

What To Do When

DISASTER

Strikes!

We are exposed to a wide variety of hazards such as earthquakes, fires, power outages, severe storms and acts of terrorism. Washington Hospital has developed a comprehensive and integrated emergency plan that is updated continuously. Your city also has emergency plans. However, these plans are not enough; we as individuals must also prepare ourselves, our homes, our workplaces and our neighborhoods.

Imagine that you have no electricity, no gas, no water and no telephone service. Image that all of the streets and shops are closed and you are without any kind of help or emergency services. What will you do until help arrives?

This brochure provides information, ideas and resources to help you to prepare for and respond to a disaster.



Ohlone Community College District
Campus Police Services, Safety and Security



IN A DISASTER

Whatever you do, stay calm.

STOP what you are doing.

LOOK around you and carefully assess the situation.

LISTEN for instructions.

- For your own protection, cooperate fully with public safety officials.
- Inspect your building for damage. Using a flashlight, check for gas and water leaks, broken electrical wiring or sewage lines. If there is damage, turn the utility off at the source.
- If you smell gas, evacuate immediately. Report gas leaks to your utility company.
- Check the area for downed power lines. If you notice one, warn others to stay away and contact authorities.
- Keep the streets clear for emergency vehicles.



WHEN TO CALL 9-1-1

- Call 9-1-1 to request emergency medical, police, or fire help.
- During major disasters, 9-1-1 may be flooded with calls. Be prepared to wait.
- For non-emergency situations, call: your local police or fire department using their business telephone number.

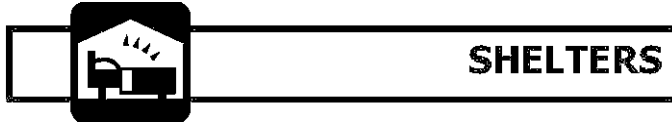


EVACUATION

If you smell gas or smoke, see fire, are told to evacuate, or genuinely fear for your safety where you are, leave immediately. If possible:

- Wear sturdy shoes and appropriate clothing.
- Take your emergency “Go Bag”.
- Use travel routes specified or special assistance provided by local officials.

Once you are safe, call your out-of-state contact and tell them where you are.



Your city has identified a number of potential shelter sites. Depending on the location and size of the emergency, the city will open as many shelters as necessary in the most suitable areas.

- Listen to AM radio station KCBS 740 for information about shelter locations.
- Be aware – only service animals are allowed in emergency shelters. Make other arrangement for your pets in advance.

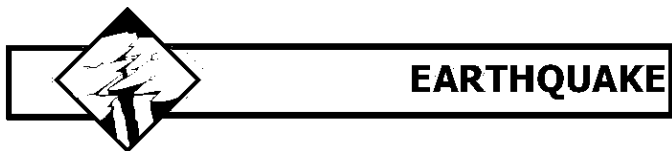
SHELTER IN PLACE

In some cases, it is safer for you to be indoors.

If you are told to “shelter in place”, go inside immediately. Shut all windows and doors, close the fireplace damper, and turn off air conditioning and ventilation systems. Listen to your radio and remain where you are until local authorities tell you it is safe to go outside again.

For more information about preparing to shelter in place:

www.redcross.org/services/disaster/beprepared/shelterinplace



An earthquake can happen at any time. Try to set up your home and workplace so that you can quickly and easily take cover.

IN THE EVENT OF AN EARTHQUAKE:

1. **DROP** to the floor.
2. Take **COVER** under a sturdy piece of furniture or next to an interior wall. Cover your head and neck with your arms.
3. **HOLD** on to a sturdy piece of furniture and be prepared to move with it. Stay where you are until the shaking stops.

BE PREPARED FOR AFTERSHOCKS

At Home or Work: Take cover and avoid heavy furniture, appliances, windows and shelves with heavy objects that might fall over. If you are in bed, cover yourself and stay there until the shaking stops. Parents, resist the urge to run to your children. Wait until the immediate danger is over and then go to them. You will not be able to help them if you are injured yourself.

