



## **Are you prepared?**

A guide to emergency preparedness  
for Sacramento County

## Acknowledgments

*Are You Prepared?* is the result of a collaboration between UC Davis Health and several emergency response agencies and departments in Sacramento County. Participants in the original project who prepared this document were:

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- Sacramento County Emergency Medical Services Agency
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- Sacramento County Office of Emergency Services
- Sacramento County Department of Health Services

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## Who is this guide for?

Each resident, working with public safety and health personnel, can benefit from this guide. It is intended to assist you in making emergency preparedness a part of your daily life. The events of September 11, 2001, the havoc wreaked by Hurricane Katrina in late August 2005 and yearly California wildfires demonstrate the undeniable need for all Americans to be better prepared for emergencies and disasters of all kinds. Whether they result from terrorism, mechanical failures, operator error or the power of natural elements, emergencies typically arise with little or no warning. We all consequently need to be prepared in order to help avoid injuries, minimize disruptions, and to help others in need of assistance.

This guide is intended to serve as a single source of emergency preparedness information that families and individuals in Sacramento County may use to keep themselves ready for any kind of disaster. A wealth of valuable information is available from other numerous excellent sources; our objective was to pull together the best of the material relating to preparedness in a single publication, in the interest of convenience and usefulness. *Are You Prepared?* is intended to help you prepare for emergencies at home, school, work and in public places.

We hope that you and your family will review the information contained in this guide, note the elements that are most important to you, and keep it nearby for handy reference.

### Information to review in this guide

The back of this guide contains space where you can write down important personal telephone numbers to call in case of an emergency or evacuation. You'll also find templates for wallet cards that you may print, cut apart and give to family members or relatives. The cards contain important local emergency telephone numbers as well as space for you to write your personal emergency numbers and contact information.

The guide includes instructions for preparing a first-aid kit, a "home disaster supplies kit," a "go kit" with supplies to be taken with you in case of an evacuation, and a summary of basic CPR and first-aid instructions.

The guide explains how to report emergencies; actions to take in case you are advised to take shelter in place or evacuate; what to do in case of a flood, earthquake or other natural disaster; how to respond to a threat of terrorism; and other important steps you can take to protect yourself and your family.

Throughout the guide you'll find telephone numbers and Internet addresses where you'll be able to obtain updates and more detailed information about developing emergencies and other conditions.

You may download a printable PDF file of this guide at [sacramentoready.saccounty.net/prepare/pages/are-you-prepared-guide.aspx](http://sacramentoready.saccounty.net/prepare/pages/are-you-prepared-guide.aspx).

The Sacramento Region Community Emergency Response Team (CERT) website at [sfdcert.org](http://sfdcert.org) is a comprehensive online resource for additional information.

### Important local phone numbers

#### Emergency numbers

Police/Fire/Rescue ..... **911**  
 TTY (city of Sacramento) ..... **911**

#### From cell phones

Within the city of Sacramento ..... **916-732-0100**  
 From elsewhere in Sacramento county ..... **916-874-5111**

Please refer to the back cover for additional phone numbers.





## Preparing for emergencies

Preparation for an emergency before disaster strikes involves learning as much as you can and making plans to act. Reading this booklet and following its tips and recommendations will give you a good start. The Federal Emergency Management Agency (FEMA) produces a helpful publication called *Are You Ready? An In-depth Guide to Citizen Preparedness*. You may download a copy at [fema.gov/pdf/areyouready/areyouready\\_full.pdf](https://www.fema.gov/pdf/areyouready/areyouready_full.pdf). Continue to educate yourself by keeping up with current events.

## How to prepare at home

General emergency preparedness	
<b>Keep a list of emergency service numbers handy.</b>	Copy, clip and use the clip-out cards included in Appendix A of this guide. Write your family contact information in the blanks on the back of each card. Keep one copy of the card in your purse or wallet, and distribute other copies to your family members. Keep another copy by the phone.
<b>Make a neighborhood directory and plan.</b>	Include emergency contact information and plans for children and seniors who may be home alone during emergency situations. Identify young children, seniors and neighbors with disabilities who may need help, and develop a plan to assist them in an emergency.
<b>Organize a "home disaster supplies kit."</b>	You may be asked to shelter in place for one or more days. Supplies sufficient at least 3 to 4 days may be necessary to withstand a public health emergency. Prepare a "home disaster supplies kit" that you can organize quickly. The side column lists items that a kit typically contains. Store items in clear plastic tubs or other readily identifiable containers. Check batteries, replace stored water and rotate food supplies every six months.
<b>Organize a separate "go kit."</b>	Determine items that you would need if you were asked or ordered to evacuate your home. Store these items in easy-to-carry containers such as backpacks or duffel bags. A "go kit" may contain extra clothing, cash, credit cards, prescriptions, eyeglasses, important documents, and personal items. You do not need to include water or food-related items (unless you have special dietary needs).

Emergency evacuation plans	
<b>Develop a home evacuation plan and practice the steps you will follow.</b>	Know what to do if you are instructed to evacuate your home or community. Every child and other member of your family should know at least two ways (if possible) to escape your home in case of fire or other emergency. If you live in an apartment, know the building's evacuation plan. Agree on a place nearby to meet once everyone gets out.
<b>Plan how to take care of your pets.</b>	Remember that with the exception of guide dogs, shelters usually do not allow pets (see "If you have pets" on page 10).
<b>Learn how to shut off utilities — electricity, water and gas</b>	(See "How to shut off gas supply" and "How to shut off electricity" on page 20 in the Emergency Alert System section). You will find the main water shut-off valve outdoors where the main pipe enters your dwelling.



## Seniors and persons with disabilities

Senior citizens and people with disabilities may need to take additional steps to prepare for emergencies. If you have special needs, consider these recommendations:

- Keep a 30 day supply of necessary medications on hand at all times.
- Develop a personal emergency plan for each place where you spend time — at home, work, school and in the community.
- Evaluate your capabilities, limitations, needs and surroundings to determine what type of support you may need in an emergency.
- Include your home care attendant and other people in your network in your planning process.
- If you are dependent on electricity for your wheelchair, breathing machine or any other life-sustaining device, plan for a loss of power, and know where to go to charge devices.
- If you have impaired hearing, make arrangements with relatives or friends to assure that you will receive emergency warnings.
- If your mobility is impaired, you may need assistance to evacuate from buildings or to reach a shelter. Keep in mind that elevators may not function during a power outage.
- Keep a written record of your support needs and contact numbers. Your list should include medical conditions and dosages, allergies, special equipment, medical insurance, Medicare insurance cards, and personal and medical contact information. Keep this list with you, and supply a friend with a copy.
- If you have a service animal, make sure that it is registered for a service tag.

These recommendations were developed by the Indianapolis and Marion County Emergency Management Agency in Indiana.

Home disaster supplies kit		
<p><b>Your supplies for sheltering in place may include:</b></p> <ul style="list-style-type: none"> <li>■ 3 to 5 day supply of water at one gallon per person per day</li> <li>■ Food that will not spoil and does not require cooking</li> <li>■ A non-electric can opener</li> <li>■ An extra pair of eyeglasses</li> <li>■ An extra set of keys</li> <li>■ Candles and lighters</li> </ul>	<ul style="list-style-type: none"> <li>■ First-aid kit and needed medicines (see “Home first-aid kit” on page 28 in the “First Aid and CPR” section)</li> <li>■ Battery operated radio, flashlight, and extra batteries</li> <li>■ Toilet tissue, toothbrushes, toothpaste, and plastic trash bags</li> <li>■ Change of clothing, rain gear and sturdy shoes</li> <li>■ Blankets or sleeping bag</li> </ul>	<ul style="list-style-type: none"> <li>■ Special items for infants, elderly, and disabled family members</li> <li>■ A deck of cards and simple games for children (see “Help your kids cope” on page 9)</li> <li>■ A list of family physicians and emergency contacts</li> <li>■ A separate “go kit” in case you have to leave</li> </ul>

## How to prepare your family

Make sure all family members know what to do during an emergency.

- Teach children to stay in touch. Set a rule for them to check in with a parent or guardian immediately when they get home from school or other activities.
- Make sure that your children know all parents’ or guardians’ full names, and how to contact you at work.
- Teach children their phone number and home address, as well as nearby cross streets and landmarks.
- Work with neighbors to find places where children and teens can go for safety in an emergency. Such places might include a friend’s house, a fire or police station, a library or place of worship. The best place for children during a crisis may be the school where they are supervised and protected from outside hazards. Make sure your children know the phone numbers and addresses for their safe havens.
- Talk to your child about how and when to call 911.
- Teach your children and teens how to be safe. Tell them to seek help immediately from a teacher, law enforcement officer or other security personnel if they overhear classmates threatening to hurt themselves or others.

## Children and disasters

Disasters are traumatic for children even if they know what to do. During a disaster, your family may have to leave your home and daily routine behind. Children may become anxious, confused or frightened. Giving children guidance to help reduce their fears is essential. In a disaster, children will look to you and other adults for help. How you react to an emergency gives them clues about how to act. If you react with alarm, children may become more scared. They will see your fear as proof that the danger is real. If you seem overcome with a sense of loss, a child may feel losses more strongly.

Media coverage of disasters and people’s reactions to the events can be very upsetting to children. Turn off the TV and other video streaming platforms. Letting children watch television news reports about such events is inadvisable, especially if the images are shown repeatedly. Immediately after a disaster, try to reduce your child’s fear and anxiety. Keep the family together. Calmly and firmly explain the situation, and assure them that help is on the way. Encourage children to talk, and include them in the recovery activities.

### Children’s fears

After a disaster, children are most afraid that:

- the event will happen again
- someone will be injured or killed
- they will be separated from their family
- they will be left alone

### Help your kids cope

You may have to leave your home during a disaster. Consider putting together your own “kids’ activity survival kit” so they will have things to do and share with other children if you must relocate from your home.

Your kids’ survival kit may include:

- a few favorite books
- crayons and pencils
- plenty of paper
- scissors and glue
- a few favorite toys
- board games/cards
- a favorite stuffed animal
- pictures of family/pets
- a favorite blanket or pillow

### Home escape plan

The next time a disaster strikes, you may not have much time to act. Prepare now for a sudden emergency. To learn how to prepare an escape plan for your home, visit [ready.gov/plan](https://www.ready.gov/plan).

### Need help preparing a family disaster recovery plan?

You’ll find one at [fema.gov/emergency-managers/national-preparedness/plan](https://www.fema.gov/emergency-managers/national-preparedness/plan).

