

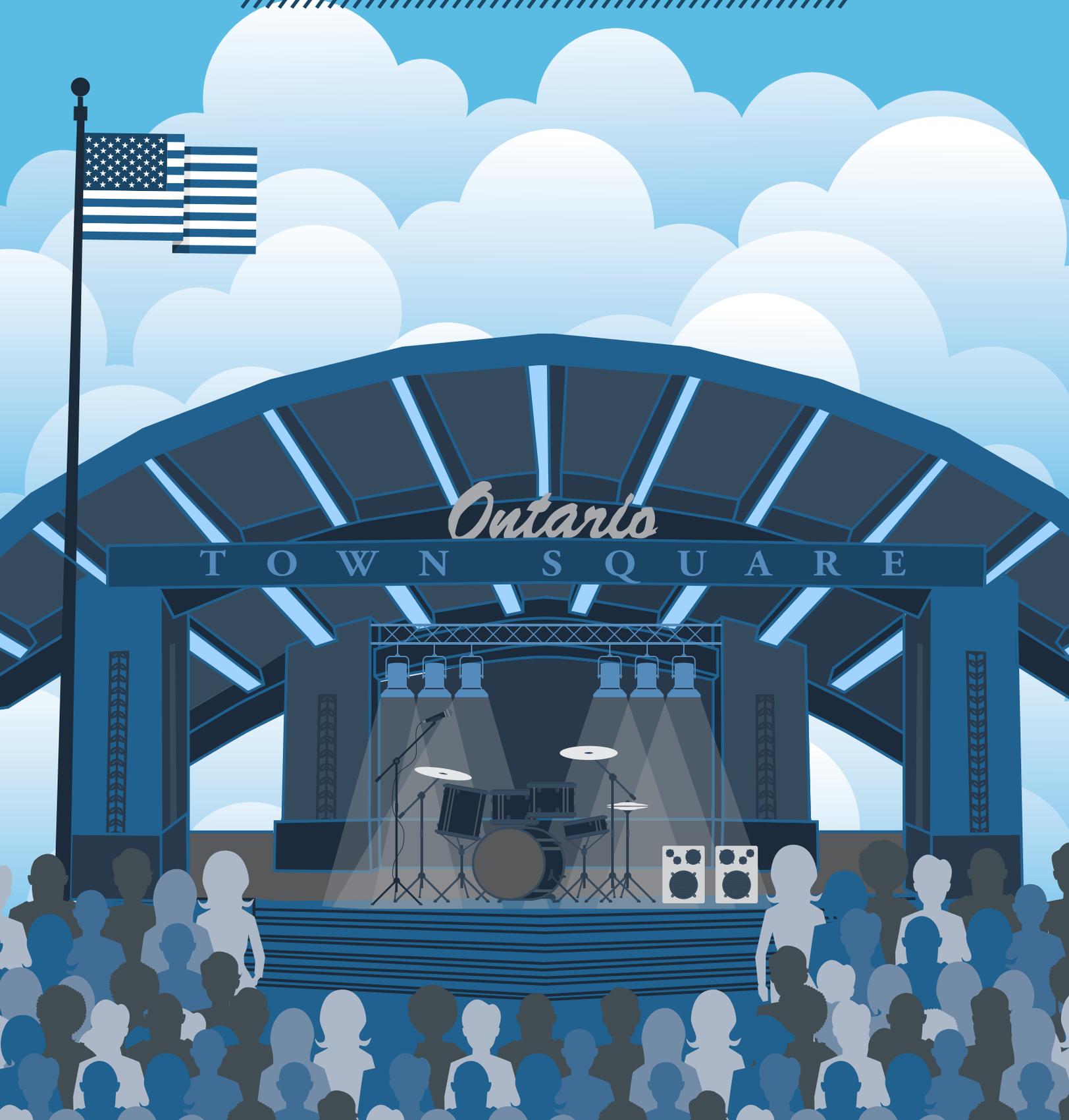


# Emergency Preparedness Guide

City of Ontario Emergency Management  
[www.ontarioca.gov/AlertOntario](http://www.ontarioca.gov/AlertOntario)



FROM US, TO YOU...



CITY OF



ONTARIO

303 EAST "B" STREET, CIVIC CENTER

ONTARIO

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November 5, 2020

SCOTT OCHOA  
CITY MANAGER

SHEILA MAUTZ  
CITY CLERK

JAMES R. MILHISER  
TREASURER

Dear Ontario Resident:

A disaster is an unforeseen natural or man-made event that threatens damage to life and/or property. Disasters can be catastrophic and devastating, unsuspected and frightening; but for those who are prepared, disasters can prove the hardiness of an individual and the resilience of a community. The City of Ontario is such a community that seeks resilience. We maintain a high level of preparedness by training for disaster scenarios that could impact our city such as: biochemical events, earthquakes, fire, floods, pandemics, and terrorism. Vigilance through preparation protects our people, property, and businesses.

Our emergency management system has a passion for public service. We are equipped with a state of the art EOC, extensive training, and city volunteers that are ready to help during an emergency. This collaboration of resources contributes to the safety and well-being of our city. However, in the event of a disaster our emergency management system could be overwhelmed with calls for service. The ReadyOntario Disaster Guide supports the emergency management system by providing vital information that empowers residents to be equipped before, during and after a disaster.

When citizens are prepared, strain is reduced on our emergency management system enabling us to work efficiently to reduce the loss of life and mitigate damage caused to property and businesses. Disaster ready citizens are civic leaders in their community. They contribute to the overall safety of the City of Ontario by assisting their family and being a source of information to their neighbors. The City of Ontario along with prepared individuals can ensure that we collectively together can be ready and resilient for any disaster that may arise in the future. We hope you take this opportunity to be ready Ontario.

Sincerely,

Scott Ochoa  
City Manager

[www.ontarioca.gov](http://www.ontarioca.gov)

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# Sign Up For Important Alert System Emergency Information

## AlertOntario

AlertOntario is a mass notification system designed to keep residents and businesses informed of emergencies. Register with AlertOntario to receive:

- Time-sensitive voice messages sent to your home, cell or business phone.
- Text messages sent to cell phones, e-mail accounts and hearing impaired receiving devices.

Register for AlertOntario by texting **ONTARIO** to **888777**

## Wireless Emergency Alert (WEA)

During an emergency, alert and warning officials need to provide the public with life-saving information quickly. Wireless Emergency Alerts (WEAs), made available through the Integrated Public Alert and Warning System (IPAWS) Infrastructure, are text messages that alert and warn the public of emergencies and threats. With no sign-up or subscription required, WEAs are an integral part of the greater Emergency Alert System.

## Emergency Communication Service

Ontario Emergency Communications Services (ECS) is a specialized detail within CERT tasked with providing auxiliary communications during special events and disasters. The team consists of trained and licensed amateur radio operators and is considered part of the Radio Amateur Civil Emergency Service (RACES) for the City. License amateur radio operators may participate in Ontario ECS weekly nets on Thursday evenings at 6 pm on 147.480 Simplex and 447.200 Duplex (minus offset / PL 114.8). For more information about Ontario ECS, please email [k6ont@ontarioca.gov](mailto:k6ont@ontarioca.gov).

# Sign Up For Important Alert System Emergency Information



City of Ontario website:  
[www.ontarioca.gov/AlertOntario](http://www.ontarioca.gov/AlertOntario)



**KFRG 95.1FM**

ECS: 147.480 Simplex and 447.200  
Duplex (minus offset / PL 114.8)



Facebook

**@CityofOntarioCLC, @OntarioFireDept,  
@OntarioCalifornia**



Twitter

**@CityofOntario, @OntarioFireDept,  
@OntarioPD, @OntarioPDChief,  
@OntarioPD\_DC**



Instagram

**@CityofOntario, @OntarioFireDept,  
@Ontario\_PD**



YouTube

**@CityofOntario**

## Nextdoor

The City of Ontario, Ontario Police Department, Ontario Fire Department, and the Office of Emergency Management each have active pages on Nextdoor to share information on crime prevention, safety, public events, and emergency notifications.

# Make an Emergency Preparedness Kit

## Why an Emergency Preparedness Kit is needed

Having an Emergency Preparedness Kit in your home is a critical component of effective Emergency Preparedness. With a stored supply of necessary items, you provide your family with a safety net to weather out an emergency.



Include a kit in your home,



...in each car in your household,



...and in any recreational vehicles.

## Supplies

- ❑ **Flashlight** Keep several LED flashlights at home and in your vehicles, with a stockpile of appropriate batteries. Glow sticks and emergency candles are options as well.
- ❑ **Radio** Communication is vital in all emergencies. Store multiple radios in your house that have manual/solar charging capabilities. One NOAA Weather Radio is recommended as well.
- ❑ **Clothing** Pack durable, versatile, and comfortable clothes in your emergency preparedness kit. Pack for the seasonal weather in your area.
- ❑ **Trash bags** Store enough large and small size trash bags to last at least 2 weeks during an emergency.
- ❑ **Money** Keep cash on hand in small bills such as 5, 10, and 20 dollar bills. Having \$1000 in cash at home is recommended. Depending on you and your family's needs, the amount may be more or less than the recommended.
- ❑ **Prescriptions** Store a 1-week supply of necessary personal medications, with an additional weeks supply of non-prescription medications.

# Make an Emergency Preparedness Kit

## Supplies (continued...)

- ❑ **Toiletries** Pack toothpaste, soap, toilet paper, hand sanitizer, feminine products, and all other necessary toiletries in your emergency kit.
- ❑ **Water** Store at least one gallon of water per day for each person and pet. At minimum, a 3-day supply of water is recommended.
- ❑ **Utensils** Ensure you have a can opener in working order for use on non-perishable foods as well as eating utensils. If necessary, two can openers is recommended.
- ❑ **Personal documents** Copies of documents such as birth certificates, passports, driver's licenses, social security cards, birth certificates, and others are important to include in your emergency kit.
- ❑ **Nonperishable food** Store at least a 3-day supply of nonperishable food for you and your family's needs. Remember any special dietary needs and avoid foods that will make you thirsty or require special preparation.
- ❑ **First aid kits** are necessary to treat injuries and ailments at home. There are numerous pre-packed first-aid kits online and in store that work well in your emergency preparedness kit.