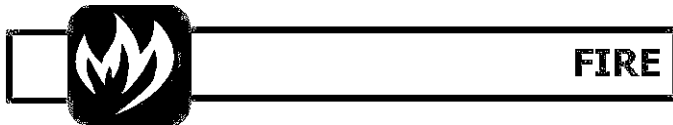
Outside: If you are on the sidewalk near a building, duck into a doorway to protect yourself from falling objects. If possible, move to a clear area away from trees, signs, buildings, electrical wires and poles.

In Your Car: Carefully pull over to the side of the road and stop. Be sure you are clear of overpasses, bridges and power lines. Stay inside your car until the shaking stops.

In a High Rise: DROP, COVER and HOLD. Stay away from windows. Do not use the elevators.

In a Stadium or Theater: Stay in your seat, get below the level of the back of the seat and cover your head and neck with your arms.

In a Shop or Other Public Place: Stay calm. Move away from shelves with objects that might fall. Do not rush for the door.



If your smoke detector goes off or you notice a fire:

- Remain calm and get out. Do not try to fight the fire.
- **Call 9-1-1** from a safe place.
- If your clothes catch on fire, **STOP** where you are, **DROP** to the ground and **ROLL** over and over to smother the flames.
- Drop to the floor to avoid smoke and fumes – crawl to safety.
- Feel the door with the back of your hand before you open it. If it is hot, find another way out.
- If you are unable to get out of your home for any reason, stay near a window and close to the floor. If possible, signal for help.



POWER OUTAGE

Power cuts can be due to rolling blackouts, extreme weather conditions, or accompany other disasters such as earthquakes.

If there is no power in your neighborhood:

- Turn off all appliances, computers, and lights – except one that will indicate when power has been restored.
- Keep the refrigerator closed; this will help to keep food cold longer.
- Be very careful of fire hazards caused by candles and other flammable light sources. *Never* leave an open flame unattended.
- When power is restored, walk around your home or workplace to ensure appliances are switched off.
- If a traffic signal is not working, treat it as a stop sign.

PGE: (800)743-5000 or www.pge.com



SEVERE STORMS AND FLOODING

Severe storms can cause landslides or flooding. Be aware of hillsides that can slip as well as streams, drainage channels and other areas that may flood.

- Stay clear of downed power lines.
- Do not try to walk across a flowing stream where water is above your knees.
- Do not allow children to play around high water, storm drains or viaducts.
- Do not try to drive over a flooded road. If your vehicle stalls, leave it and go to higher ground.



The primary objective of a terrorist is to create fear.

With accurate information and basic emergency preparedness, you can fight back.

Know the Facts:

- Seek the facts of a situation and think critically. Confirm reports using a variety of respected sources of information.
- Over 90% of all past terrorist attacks have been conventional weapons, explosives or incendiary devices as they are inexpensive and easy to obtain.

Be Responsible:

- Do not spread rumors – confirm information with a credible source.
- Be aware of your surroundings. Notice where emergency exits are located.
- Consider the best way to evacuate the area – wherever you are.
- Report suspicious objects, vehicles, or persons to the appropriate authorities.
- Cooperate with security procedures at work and in public places.
- Take precautions when traveling. Be aware of unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended.

If There Is a Terrorist Attack:

- Stay calm.
- Be vigilant. Look out for secondary hazards such as falling debris or additional attacks.
- Know who to call and follow the instructions of emergency service personnel.

If You Are Trapped in Debris:

- Move around as little as possible so that you don't kick up dust.
- Cover your nose and mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort.

If You Receive a Suspicious Package or Envelope:

- **PUT IT DOWN** – preferably on a stable surface.
- Cover it with something like a trashcan or plastic bag.
- **Alert others to the presence of the package or envelope and evacuate the area.**
- Leave the room and close the door behind you.
- Wash your hands with soap and water.
- **Call 9-1-1.**

If You Receive a Bomb Threat:

- Ask the caller the following questions:
When is the bomb going to explode? Where is the bomb right now? What kind of bomb is it? What does the bomb look like? Why did you place the bomb? Where are you calling from?
- Record the exact time and length of the call.
- Write down the exact words of the caller.
- Listen carefully to the caller's voice and background noise.
- After you hang up, call 9-1-1 immediately.



