

EMERGENCY PREPAREDNESS GUIDE

INTAIN VIEW

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Contents

hen a disaster strikes, emergency resources are sometimes unavailable and residents must respond effectively to help themselves, their families and their community. All Mountain View residents should prepare themselves to take care of basic needs such as food, water, shelter, and personal safety for the first 72 hours following a disaster.

The City of Mountain View Fire Department has developed this emergency preparedness guide to provide residents and businesses with important information on how to prepare for and respond to natural disasters and other emergencies that may occur in our community. Use this booklet as a guide to help you be ready and able to deal with the next emergency or natural disaster that may happen in Mountain View.

The City of Mountain View Fire Department is committed to keeping our community safe and prepared for emergencies. However, we cannot do the job alone. By reviewing this guide and acting on the preparedness advice, you can take an active step to ensure your safety and security in the years to come. Each resident can help us to make the city better prepared for the next disaster situation.

Contact the Mountain View Fire Department's Office of Emergency Services at (650) 903-6825, or visit the City's website at www.mountainview.gov, for more information regarding emergency preparedness efforts in our community.

Michael Young, Fire Chief

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The City of Mountain View acknowledges and thanks the City of Palo Alto for the significant contribution of making the information in this Preparedness Guide available.

Create a family emergency plan

hen disaster strikes, you may not have much time to act. Prepare now for a sudden emergency. Learn how to protect yourself and cope with disaster by planning ahead. This checklist will help you get started. Discuss these ideas with your family, then prepare an emergency plan. Post the plan where everyone will see it — on the refrigerator or bulletin board — and practice it regularly.

- Meet with household members to discuss the dangers of fire, earthquakes, severe weather, floods and other emergencies. Explain how to respond to each.
- Find the safe spots in your home for each type of disaster.
- Discuss what to do about power outages and personal injuries.
- Draw a floor plan of your home. Mark two escape routes from each room.
- Show responsible family members *how* and *when* to turn off the water, gas and electricity at main switches when necessary.
- Post emergency telephone numbers near telephones.
- Create a wallet-size index card of important phone numbers and have family members carry it with them at all times.
- Teach children how and when to call 911, police and fire.
- Instruct household members to turn on the radio for emergency information.
- Pick an out-of-state contact and one local friend or relative for family members to call if separated during a disaster (see inset at right).
- Teach children your out-of-state contact's phone number.
- Pick two emergency meeting places:
 - A place near your home in case of a fire;
 - A place outside your neighborhood in case you cannot return home after a disaster.
- If a neighbor or relative with a disability has asked you for assistance in the event of an emergency, obtain their plan.
- Complete Community Emergency Response Team (CERT) training. (See page 9.)
- Complete a basic first aid and CPR class.
- Install working smoke detectors on each level of your home, test them monthly, and replace the batteries semi-annually. For extra safety, install them both inside and outside all sleeping areas.

did you know.

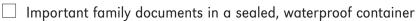
During an emergency it is often easier to contact people out of state. Choosing a long-distance contact can provide a vital communication link for your family during and after major disasters.

Before an Emergency

Creating a disaster supply kit

ssemble supplies you might need in an evacuation. Store them in an easy-to Carry container, such as a backpack or duffel bag. Besides medicine and water (listed on next page), the pack should include:

- Wrench and pliers, for shutting off utilities (see page 12), and a high-quality folding knife — a smooth edge is preferable to serrated
- □ A change of clothing, rain gear and sturdy shoes
- Blankets or sleeping bags
- and sunscreen
- □ A battery-powered radio, flashlight and plenty of extra batteries
- Credit cards and cash
- □ A list of family physicians



- The style and serial number of medical devices, such as pacemakers
- Will, insurance policies, contracts, deeds, stocks and bonds
- Bank account and credit card numbers
- Passports, social security cards, immunization records
- Family records (birth, marriage and death certificates)
- Matches in a waterproof container
- Paper, pens and pencils
- Whistle to signal for help
 - Dust mask to help filter contaminated air and sturdy work gloves
- Special items for infants, elderly or disabled family members
- A supply of non-perishable packaged or canned food and a non-electric can opener — along with utensils, plates and cups
- Moist towelettes, plastic garbage bags and ties for personal sanitation
- Household chlorine bleach



Use the checkboxes to track your progress.



Remember to always maintain at least a 72 hour supply of important medications.