### Personal preparedness

Consult FEMA’s online resource *Are you ready? An in-depth guide to citizen preparedness*. You can view detailed and comprehensive planning guidance for individuals and their families at [ready.gov/sites/default/files/2021-11/are-you-ready-guide.pdf](https://www.ready.gov/sites/default/files/2021-11/are-you-ready-guide.pdf).

The Law Enforcement Chaplaincy is a nonprofit agency operating throughout Sacramento County and surrounding areas. Chaplains offer post-traumatic incident counseling for victims, family members and witnesses. To contact the Chaplaincy Office, call **916-857-1801** 24/7.



## If you have pets

- Pets, even those that are crated, may be prohibited from emergency shelters. Make arrangements ahead of time with friends or relatives to care for your pets if you must relocate to a shelter.
- The American Kennel Club discourages leaving pets behind under any circumstances. But if you have no alternative, ensure that they have plenty of food and water available, and post your evacuation destination on your refrigerator or other prominent place to help emergency responders reunite you with your pets.
- Post a "rescue alert sticker" or handwritten note on your front door informing emergency workers that a pet is inside waiting to be rescued. You can obtain rescue alert stickers from a local chapter of the American Society for the Prevention of Cruelty to Animals (ASPCA).
- If you can take your pets with you, pack at least a three-day supply of essentials for each of them.

Additional information is available at [aspca.org/pet-care/general-pet-care/disaster-preparedness/](https://www.aspca.org/pet-care/general-pet-care/disaster-preparedness/).

## Water safety

Each year, 6,000 people drown in the United States. Of that total, about 5,000 would have survived if they had worn a life jacket. More than 3,000 people who drown each year had been using alcohol or drugs at the time (see the "First aid for drowning" instructions on page 29).

The three major causes of drowning are:

1. Failure to wear a life jacket
2. Drinking alcohol or using drugs
3. Poor swimming ability

## Water recreation safety tips

When swimming in rivers or lakes, or when rafting or boating:

- Wear a life jacket. Do not depend on your raft or other inflatable vessel to keep you afloat. Life jackets are available on loan at many American River parks in Sacramento from March to October. Look for the "Kids Don't Float" sign and follow the posted directions.
- Wearing a life jacket is mandatory for children under the age of 13 in public rivers and lakes in Sacramento County. Parents or guardians who fail to equip their children with a flotation device can be cited for a misdemeanor and fined up to \$500.
- Learn to swim.
- Don't drink or use drugs.
- You can rescue someone without risking your life. To attract attention, yell "Help!" Reach someone struggling in the water with a pole, branch or paddle, or throw the individual something that will float, such as an ice chest or inner tube.
- If you are involved in a boating accident, stay with your boat. Climb on top and wait for help.
- Remember that water in Sacramento lakes and rivers may be cold and swift. Leave the water at the first signs of hypothermia, which is a dangerous body temperature decrease that can affect the function of your muscles and your brain. Hypothermia symptoms include shivering, exhaustion, confusion, memory loss, slurred speech and blurred vision.

## Safety tips for swimming pools

- Learn to swim.
- Never take your eyes off a child near a pool.
- Enclose the pool completely with a self-locking, self-closing fence.
- See First Aid/CPR section on pages 22–31 of this guide.

## Preventing accidents at home

### Home accidents

The National Safety Council offers these home accident avoidance suggestions:

- Install handrails, grab bars and night-lights in homes to reduce the risk of falls, especially in homes where older people live or visit.
- Check prescriptions regularly to guard against unintentional overdose.
- Guard against fire injuries by installing smoke detectors and fire extinguishers.
- Check smoke detector batteries regularly, and develop and practice a fire escape plan.
- The National Safety Council offers information on home fire prevention and preparedness, at [nsc.org/home-safety/safety-topics/emergency-preparedness/fire](https://www.nsc.org/home-safety/safety-topics/emergency-preparedness/fire).

### Helmets

California state law requires anybody under the age of 18 to wear a helmet while riding a bicycle, scooter or skateboard, or while wearing in-line or roller skates. California law requires anyone on a motorcycle or motor scooter, regardless of age, to wear a helmet.

### Firearm safety

All firearms should be stored unloaded. Guns should be locked using a firearms safety device approved by the California Department of Justice, or should be kept in a gun safe. Secured firearm storage is especially important in a home with a child under the age of 18. You can obtain more information by visiting the California Department of Justice Bureau of Firearms at [oag.ca.gov/firearms](https://oag.ca.gov/firearms) or by calling 916-227-7527.

### Poisoning

Use safety latches and locks for cabinets and drawers that contain harmful materials in the kitchen, bathroom and other locations. The Consumer Product Safety Commission website at [cpsc.gov](https://www.cpsc.gov) has detailed guidelines for child proofing your home.

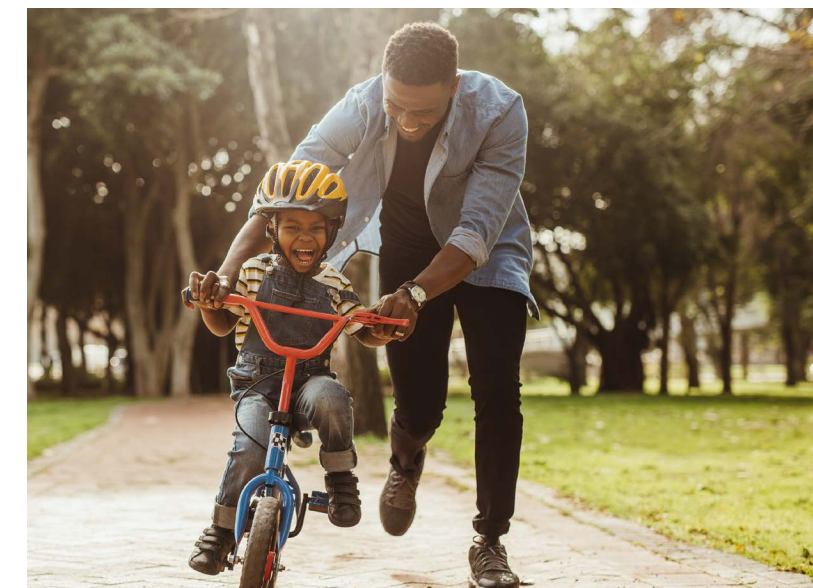
## Computer safety

Many people do not realize that their computer systems can be used to launch attacks against the government and industry — often to steal or destroy information such as financial data or even personal identities.

To protect yourself:

- Be wary of communicating with strangers over the Internet.
- Report unusual activities to the authorities.
- Use passwords that cannot be easily guessed.
- Make regular backup files of critical data.
- Use virus protection software and a hardware firewall, such as that included in a router.
- Disconnect your computer from the Internet when you are not using it.
- Regularly download security patches from software developers that you trust.

While online computer exploration opens a world of possibilities for children, they can be exposed to dangers. The FBI has produced *A Parent's Guide to Internet Safety*. You can view the guide at [www2.fbi.gov/publications/pguide/pguidee.htm](https://www2.fbi.gov/publications/pguide/pguidee.htm).



## Home security

A secure home is one in which:

- Entry doors are solid hardwood or metal-clad.
- Entry doors are secured with a high-quality dead bolt lock.
- Entry doors have a peephole that lets you look outside without opening the door.
- Spare keys are not left hidden outside of the house.
- Entry doors are kept locked.
- Sliding glass doors have strong, working key locks.
- A dowel or pin is installed so the sliding glass door cannot be lifted off the track.
- Windows have at least two working lock devices.
- Windows can be opened quickly for an emergency escape.
- The address is clearly visible.
- Shrubs are trimmed to eliminate hiding places.
- Side entry gates are locked.
- Outside lighting is installed and functioning.
- The door leading from the garage to the house is solid wood or metal-clad, and is kept locked.
- Windows in the garage have some type of covering to shield the interior from view.
- Alarm systems are turned on.

## Watch for suspicious activities

Continually conduct surveillance in your own neighborhood. Pay attention to:

- A stranger entering the home of your neighbors while they are away.
- Anyone peering into or forcibly entering a locked vehicle.
- Unusual sounds, including breaking glass, gunshots or screaming.
- Open or broken windows at a closed business or residence.
- Parked, occupied vehicles — especially if seen at an unusual hour.
- An unfamiliar vehicle left running, parked and unoccupied on your street.
- Anyone removing accessories, license plates or gasoline from a vehicle.
- Strange or frequent comings and goings from homes or businesses.
- Business transactions being conducted from a vehicle.
- Unauthorized individuals tampering with street lighting, cable television or telephone equipment.

Community Roles	Description
California Highway Patrol's role in Amber Alert	<p>The California Highway Patrol (CHP) is responsible for statewide coordination of AMBER (America's Missing: Broadcast Emergency Response) Alert and the other emergency response activities associated with a child abduction. The CHP is ready to assist in the recovery of an abducted child with statewide notifications of child abduction information.</p> <p>For more information, visit <a href="https://www.chp.ca.gov/Pages/Amber-Alert.aspx">https://www.chp.ca.gov/Pages/Amber-Alert.aspx</a></p> <p>Missing children hotline: <b>800-222-3463</b></p>
Neighborhood watch	<p>Neighborhood Watch is an organized group of neighbors who consistently observe and report any activity or situation that affects the appearance or safety of their community. If you are interested in becoming an active member, call the Sheriff's Department at <b>916-874-5115</b>, or call your local police department.</p>
Volunteering opportunities	<p>California established a Citizen Corps program to help coordinate in-state emergency response volunteer activities. Local Citizen Corps Councils promote and strengthen the Citizen Corps programs at the community level. Local programs may include volunteers in police service, and in community emergency response teams consisting of large corporations, parent-teacher organizations, church groups, the Medical Reserve Corps, Community Emergency Response Team (CERT) and neighborhood watch groups.</p> <p><b>Sacramento Region Citizen Corps Council (SRCCC)</b></p> <p>SRCCC is composed of a multidisciplinary group of leaders from businesses, schools, the health care field, emergency response agencies, faith-based organizations, and other community entities. SRCCC was established to plan and coordinate resources and to conduct education programs through which to train volunteers in preparedness, emergency response and recovery functions. To learn more, visit <a href="http://srccc.org">srccc.org</a>, email <a href="mailto:sacramentoresponds@gmail.com">sacramentoresponds@gmail.com</a>, or call <b>916-601-6539</b>.</p> <p>You may also call the Sacramento County Sheriff's Department Volunteer Services Bureau at <b>916-874-7339</b>.</p> <p>See <a href="http://sacsheriff.com/pages/volunteer_services.php">sacsheriff.com/pages/volunteer_services.php</a> for additional information.</p> <p>You can learn more from:</p> <ul style="list-style-type: none"> <li>■ California Volunteers, administered by the Office of the Governor, at <a href="http://californiavolunteers.ca.gov">californiavolunteers.ca.gov</a></li> <li>■ Community Emergency Response Team (CERT) at <a href="http://community.fema.gov/PreparednessCommunity/s-cert-find-a-program">community.fema.gov/PreparednessCommunity/s-cert-find-a-program</a></li> </ul>
National Oceanic and Atmospheric Administration weather radio (NOAA)	<p>Consider buying a radio that receives National Oceanic and Atmospheric Administration (NOAA) weather information, and includes a tone alert system to warn of severe conditions.</p> <p>NOAA weather radios receive weather and public service announcements from NOAA and the Emergency Alert System (EAS). NOAA broadcasts 24-hour local forecasts, travel conditions and severe weather warnings. Battery operated weather radios can be purchased for less than \$50. Several companies that offer the radio can be found online by using the key words "NOAA Weather Radio."</p> <p>For more information visit <a href="http://noaa.gov">noaa.gov</a> or call <b>202-482-6090</b>.</p>
American Red Cross	<p>For groups of six or more employees, the Red Cross can schedule a private first aid or CPR course at the Red Cross office or at your business. Contact the Gold Country Region Chapter of the American Red Cross at <b>916-993-7070</b> or consult <a href="http://redcross.org/local/california/gold-country.html">redcross.org/local/california/gold-country.html</a> for more information.</p> <p>You can obtain more ideas on business disaster preparedness from the Small Business Administration at <a href="http://sba.gov/business-guide/manage-your-business/prepare-emergencies">sba.gov/business-guide/manage-your-business/prepare-emergencies</a>.</p>