Any kind of disaster can be very stressful and everybody will react differently. Coping with a disaster can be difficult, but some ways to make it easier are to:

- Let your feelings out. Express yourself in a positive way by talking to someone you trust, drawing, painting or writing.
- Avoid taking your feelings out on others.
- Encourage children to express their feelings, but don't pressure them if they do not feel ready.
- Return to normal routines as soon as you feel able.
- Try to sleep well and eat a healthy, balanced diet. Avoid alcohol, caffeine and other drugs.
- Spend time with close family and friends.
- Do something nice for somebody else.
- Help children to feel in control. Let them make decisions about meals, what to wear, etc.
- If you continue to have strong feelings for a long time, think about seeing someone professionally.



PREPARE FOR DISASTER

THE FIVE-STEP PLAN

The following are some steps you can take to prepare yourself for any event – large or small. **Be prepared to be on your own for at least one week.**

1. **Duplicate your important documents and keep an extra copy offsite** either in a safety deposit box or with someone you trust. Examples of these documents are: passport, driver's license, social security card, will, deeds, financial statements, prescriptions, personal items, etc. Include an inventory of your valuables, in writing and with photographs or video. This will help you with your insurance company later.
2. **Designate an out-of-state contact person.** Provide this person with the names and contact information of people you would like to keep informed of your situation. This way, after a disaster, you only need to make one call and your contact person can do the rest.
3. **Develop your emergency plan.** Involve all family and household members in planning: don't forget babysitters and other household help.
 - Discuss all possible exit routes from each room, the building and the neighborhood.
 - Decide where you will reunite after a disaster. Pick two places to meet: one right outside your home in case of sudden emergency such as fire and one outside your neighborhood in case you are unable to return to your home.
 - Find safe places in your home for each type of disaster.
 - Put emergency numbers beside each telephone.
 - Clear hallways and exits for easy evacuation.
 - Locate the main water, electricity and gas shut-off valves. Know how and when to switch them off. Only PG&E can turn your gas back on so don't turn it off unnecessarily.
 - Account for everybody's needs especially seniors, people with disabilities, children and non-English speakers.
 - Keep your vehicle in good working order and be sure the gas tank is always at least half full.

- **Practice.** Conduct emergency drills. Walk through your plan with all household members, check your smoke detectors and be sure to practice “**DROP, COVER and HOLD**” and other exercises at least every six months.
 - Schedule time on the days that the clocks change to check and rotate your supplies as well as to review and practice your emergency drills.
4. **Put together your emergency kits.** Your main kit should include: water, food, a manual can opener, first aid, personal medications, AM radio, flashlight, batteries, sanitary items, shoes, clothing, tools, supplies and any other items that you might require. Remember to include cash in small denominations as ATM machines may not be working and banks could be closed. **Be prepared to be on your own for at least one week.** Also, prepare a “Go Bag” for your home, workplace and vehicle to use in the event of an evacuation.
5. **Know your community resources and become one yourself.** Join your city’s Community Emergency Response Team (CERT), take classes from the Red Cross, or start a Neighborhood Watch group.



MAKE YOUR HOME SAFE

Additional safety tips for protecting your home and the people in it:

- Be sure that your address is easily visible from the road so emergency vehicles can find you.
- Install smoke detectors and change batteries every six months.
- Keep ABC type fire extinguishers and know how and when to use them.
- Strap down your water heater and fit with a flexible gas supply line. **Contact PG&E for further details: (800) 743-5000 or www.pge.com.**
- Have standard telephone. Cordless telephones that require electricity will not operate in a power failure and cell phones may not function in a disaster.