# Make an Emergency Preparedness Kit

## Containers



Trash bags



Duffel bag



Bucket

For a complete list of supplies, visit: [www.ontarioca.gov/ReadyOntario/Preparedness](http://www.ontarioca.gov/ReadyOntario/Preparedness)

## Supplies



Flashlight



Radio



First-aid kit



Clothing



Trash bags



Toiletries



Water



Can opener



Personal documents



Nonperishable food



Money

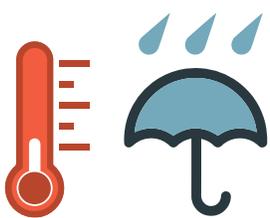


Prescriptions

# Maintain Disaster Kits

## How to maintain your disaster kit

Once you've put together your emergency kit, you can pat yourself on your back knowing that you'll be prepared for the unexpected. That said, you can only rest easy until it's time to update your kit, which you should do every six months. But here's the good news: Keeping that kit ready in the future takes much less time than putting it together in the first place.



Emergency kit maintenance involves four simple steps:

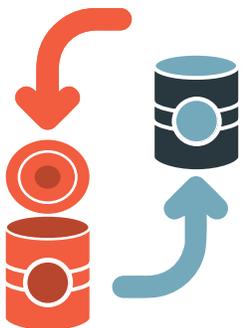
**1. Store your kit in a cool, dry place that's out of direct sunlight.**

The timelines in this article are based on following this guideline. Heat, moisture and UV rays can all reduce the shelf life of perishable items in your kit.



**2. Do a six-month check:** Set up a calendar reminder for every six months. When that time arrives, check and replenish all expired food, water, medicines and other perishable supplies; also replace items that will expire within the next six months.

**3. Do a more thorough yearly check:** Reassess what's in your kit and your emergency plan; update as needed to address changing family needs. Inspect all your gear to be sure everything is in working order.



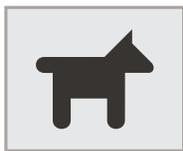
**4. Replenish your kit as needed:** If you ever take items out of your kit for any reason, promptly replace those supplies afterward—replace bandages taken out of a first-aid kit, for example.

# Animal Preparedness

## SMALL ANIMALS

- ❑ **Sheltering** Before the emergency, make arrangements to shelter your animals at two different locations far apart from each other.
- ❑ **Collar** Be sure all dogs and cats are wearing collars with securely fastened current identification, including your telephone phone number and address.
- ❑ **Training** Train both dogs and cats to feel comfortable entering and remaining in a crate for fast transportation during a disaster.
- ❑ **Outdoor pets** Always bring pets indoors at the first sign or warning of a storm or disaster. Pets can become disoriented and wander away from home in a crisis.
- ❑ **Service Animals** A service animal is any dog that is individually trained to perform tasks for the benefit of an individual with a disability.
- ❑ **Pet Kit and Storage** Keep emergency pet leashes that are clearly labeled in an accessible place and store them in sturdy containers that can be carried easily (duffel bags, covered trash containers, etc.)

## Supplies



- ❑ Name tags and phone numbers for collars and harnesses.
- ❑ Leashes, harnesses, gloves, and carriers to transport pets safely and securely.



- ❑ Current photos of your pets in case they get lost.
- ❑ Supplies like bowls, cat litter and pans, manual can opener, foil or plastic lids for cans.



- ❑ 3–10 day supply of medications. Medical records stored in a waterproof container.

- ❑ Keep information on feeding schedules, medical conditions, behavior problems, and the name and number of your vet in case you have to board your pets.

- ❑ First Aid Kit (including large/small bandages with elastic tape, scissors, tweezers, Q-tips, antibiotic ointment, saline eyewash, and hydrogen peroxide).

- ❑ Water and food for 3-10 days.

# Setup Your Water Storage

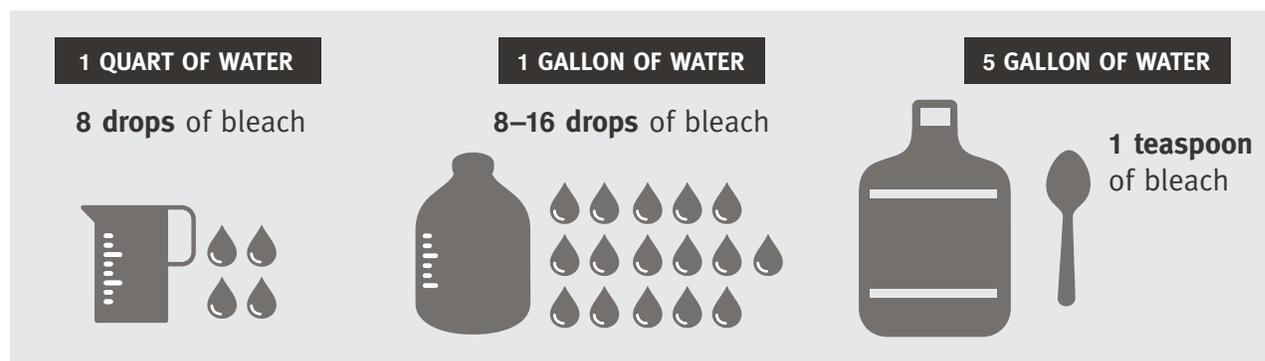
## WATER STORAGE

- ❑ **How much?** It is recommended to store one gallon of water per person per day for drinking and sanitation. Children, nursing mothers and others may need more.
  - Consider water storage for your pets.
  - Very hot temperatures can double the amount of water needed.
- ❑ **Where to store?** Store water in thoroughly washed plastic, glass, or enamel-lined metal containers.
- ❑ **Do not drink** water from pools, spas, toilet reservoirs, and similar sources. These can be used for sanitary purposes only. Water from these sources contain toxic chemicals and have a high potential of causing diarrhea and dehydration.

## DRINKING WATER

### How to purify water with bleach:

Eight drops of pure unscented liquid bleach per gallon of water will reduce the contaminants in the water.



If water is murky or has an odor, add 1/8th teaspoon (8 drops) of regular, unscented liquid household bleach for each gallon of water, stir it well, and let it stand for 30 minutes before you use it.

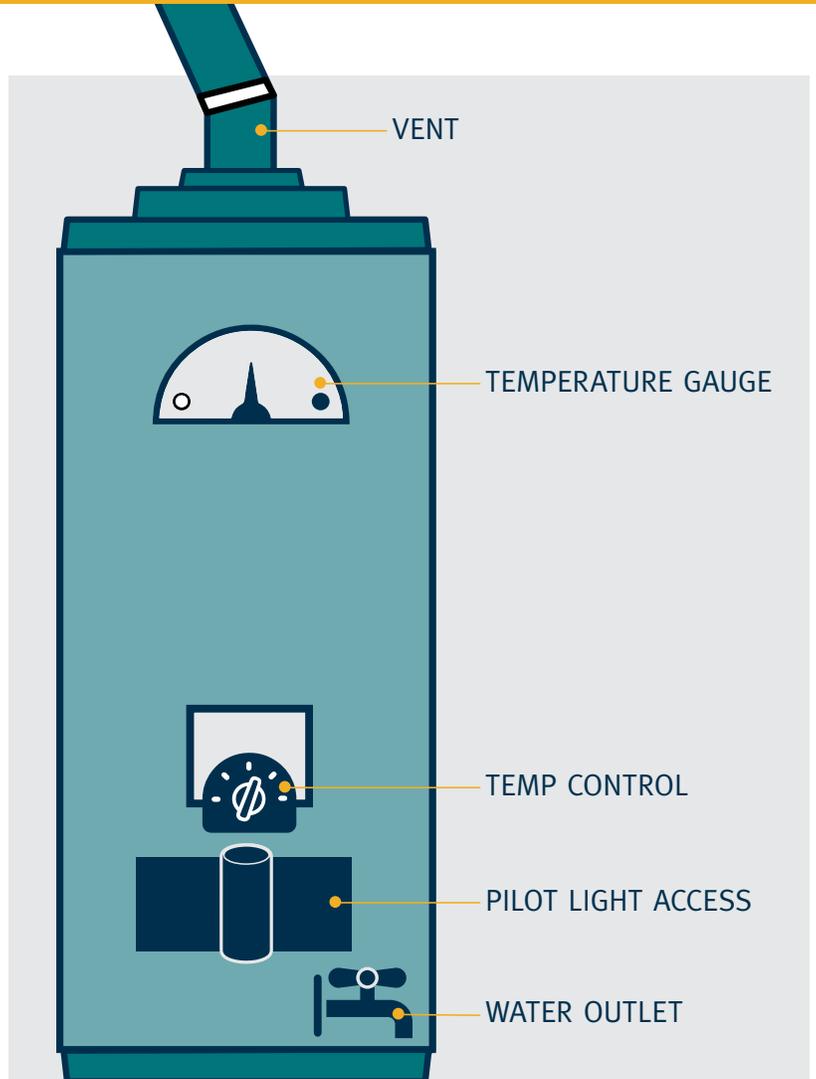
# Setup Your Water Storage



Water from water heater tank may be boiling hot.

In an emergency you can use water already in your heater tank, plumbing, and in ice cubes.

- Use** extreme caution. Let the water cool.
- Turn off** cold water supply to the tank.
- Open** the drain valve near the bottom.



## ACCESSING RESERVES IN YOUR WATER HEATER:

- Remember** some sediment at the bottom of the tank may flow at first. Continue to drain the water until it becomes clear.
- Don't forget** to clean and sanitize your food and water containers before using them. Wash with soap and water, then fill them with a 10% unscented bleach solution. After 5 min empty the bleach solution and let air dry.
- Dirty water** should be first strained through a coffee filter, cheesecloth, or a paper towel to remove suspended matter.