## How to prepare in your community

- Be alert. Meet and become familiar with your neighbors. Be aware of unusual or abandoned packages or vehicles and of suspicious activities that should be reported to the police.
- Develop a list of emergency services agencies and their phone numbers and addresses. Include shelters, food banks, police and fire departments, and distribute the list to your neighbors.
- Find out about community emergency plans. What plans do your schools have in place? What plans are in place where you work?
- Make sure schools and workplaces have updated emergency contact information for your family. Include a cell phone number if you have one.
- Check on the school emergency plan for any school-age children you have. You need to know if your children will be kept at school until a parent or designated adult can pick them up. Be aware that the school may designate another nearby location, such as a public park, for pickup.
- Determine a place where your family members can meet if they become separated during an emergency. Establish an out-of-town contact, such as a friend or relative, to whom everyone can call and report. Make sure the contact agrees and that everyone has the number and knows how to dial it. Consider prepaid calling cards and emergency contact lists for your children. Identify places to meet both close to home and some distance away.
- Plan for what you may need if you are away from home during an emergency. Keep water, a blanket and non-perishable food in your car. Always keep your fuel tank at least half full. Remember that if electricity is interrupted, gas pumps do not work.
- Learn which organizations in your community — for example, places of worship, schools, fire departments and the Red Cross — work on preparedness efforts. Find out what you can do, and volunteer to help.

- Join, start or reinvigorate a Neighborhood Watch program. Neighborhood Watch is an efficient means for you to interact with your neighbors, pass along the information in this booklet, and develop neighborhood plans. Find out if your area has a community association, and join it.
- Consider participating in Neighborhood Emergency Training (NET). Learn more at [srccc.org/programs](http://srccc.org/programs).
- Become a member of the Sacramento Region Community Emergency Response Team (CERT), through which you can receive extensive disaster preparedness training at no charge. Visit [sfdcert.org](http://sfdcert.org) for information.
- Active and retired health care professionals can join the Sacramento Regional Medical Reserve Corps ([sacoes.saccounty.net/SacramentoMedicalReserveCorps/Pages/default.aspx](http://sacoes.saccounty.net/SacramentoMedicalReserveCorps/Pages/default.aspx)) to enhance the response to natural and man-made disasters.



## How to prepare at work

### General emergency preparedness

An emergency can occur at any time. You and your coworkers should know what to do during an emergency at work. Even if you think you are not in a disaster-prone area, the crash of a chemical tanker truck, a warehouse fire, a flood or other incident can prevent you from reaching or leaving your place of work.

No business should operate without a disaster plan. As many as 40 percent of small businesses never reopen after being damaged in a flood, earthquake or other major disaster. If you are a business owner developing a business disaster plan, consider how the disaster could affect your employees, customers and the workplace.

Consider how you could continue doing business if the area around your facility is closed or streets are impassable. Consider what you would need to serve your customers if your facility becomes inaccessible.

### Employees should:

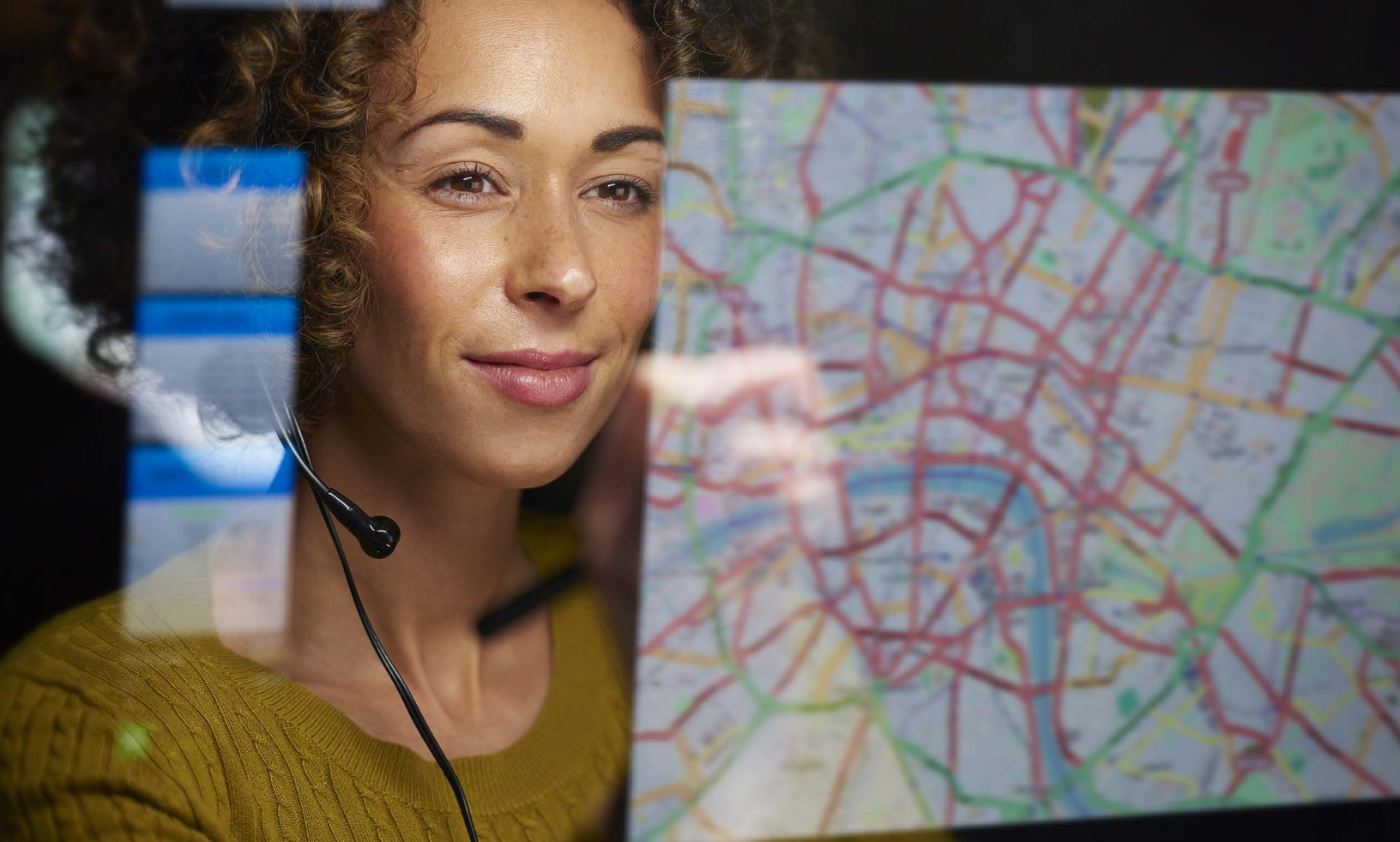
- Learn and practice emergency plans.
- Know at least two exits from each room or work area (if possible).
- Rehearse how to escape in the dark by knowing, for instance, how many desks or cubicles are between your work station and the two nearest exits.
- Know where to meet coworkers' following evacuation.
- Know the location of fire extinguishers and how to use them.
- Keep a copy of your coworkers phone numbers at home.
- Make a printed list of important personal numbers, and keep it at your desk or near other phones. Do not rely on electronic lists, direct dial phone numbers or computer organizers that may not work in an emergency.

- Gather personal emergency supplies (including a flashlight, walking shoes, dust mask, a water bottle and non-perishable food) in a desk drawer.
- Report safety system damage or malfunctions.
- Never lock or block fire exits or doorways. However, keep fire doors closed to slow the spread of smoke and fire.
- Make specific plans to help each other if public transportation is shut down or roadways are impassable. Consider offering to temporarily house, transport or feed your coworkers in case of emergency.

### Employers should:

- Ensure that an emergency plan is developed, updated and practiced at least every six months.
- Make specific plans with employees who are disabled or who may require assistance during an emergency.
- Put together an office phone tree. Develop a list of the home phone numbers of all employees, and identify who is responsible for making each contact. Distribute a copy to each employee (after receiving permission from each listed employee).
- Keep a phone list of all key employees with you at all times.
- Assign a special number on your voicemail system (if you have one) on which you can record messages for employees, and make sure all employees know the number.
- Arrange for programmable call forwarding for your main business lines.
- Leave keys and the alarm codes with a trusted employee or friend in case you cannot reach your facility.
- Back up computer data frequently.





# Reporting emergencies

## Emergency numbers for cell phone users

Within the city of Sacramento .....	<b>916-732-0100</b>
From elsewhere in Sacramento county .....	<b>916-874-5111</b>

## Call 911 when you:

- See fire.
- Smell smoke or gas.
- See or hear an explosion.
- Need medical assistance or see someone who does.
- See a suspicious person in or leaving a secured area.
- See a person with a weapon.
- See a suspicious package in a public area.
- See someone being forcibly detained or taken against his or her will.
- See or become aware of an immediate threat to life and/or property.
- See something noticeably unusual or out of place that may present a threat.