Water: the absolute necessity

ater is fundamental to your body's continued health. You can live for weeks without food, but even a day or two without water in any environment may disable or kill you.

Water storage

- You should store a minimum of one gallon of water per person per day for at least 3 days. A normal active person needs at least one-half gallon of water daily just for drinking. Also, remember:
 - Individual hydration needs vary, depending on age, physical condition, activity, diet and climate
 - Children, nursing mothers, and ill people need more water
 - A medical emergency might require additional water
- Store containers in a relatively cool, dry place away from direct sunlight.

Preparing your own water

- Purchase food-grade water storage containers from surplus or camping supplies stores to use for water storage.
 - Before filling with water, thoroughly clean the containers with dish soap and water and rinse completely so there is no residual soap.
 - Water weighs about 8 lbs. per gallon, so 5 gallon containers are best for storage.



Caution

Do not store water in plastic jugs or cardboard containers that have had milk or fruit juice in them. Milk protein and fruit sugars cannot be adequately removed from these containers and provide an environment for bacterial growth when water is stored in them. Cardboard containers also leak easily and are not designed for long-term storage of liquids. Also, do not use glass containers, because they can break and are heavy.

If any members of your household have disabilities or are elderly, find out what services may be available to aid in their care or evacuation in the event of an emergency.

Consider getting a Medic Alert bracelet for medical conditions you may have.



Food

A disaster can dramatically disrupt major supply lines at any time, so plan to maintain at least a 72-hour supply of items necessary for survival.

Food

You don't need expensive "emergency food." Canned foods and other supplies you already have on hand are very suitable. They do not require cooking or water for preparation, they can be integrated into your regular supply, and they will remain fresh for about two years if properly stored.

Date each package and can so you will know when to rotate them into your normal food supply. This should be done once or twice a year.

Food items that you might consider putting in your disaster supply kit include: ready-to-eat meats, canned or boxed juices, milk and soup; high-energy foods like peanut butter, jelly, low-sodium crackers, granola bars and trail mix; vitamins; foods for infants or persons on special diets; cookies, hard candy; instant coffee, cereals, and powdered milk. Also consider meals ready to eat (MRE), which have a long shelf life.

Choose foods that

- Your family will enjoy, especially the kids. It is best to serve familiar foods in stressful times.
- Require little or no cooking or refrigeration in case the utilities are disrupted.
- Come in cans or package sizes that contain portions small enough for one meal, to avoid waste.
- Have a long storage life.
- Will not increase thirst.
- Will meet the needs of family members who are on special diets.

Storing food

- The best storage temperature is 40° to 60° F., in a cool, dry and dark place.
- Keep food away from petroleum products. Some food products absorb their smell. Protect food from rodents and insects.
- Items stored in boxes or in paper cartons will keep longer if they are wrapped or stored in plastic or metal containers.
- Store food and water in more than one place.

Living on a fault line

Take protective measures

Some things you can do to protect yourself, your family and your property in the event of an earthquake (for more info, see "Securing Your Home," page 8) include:

- Repair defective electrical wiring, leaky gas lines and inflexible utility connections. Get appropriate professional help. Do not work with gas or electrical lines yourself.
- Bolt down and secure to the wall studs your water heater, refrigerator, furnace and gas appliances. If recommended by your gas company, have an automatic gas shut-off valve installed that is triggered by strong vibrations.
- Place large or heavy objects on lower shelves. Fasten shelves, mirrors, and large picture frames to walls, but place them away from where people sit or sleep. Brace high and top-heavy objects.
- Store bottled foods, glass, china and other breakables on low shelves or in cabinets that fasten shut.
- Anchor overhead light fixtures.
- Be sure the residence is firmly anchored to its foundation.
- Install flexible pipefittings to avoid gas or water leaks. Flexible fittings are more resistant to breakage.
- Locate safe spots in each room under a sturdy table or against an inside wall.
- Hold earthquake drills with your family members: Drop, cover and hold on!

After an earthquake

- Be prepared for aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Stay away from damaged areas unless your assistance has been specifically requested by police, fire or relief organizations.

Caution



If Outdoors:

Stay outside; avoid buildings, utilities

If Indoors:

- Take cover under a sturdy desk, table, bench or against an inside wall. Otherwise, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall.
- If in bed, stay there, unless you are underneath a large light fixture
- Stay inside until the shaking stops and it is safe to go outside.
- DO NOT use elevators.

if trapped in debris

Do not light a

Do not move about or kick up dust.