# Know Your Utilities



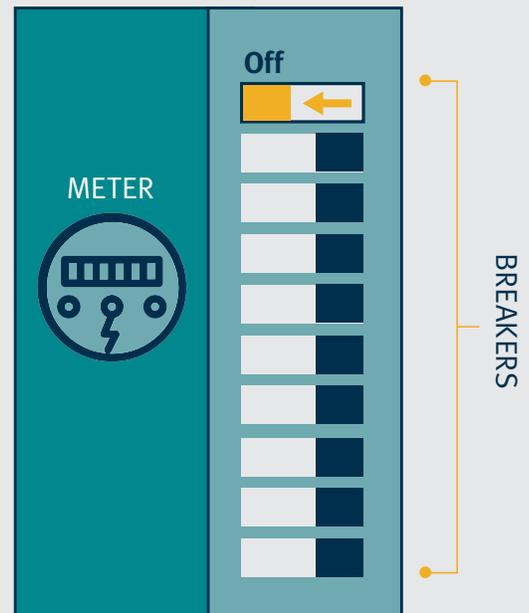
Walk carefully around your property; look for downed power wires, water, or gas leaks and damage to the structure(s). DO NOT enter severely damaged buildings, especially alone. Wait for help and use safety gear.

## TURN OFF YOUR ELECTRICITY

### ❑ **Electrical panel**

Know where your electrical panel is and which breakers control power to your home. (Be aware of sub panels in your garage or basement)

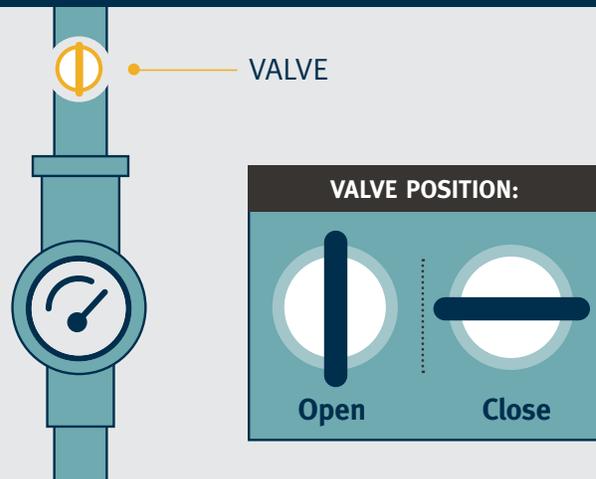
- ❑ **Do not** operate any electrical switches if a gas leak is suspected.
- ❑ **STEP 1: Turn off.** Turn off individual breakers **first**, then the main switch.
- ❑ **STEP 2: Turn on.** Turn on the main switch **first**, then individual breakers.



## TURN OFF YOUR WATER

### ❑ **Locate the main valve**

The **water shut off** valve is found where the water supply feeds the house.



# Know Your Utilities

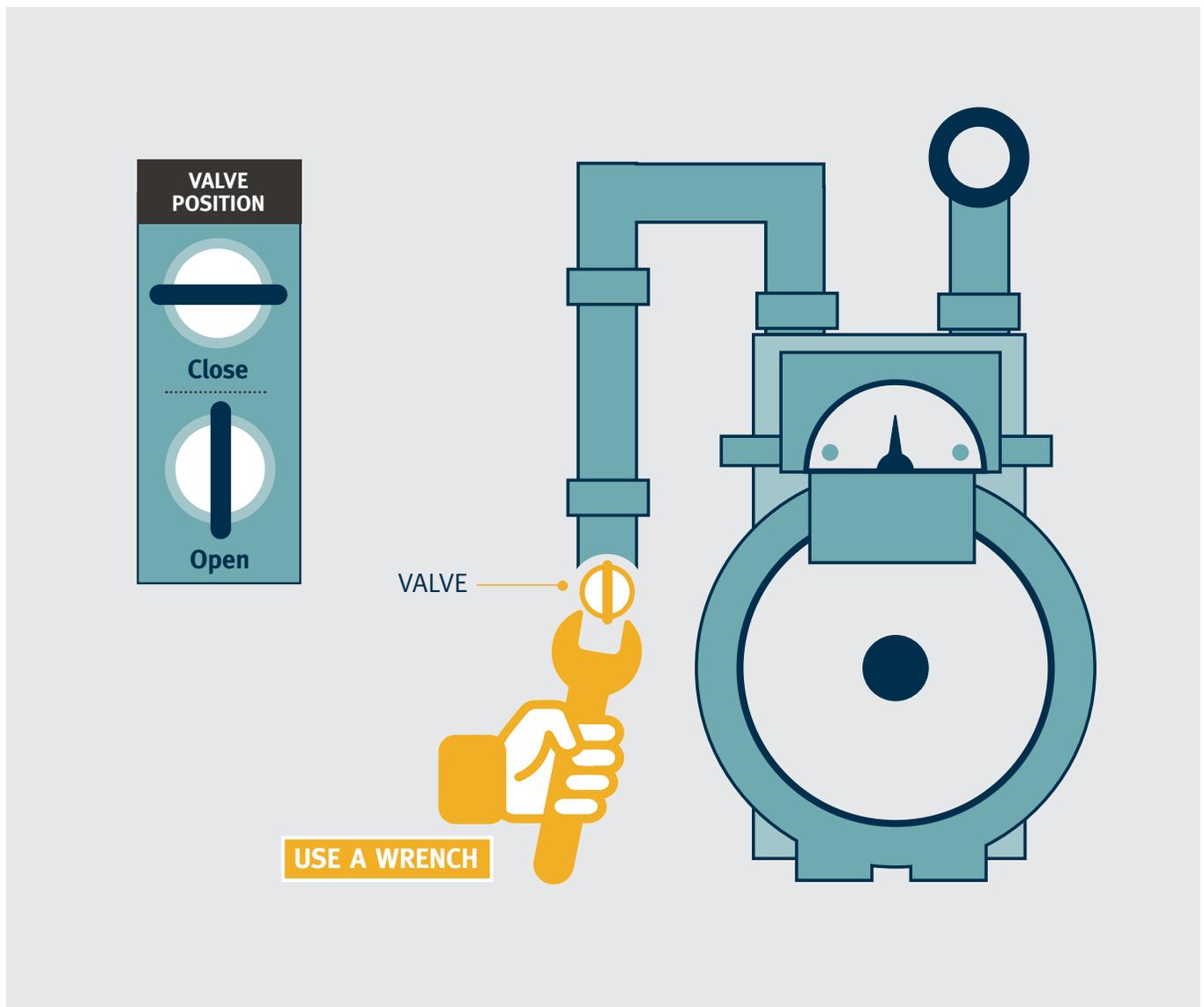
## TURN OFF YOUR GAS

### ❑ **Locate your gas meter**

Learn the location of your gas meter and how to shut off the supply valve.

❑ **Do not** shut off the gas supply valve unless you smell or hear gas leaking.

❑ **Natural gas** If you have “Natural Gas” (a line from the street) the main shut-off valve is located next to your meter.



# Create a Family Emergency Plan



**Make a plan today. Your family may not be together if a disaster strikes, so it is important to know which types of disasters could affect your area. Know how you'll contact one another and reconnect if separated. Establish a family meeting place that's familiar and easy to find.**

## Consider specific needs in your household

Tailor your plans and supplies to your specific daily living needs and responsibilities. Discuss your needs and responsibilities and how people in your family network can assist one another with communication, care of children, business, pets, or specific needs like operation of durable medical equipment. Create your own personal network for specific areas where you need assistance. Keep in mind some of these factors when developing your plan:

- Different ages of members within your household
- Responsibilities for assisting others
- Locations frequented
- Dietary needs
- Medical needs (prescriptions and equipment)
- Disabilities or access and functional needs (including devices and equipment)
- Languages spoken
- Cultural and religious considerations
- Pets or service animals
- Households with school-aged children

# Identify Individuals in Need of Assistance

Ensure that your Family Emergency Plan includes the needs of all the members of your household. Consider your neighbors as part as your plan. First responders will notify a neighborhood that needs to be evacuated, at this time...please prepare to leave. Neighbors typically perform 70% of all rescues.



- Pregnant
- Mobility Device
- Elderly
- Injured
- Hearing Impairment
- Temporary Disabilities
- Non-English Speakers
- No Access to Transportation
- Baby/Children

## Disaster Related Stress

The following are common reactions to disasters:



- Nausea
- Headaches
- Sadness
- Insomnia
- Alcohol/Drug Consumption
- Anger/Irritation
- Loss of Appetite
- Anxiety
- Lack of Focus

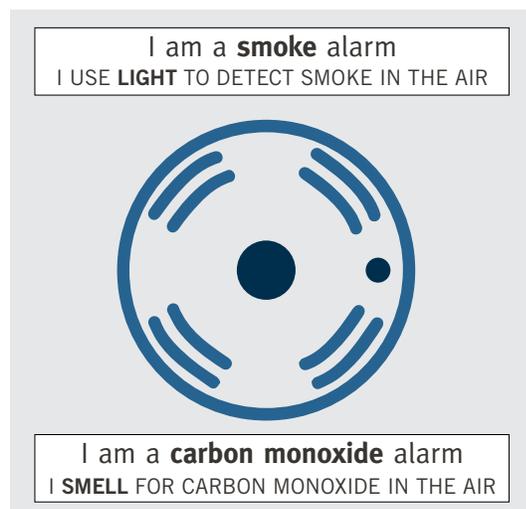
### HOW TO COPE

- Seek help** from professional counselors who deal with post-disaster stress. Don't hold yourself responsible or feel that you can not help in any of the disastrous events.
- Restock** your disaster supplies and update your family plan.
- Maintain** a normal daily routine and spend time with your family and friends.
- Take steps** to promote your own physical and emotional health by healthy eating, rest, and exercising.
- Plan** and prepare for future disasters.