## When calling 911

### Be prepared to answer these questions:

- What is the address where the incident occurred?
- Is the location a house, apartment or business?
- What address are you calling from?
- What is your name?
- What is your phone number?
- When did the incident occur?
- Can you describe the suspect (if applicable)?
  - What is the suspect's race, sex, age, height, weight, hair color and length?
  - Can you recall clothing, tattoos, piercings or other characteristics?
- What was the suspect's mode of travel?
  - Was the suspect on foot, on a bike, driving a vehicle or taking a taxicab?
- Did the suspect have a weapon? If so, what type?
  - Was it a revolver, semi-automatic pistol, knife, or pepper spray?
- Where was the suspect when you last saw him or her, and in which direction did the suspect(s) travel — for example, north, south, east or west, toward the river, toward the freeway?

## What you can do as a witness

### Cautiously observe the suspect

- Avoid staring.
- Start at the top of the head.
- Note as much detail as you can.
- Identify unique features.
- Write down details before you start to forget.
- Cautiously observe the vehicle.
- Identify the make, model, and color.
- Note the approximate year.
- Identify the body style (sedan, SUV, roadster).
- Mention any unique characteristics (stickers, dents, or other damage).
- Note the license plate number and state.
- Observe the direction of travel.

### Before calling

Make sure you can identify your location. Call takers cannot send help if they do not know where you are.

### When you call

- A well trained call taker will answer the phone.
- Wait for the call taker to ask you questions.
- If possible, be prepared to hand the phone to the victim or witness if the call taker makes that request.

### Don't actually call 911 to "practice" with your children

The Polly Klaas Foundation has recommendations for getting children comfortable with calling 911. Learn more at <https://www.pollyklaas.org>.



## Emergency Alert Systems

### IPAWS (combines EAS, WEA, NWEM)

The Integrated Public Alert & Warning System (IPAWS) is FEMA's national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts, to radio and television via the Emergency Alert System, and on the National Oceanic and Atmospheric Administration's Weather Radio via Non-Weather Emergency Messages (FEMA.gov, 2022).

### Regional Sacramento Alerting (SacAlert)

Sacramento Alert (SacAlert) is a mass notification system used by Sacramento, Yolo and Placer Counties as well as participating cities within each county to disseminate messages to residents and business pertaining to the health, safety or welfare of a community affected by a perceived, imminent, or actual emergency. SacAlert has the capacity to send thousands of messages within minutes via phone, push notification, email, TTY and text. The system contains residential and commercial landline phone numbers of Sacramento County's entire population. In accordance with the California Public Utilities Commission (CPUC), landline numbers were acquired from AT&T and Verizon's 911 telephone database. Residents are also encouraged to sign up at [sacramento-alert.org](http://sacramento-alert.org) and enter additional phone numbers, email addresses and physical addresses as well as subscribe to non-emergency notifications (severe weather, community messages, safety alerts, etc.).

### If disaster strikes nearby

- Use or build your emergency supply kit, including food, water, flashlights, AM/FM radio, fresh batteries, first aid supplies and cash.
- Keep your refrigerator and freezer closed as much as possible to prevent food spoilage.
- If available, use portable chargers or power stations. Use generators outdoors away from windows to prevent carbon monoxide poisoning.
- Use your vehicle's radio and battery charging capability if necessary, but do not operate the engine in an enclosed space (e.g. closed garage) as this can cause carbon monoxide poisoning.
- Learn how to manually open your garage door.
- Consider medications that need refrigeration or medical devices that require power. Make sure your energy company is aware of your device.

### Loss of electrical power

- If you lose electrical power in an emergency situation and do not have a battery operated radio, use your vehicle radio (if it safe to do so).
- Keep your refrigerator and freezer closed as much as possible.
- If operating your vehicle engine as a source of power or electricity, be sure the vehicle is not in an enclosed space to avoid the risk of carbon monoxide poisoning.

### If you are advised to shelter in place

Local officials may advise you to remain in your home or office (shelter in place) and protect yourself there, if so:

- Bring pets inside.
- Close and lock all windows and exterior doors.
- Turn off all fans, and heating and air conditioning systems.
- Close the fireplace damper.
- Locate your home disaster supplies kit (see page 8).
- Make sure your battery-powered radio is working.
- Go to an interior room that has the fewest windows and doors and is above ground level.
- An above-ground level location is preferable in the case of a chemical threat because some chemicals are heavier than air and may seep into basements even when windows are closed.
- Stay away from the windows.
- In an emergency, depend on local authorities for the most accurate information.
- Listen to local radio for further emergency information. KFBK AM 1530 has been designated the primary station for alert messages in the Sacramento region; KXJZ FM 88.9 is the secondary station; and KSTE 650 AM is an alternate.

### Shelter in place

For more information on sheltering in place, visit [emergency.cdc.gov/shelterinplace.asp](http://emergency.cdc.gov/shelterinplace.asp).



## Red Cross shelters

Red Cross shelters may be opened if a disaster affects a large number of people and/or the emergency is expected to last several days.

### Be prepared to go to a shelter if:

- a hazardous material emergency affects your area
- flood water is rising
- your home has been severely damaged
- police and/or other local authorities tell you to evacuate

Red Cross shelters furnish food, temporary shelter and basic first-aid free of charge to evacuees.

### Sacramento Alert

Sacramento, Yolo and Placer County emergency agencies cooperatively manage a state-of-the-art emergency alert system known as Sacramento Alert. Sacramento Alert is a web-based application that enables authorized County, City, and Special District public safety officials to disseminate public safety information rapidly and efficiently to the residents of Sacramento via phone, text and email. Sign up at [sacramento-alert.org](http://sacramento-alert.org).

## If you are advised to evacuate

Local authorities will ask you to leave your home only with good reason, so heed their advice immediately. Listen to your radio or television for additional instructions. You will be directed to a specific location.

### Follow these useful tips:

- Wear long-sleeved shirts, long pants and sturdy shoes.
- Take your disaster “go kit” (see page 7 for more information).
- Coordinate with your child-care provider.
- Prepare to relocate your pets (see page 10 for more information).
- Turn off electricity, water and propane gas service.
- For more information on sheltering in place, visit [emergency.cdc.gov/shelterinplace.asp](http://emergency.cdc.gov/shelterinplace.asp).

- Leave natural gas on (unless instructed otherwise).
- Secure your valuables.
- Lock your home.
- Use travel routes specified by local authorities. Do not use shortcuts, which may be impassible.
- Carpool when possible.
- Stay away from downed power lines.
- Know your zone: Review the Sacramento County Evacuation Annex at <https://sacoes.saccounty.gov/EmergencyManagement/Pages/Planning.aspx>.

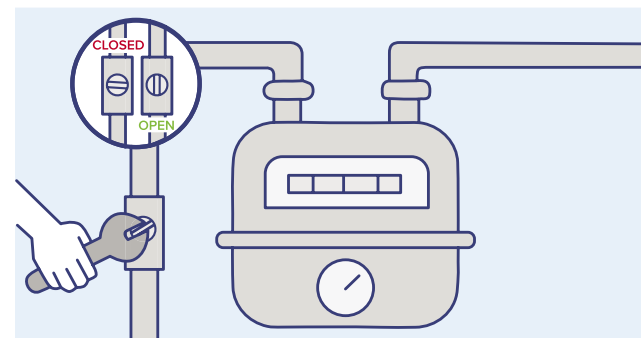
### Police patrol

In the event of an evacuation, local law enforcement officers will continue to patrol your neighborhood.

### How to shut off gas supply

Shut off your natural gas supply only if you notice structural damage to your house, smell and/or hear leaking gas or you see the gas meter spin which shows gas is leaking.

1. Find the main shut-off valve, which is located next to your meter on the inlet pipe.
2. Use a crescent or pipe wrench and give the valve a quarter turn in either direction. When the valve handle is perpendicular (crosswise) to the pipe, the line is closed. Do not turn on the gas again after the emergency is over. Ask the gas company to do that.



### How to shut off electricity

1. Locate your circuit breaker box or fuse box.
2. Identify the main breaker, power switch or fuse (usually the largest switch or fuse on the electrical panel).
3. Using only one hand, throw the switch to the “off” position (or remove the main fuse).

## Multi-floor building evacuations

### In the event of an emergency in a building with multiple floors:

- Leave the area quickly.
- Follow the emergency evacuation plan for that building.
- Test doors for heat before opening.
- Do not use elevators in a building that is on fire.
- Use the nearest stairwell that is free of fire and smoke.
- Crawl under smoke.

### If you are trapped in a building:

- Stay calm.
- Go to a room with outside windows and a telephone.
- Stay where rescuers can see you.
- Wave a light-colored cloth.
- Open windows — but close them if smoke rushes in.
- Stuff clothing or newspapers around door cracks.
- Help others.

To learn how to assist people with disabilities during an evacuation, visit [ready.gov/disability](http://ready.gov/disability).

## If you are caught at the scene of a hazardous material incident (HAZMAT)

- If you see an incident, call 911. If possible, tell the call taker the name and/or number of the hazardous material (see the side column item titled “Identifying hazardous materials”).
- Move uphill, upwind and upstream of the incident.
- Do not walk in or touch any spilled substance.
- Avoid inhaling gases, fumes or smoke.
- When possible, cover your mouth with a cloth while leaving.
- If you are exposed to hazardous materials, ask fire department personnel to decontaminate you before you leave.

### Identifying hazardous materials

Vehicles carrying HAZMAT are required to display a placard (sign) that uses a system of numbers and words to identify the hazard class of the material being transported. Visit [fmcsa.dot.gov/sites/fmcsa.dot.gov/files/docs/Hazardous\\_Materials\\_Markings\\_Labeling\\_and\\_Placarding\\_Guide.pdf](http://fmcsa.dot.gov/sites/fmcsa.dot.gov/files/docs/Hazardous_Materials_Markings_Labeling_and_Placarding_Guide.pdf) for more information.







## First Aid and CPR

Cardiopulmonary resuscitation (CPR) is a technique that can help save the life of someone who is experiencing cardiac arrest. During cardiac arrest, the heart stops pumping blood, the blood pressure falls to zero and the pulse disappears.

Within 10 seconds of cardiac arrest the victim loses consciousness and becomes unresponsive. CPR forces oxygenated blood to continue circulating to the brain, heart and other vital organs, thereby preventing potential damage. CPR can keep a victim alive until performance of more advanced procedures, including defibrillation (an electric shock to stimulate normal heart activity). A bystander who immediately begins CPR for cardiac arrest doubles the victim's chances of survival.