- Know how and when to switch off your utilities. Show each member of your household how and when to shut off utilities (gas, water, electricity).
- Store dangerous chemicals safely.
- Move beds away from windows and heavy objects that could fall.
- Store heavy items on the lowest shelves.
- Secure pictures and wall hangings, tabletop items, and top-heavy items such as refrigerators, bookcases, and file cabinets.



EXTRA TIPS FOR SENIORS AND PEOPLE WITH DISABILITIES

Seniors and people with disabilities will need to consider whether or not they should take additional precautionary measures to further reduce their exposure to risk during an emergency.

- Evaluate your capabilities, limitations, needs and surroundings to determine what type of support you may need in an emergency.
- Develop a “Buddy System”. Find people you can rely on in an emergency. Ask your buddies to check on you and provide any assistance you might need. Explain your requirements and teach them what they need to know in order to help you. Be sure to give them a spare copy of your important keys.
- If you are dependent on electricity for your wheelchair, breathing machine, or any other life sustaining device, plan for a loss of power.
- Keep a 7-14 day supply of medications at all times.
- Make an information sheet of life support needs, medical conditions, medications and dosages, allergies, special equipment, medical insurance and Medicare cards, as well as personal and medical contact details. Keep this documentation with you at all times. Give a copy to each buddy. Keep a copy inside your emergency kit and update it regularly.
- People who have difficulty with communication should prepare a list of their special needs in writing (i.e., special toileting needs or how to lift or move them).

www.preparenow.org



EXTRA TIPS FOR PARENTS

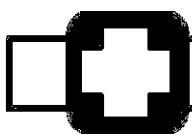
Include your children in preparing for an emergency. Teach them how to get help and what to do wherever they are. **Practice often.**

1. Provide your children with contact numbers to use in the event of an emergency.
2. Warn children never to touch any wires lying on the ground or hanging from poles.
3. Teach children what gas smells like. Tell them that if they smell, it, they should leave the building.
4. Make arrangements to have your children picked up if you are unable to do so. Be sure to tell them who it is safe to go with and that it may take a long time for someone to get there.
5. Regularly update the emergency contact information at your children's school or daycare facility.
6. Learn the emergency plans and policies at your children's school or daycare facility.
7. Teach your children how to call 9-1-1.
8. Volunteer to help your children's school to prepare for and respond to an emergency.



EXTRA TIPS FOR PET OWNERS

- Have enough water, food and medicine for your pet to last **at least one week.**
- Keep your pet's ID tags up to date. Consider having him/her micro-chipped.
- Always keep vaccinations current. Carry copies of medical certificates and contact telephone numbers together with your emergency kit.
- Arrange with a neighbor to take care of your pet in case you arrive home late after a disaster.
- Know where your pet hides so that you can easily find him or her in times of stress.
- Be sure to have a portable carrier for your pet. **Do not try to carry a frightened animal.**



BASIC EMERGENCY SUPPLIES

Making an emergency kit is one of the most important steps you can take to protect yourself.

Be sure to rotate your supplies every six months. One way to remind yourself to do this is to set aside a couple of hours when the clocks change. For a more detailed list, go to www.redcross.org/services/disaster/beprepared/supplies

Your Basic Emergency Kit

You should be prepared to be on your own for at least one week. Be sure to include:

- One gallon of drinking water per person, per day.
- Ready to eat canned foods (i.e., beans, meats, fruits).
- Manual can opener.
- Camp stove and propane.
- First aid kit and manual.
- Medications and prescriptions.
- Flashlight, AM radio and extra batteries.
- Whistle.
- Credit cards and cash (especially in small denominations).
- A copy of your important documents in a waterproof and portable container.
- Household bleach, unscented.
- Personal hygiene items including toilet paper, feminine supplies, plastic bags and soap.
- Sturdy shoes, heavy gloves, warm clothes and lightweight rain gear.
- Extra pair of eyeglasses, hearing aid and batteries, walking stick and any other vital personal items.
- Other supplies: plastic bags, plastic sheeting, duct tape and utility knife.