# Set Up Your Home

## Smoke and carbon monoxide alarms

In the event of a fire, properly installed and maintained smoke alarms will provide an early warning alarm to your household. These alarms could save your own life and those of your loved ones by providing early notification and a chance to escape. Smoke alarms are one of the best safety devices you can purchase and install to protect yourself, your family, and your home from the threat of fire.



### Where to put smoke alarms?

Smoke alarms should be installed on every level of your home to detect rising smoke from a fire. They should be placed inside or directly outside of each bedroom and common areas, and in laundry rooms and kitchens where fires can originate. To reduce false alarms when cooking, consider installing smoke alarms at least 10 feet away from any kitchen appliances. If you have a larger home, you'll want to consider more alarms, that are situated in hallways and stairways.

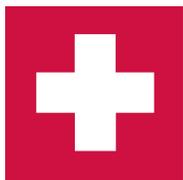
### How long will my smoke alarm last?

Most smoke alarms installed today have a life span of approximately 10 years. After this time, the entire unit should be replaced. When installing a new device, it is a good idea to write the date of purchase with a marker on the inside of your alarm so you will know when to replace it.

### How do I know if my smoke alarm is working?

We recommend checking your smoke alarms two times a year. When the clocks change for daylight savings, check your smoke alarms as well. Simply press the "test" button on the device and you will hear the alarms activate. If you hear the device making intermittent noises, or chirping, it might be time to replace the device.

# Evacuation Checklist



**Emergency Supply Kit**



**Important Documents**

- social security card
- driver license
- passport
- medical card
- records of insurance



**Cash and Credit Cards**



**Change of Clothing**  
for each family member



**Family Photos**



**Personal Hygiene**

- toothbrush
- toothpaste
- shampoo
- feminine care
- soap
- lotion
- deodorant
- tissues



**Completed Family Plan and Out-of-State Contact List**—see appendix



**Fuel**

## Special considerations



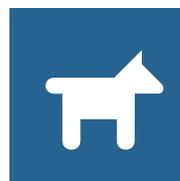
**Medical Needs**

- wheelchair
- canes/walkers
- medicines
- hearing aids
- extra batteries



**Baby**

- diapers
- formula
- food
- clothing
- wipes



**Pets**

- identification/tags
- carrier/cage
- food and water
- muzzle
- leash

# Evacuation Orders

**Public Safety Officials use Immediate Evacuation Order as a protective action in certain emergencies to help save the lives of residents, visitors, and first responders. Upon receiving an Immediate Evacuation Order, you should leave as quickly as possible. Evacuation routes become severely congested during evacuations.**

## Types of evacuation orders

### Immediate Evacuation Order

Immediate Evacuation Order means there is an imminent threat to life and property. People and their pets in the Immediate Evacuation Order area should evacuate without delay. Law enforcement personnel will clearly state that failure to evacuate may result in physical injury or death, a future opportunity to evacuate may not exist, and resources to rescue you may not be available.

### Potential Evacuation Order

During events with notice or other slowly unfolding incidents where advance warning is available, there may be situations where Potential Evacuation Orders are warranted. Potential Evacuation Order means that there is a potential threat to life and property and preparations should be made should an Immediate Evacuation Order be issued. Individuals with access or functional needs should consider leaving. If at any time you feel threatened, action should be taken to leave for a safe area.

## Emergency notifications

We use two primary notification systems for emergency information. AlertOntario is our **emergency** alert system. Nixle is our **community** alert system, a city sponsored alert system which offers community information, traffic, and city-wide emergency information.



# Community Training

## Join Community Emergency Response Team (CERT)

CERT is an organized and trained group of volunteers ready to assist in case of a disaster. CERT training is offered to residents and businesses periodically throughout the year.

**The program covers:** Disaster preparedness, fire safety, disaster medical operations, light search and rescue, CERT organization, disaster psychology, terrorism, and scene management.

The CERT program consists of 20 hours of classroom and hands-on training and is free of charge. You must attend all sessions to complete the program. The program is open to individuals age 16 years or older who live or work in the City of Ontario.

### WHEN YOU BECOME A CERT MEMBER...

Graduates of the program will have the opportunity to join the City of Ontario's Community Emergency Response Team. When a disaster strikes, CERT volunteers take action by:



Checking on neighbors



Suppressing small fires



Conducting light urban search and rescue



Providing emergency first aid and comfort



Helping to organize and direct spontaneous volunteers along with disaster shelter operations

For more information

Visit: [www.ontarioca.gov/CERT](http://www.ontarioca.gov/CERT)

Call: (909) 395-2557

Email: [ontariocert@ontarioca.gov](mailto:ontariocert@ontarioca.gov)



# Basic First-Aid

In the event of an emergency, call 911 and perform the following steps...

## Hands-On CPR



**Call 9-1-1**



**Check if the person is alert.**



**Check breathing.**



**If needed, begin compressions.**  
Push hard and fast  
in center of chest.



## How to stop the bleeding

- Call 9-1-1**
- Apply direct pressure**
- Elevate** injured area
- Wrap** with bandage

- Use tourniquet** if needed.

**Tightly tie** a shirt, sheet, towels, etc. 2-4 inches above the wound.



**Never apply directly on wound.** Only use for limb injuries.

# Prepare Your Neighborhood

## Communicate with your neighbors

Use the cards on the following page to let your neighbors know that you've evacuated or if you need help.

**IF SAFE TO DO SO, CHECK ON THE NEIGHBORS OR CONTACT 911**

**Before the disaster:** Store HELP / OK door hanger under your bed (along with sturdy shoes, leather gloves, and hard hats).

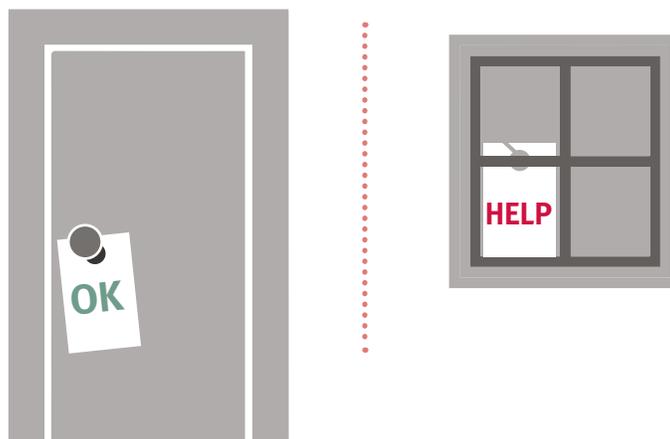


This **HELP / OK** hanger is located in the appendix

**After the disaster:** Use this door hanger on the front door or window so it's visible from the street.

**FIRST:** If houses are safe to enter, check houses with “Help” door hangers displayed and houses that have no cards.

**LATER:** Check houses with “OK” door hangers to make sure they are ok.



# What To Do When Disaster Strikes

First responder agencies will be working to assess damages throughout the city and determine which areas are most severely impacted. They will begin to clear disaster routes so emergency vehicles can get through to help where they are most needed. Utilities and transportation routes will be restored more slowly as they perform assessments and prepare to serve the needs of residents and emergency responders.

## WHAT YOU SHOULD DO...

Immediately after a disaster, monitor local media for advisories and instructions from local officials. Instructions will vary according to the disaster.

### Review Each Disaster For Specific “Before, During And After” Information:



Active Shooter Response



Disease Outbreak



Earthquakes



Hazard Materials



Home Fires



Power Outages



Storms and Floods



Terrorism

# Active Shooter Response



**FIRST OFFICERS ON SCENE** will **not stop** to help the injured. Their priority is to end the incident as fast as possible. **Rescue teams** will move in after the first officers and will treat and move the injured to safety.

## RUN



- ❑ **Get away** That is your top priority!
- ❑ **Leave** behind any heavy belongings.
- ❑ **Help** others if you can, but you must escape.
- ❑ **Warn** others to stay away from the area.

## HIDE



**TURN OFF YOUR MOBILE PHONE OR SET IN AIRPLANE MODE**  
Phones that buzz or ring will bring attention to places of hiding.

- ❑ **Stay out** of the shooter's view.
- ❑ **Block** entrances and turn off lights.
- ❑ **Groups of people** should spread out when hiding.
- ❑ **Text 9-1-1** and text message others to silently communicate.
- ❑ **Stay in place** until given the-all-clear signal.

## FIGHT!



- ❑ **Commit** to your actions. **Fight.** Do not hesitate.
- ❑ **Rally** others and attack together.
- ❑ **Be prepared** to inflict severe injury to shooter.
- ❑ **Throw** objects or improvise weapons (staplers, scissors, chairs).

# Disease Outbreak

Have any nonprescription drugs and other supplies on hand, such as pain relievers, stomach remedies, cough and cold medicines and vitamins.

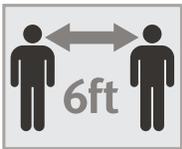
## BEFORE...



- Store** two weeks worth of supplies.
- Refill** your prescription medications.
- Maintain** health records in a safe place.
- Consider** vaccinations.

Practice other good health habits. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

## DURING!



- Stay away** from others already sick.
- Cover** your cough.
- Keep** hands clean.
- Contact** your doctor for instructions if you are sick.

## WHEN TO WEAR A FACE COVERING?



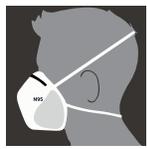
- If you are caring for someone who is sick**
- If you leave your home for essential errands**
- If you are ill, coughing, and/or sneezing**

Before putting on a face covering, **clean hands** with soap and water or rub your hands thoroughly with hand sanitizer. **Avoid touching** your face covering and make sure there are **no gaps** between your face and the covering.

# Disease Outbreak

## DIFFERENT KINDS OF MASKS

Quality of face masks vary—follow guidelines provided by the CDC.