The American Heart Association has developed two classifications of CPR for adults: a standard version incorporating chest compressions and mouth-to-mouth respiration (for people who have undergone CPR training); and a simpler "hands only" method that anyone can perform.

## Hands-only CPR for adults (simplified CPR)

Use this technique if you have NOT undergone CPR training.

### 1. Verify Scene Safety

Verify the scene is safe for you and the victim. You do not want to become a victim.

### 2. Call

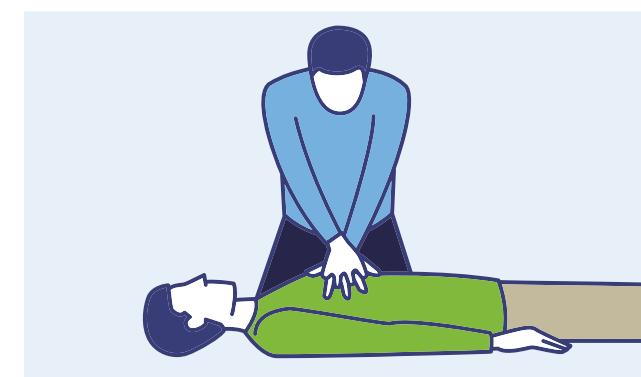
Check the victim for unresponsiveness. If he or she does not respond to your voice, call 911 and return to the victim. The emergency dispatcher will assist you with CPR instructions.

### 3. Pump

If the victim is not breathing normally, coughing or moving, begin chest compressions. Push down on the center of the chest at least two inches right between the nipples.

Pump at the rate of at least 100 times per minute, faster than once per second. Allow the chest to return to its normal position between each push.

Continue at that pace until help arrives.



## Abnormal breathing

A person may continue breathing, although abnormally, for several minutes after suffering cardiac arrest. This abnormal breathing results when the brain's breathing center continues sending out signals even though blood circulation has ceased. Such abnormal breathing may sound like grunting, gasping or snoring. It disappears in two to three minutes. A victim breathing this way needs CPR immediately. The victim desperately needs air, and only you can provide it.

## Take CPR and first-aid classes

You will be much more effective in an emergency if you have taken CPR and first-aid classes. Call the American Heart Association at **916-446-6505** and the American Red Cross at **916-993-7070** for information on classes.



## Complications of CPR

Vomiting is the most frequently encountered complication of CPR. In the event of vomiting, turn the victim's head to the side and try to sweep out or wipe off the vomit. Continue with CPR.

The spread of infection from the victim to the rescuer is exceedingly rare. No studies have ever linked transmission of HIV or AIDS to CPR.

Adapted from *Learn CPR: You Can Do It*, published online (<http://depts.washington.edu/learncpr/quickcpr.html>) by the University of Washington. Used here with permission.



## Standard CPR for adults and children age 8 or older (standard blow and pump)

Use this technique if you have had CPR training and are comfortable with the traditional method.

### 1. Verify Scene Safety

Verify the scene is safe for you and the victim. You do not want to become a victim.

### 2. Call

Check the victim for unresponsiveness. If he or she does not respond to your voice, call 911. Get the automated external defibrillator (AED) if one is available; and return to the victim. The emergency dispatcher will assist you with CPR instructions.

### 3. Blow

Tilt the victim's head back and listen for breathing. If you do not detect normal breathing, coughing or movement, pinch the victim's nose and cover the mouth with yours, then blow until you see the chest rise. Give two breaths. Each breath should take about one second.

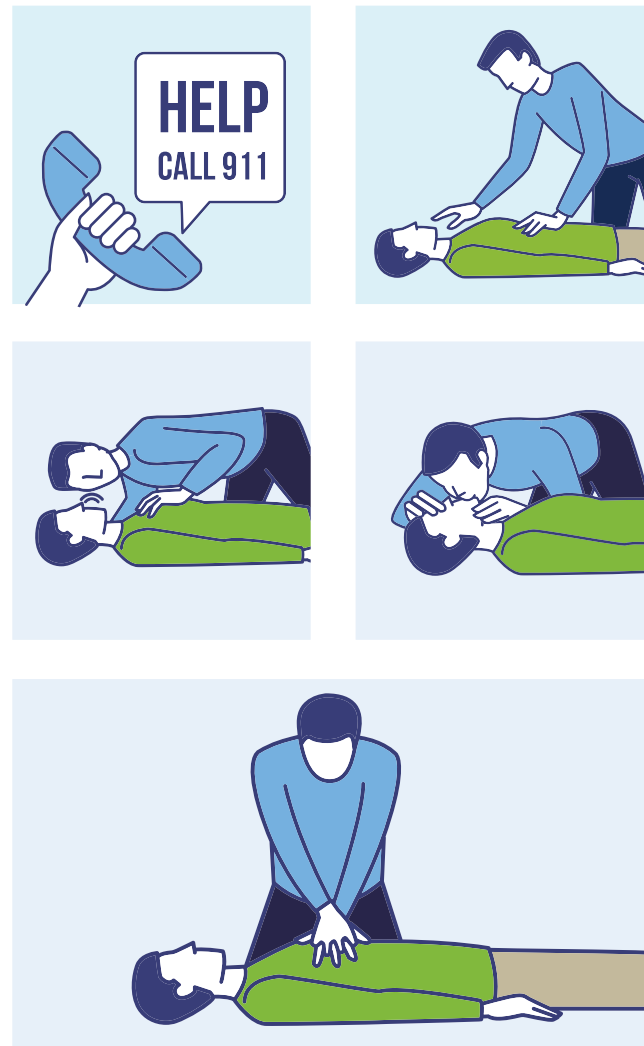
### 4. Pump

If the victim is still not breathing normally, coughing or moving, begin chest compressions. Push down on the chest at least two inches 30 times right between the nipples. Pump at the rate of at least 100 times per minute, faster than once per second. Allow the chest to return to its normal position between each push.

### 5. Repeat

Continue with the pattern of two breaths and 30 pumps until help arrives. Do not interrupt chest pushing for more than 10 seconds.

**NOTE:** This ratio is the same for one-person and two-person CPR. In two-person CPR, the person pumping the chest stops while the other gives mouth-to-mouth breathing.



### Automated External Defibrillators (AEDs)

AEDs are computerized devices that are attached to a victim's chest with wires. An AED can recognize some heart problems that require electrical stimulation, and gives the heart an electric shock as needed. With training, AEDs are easy to use. Performing CPR right away and using an AED within a few minutes will increase the victim's chance of survival.

You can learn more about AEDs from the American Heart Association at [heart.org](http://heart.org).

## Standard CPR for children ages 1–8

### 1. Verify Scene Safety

Verify the scene is safe for you and the victim. You do not want to become a victim.

### 2. Call

Check the victim for unresponsiveness. If you are alone with the child give two minutes of CPR before calling 911. **This approach differs from the adult CPR technique, which advises calling 911 for help first.** The emergency dispatcher will assist you with CPR instructions.

### 3. Blow

Tilt the head back and listen for breathing. If you do not detect normal breathing, pinch the child's nose, cover his or her mouth with yours, and blow until you see the chest rise. Give two breaths. Each breath should take about one second.

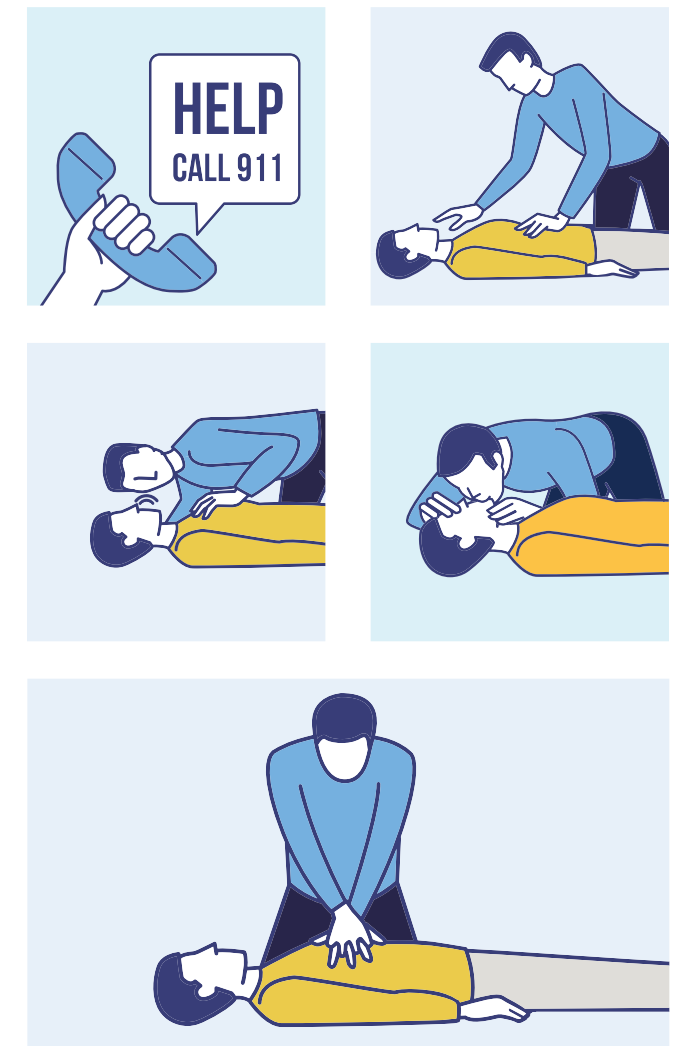
### 4. Pump

If the victim is still not breathing normally, coughing or moving, begin chest compressions. Push down on the chest one-third, about two inches of the chest, 30 times right between the nipples.

You may use either one or two hands, depending upon the size of the child. Pump at the rate of at least 100 times per minute, faster than once per second. Allow the chest to return to its normal position between pushes.

### 5. Repeat

Continue with two breaths and 30 pumps until help arrives. After five cycles or about two minutes, call 911 if you have not already done so, and get the automated external defibrillator (AED) unit if one is available. Continue CPR as needed. Do not interrupt chest pushing for more than 10 seconds.



### Child safety seats

Children must be secured in an appropriate child passenger restraint (safety seat or booster seat) until they are at least six years old or weigh at least 60 pounds. For more information contact your local California Highway Patrol office or visit [chp.ca.gov/programs-services/programs/child-safety-seats](http://chp.ca.gov/programs-services/programs/child-safety-seats).

UC Davis Health's trauma injury prevention program also offers services and education. Learn more at [health.ucdavis.edu/injuryprevention/childhoodsafety/child\\_passenger\\_safety.html](http://health.ucdavis.edu/injuryprevention/childhoodsafety/child_passenger_safety.html).