Cover your mouth with a handkerchief or clothing.

Shouting can cause you to inhale dangerous amounts of dust, so keep a whistle on your keychain, or tap on a pipe or wall so rescuers can locate you.

Securing your home

Water heater

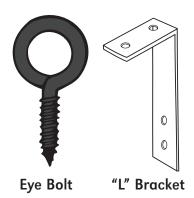
The typical water heater weighs about 450 pounds when full. Such a massive object resists being moved suddenly. In an earthquake, the floor on which it is standing tends to move out from under the heater, causing it to topple over.

- Wrap steel plumber's tape around the entire heater at least twice. Then secure the tape to two different wall studs with large (two inch or longer) lag screws.
- Install flexible gas and water connectors.



Furniture

How you secure your furniture will depend upon its value, location and your imagination. Secure your furniture by using:



- "L" brackets or "anodized" aluminum molding to attach tall or top-heavy furniture to the wall
- Corner brackets or eye bolts to secure items located close to the wall
- Attach a wooden or metal guardrail on open shelves to keep items from sliding or falling off
- Fishing line can be used as a less visible means of securing an item.

Hanging objects

When a major earthquake strikes, you may be severely injured by falling and flying objects.

- If the full swing of your hanging plants and lamps will strike a window, consider moving them.
- Secure hanging objects by closing the opening in the hook.
- Secure pictures and mirrors by placing angle screws on both sides, the top and the bottom. Then screw these into the studs. Or secure these with wire through an eye bolt screwed into the stud.

Preparing for floods, fires, terrorism

Floods

- To report flooding, call Mountain View Public Works Operations at (650) 903-6236.
- Never use sandbags to build a perimeter around your house because that can trap water between the sandbags and your house.
- Flood damage is not covered by homeowner's insurance. Whether or not you live in a flood zone, consider purchasing flood insurance.
- Because the National Flood Insurance Program is the sole provider, there is no

need to shop around for flood insurance. Call (888) CALL-FLOOD x100.

Fire

- Install smoke detectors on every floor of your home and replace batteries semiannually.
- Make sure windows are not nailed or painted shut. Security gratings on windows should have a fire safety opening feature so they can be opened from the inside.
- Clean out storage areas. Do not let trash, such as old newspapers, accumulate.
- Try to keep doors closed while sleeping to prevent fires from spreading.
- For 2nd floor bedrooms, get an emergency escape ladder.
- If your clothing catches fire, **stop**, **drop** and **roll** don't run.

Other tips for escaping fires

- Check doors for heat using the back of your hand. Using your palm could impair your ability to crawl or climb a ladder during an escape. If the door is hot, find an alternate route or window
- If you cannot escape, hang a white sheet outside the window to alert fire fighters of your presence
- Close doors behind you to prevent the spread of fires.

Terrorism

- Do not spread rumors. Confirm information from a variety of reliable sources.
- A suspicious package has unusual weight, shape, postage, taping or color, and it may be marked "personal" or "Do Not X-Ray." If you recieve such package, call 911.

The Mountain View Community Emergency Response Team (CERT) program trains residents to organize their neighborhoods and implement family disaster preparedness procedures. This free training is for those critical times when emergency services may not be readily available. Visit the website at www.mountainview.gov for more information.



Juring an Emergency



Head to the City of Mountain View's Web site: www.mountainview.gov

For cable subscribers, tune your television to Channel 15 for local emergency updates.

Tune your radio to FM 87.9 KSFH.

If disaster strikes

Disaster tips

- Follow the advice of Mountain View emergency officials. Listen to your radio or television for news and instructions.
- If a disaster occurs, and you are able to lend assistance to others, check for injuries. If possible, provide first aid and get help for seriously injured people.
- Check for fires, fire hazards and other household hazards.
- Sniff for gas leaks, starting at the water heater. Do not light matches or candles or turn on electrical switches. If you smell gas or suspect a leak, turn off the gas at the meter, open windows and get everyone outside quickly.
- Shut off any other damaged utilities.
- Confine or secure your pets.
- Call your family contact. To keep phone lines clear for first responders, do not use the telephone again unless there a life threatening emergency.
- Check on your neighbors, especially those who are elderly or disabled.