**N95  
MASK**

Tight fitting, **filters** at least 95% of large and small airborne particles



**SURGICAL  
MASK**

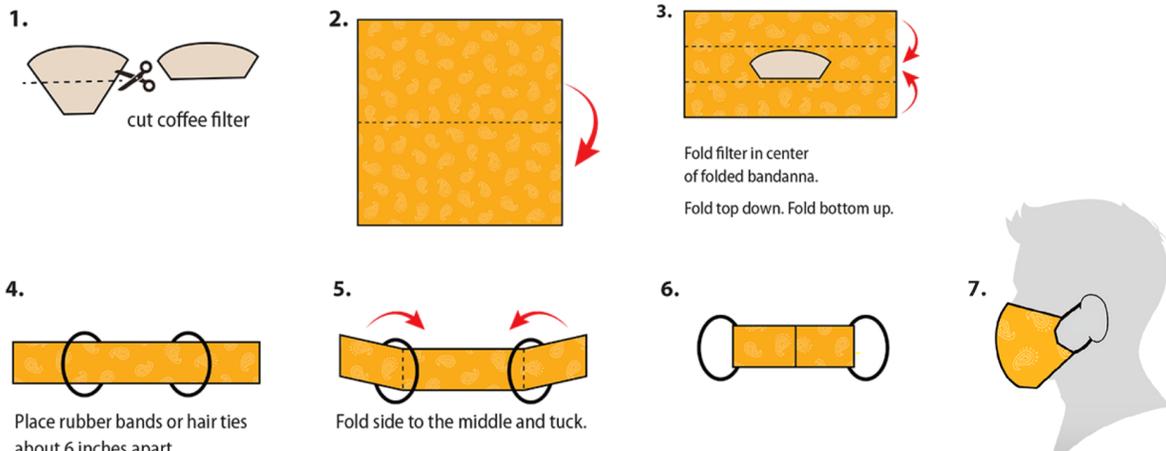
Loose-fitting, **only filters** out droplets —does not filter out airborne particles



**FACE  
COVERING**

Loose-fitting, **contains** coughs and sneezes and prevents droplets to transmit to others

## HOW TO MAKE A FACE COVERING



For more information, visit [www.cdc.gov](http://www.cdc.gov)



Visit these sites to learn about how to prevent the spread of disease.

Center for Disease Control (CDC)  
[www.cdc.gov](http://www.cdc.gov)

CDC's Influenza (Flu)  
[www.flu.gov](http://www.flu.gov)

U.S. Dept of Health and Health Services  
[www.hhs.gov](http://www.hhs.gov)

San Bernardino County Dept of Public Health: [wp.sbcounty.gov/dph](http://wp.sbcounty.gov/dph)

# Disease Outbreak

## TERMS

- ❑ **Social distancing**, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:
  - Stay at least 6 feet from other people
  - Do not gather in groups
  - Try and stay out of crowded places and avoid mass gatherings.
- ❑ **Quarantine vs. Isolation** **Quarantine** separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick. These people may have been exposed to a disease and do not know it, or they may have the disease but do not show symptoms. **Isolation** separates sick people with a contagious disease from people who are not sick.

## WHEN AND HOW LONG TO STAY AT HOME

- ❑ **Safer-at-home order** generally means that citizens should make every effort to stay at home to limit the spread of a virus. In some jurisdictions a safer at home order allows non-essential businesses to remain open if they limit capacity or self-impose physical distancing in their store.
- ❑ **Stay-at-home order** tend to be more aggressive measures. Each city is different but most stay-at-home orders limit movement to essential activities (doctor visits, food, essential workers, etc.). Most states allow residents to go outside for exercise but must maintain physical distancing.
- ❑ **Shelter-in-place order** is the most restrictive. According to the CDC, shelter in place orders usually mean you should stay inside a building, room, or vehicle until additional guidance is given. Despite the more stringent nature of these orders, not all jurisdictions are using them the same. In some locations, public transit continues to operate as well as other essential businesses like grocery stores and pharmacies.

# Earthquakes

## BEFORE...

- ❑ **Secure your place** by identifying hazards and securing movable items.
- ❑ **Plan to be safe** by creating a disaster plan and deciding how you will communicate in an emergency.
- ❑ **Organize disaster supplies** In convenient locations.
- ❑ **Minimize financial hardship** by organizing important documents, strengthening your property, and considering insurance.

## DURING!

- ❑ **Drop, cover and hold on**, when the earth shakes.
- ❑ **Improve safety** after earthquakes by evacuating if necessary, helping the injured, and preventing further injuries or damage.

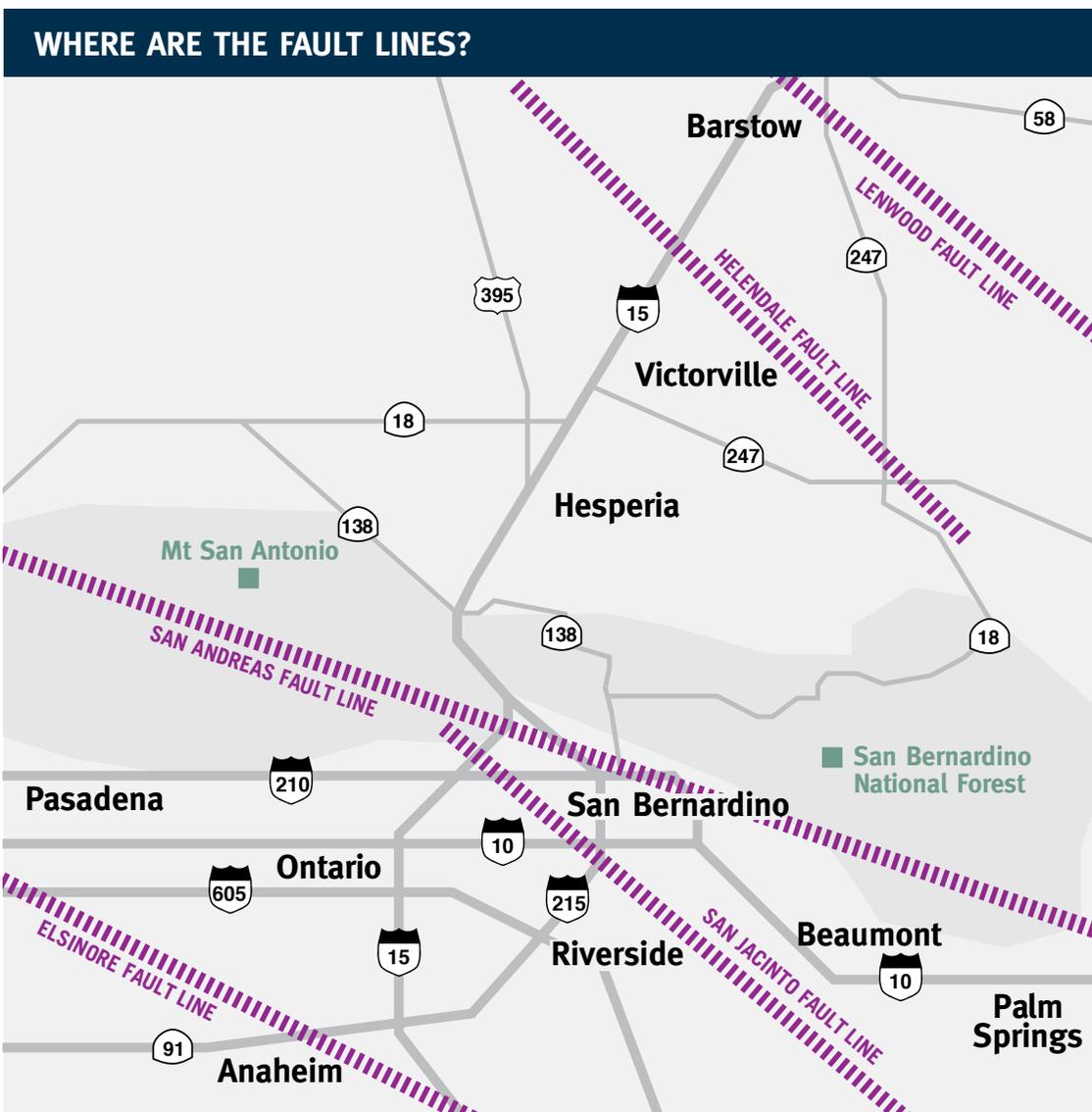
## AFTER.

- ❑ **Check areas** If it is safe, check for gas and water leaks, and broken electrical wiring or sewage lines. If there is damage, turn the utility off at the source and immediately report gas leaks to your utility company.
- ❑ **Stay Clear** Stay away from downed power lines and warn others to stay away. **Avoid gas**, do not attempt to re-light the gas pilot unless your gas line has been thoroughly inspected. Call the Gas Company for assistance.
- ❑ **Public Safety** Cooperate fully with public safety officials and follow instructions; they are trained to ensure safety. **Avoid driving**, do not use your vehicle unless there is an emergency.
- ❑ **After shocks** Be prepared for aftershocks. Stay calm and help others. Notify contacts if you evacuate, leave a message at your home telling family members and others where you can be found.

# Earthquakes

## Building assessment after an earthquake

After a major earthquake, the City of Ontario Building Department will evaluate damaged buildings for usage. Look for these notifications to determine if it is safe to enter any building.



# Hazard Materials

Hazardous materials can include explosives, flammable and combustible substances, poisons and radioactive materials. Emergencies can happen during production, storage, transportation, use or disposal.

## BEFORE...

- ❑ **Build** an Emergency Supply Kit that includes plastic sheeting and duct tape.
- ❑ **Make** a Family Emergency Plan—see appendix.
- ❑ **Know** how to operate your home’s ventilation system.
- ❑ **Identify** an above-ground shelter room with as few openings as possible. Read more about sheltering in place.