## Standard CPR for infants less than age 1

### 1. Call

Shout and gently tap the child's foot. If you do not see a response, position the infant on his or her back. If you are alone with the child, give two minutes of CPR before calling 911. The emergency dispatcher will assist you with CPR instructions.

### 2. Blow

Keep the head in a neutral position and listen for breathing. Look to see if the chest rises. Feel for the flow of air against your cheek.

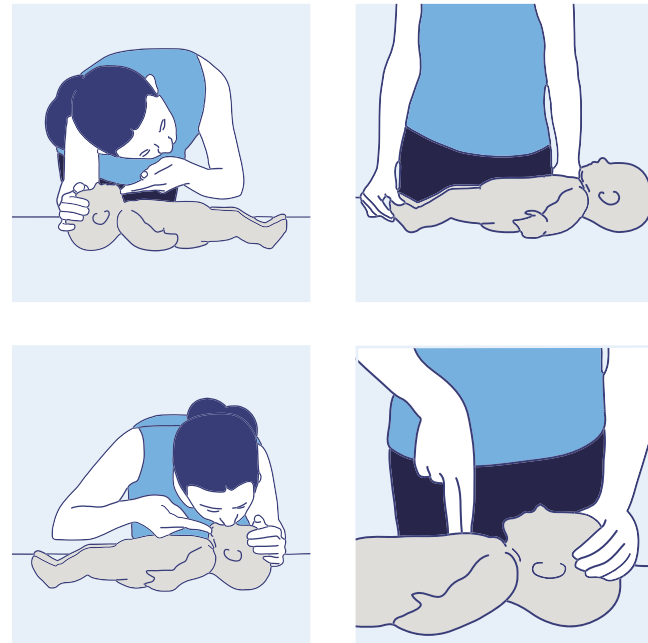
If the infant is not breathing, cover the baby's mouth and nose with your mouth, and give two gentle breaths. Each breath should be about one second long. You should see the infant's chest rise with each breath.

### 3. Pump

Give 30 gentle chest compressions. Position two or three fingers in the center of the infant's chest just below the nipples. Press down about one-third the depth of the chest, about 1 1/2 inches. Pump at a rate of at least 100 compressions per minute. Allow the chest to return to its normal position between pushes.

### 4. Repeat

Continue with the pattern of two breaths and 30 compressions until help arrives. After five cycles or about two minutes, call 911, and continue giving breaths and compressions as needed. Do not interrupt chest pushing for more than 10 seconds.



## Sudden Infant Death Syndrome (SIDS)

SIDS is the sudden death of an infant under one year of age that remains unexplained after a thorough investigation.

### How to reduce your baby's risk of SIDS

- Put the baby on his or her back to sleep.
- Use a firm, tight fitting mattress in a crib that meets current safety standards.
- Remove pillows, quilts, comforters, sheepskins, stuffed toys, and other soft products from the crib.
- Dress your baby in sleep clothing so that you will not have to use blankets or any other covering.
- Keep your baby warm but not too warm.
- Make sure the baby's head remains uncovered.
- Understand the dangers of soft bedding.
- Avoid adult beds, waterbeds, sofas or other soft surfaces for sleep.



Source: National SIDS/Infant Death Resource Center (NSIDRC). For more information, visit <http://sidscenter.org> or call (866) 866-7437.

## First-aid procedures for choking

Here are steps to help clear an obstructed airway in a conscious adult or child.

### Conscious adults

#### Step 1

Determine if the person can speak or cough. If not, proceed to the next step.

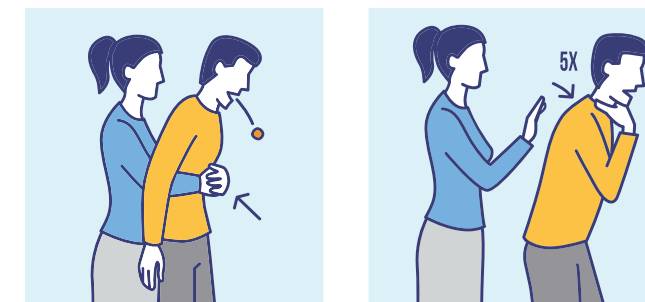
#### Step 2

Perform an abdominal thrust (Heimlich maneuver):

- From behind, wrap your arms around the victim's waist.
- Make a fist and place the thumb side of your fist against the victim's upper abdomen, below the rib cage and above the navel.
- Grasp your fist with your other hand and press into their upper abdomen with a quick upward thrust. Do not squeeze the rib cage. Confine the force of the thrust to your hands.

#### Step 3

- Repeat until object is expelled.
- A chest thrust may be used for markedly obese persons or in late stages of pregnancy.
- If the adult or child becomes unresponsive, perform CPR.
- If you see an object in the throat or mouth, remove it.



Choking first aid adapted from *Learn CPR: You Can Do It*, published online (<http://depts.washington.edu/learncpr/chokeconscious.html>) by the University of Washington. Used here with permission.

### Conscious children ages 1–8

#### Step 1

Determine if the child can speak or cough. If not, proceed to the next step.

#### Step 2

Perform an abdominal thrust (Heimlich maneuver) repeatedly until the foreign body is expelled.

#### Step 3

A chest thrust may be used for markedly obese children.

If the child becomes unresponsive, perform CPR. If you see an object in the throat or mouth, remove it.

**CAUTION:** Do not perform a blind finger sweep as this may push the object back into the airway.

### Conscious infant less than age 1

#### Step 1

Determine if the infant can cry or cough. If not, proceed to next step.

#### Step 2

Give five back blows.

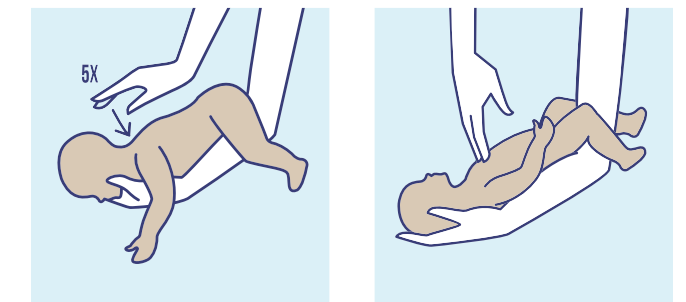
#### Step 3

Give five chest thrusts.

#### Step 4

Repeat steps 2 and 3 above until effective or the infant becomes unconscious.

If the infant becomes unresponsive, perform CPR. If you see an object in the throat or mouth, remove it.



**CAUTION:** Do not perform a blind finger sweep as this may push the object back into the airway.



Home first-aid kit		
<p><b>Your home first-aid kit may contain:</b></p> <ul style="list-style-type: none"> <li>Disposible gloves</li> <li>Sterile dressings to stop bleeding</li> <li>Cleansing agent or soap and antibiotic towelettes to disinfect</li> <li>Antibiotic ointment to prevent infection</li> </ul>	<ul style="list-style-type: none"> <li>Burn ointment to prevent infection</li> <li>Adhesive bandages in a variety of sizes</li> <li>Eye wash solution to flush the eyes or as a general decontaminate</li> <li>A non-mercury thermometer</li> <li>Scissors</li> <li>Tweezers</li> </ul>	<ul style="list-style-type: none"> <li>Prescription medications you take every day, such as insulin, heart medicine, and asthma inhalers (rotated with newer medications with later expirations dates)</li> <li>Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies</li> </ul>
<p><b>Your home first-aid kit may also include these and other non-prescription drugs:</b></p> <ul style="list-style-type: none"> <li>Aspirin or non-aspirin pain reliever</li> <li>Anti-diarrhea medication</li> </ul>	<ul style="list-style-type: none"> <li>Antacid (for upset stomach)</li> <li>Laxative</li> <li>Activated charcoal, if advised by the Poison Control Center</li> </ul>	<p><b>NOTE:</b> The American Academy of Pediatrics no longer recommends syrup of ipecac for household first-aid.</p>



MEDICATIONS



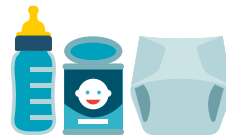
FIRST AID KIT



NON-PERISHABLE FOOD AND WATER



PERSONAL HYGIENE ITEMS



BABY SUPPLIES



PET SUPPLIES



PERSONAL DOCUMENTS



USEFUL TOOLS



LIGHT AND POWER SOURCES



DETERGENTS AND SANITIZERS

## First-aid procedure for drowning

**Use extreme caution to avoid direct contact with the victim. A panicked victim may accidentally drown the rescuer as well.**

### If the victim is conscious:

- Push a floating object to the victim or try to extend a long branch, pole, article of clothing or other object that the victim can grab. Rescuers should not place themselves in danger.
- Call 911 for help.

### If the victim is unconscious:

- If you have to enter the water to reach the victim, take a flotation device with you if possible. Get the victim out of the water at once, being careful to support the neck and back in straight alignment. Once ashore or on the deck of a pool, the victim should be placed on his or her back.
- If the victim is not breathing, check for airway obstructions and clear the airway if necessary. If after a few seconds the victim is still not breathing, immediately begin CPR (see the CPR section on page 23). Call 911 for help.
- If the victim is conscious, keep him or her warm (under a blanket, coat or other object) and lying down while you wait for help to arrive.

## First-aid procedure for seizure

**You cannot stop a seizure once it has begun. Let the seizure run its course.**

### Signs of a seizure:

- Limbs may jerk violently.
- Eyes may roll upward.
- Breathing may become heavy, with dribbling or frothing at the mouth.
- Breathing may even stop temporarily in some cases.
- The victim may bite his or her tongue so severely that it may bleed and cause an airway obstruction.

### During the seizure:

- Call for emergency medical help at once.
- Do not attempt to force anything into the victim's mouth. You may injure yourself and/or the victim.
- Help the victim lie down to help prevent falling and injury.
- Move dangerous objects away from the victim.
- DO NOT use force or attempt to restrain a seizure victim.

### After the seizure:

- Check to see if the victim is breathing. If not, give rescue breathing (see step 2 "Blow" in the CPR section).
- Place the victim in the recovery position. Do this after the shaking has stopped. With the victim lying on their back, kneel to one side. Grab the victim's arm nearest you and bend the elbow at a right angle to the body, moving the arm up toward the head with the palm facing upward.



## Drug overdose

A drug overdose is a poisoning. Do not take it or drunkenness lightly. Alcohol alone or in combination with certain other drugs can kill.