Evacuation

- If Mountain View officials ask you to leave your home, they have a good reason to make this request, and you should heed the advice immediately. Listen to your radio or television and follow the instruction of local emergency officials and keep these simple tips in mind:
- Take your disaster supplies kit (See page 4).
- Lock your home.
- Use travel routes specified by Mountain View officials don't use shortcuts because certain areas may be impassable or dangerous.
- Stay away from downed power lines.
- Take a battery-powered radio with you.
- Follow your plan to go to a relative's or friend's home, or find a "pet-friendly" hotel.

Food and water during an emergency

If the electricity goes off

- **First**, use perishable food and foods from the refrigerator.
- **Then**, use the foods from the freezer. 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 stay edible for at least three days.
- **Finally**, begin to use non-perishable foods and staples.
- For **emergency cooking**, you can use a fireplace, or a charcoal grill or camp stove can be used outdoors. **Never use charcoal indoors.** You can also heat food with candle warmers, chafing dishes and fondue pots.

Hidden water sources in your home

If a disaster catches you without a stored supply of clean water, there are many sources you can use to obtain water:

SAFE SOURCES

- Melted ice cubes
- Water drained from the water heater (if the water heater has not been damaged and has been properly maintained) See below for instructions
- Liquids from canned goods such as fruit or vegetable juices
- Water drained from pipes

UNSAFE SOURCES

- Radiators
- Swimming pools and spas (chemicals used to kill germs are too concentrated for safe drinking, but can be used for personal hygiene or cleaning)
- Water beds (fungicides added to the water or chemicals in the vinyl may make water unsafe to use)
- Hot water boilers (home heating system)
- Water from the toilet bowl
- To use the water in your **hot-water tank**, be sure the electricity or gas is off, and open the drain at the bottom of the tank. Start the water flowing by turning off the water intake valve and turning on a hot-water faucet. Do not turn on the gas or electricity when the tank is empty.
- If you hear reports of broken water or sewage lines, shut off your incoming water valve (see page 12). To use the **water in your pipes**, let air into the plumbing by turning on the highest-elevated faucet in your house. A small amount of water will trickle out. Then obtain water from the lowest faucet in the house.

boiling water

To purify, bring water to a rolling boil for 3-5 minutes. Boiled water will taste better if you put oxygen back into it by pouring the water back and forth between two clean containers. This will also improve the taste of stored water.



After an Emergency

electricity

Only shut off the electricity after a disaster if you smell gas. Do so by shutting off the main switch (shown below) on your electrical panel.



Shutting off utilities

efore a major disaster occurs, everyone in your family should know the location of the shut-off valves or switches for your gas, water and electric utilities.

Gas

- If your gas meter is located out of plain sight, attach an adjustable wrench to the gas meter for easy access in emergencies.
- It only takes **1/4 turn** to shut off the gas:







- After a major disaster, shut off the gas immediately **only if you smell the characteristic warning odor of gas** and/or you notice a large consumption of
 gas being registered on the gas meter.
- After an earthquake, do not use matches, lighters, or appliances, and do not operate light switches until you are sure there are no gas leaks. Sparks from electrical switches could ignite gas, causing an explosion.

Water

If you hear reports of broken water or sewage lines, turn off your incoming water valve. Turn off water at the shutoff valve (left), not the water meter (right).



Your shutoff valve, which is usually located below a faucet at the front of your home, is the only location residents should turn off water. Check your water main yearly by turning it on and off. If you don't have a shutoff valve, consider having a plumber install one.





The main meter is city property and incorrectly attempting to turn off water at this location can cause permanent and costly damage to your plumbing system. If you feel there is a need to shut off your water main, please call City of Mountain View Utilities at 903-6329, 24 hours a day.

Caring for your children

The primary responsibility of Mountain View-Whisman and Mountain View-Los Altos Union School Districts staff in an emergency is the safety and health of your child.

Release of students

Elementary, middle and high schools will care for your children until you or your authorized representative arrive to pick them up.

Student care after emergencies

- Each school has earthquake emergency supply sheds with first aid, rescue and sanitation supplies along with food and water.
- After an emergency, such as an earthquake, schools are prepared to care for children, overnight if necessary, in the event that parents or emergency contacts are unable to pick them up.
- Your child is less likely to experience prolonged fear or anxiety if he/she knows what to expect after the disaster.
- After a disaster, encourage your child to express his/her feelings of fear. Your child may need both verbal and physical reassurance that everything will be all right. Hug him/her often.