## DURING!

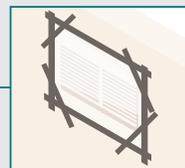
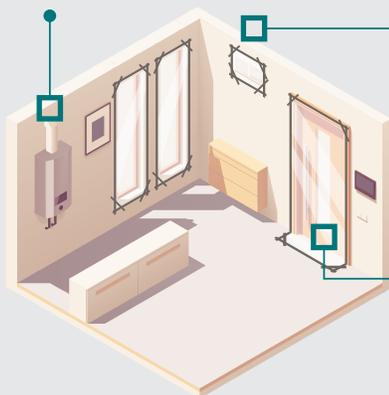
- ❑ **Listen** to local radio or television stations for detailed information and follow instructions carefully. Remember that some toxic chemicals are odorless.
- ❑ **If you are asked to evacuate, do so immediately.** Stay tuned to the radio or television for information on evacuation routes, temporary shelters and procedures. If you have time, minimize contamination in the house by closing all windows, shutting all vents and turning off attic fans. Take pre-assembled disaster supplies. Remember to help your neighbors who may require special assistance—infants, elderly people and people with access and functional needs.
- ❑ **If you are caught outside, stay upstream, uphill and upwind.** In general, try to go at least a half mile (usually 8-10 city blocks) from the danger area. Do not walk into or touch any spilled liquids, airborne mists or condensed solid chemical deposits. Try not to inhale gases, fumes and smoke. If possible, cover mouth with a cloth or mask while leaving the area. Stay away from accident victims until the hazardous material has been identified.

# Hazard Materials

## DURING!

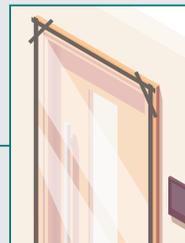
- ❑ **If you are in your car, stop and seek shelter in a permanent building.**  
If you must remain in your car, keep car windows and vents closed and shut off the air conditioner and heater.
- ❑ **If you are asked to stay indoors...**
  - Bring pets inside.
  - Close and lock all exterior doors and windows. Close vents, fireplace dampers and as many interior doors as possible.
  - Turn off air conditioners and ventilation systems, or set ventilation systems to 100 percent recirculation so that no outside air is drawn into the building.
  - If gas or vapors could have entered the building, take shallow breaths through a cloth or a towel.
  - Avoid eating or drinking any food or water that may be contaminated.
  - Go into your pre-selected shelter room.
  - Seal gaps under and around the following areas with wet towels, plastic sheeting, duct tape, wax paper or aluminum foil:
    - Doorways and windows
    - Air conditioning units
    - Bathroom and kitchen exhaust fans
    - Stove and dryer vents with duct tape and plastic sheeting

**Turn off** all fans, heater or air conditioner.



**Use duct tape**

- around the windows and doors and make an unbroken seal.



**Tape plastic over any windows in the room.**

# Hazard Materials

## AFTER.

- ❑ **Listen** to local radio or television stations for the latest emergency information.
- ❑ **Go** to a designated public shelter if you have been told to evacuate or you feel it is unsafe to remain in your home. Text ONTARIO + your ZIP code to 888-777 to find the nearest shelter in your area (example: shelter 12345). Act quickly if you have come in to contact with or have been exposed to hazardous chemicals.
- ❑ **Follow** decontamination instructions from local authorities.
- ❑ **Seek** medical treatment for unusual symptoms as soon as possible.
- ❑ **Place** exposed clothing and shoes in tightly sealed containers.
- ❑ **Advise** everyone who comes in to contact with you that you may have been exposed to a toxic substance.
- ❑ **Return** home only when authorities say it is safe. Open windows and vents and turn on fans to provide ventilation.
- ❑ **Report** any lingering vapors or other hazards to your local emergency services office.
- ❑ **Find** out from local authorities how to clean up your land and property.

## HAZARDOUS SIGNS

Warning labels were developed to standardize toxic material notifications for materials like fuel oil, antifreeze, blood, IV bags and tubing. Use this chart to help you how to read and understand hazmat placards. Each number represents the severity of the hazard. The diamond shape in the center concludes with all 4 categories.



# Home Fires

**In just two minutes a fire can become life-threatening. In five minutes, a residence can, be engulfed in flames.**

## **FIRE IS FAST!**

In less than 30 seconds a small flame can turn into a major fire. It only takes minutes for thick black smoke to fill a house or for it to be engulfed in flames. Fire is HOT! Heat is more threatening than flames. Room temperatures in a fire can be 100 degrees at floor level and rise to 600 degrees at eye level. Inhaling this super-hot air will scorch your lungs and melt clothes to your skin.

## **FIRE IS DARK!**

Fire starts bright, but quickly produces black smoke and complete darkness.

## **FIRE IS DEADLY!**

Smoke and toxic gases kill more people than flames do. Fire produces poisonous gases that make you disoriented and drowsy. Asphyxiation is the leading cause of fire deaths, exceeding burns by a 3-to-1 ratio.

## **BEFORE...**

### **❑ Create and practice a fire escape plan**

In the event of a fire, remember that every second counts. Escape plans help you get out of your home quickly. Twice each year, practice your home fire escape plan. Some tips to consider when preparing this plan include: Find two ways to get out of each room in the event the primary way is blocked by fire or smoke.

- A secondary route might be a window onto a neighboring roof or a collapsible ladder for escape from upper story windows.
- Make sure that windows are not stuck, screens can be taken out quickly and that security bars can be properly opened.
- Practice feeling your way out of the house in the dark or with your eyes closed.
- Teach children not to hide from firefighters.

## BEFORE...

### SMOKE ALARMS

**A working smoke alarm significantly increases your chances of surviving a deadly home fire.**

- ❑ **Install** both ionization AND photoelectric smoke alarms, OR dual sensor smoke alarms, which contain both ionization and photoelectric smoke sensors.
- ❑ **Test batteries monthly.** Replace batteries in battery-powered and hard-wired smoke alarms at least once a year (except non-replaceable 10-year lithium batteries).
- ❑ **On every level of your home,** install smoke alarms, including the basement, both inside and outside of sleeping areas.
- ❑ **Replace** the entire smoke alarm unit every 8-10 years or according to manufacturer's instructions.
- ❑ **Never** disable a smoke alarm while cooking—it can be a deadly mistake.

### SMOKE ALARM SAFETY FOR PEOPLE WITH ACCESS OR FUNCTIONAL NEEDS

- ❑ **Audible alarms** for visually impaired people should pause with a small window of silence between each successive cycle so that they can listen to the instructions or voices of others.
- ❑ **Vibrating pad or flashing light smoke alarms** are available for the hearing impaired. Contact your local fire department for information about obtaining a flashing or vibrating smoke alarm.
- ❑ **Use** smoke alarms with a strobe light outside the home to catch the attention of neighbors and emergency call systems for summoning help are also available.

# Home Fires

## BEFORE...

### MORE FIRE SAFETY TIPS

- ❑ **Make digital copies** of valuable documents and records like birth certificates.
- ❑ **Sleep** with your door closed.
- ❑ **Contact** your local fire department for information on training on the proper use and maintenance of fire extinguishers.
- ❑ **Consider** installing an automatic fire sprinkler system in your residence.

## AFTER.

**The following checklist serves as a quick reference and guide for you to follow after a fire strikes.**

- ❑ **Contact** your local disaster relief service, such as The Red Cross, if you need temporary housing, food and medicines.
- ❑ **Regarding insurance,** if you are insured, contact your insurance company for detailed instructions on protecting your property, conducting inventory and contacting fire damage restoration companies. If you are not insured, try contacting private organizations for help.
- ❑ **Check** with the fire department to make sure your residence is safe to enter. Watch out for any structural damage caused by the fire. The fire department should make sure that utilities are either safe to use or are disconnected before they leave the site. **DO NOT** attempt to reconnect utilities yourself.

# Home Fires

## AFTER.

- ❑ **Conduct** an inventory of damaged property and items. Do not throw away any damaged goods until after an inventory is made.
- ❑ **Begin** saving receipts for any money you spend related to fire loss. The receipts may be needed later by the insurance company and for verifying losses claimed on your income tax.
- ❑ **Notify** your mortgage company of the fire.

## PREVENT!

**The following checklist serves as a quick reference and guide for you to follow after a fire strikes.**

### ❑ **Cooking**

- Stay in the kitchen when you are frying, grilling or broiling food. If you leave the kitchen for even a short period of time turn off the stove.
- Wear short, close-fitting or tightly rolled sleeves when cooking.
- Keep children away from cooking areas by enforcing a “kid-free zone” of three feet around the stove.
- Position barbecue grills at least 10 feet away from siding and deck railings, and out from under eaves and overhanging branches.

### ❑ **Smoking**

- Smoke outside and completely stub-out butts in an ashtray or a can filled with sand.
- Soak cigarette butts and ashes in water before throwing them away.
- Never toss hot cigarette butts or ashes in the trash can.
- Never smoke in a home where oxygen is used, even if it is turned off.
- Oxygen can be explosive and makes fire burn hotter and faster.
- Be alert—don’t smoke in bed! If you are sleepy, have been drinking or have taken medicine that makes you drowsy, put your cigarette out first.

## PREVENT!

### ❑ **Electrical and Appliance Safety**

- Frayed wires can cause fires. Replace all worn, old or damaged appliance cords immediately and do not run cords under rugs or furniture.
- If an appliance has a three-prong plug, use it only in a three-slot outlet.
- Never force it to fit into a two-slot outlet or extension cord.
- Immediately shut off, then professionally replace, light switches that are hot to the touch and lights that flicker.

### ❑ **Portable Space Heaters**

- Keep combustible objects at least 3 feet away from portable heating devices.
- Buy only heaters evaluated by a nationally recognized laboratory, such as Underwriters Laboratories (UL).
- Check to make the portable heater has a thermostat control mechanism and will switch off automatically if the heater falls over.
- Only use crystal clear K-1 kerosene in kerosene heaters. Never overfill it.
- Use the heater in a well-ventilated room.