**CAUTION:** People under the influence of alcohol or drugs can become violent. Be careful.

1. If the victim is unconscious, call 911. If the victim is conscious, call Poison Control at **800-222-1222**.
2. Check the victim's breathing. If breathing has stopped or is very weak, open the airway. If after a few seconds, the victim is still not breathing, immediately begin rescue breathing (see step 2 "Blow" in the CPR section).
3. While waiting for help:
  - watch breathing
  - keep the victim warm with a blanket or coat
  - Do not throw water in the victim's face
  - Do not give the victim anything to eat or drink unless advised by 911 or Poison Control Personnel.
4. If unconscious, roll the victim onto his or her side to keep the airway clear if vomiting occurs.

## MedicAlert bracelet

Make sure to check victims for a MedicAlert bracelet or pendant. A bracelet lists the wearer's medical conditions, personal identification number and a telephone number to call for additional information.



## First-aid for bleeding: Wounds

The best way to control bleeding is with direct pressure over the site of the wound. Do not attempt to apply a tourniquet yourself. Always avoid skin contact with the victim's blood. Use several layers of material, if necessary.

- Apply firm, steady direct pressure for 5 to 15 minutes. Most bleeding will stop within a few minutes.
- If bleeding is from a foot, hand, leg or arm, use gravity to help slow the flow of blood. If you do not think any bones have been broken, elevate the limb so that it is above the victim's heart.
- Nose bleeding often can be controlled through direct pressure by pinching the nostrils with the fingers while sitting up. Apply pressure for 10 minutes without interruption.

## Bleeding: Head injuries

- Call for emergency help. Let a medical professional treat the wound.
- Always suspect a neck injury when a serious head injury has occurred. Keep the victim's neck and head still.
- When stopping the bleeding, don't press too hard. Do not attempt to use direct pressure to stop bleeding from within the ear.
- Do not give the victim any fluids, cigarettes or other drugs, which may mask important symptoms.

## Bleeding: Internal

### Warning signs of internal bleeding include:

- coughing or vomiting blood, or passing blood in urine or stool
  - cold, clammy, pale skin; rapid, weak pulse; dizziness
1. Get emergency medical help immediately.
  2. Have the victim lie down with feet slightly elevated, and encourage him or her to relax. Stay calm and keep the victim warm.
  3. Do not give the victim anything to drink or eat.

## Broken bones

- Call for emergency medical help, or get someone to call immediately.
- Do not move the victim unless he or she is in immediate danger of further injury.
- Do not try to push the broken bone back into place if it is sticking out of the skin.
- Do not try to straighten out a fracture. Let a doctor or trained person do that. If you must move or transport the victim, immobilize or stabilize the fracture as much as possible.
- Keep the victim warm, and do not give fluids or stimulants. Do not elevate the legs if you suspect an injury of the legs, neck, back or head.

## Electric shock

- Do not touch a person who has been in contact with an electrical current until you are certain that the electricity has been turned off.
- If the victim is in contact with a wire or a downed power line, use a dry stick to move it away. If the ground is wet, do not approach. Call 911 for help.
- If you can approach safely, check for breathing. If the victim's breathing is weak or has stopped, open the airway. If after a few seconds the victim is still not breathing, immediately begin CPR (see the CPR section on page 23).







## Natural disasters

Like all regions of the country, Sacramento County is subject to natural disasters. Although not common, flooding, grass fires and earthquakes can occur here.

## Floods

Land in many parts of Sacramento County are at risk of flooding from creeks and rivers. Sacramento lies in a vast floodplain through which the Sacramento and American rivers flow. Those two rivers — as well as Arcade Creek, Ruble Creek, Elder Creek, Laguna Creek, Hagginwood Creek, the Cosumnes River, and numerous other streams and drainage canals that traverse the area — can overflow their banks as a result of heavy rainfall in the valley and in the neighboring mountains. The dirt levees that were designed to confine the courses of the rivers sometimes can suffer damage through erosion, leading to localized or widespread flooding with little warning.

### How do local officials know a flood is coming?

Automated Local Evaluation in Real Time (ALERT), created by the National Weather Service, signals municipal agencies about possible flooding. Sacramento's ALERT system relays continuous and automatic reports from river level gauges and rainfall gauges. The system generates advance warning of impending high-water levels.

### How you can prepare for flooding

- View the Be Winter Wise, California OES storm and flood information at [news.caloes.ca.gov/cal-oes-resources-for-californias-winter-weather](https://news.caloes.ca.gov/cal-oes-resources-for-californias-winter-weather).
- Visit the Sacramento Area Flood Control Agency website at [safca.org](https://safca.org).
- Flood insurance information can be found at <https://www.floodsmart.gov>.
- View the Living next to a levee pamphlet published by the California Department of Water Resources at [arfc.org/living-next-to-a-levee](https://arfc.org/living-next-to-a-levee).

## Before a storm

- Keep insurance policies, documents and other valuables in a safe-deposit box. If you keep them at home, be sure to take them with you when you leave your residence.
- Check your homeowner's or renter's insurance policy for flood insurance coverage. Purchase such a policy if you don't already have one.
- Keep your car fueled. If electric power is cut off, filling stations may not be able to operate.
- Know safe routes from your home or office to high, safe ground. Remember to check TV or radio to find the preferred route out of your area before you leave your home. The radio stations that originate emergency alert messages for the Sacramento region are KFBK 1530 AM, KXJZ 88.9 FM and KSTE 650 AM.
- Keep sandbags, plywood, plastic sheeting, lumber and other emergency building materials handy for waterproofing. Do not stack sandbags directly against your building's foundation. Pile them some distance away, to prevent flood waters from reaching the structure.
- During times of heavy rain, damage to homes and property frequently results from flooded streets, particularly those with blocked drains. Clear leaves and debris from the gutters and grates on your street.



## During a storm

- Avoid areas that are subject to sudden flooding.
- Do not try to cross a flowing stream in which the water level is above your knees. Even water as shallow as 6 inches may cause you to lose your balance and be swept away by strong currents.
- Do not drive over a flooded road, you may become stranded and trapped. If your car stalls in a flooded street, abandon it and seek higher ground. Many deaths have resulted from attempts to move stalled vehicles in the face of rising water.
- Do not “sightsee” in flooded areas. Do not try to enter areas that have been blocked off by local authorities.
- Avoid unnecessary trips. If you must travel during a storm, dress in warm, loose layers of clothing. Advise others of your destination.
- Use the telephone only for emergency needs or to report dangerous conditions.
- If flooding is likely, and time permits, move valuable household possessions to the upper floors of your home.
- If advised by local authorities to leave your home, move to a safe area before access is cut off by flood water.
- Before leaving, disconnect all electrical appliances, and if advised by your local utility, shut off electric circuits at the fuse panel and gas service at the meter.

### Know the warnings:

In case of a flooding emergency, the city and county of Sacramento may use different ways to alert you to situations and possible evacuation routes.

- Listen for sirens or bullhorns. In the case of an emergency, police and fire officials will use sirens and loudspeakers to help alert residents.
- Turn on TV or radio. During large storm events, or if you hear sirens, turn on a television set or radio and tune to a local station for information about emergency and evacuation routes. The primary emergency broadcast radio station for Sacramento is KFBK, 1530 AM.
- **Sacramento County Alert and Notification System (Sacramento-Alert.org)** Sacramento area emergency response agencies cooperatively manage a state-of-the-art emergency alert system known as Sacramento Alert, a web application that enables authorized public safety officials to provide public safety information rapidly and efficiently to Sacramento area residents. To better ensure the receipt of public safety alert and warning notifications, residents are encouraged to log onto the Sacramento Alert Citizen Opt-In portal and provide their contact information so they can receive notifications. This can include phone numbers, email addresses and TTY device information. Listen carefully to evacuation information and instructions about how to get help if you need assistance evacuating from your home.

### Flood insurance

Most homeowners’ insurance policies do not cover losses that result from flooding. For that reason, supplemental flood insurance is advisable for all residents and business owners, whether or not their property lies within a FEMA designated Special Flood Hazard Area (SFHA). Residents outside the SFHA may qualify for a “preferred-risk policy” (PRP) at a discounted rate.

Flood insurance is not restricted to property owners, renters can also buy it to cover the value of their possessions. Furthermore, city of Sacramento residents who do not qualify for a PRP are eligible to buy flood insurance at a discounted rate because the city of Sacramento participates in the National Flood Insurance Program and its Community Rating System.

If you are a city of Sacramento resident, you can learn if your home is located within the SFHA by calling the city of Sacramento floodplain information line at **916-808-5061**. Leave a message identifying yourself, your address, and the tax assessor’s parcel number (APN). A city representative will reply within two days. Residents of other areas can call the Sacramento County flood zone information hotline at **916-874-7517**. If you are unsure of your APN, you can call the County Assessor’s Office at **916-875-0700**.

For information about flood insurance, call your local insurance agent; call the National Flood Insurance Program at **1-800-427-4661** to request an agent referral; or you can visit **floodsmart.gov**.

## After a storm

- Do not turn gas back on yourself. Rely on utility crews.
- Do not use fresh foods or canned goods that have come in contact with flood waters.
- Follow local instructions regarding the safety of drinking water. If you are in doubt, boil or purify water before drinking it. Have wells pumped out and the water tested before drinking.
- Avoid disaster areas. Your presence could hamper rescue and other emergency operations, and you may be in danger.
- Do not handle live electrical equipment in wet areas. If pieces of electrical equipment or appliances have been in contact with water, have them checked before use.
- Avoid downed power lines and broken gas lines. Report them immediately to the electric company, gas company, police or fire department.
- Use flashlights (not lanterns, matches, or candles) to examine buildings, flammable materials may be inside.
- Stay tuned to radio or television for information and instructions from local authorities.
- Call your out-of-area emergency contact after a storm so others can learn of your condition and location.
- Your contact should be a family member or friend who lives outside the area, whom you previously asked to serve as your family’s central point of contact in case you get separated.