Caution

The emergency contacts listed on childrens' emergency card are the only people eligible to pick children up from school after an emergency. Please keep your contacts up-to-date.

Local school directory

ELEMENTARY SCHOOLS

Bubb School

525 Hans Ave. (650) 526-3481

Castro School 505 Escuela Ave.

(650) 526-3590

Huff School

253 Martens Ave. (650) 526-3490

Landels School 115 W. Dana St. (650) 526-3520

Monta Loma School

460 Thompson Ave. (650) 903-6915

Slater School

325 Gladys Ave. (650) 526-3530

Theuerkauf School

1625 San Luis Ave. (650) 903-6925

MIDDLE SHOOLS

Crittenden M.S.

1701 Rock St. (650) 903-6945

Graham M.S.

1175 Castro St. (650) 526-3570

HIGH SCHOOLS

Alta Vista H.S.

1299 Bryant St. (650) 691-2433

Los Altos H.S.

201 Almond Ave. Los Altos (650) 960-8811

Mountain View H.S.

3535 Truman Ave. (650) 940-4616

LOCAL PRIVATE SCHOOLS

Mt. View Academy Adventist H.S.

360 S. Shoreline Blvd. (650) 967-2324

St. Francis Catholic H.S.

1885 Miramonte Ave. (650) 968-1213

St. Joseph School

1120 Miramonte Ave. (650) 967-1839

St. Stephen Lutheran School

320 Moorpark Way (650) 961-2071

People with disabilities

f your mobility during a disaster would be inhibited, make arrangements with someone who could assist you during an emergency. Discuss your needs for assistance with a relative, friend, neighbor, and/or co-worker. Provide them with plans and contact methods as well as information as to how they may obtain access to your home.

Prepare an emergency plan

- Identify people who are willing to assist you in the event of an emergency.
- Identify how you will contact other people and what action will be taken.
- Prepare a written emergency plan and share with relatives and neighbors.
- As people with disabilities often need more time than non-disabled people, include necessary preparation information in the emergency plan.
- Some disabilities are aggravated by stress. Include in the plan any instructions to assist you in the event normal medications/equipment (such as oxygen, respiratory devices) are unavailable.
- People with disabilities often have rigid medication regimes, which they may be unable to communicate during an emergency. Include medical information in your emergency plan and keep a copy with you when outside your home.

Mobility considerations

- To avoid injury from being improperly lifted, include transfer and carrying instructions in your plan.
- Determine ways to protect yourself and practice them. Examples include: locking the wheels of your wheelchair and covering your head with your arms, finding areas where you will be protected from falling debris, and having a plan to attract attention in the event you are trapped.

Hearing considerations

- During a disaster, telephone lines and teletypewriters may not be functioning. Include in your plan and practice alternative ways of communication such as, flashlights and pencil and paper.
- Store extra hearing aid batteries in your disaster kit.

Vision considerations

- Have extra canes at home and work.
- Practice alternative escape routes in the event normal routes are blocked.
- Know where to go to take cover and practice going to such places on your own or with different people.

Emergency resources

General emergencies

Phone: 911

Local

Mountain View Fire Department (non-emergencies)

Phone: (650) 903-6365 (8:00 am-5:00 pm, Monday through Friday)

Web site: www.mountainview.gov

Mountain View Police Department (non-emergencies)

Phone: (650) 903-6350

Web site: www.mountianview.gov

Mountain View Office of Emergency Services

Phone: (650) 903-6825

Web site: www.mountainview.gov

Palo Alto Chapter of the American Red Cross

Phone: (650) 688-0415 Web site: www.paarc.org/

Governor's Office of Emergency Services

Phone: (916) 845-8510 Web site: www.oes.ca.gov

National

Centers for Disease Control

Phone: (800) 311-3435 Web site: www.cdc.gov

Federal Emergency Management Agency

Phone: (202) 646-4600 Web site: www.fema.gov

National Capital Poison Center

Phone: 1-800-222-1222 Web site: www.poison.org

U.S. Department of Health and Human Services

Phone: (877) 696-6775 Web site: www.os.dhhs.gov

U.S. Department of Homeland Security

Phone: (202) 282-8000 Web site: www.dhs.gov



City of Mountain View Office of Emergency Services (650) 903-6825