“Go Bags”

This kit is for use in the event of an evacuation. Be sure that your bag is easy to carry and that it has an ID tag. Keep one at home, one at work and one in your vehicle. Include the following:

- Some water, food and a manual can opener.
- Flashlight, AM radio, extra batteries.
- Whistle.
- Personal medication and prescriptions to last at least one week.
- Basic first aid kit and manual.
- Walking shoes, warm clothes and lightweight rain gear.
- Large Ziploc bags.
- Extra hearing aid, glasses and other essential personal items.
- Toilet paper, plastic bags and other personal hygiene supplies.
- Dust mask.
- Writing kit: paper, pens and tape.
- Contact information and your family’s out-of-state contact.
- If you are preparing “Go Bags” for your children include a family photograph and a favorite toy.



FOOD TIPS

Store at least one week's supply of non-perishable food for each person.

- Don't forget to pack a manual can opener.
- Select food that is appropriate to your dietary needs.
- Stay away from foods that require a lot of water or need to be refrigerated or cooked.
- Do not include salty foods that will make you thirsty.
- Include items from all food groups.
- Store food in airtight and pest resistant containers in a cool, dark place.
- Eat perishable foods first.
- To minimize the number of times you open the freezer door, post a list of freezer contents on it. In a well-filled, well-insulated freezer, foods will usually still have ice crystals in their centers (meaning foods are safe to eat) for at least three days.



WATER TIPS

In a disaster, water supplies may be cut off or contaminated.

- Be sure to have one gallon of drinking water per person, per day to last *at least one week*.
- Rotate water supplies every six months.
- Seal water containers tightly, label them and store in a cool, dark place.
- Do not place plastic bottles directly on concrete.
- Sources of water in your home include: ice cubes, pipes and your hot water tank.

You should treat all water of uncertain purity before using it for drinking, food preparation, or hygiene. The easiest ways to treat water are to bring it to a rolling boil 5-10 minutes or to disinfect it with regular (unscented) household bleach. Use 8 drops per gallon if the water is clear and 16 drops if it's cloudy. Stir and leave standing for 30 minutes before use. If the water does not have a slight bleach odor, repeat the dosage and let stand another 15 minutes.

Call 9-1-1 for emergency Police, Fire, or Medical help.



Washington Hospital Healthcare System: www.whhs.com

CERT Information:

Fremont: Call 510-494-4234 or
www.FremontCERT.org

Union City: 510-675-5470 or
www.ci.unioncityfire.org

Newark: 510-790-7218 or
www.newark.org / fire

Red Cross:

www.redcross.org/pubs/dspubs/genprep.html AND www.prepare.org

Federal Emergency Management Agency:

www.fema.gov/library/prepandprev (click on planning & preparing)

U.S. Dept. of Homeland Security: www.ready.gov

California Governor's Office of Emergency Services:

www.oes.ca.gov

Ohlone Community College District thanks
Washington Hospital Care System and the San
Francisco Office of Emergency Services for
developing the content of this brochure

HOME HAZARDS – HOW SAFE IS YOUR HOME?

IN A DISASTER, ORDINARY ITEMS IN THE HOME CAN CAUSE INJURY AND DAMAGE

- Anything that can move, fall, break or cause a fire is a potential hazard.
- Fasten shelves or heavy furniture securely to wall.
- Place large, heavy objects on lower shelves.
- Hang pictures and mirrors away from beds.
- Secure hanging overhead light fixtures.
- Secure water heater by strapping to wall studs.
- Install a flexible gas line to gas appliances.
- Put latches on kitchen cabinets.
- Store weed killers, pesticides and flammable materials away from heat sources.
- Store cleaning supplies with ammonia separate from those with bleach.
- Place oily polishing rags or waste in covered metal cans.
- Test your gas meter valve by turning 1/8 turn. Keep a wrench handy in case you need to turn it off.
- Check fire extinguishers and smoke alarms.