### ❑ **Fireplaces and Wood stoves**

- Inspect and clean wood stove pipes and chimneys annually and check monthly for damage or obstructions.
- Use a fireplace screen heavy enough to stop rolling logs and big enough to cover the entire opening of the fireplace to catch flying sparks.
- Make sure the fire is completely out before leaving the house or sleeping.

### ❑ **Children**

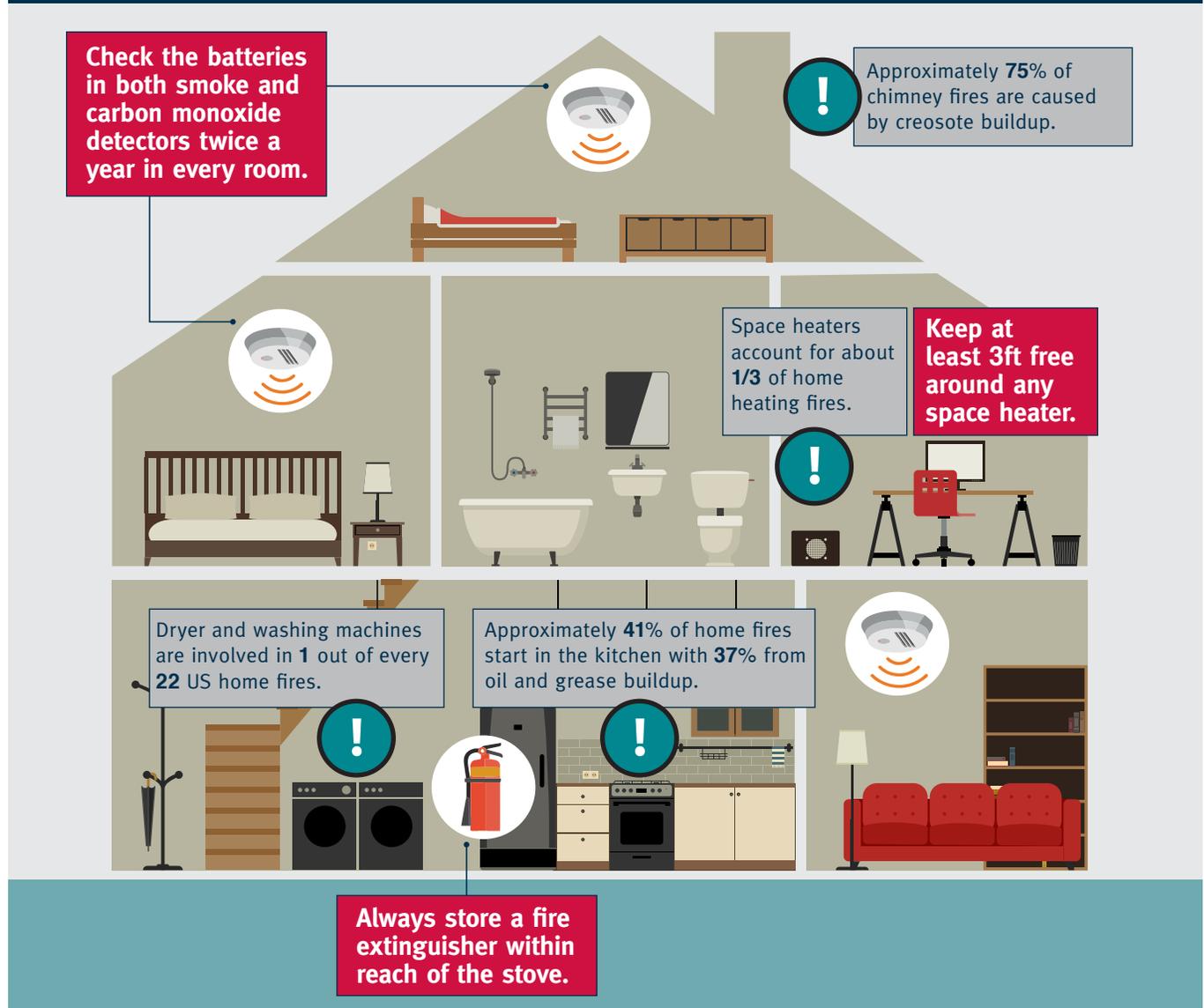
- Take the mystery out of fire play by teaching children that fire is a tool, not a toy.
- Store matches and lighters out of children's reach and sight, preferably in a locked cabinet.
- Never leave children unattended near operating stoves or burning candles, even for a short time.

# Home Fires

## MORE PREVENTION TIPS

- ❑ **Never** use a stove range or oven to heat your home.
- ❑ **Keep** combustibles and flammable liquids away from heat sources.
- ❑ **Portable Generators** should NEVER be used indoors and should only be refueled outdoors or in well ventilated

## HOME FIRE SAFETY



# Power Outages

## BEFORE...

- ❑ **Build** or restock your emergency preparedness kit, including a flashlight, batteries, cash, and first aid supplies.
- ❑ **Charge** cell phones and any battery powered devices. Also keep alternative charging methods at all times.
- ❑ **Learn** about the emergency plans. Click here for more information: [www.ontarioca.gov/ReadyOntario/Preparedness](http://www.ontarioca.gov/ReadyOntario/Preparedness).
- ❑ **Fuel up or Charge up** Maintain the proper fuel or charge for your vehicle. If you use your car to re-charge devices, do NOT keep the car running in a garage, partially enclosed space, or close to a home, as this can lead to carbon monoxide poisoning.
- ❑ **Buy** ice or freeze water-filled plastic containers to help keep food cold during a temporary power outage.

## DURING!

- ❑ **No flames** Open flames are dangerous during a power outage. Only use flashlights for emergency lighting; candles can cause fires.
- ❑ **Food** Keep refrigerator and freezer doors closed. An unopened refrigerator will keep food cold for about 4 hours.
- ❑ **Power off** or disconnect all appliances and equipment in case of a momentary power “surge” that can damage computers and other devices. Consider adding surge protectors.
- ❑ **Purchase** If you are considering purchasing a generator for your home, consult an electrician or engineer. Make sure it remains outside of the house.
- ❑ **Dress** to prepare for the weather. If it’s cold outside layer clothing to stay warm and never use the oven as a source of heat. During a heatwave find places where it is cool, and avoid layering clothes.

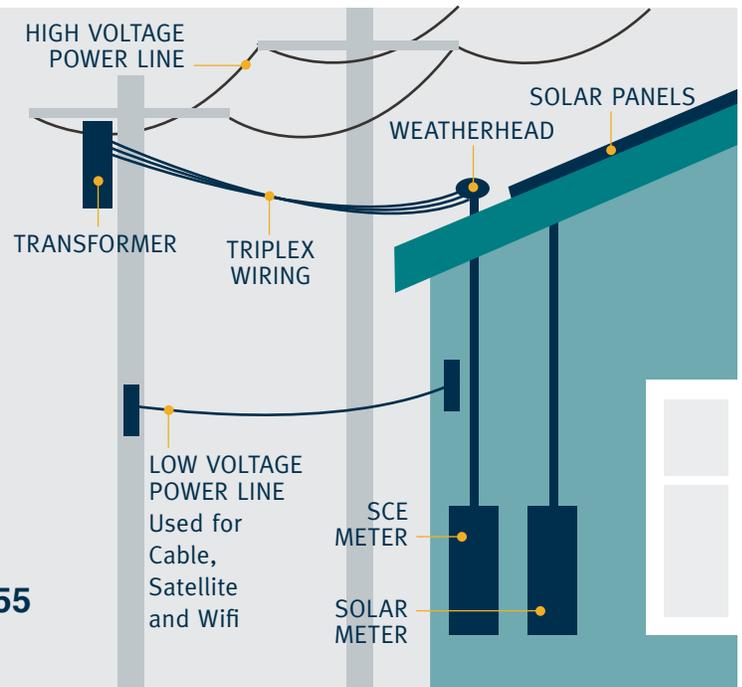
# Power Outages

## IDENTIFY YOUR POWER GRID

The City of Ontario does not provide the electricity for the city; we rely on Southern California Edison (SCE) for electricity. Edison International is the parent company of Southern California Edison and Edison Mission Group.

**If electrical power lines are down, don't touch them. Keep your family and pets away. Report downed lines to 9-1-1.**

SCE Customer Service: **1 (800) 655-4555**  
Report an outage: **1 (800) 611-1911**



## AFTER.

- ❑ **Throw away** any food that has been exposed to temperatures 40° F (4° C) for 2 hours or more or that has an unusual odor, color or texture. When in doubt, throw it out!
- ❑ **Check** If food in the freezer is colder than 40° F and has ice crystals on it, you can refreeze it.
- ❑ **Restock** your emergency kit with new batteries, canned foods and other supplies used.
- ❑ **Contact** your doctor or your local pharmacist if you're concerned about medications having spoiled.
- ❑ **Reset** Unplug any electrical appliances before resetting your circuit breaker to protect them from a power surge.
- ❑ **Information** Do not call 9-1-1 for information—call only to report a life threatening emergency. If you do need to make a call, use the 3-1-1 number instead for any additional information.

# Storms and Floods

Flooding is a temporary overflow of water onto land that is normally dry. Floods are one of the most common hazards in the U.S. They can affect an area as small as a local neighborhood or community, to as large as an entire river basin and multiple states.

## BEFORE...

- ❑ **Assess** the safety of your residence and belongings.
- ❑ **Clean** drains and gutters around the house.
- ❑ **Maintain** all slopes in a safe manner.

## DURING!

- ❑ **Do not cross** rapidly flowing streams.
- ❑ **Check** drainage systems at your home and driveways.
- ❑ **Watch** for mudslides and adjust drainage to reduce mudslides.

## AFTER.

- ❑ **Return home** only after officials inform you it is safe to do so. Don't return to your flood damaged home if area is not safe.
- ❑ **Sandbags** may help divert flood water, however they do not help when there is significant debris flow.
- ❑ **Drive slowly** and carefully as many roads may have mud, debris, holes, and washed-out areas.
- ❑ **Assess** damage; check hillsides, houses.

