flashlight or light stick to check your utilities. DO NOT use matches, candles or other open flame.
- Monitor the radio:** Don't go sightseeing. Cooperate with public safety officials. Use a transistor radio to monitor the Emergency Alert System (EAS) for news and information.
- Telephones:** Try to minimize your use of telephones. If you see telephones off the hook, hang them up. This will help the telephone company to restore service.
- Cabinets and Cupboards:** When opening cabinets and cupboards, use caution. The contents of the cabinet might be heaped up against the door, and may fall on you when the door is opened.
- Stay out of Damaged Buildings:** Don't go into damaged buildings until they have been declared safe by building inspectors.

Reduce your risk during flu season

With winter comes the flu season. During periods of cooler temperature, influenza cases increase roughly tenfold or more. The best prevention is to develop good hygiene habits for everyone in your family, including:

- Cover your mouth when sneezing or coughing. If you don't have a tissue, cough into your elbow rather than your hand.
- Wash your hands as soon as you return home from work, school, shopping or play.
- Wash your hands frequently during the day and always after sneezing or blowing your nose.
- Circulate fresh air in your home.
- Don't share glasses, cups, utensils or toothbrushes.
- If someone in the family does become sick, keep them at home. Going to school or work while sick only causes germs to spread.



Disaster Supplies Kit Checklist for Pets

- Food and water for at least three days for each pet, food and water bowls and a hand operated can opener
- Litter and litter box or newspapers, paper towels, plastic trash bags, household bleach
- Medications and a pet first aid book
- Sturdy leashes, harnesses and carriers to transport pets safely and to ensure that your pets cannot escape. A carrier should be large enough for the animal to stand comfortably, turn around, and lie down. Your pet may have to stay in the carrier for hours. Blankets and towels for bedding and warmth.
- Pet toys and the pet's bed, if you can easily take it, to reduce stress
- Current photos and descriptions of your pets to help others identify them in case you and your pets become separated, and to prove they belong to you.
- Information on feeding schedules, medical conditions, behavior problems and the name and telephone number of your veterinarian in case you have to board your pets or place them in foster care.

Neighborhood Watch

Originally started as a crime prevention strategy, Neighborhood Watch groups can also serve as a valuable way for neighbors to get better acquainted and better prepared for an emergency.

Together you can learn about disaster preparedness and become more familiar with any special skills of neighborhood residents (medical, mechanical, etc.). It will also help the neighborhood identify any residents, such as disabled or elderly, who might need extra assistance.

There are more than 135 Neighborhood Watch programs already established in the City of Santa Clara. To learn more about how to start a new program, call the Police Department's Crime Prevention Unit at 1-408-615-4876.



Annual Emergency Preparedness Check-up

Pick a day you will remember, such as when the time changes, a birthday or anniversary and make it into a family tradition.

1. Replace water supply with fresh bottles.
2. Check expiration dates on nonperishable foods. Replace any that are expired and use up any that will expire within the year. Do you have enough quantity to feed your entire family and pets, a little extra to help out a neighbor, for 3-4 days?
3. Replace batteries in flashlights. Do you have a flashlight on each floor of the house? In each bedroom? In each vehicle?
4. Check first aid supplies. Do you have everything you need?
5. Review your family emergency plan. Do any phone numbers need to be updated? Does everyone remember where to meet and who to call if separated?
6. Do you have a cell phone charger in your vehicle that fits your current cell phone?
7. Do you still have a sufficient emergency cash supply?

ARE YOU READY?

Emergency Broadcast Stations in the Bay Area

KCBS-AM 740
KGO-AM 810
KQED-FM 88.5
KSOL-FM 98.9 [Spanish]
KSJX-AM 1500 [Vietnamese]

Fires can also be devastating

A fast-moving fire can be fatal and destroy homes and businesses. Emergency preparedness, when it comes to fire, starts with making sure a properly maintained and working smoke detector is installed.

- Place a minimum of one smoke detector in every bedroom and in the main corridor outside of all sleeping areas. In multi-story homes, there should be at least one smoke detector on each floor.
- Test smoke detectors every month.
- Replace batteries at least once a year.



A working smoke detector saves lives!

Tip: To help remember, replace batteries in the fall and spring when the time changes and you are adjusting clocks.

- Practice home escape with all members of the family. Make sure all know what to do if a fire occurs and how to get out of each room of the house. Pick a place outside the home where the family can safely gather and await the fire department.

Think about the elderly in your life

The fastest growing segment of our population is older adults, and more seniors are living independently in our community. If you have an elderly relative who lives alone or with another senior, think about these special precautions.

Things to keep in mind:

- Age-related characteristics such as vision or hearing loss or slow response time can affect an older person's perception of and reaction to an emergency.
- Chronic health conditions, such as diabetes or hypertension, can make uninterrupted access to proper nutrition and medications critical.
- Fixed incomes and dwindling savings may be limiting a senior's ability to adequately prepare for natural disasters or other emergency situations.
- Language and cultural differences may affect some older adults' ability to understand and communicate effectively in a crisis situation.
- Seniors who no longer drive are at higher risk of isolation and being stranded in an emergency situation. Seniors who rely on canes or walkers for mobility are at higher risk for falls and the inability to get back up off the floor.



Create a plan:

- Identify a team of people with shared responsibility for watching out for an elderly individual. Decide in advance who will make contact before, during and after a disaster such as an earthquake. Use family gatherings or neighborhood meetings to review the plan periodically.
- Gather critical information about the senior including medications and names of physicians and give copies to all members of your team.
- Walk through an emergency situation with the senior. What should he or she do if there is an earthquake, if there is a power loss, if there is a flood? Practice an evacuation drill.
- Call the senior regularly to make sure telephones and answering machines are working and being used.
- Make an emergency contact list in large bold type and place it in an easy-to-see location in the senior's home. Check on it periodically to be sure it is up to date and still visible (i.e. not hidden behind other notes on a refrigerator door, for example).

If you are told to "shelter in place"

Occasionally you may read in the news that a community has experienced a chemical spill or another incident that has led to a "shelter in place" order for residents. What should you do if this should occur?

- Go inside a building. A vehicle is not an airtight safe shelter for these types of emergencies.
- Bring pets inside.
- Close all windows and doors. Locking them may close them tighter.
- Turn off the air conditioner, fans or heater and close the fireplace damper.
- Drink stored water, not water from the tap.
- Turn on the radio.
- Keep a telephone close at hand, but don't use it unless there is an emergency.

Every situation can be different, so local emergency coordinators might have special instructions for you to follow. Pay attention and do what is requested in order to stay safe.

Home Emergency Assistance Teams

Residents can learn more on how to take care of themselves, their families and their neighborhoods through a 20-hour training program called Home Emergency Assistance Teams (HEAT) Citizens Academy. The goal is to train residents to serve as first responders until professional forces arrive.

Topics include: utility control and fire suppression, basic medical care, light search and rescue, damage assessment, and other safety and preparation skills.

For more information on how to sign up to become part of the HEAT team, contact the Fire Department at 1-408-615-4940.



City of Santa Clara

SantaClaraCA.gov • 1-408-615-4900