# Storms and Floods

## WHEN IT'S RAINING...

- ❑ **Plan** to arrive at your home or destination in a safe neighborhood. Remain there until well after the storm has ended.
- ❑ **Wait** This could be hours or sometimes even days after the rain has stopped. Be particularly alert when driving. Watch the road for collapsed pavement, mud, fallen rocks, and other hazards.
- ❑ **Watch** Bridges may be washed out, and culverts over stopped. When you see water across a roadway, it may be difficult to see whether the road under the water has been washed away.

## SAFETY TIPS FOR FLOODS



Have a plan in place before an evacuation is ordered.



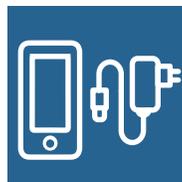
Avoid walking or driving through flood waters.



Talk to your neighbors about their plans, and encourage them to evacuate early.



If there is a chance of flash flooding, move immediately to higher ground.



Disconnect electrical appliances and do not touch electrical equipment.



Turn on your TV/radio. You will receive the latest weather updates and emergency instructions.

# Terrorism

In San Bernardino County, “If You See Something, Say Something™” provides guidance to citizens on how to report questionable behavior or situations such as an unattended backpack in a public place or someone trying to break into a restricted area. Notably, the initiative does not promote spying on others, or making judgments based on beliefs, thoughts, ideas, expressions, associations or speech unrelated to criminal activity.

## BEFORE...



### SEE something, SAY something!

- ❑ **Observe surroundings** Terrorists look for high visibility targets such as sporting events, political conventions, international airports, and high-profile landmarks.
- ❑ **Report threats** Call or text to 911 or 1-877-A-THREAT. Submit a tip, lead, or threat to the Joint Regional Intelligence Center by clicking [here](#).
- ❑ **When traveling** keep track of your belongings—do not accept packages from strangers. Locate emergency exits and stairways for buildings, subways, and crowded public areas.



Preparing for terrorist attacks is the same as preparing for fires, earthquakes, and other emergencies.

- ❑ **Keep** emergency supply kits.
- ❑ **Train** in how to use fire extinguishers.
- ❑ **Practice** evacuation drills and procedures.
- ❑ **Get CERT certified** in CPR and first aid.
- ❑ **Establish** a family meeting place and create an emergency communications plan.

# Terrorism

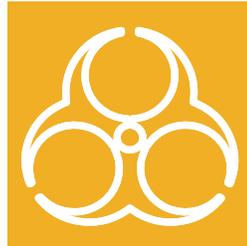
Report a tip, lead, or threat directly to the to Joint Regional Intelligence Center at: [www.jric.org](http://www.jric.org)

## TYPES OF TERRORISM



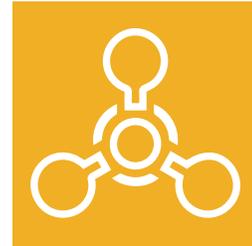
### Arson

[www.atf.gov/arson](http://www.atf.gov/arson)



### Bioterrorism

[www.ready.gov/bioterrorism](http://www.ready.gov/bioterrorism)



### Chemical attacks

[www.ready.gov/chemical](http://www.ready.gov/chemical)



### Cyberterrorism

[www.ready.gov/cybersecurity](http://www.ready.gov/cybersecurity)



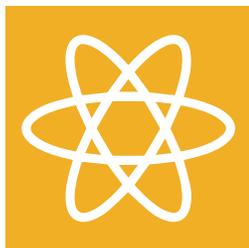
### Hijackings

[www.wrc.noaa.gov/wrso/security\\_guide/hijack.htm](http://www.wrc.noaa.gov/wrso/security_guide/hijack.htm)



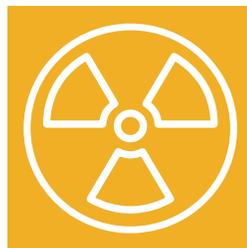
### Suspicious packages

[www.fbi.gov/file-repository/suspicious-package-indicators.pdf/view](http://www.fbi.gov/file-repository/suspicious-package-indicators.pdf/view)



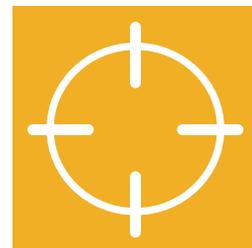
### Nuclear attacks

[www.ready.gov/nuclear-explosion](http://www.ready.gov/nuclear-explosion)



### Radiological attacks

[www.ready.gov/radiological-dispersion-device](http://www.ready.gov/radiological-dispersion-device)



### Shootings

[www.ready.gov/active-shooter](http://www.ready.gov/active-shooter)



## step 1: your family's name in this box

## step 2: your family information

ADDRESS \_\_\_\_\_

MAIN LANDLINE PHONE \_\_\_\_\_

NAME \_\_\_\_\_

PHONE \_\_\_\_\_ CELL \_\_\_\_\_

EMAIL \_\_\_\_\_

OTHER # or SOCIAL MEDIA \_\_\_\_\_

NAME \_\_\_\_\_

PHONE \_\_\_\_\_ CELL \_\_\_\_\_

EMAIL \_\_\_\_\_

OTHER # or SOCIAL MEDIA \_\_\_\_\_

NAME \_\_\_\_\_

PHONE \_\_\_\_\_ CELL \_\_\_\_\_

EMAIL \_\_\_\_\_

OTHER # or SOCIAL MEDIA \_\_\_\_\_

NAME \_\_\_\_\_

PHONE \_\_\_\_\_ CELL \_\_\_\_\_

EMAIL \_\_\_\_\_

OTHER # or SOCIAL MEDIA \_\_\_\_\_

NAME \_\_\_\_\_

PHONE \_\_\_\_\_ CELL \_\_\_\_\_

EMAIL \_\_\_\_\_

OTHER # or SOCIAL MEDIA \_\_\_\_\_

## step 3: list your family's meeting locations

LOCATION #1 \_\_\_\_\_

Instructions: \_\_\_\_\_

LOCATION #2 \_\_\_\_\_

Instructions: \_\_\_\_\_

LOCATION #3 \_\_\_\_\_

Instructions: \_\_\_\_\_

## step 4: local contacts

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

DOCTOR #1 \_\_\_\_\_

PHONE \_\_\_\_\_

DOCTOR #2 \_\_\_\_\_

PHONE \_\_\_\_\_

DOCTOR #3 \_\_\_\_\_

PHONE \_\_\_\_\_

VET \_\_\_\_\_

PHONE \_\_\_\_\_

## keep important numbers and information

### Information Phone Line:

911 for **EMERGENCIES** | 909-986-6711 for **NON-EMERGENCIES**

### Facebook and Twitter:

**CITY:** @CityofOntario

**POLICE:** @OntarioPD

**FIRE:** @OntarioFireDept

**Web:** [www.readyontario.com](http://www.readyontario.com)

## step 5: out-of-area contacts

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

## step 6: insurance info

### HOMEOWNER/RENTAL POLICY #1

CONTACT \_\_\_\_\_

ACCT.# \_\_\_\_\_

### AUTO POLICY COMPANY #1

CONTACT \_\_\_\_\_

ACCT.# \_\_\_\_\_

### AUTO POLICY COMPANY #2

CONTACT \_\_\_\_\_

ACCT.# \_\_\_\_\_

### FAMILY MEDICAL INSURANCE #1

CONTACT \_\_\_\_\_

ACCT.# \_\_\_\_\_

### FAMILY MEDICAL INSURANCE #2

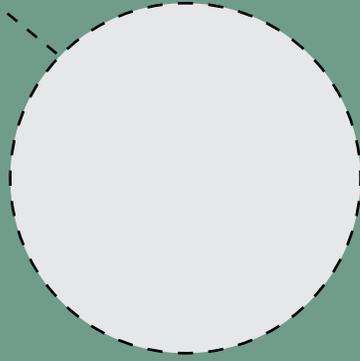
CONTACT \_\_\_\_\_

ACCT.# \_\_\_\_\_

### FAMILY MEDICAL INSURANCE #3

CONTACT \_\_\_\_\_

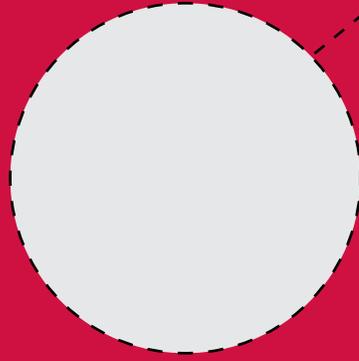
ACCT.# \_\_\_\_\_



# OK

WE ARE OKAY AND HAVE EVACUATED. CONTACT US AT:

Blank white rectangular area for contact information.



# HELP

IF POSSIBLE, WRITE HOW MANY ARE IN NEED OF HELP AND WHAT AID IS NEEDED:

A large white rectangular area provided for writing the details of the request for help.

**This guide was designed to meet low-vision standards where possible.**

**ACKNOWLEDGMENTS**

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**Chapman University**

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**CITATION AND CONTENT CREDIT**

Los Angeles Fire Department “LAFD Emergency Preparedness Guide” (2019)

Dr. LuAn K Johnson “Map Your Neighborhood” Program  
City of Newport Beach Emergency Management Program  
“Emergency Preparedness Guide” (2020)

Ready.gov contributed to “Where to Get Help to Cope”

The Guemil Project by Rodrigo Ramirez ([www.guemil.info](http://www.guemil.info))

REI [www.rei.com/learn/expert-advice/how-to-maintain-your-emergency-kit.html](http://www.rei.com/learn/expert-advice/how-to-maintain-your-emergency-kit.html) (2020)

Ready.gov [www.ready.gov/hazardous-materials-incidents](http://www.ready.gov/hazardous-materials-incidents) and  
[www.ready.gov/home-fires](http://www.ready.gov/home-fires) (2020)