Warning/Watch Issued	What to do
<b>Flood watch</b>	<ul style="list-style-type: none"> <li>▪ Move valuable household possessions to the upper floors of your home.</li> <li>▪ Fill your car’s gas tank in the event an evacuation order is issued.</li> </ul>
<b>Flood warning</b>	<ul style="list-style-type: none"> <li>▪ Tune in for information and advice to local radio and TV stations.</li> <li>▪ When told to evacuate, do so as quickly as possible.</li> </ul>
<b>Flash flood watch</b>	<ul style="list-style-type: none"> <li>▪ Watch for signs of flash flooding and be ready to evacuate on a moment’s notice.</li> </ul>
<b>Flash flood warning</b>	<ul style="list-style-type: none"> <li>▪ If you believe flash flooding has begun, evacuate immediately because you may have only seconds to escape.</li> <li>▪ Move to higher ground and away from rivers, streams, creeks and storm drains.</li> <li>▪ Do not drive around barricades. These are placed to keep you out of harm’s way.</li> <li>▪ If your car stalls in rising waters, get out immediately and find higher ground.</li> </ul>



# Earthquakes

## Individual and family preparedness

- Know the safe spots in each room — under sturdy tables, desks or against inside walls.
- Know the danger spots — windows, mirrors, hanging objects, fireplaces, and/or tall furniture.
- Conduct practice drills. Physically place yourself and your children in safe locations. Practice duck and cover procedures.
- Learn first aid and CPR from your local Red Cross Chapter or other community organization. Also see pages 22–30 in this guide for First Aid and CPR.
- Know the policy of your local school concerning release of children in any emergency.
- Decide where your family will reunite if separated and keep a list of emergency phone numbers.
- Choose an out-of-state friend or relative whom family members can call after the quake to report whereabouts and conditions.

## Home preparedness

- Learn how to shut off gas, water and electricity in case the lines are damaged (See page 20).
- Check chimneys, roofs and wall foundations for stability. Make sure your home is bolted to its foundation. Call a licensed contractor if there are any questions.
- Secure water heater and appliances that could move enough to rupture utility lines.
- Keep breakable and heavy objects on lower shelves.
- Secure hanging plants and heavy picture frames or mirrors (especially those hanging over beds).
- Put latches on cabinet doors to keep them closed.
- Keep flammable or hazardous liquids such as paints, pest sprays or cleaning products in cabinets or secured on lower shelves.
- Maintain emergency food, water and other supplies, including medicine, first aid kit and clothing.

# During an earthquake

## Duck, cover and hold

### Duck

**Duck** or **drop** down onto the floor













### Cover

Take **cover** under a sturdy desk, table, or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.

### Hold

If you take cover under a sturdy piece of furniture, **hold** on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

## If you feel shaking or get an alert:

If possible			
	<b>DROP</b>	<b>COVER</b>	<b>HOLD ON</b>
Using cane			
	<b>DROP</b>	<b>COVER</b>	<b>HOLD ON</b>
Using walker			
	<b>DROP</b>	<b>COVER</b>	<b>HOLD ON</b>
Using wheelchair			
	<b>DROP</b>	<b>COVER</b>	<b>HOLD ON</b>

[earthquakecountry.org/step5](http://earthquakecountry.org/step5)

## Earthquake tips

- When in a **high-rise building**, move against an interior wall if you are not near a desk or table. Protect your head and neck with your arms. Do not use elevators.
- When **outdoors**, move to a clear area away from trees, signs, buildings, or downed electrical wires and poles.
- When on a **sidewalk near buildings**, duck into a doorway to protect yourself from falling bricks, glass, plaster and other debris.
- When **driving**, pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside your vehicle until the shaking stops.
- When in a **crowded store or other public place**, move away from display shelves containing objects that could fall. Do not rush for the exit.
- When 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.

No matter where you are, know how to protect yourself and your family during an earthquake. Practice taking cover as if there were an earthquake and learn the safest places in your home and work. Practice getting out of your home and check to see if the planned exits are clear and if they can become blocked in an earthquake.

Practice turning off your electricity and water. Know how to turn off the gas, but do not practice this step. In the event of an earthquake, once you turn off your gas, only your utility company should turn it back on for safety reasons.

Source: California OES: <https://earthquake.ca.gov>

# After an earthquake

- Check for injuries.
- Check for hazards — such as fire, gas leaks, damaged electrical wiring, damaged or downed power lines, fallen objects in closets and cupboards, downed or damaged chimneys, and leaning or fallen trees.
- Make sure each telephone is on its receiver. Telephones off the hook tie up the telephone networks unnecessarily and prevent you from receiving calls.
- Clean up potentially harmful materials or medicines that may have spilled.
- Expect aftershocks. Most are smaller than the initial quake but may cause damage.



# Fires

More and more people are making their homes in areas adjacent to grasslands, as well as rural wooded sites around Sacramento. There, homeowners and visitors enjoy the beauty of the environment but face the very real danger of wildfire outbreaks. Wildfires spread quickly, igniting brush, trees and homes. Plan with your family where you would go and what you would do if your home is threatened by wildfire.

**American Red Cross offers these recommendations:** People, either intentionally or accidentally, start most wildfires. Find out how you can promote and practice fire safety. Contact your local fire department, health department or forestry office for information on local fire laws. Report hazardous conditions that could cause a wildfire.

How to	What to do: American Red Cross recommendations
Prepare in advance	<ul style="list-style-type: none"> <li>Gather your home disaster supplies kit (see “Preparing For Emergencies” on page 7).</li> <li>Plan several escape routes away from your home by car and foot.</li> </ul>
Prepare for a wildfire	<ul style="list-style-type: none"> <li>Teach children about fire safety (keep matches out of their reach).</li> <li>Teach family members how to use a fire extinguisher, and show them where it is kept.</li> <li>Post emergency phone numbers by every phone in your house.</li> <li>Plan how the neighborhood could work together to prevent and respond to wildfires. Consider how you could help neighbors with special needs.</li> </ul>
Additional steps to protect your pets and animals	<ul style="list-style-type: none"> <li>Prepare a pet emergency kit for your companion animals.</li> </ul>
Additional steps to protect your home	<ul style="list-style-type: none"> <li>Identify and maintain an adequate water source outside your home, such as a small pond, cistern, well, or swimming pool.</li> <li>Keep on hand household items that can be used as fire tools — a rake, axe, handsaw, chain saw, bucket and shovel.</li> <li>Mow grass, rake leaves, and remove dead limbs and twigs. Clear all flammable vegetation.</li> <li>Regularly clean roof and gutters (keep a ladder that will reach the roof).</li> <li>Keep a garden hose that is long enough to reach all areas of your home and other structures on the property.</li> <li>Install freeze-proof exterior water outlets on at least two sides of your home.</li> <li>Make sure driveway entrances and your house number or address are clearly marked so fire vehicles can get to your home.</li> <li>Install additional outlets at least 50 feet from your home. Firefighters may be able to use them.</li> </ul>
Right before: As the fire approaches your home	<ol style="list-style-type: none"> <li>Be ready to evacuate at a moment’s notice.</li> <li>Listen to local radio and television stations for updated emergency information including your safest escape route.</li> <li>Check your emergency kit and replenish any items missing or in short supply, especially medications and medical supplies. Keep it in the car.</li> <li>Arrange for temporary housing at a friend or relative’s home outside the threatened area. Identify nearby shelter sites and know your routes to get there.</li> </ol>

How to	What to do: American Red Cross recommendations
Then, if you can, do this...	<ul style="list-style-type: none"> <li>Back your car into the garage or park it outside in the direction of your evacuation route.</li> <li>Confine pets to one room and make plans to care for them if you must evacuate (see “If you have pets” on page 10).</li> <li>Limit exposure to smoke and dust. Keep indoor air clean by closing windows and doors to prevent outside smoke from getting in. <b>Do not</b> use anything that burns and adds to indoor pollution such as candles, fire places and gas stoves.</li> <li>If you have asthma or another lung disease, follow your health care provider’s advice. Seek medical care if your symptoms worsen.</li> <li>Dress to protect yourself: wear cotton/woolen clothing including long sleeve shirts, long pants and gloves.</li> <li>Turn on a light in each room to increase visibility in heavy smoke.</li> </ul>
If you still have time...	<ul style="list-style-type: none"> <li>Shut off gas meter only if advised to do so by local officials.</li> <li>Open fireplace dampers and close fireplace screens. Burning embers will not be “sucked down” into a home from the outside.</li> <li>Wet down your roof (if combustible).</li> <li>Close windows, vents, doors, blinds, or noncombustible window coverings, and heavy drapes. Remove lightweight drapes and curtains.</li> <li>Move combustible furniture into the center of your home away from windows and sliding glass doors.</li> <li>Close all doors and windows inside your home to prevent draft.</li> <li>Place valuables that will not be damaged by water in a pool or pond.</li> <li>Place sprinklers up to 50 feet away from the structures to raise the moisture level of nearby vegetation.</li> <li>Seal attic and ground vents with precut plywood or commercial seals.</li> <li>Remove combustible items from around the home, lawn and pool side, such as furniture, umbrellas, tarp coverings and firewood.</li> <li>Connect the garden hose to outside taps.</li> <li>Gather fire tools (shovels, hoes and hoses) and make sure they’re easy to access.</li> </ul>
Inspecting your home	<ul style="list-style-type: none"> <li>If there is no power, check to make sure the main breaker is on. Fires may cause breakers to trip. If the breakers are on and power is still not present, contact the utility company.</li> <li>Inspect the roof immediately and extinguish any sparks or embers. Wildfires may have left burning embers that could reignite.</li> <li>For several hours afterward, recheck for smoke and sparks throughout the home, including the attic. The winds of wildfires can blow burning embers anywhere. Keep checking your home for embers that could cause fires.</li> <li>Take precautions while cleaning your property. You may be exposed to potential health risks from hazardous materials.</li> <li>Debris should be wetted down to minimize health impacts from breathing dust particles.</li> </ul>
As you rebuild	<ul style="list-style-type: none"> <li>Clear 30 feet of space around your home of vegetation. Store firewood at least 30 feet away from your home.</li> <li>Clear debris off the roof, out of the gutters and away from air conditioning units.</li> <li>Plant fire-resistant shrubs and trees. Hardwood trees, for example, are less flammable than pine, evergreen, eucalyptus or fir trees.</li> <li>Use vegetation that is resistant to fire, and found naturally in the area. Do not import vegetation.</li> <li>Equip chimneys and stovepipes with a spark arrester that meets the requirements of NFPA 211, a specific standard for chimney fire safety.</li> </ul>



## Extreme weather

Sacramento County is known for both hot summers and cold winters. Without adequate preparation and protection, people and pets can suffer ill health effects. Occasionally, weather conditions may be extreme enough to constitute an emergency. Whether an emergency is declared or not, follow common sense protective practices.

## Heat-related illness

The body normally cools itself by sweating. But under some conditions, sweating just isn't enough. In such cases, a person's body temperature rises rapidly. Very high body temperatures may damage the brain or other vital organs.

People suffer heat-related illness when their bodies are unable to compensate and properly cool themselves.

Several factors affect the body's ability to cool itself during extremely hot weather. When the humidity is high, sweat will not evaporate as quickly, preventing the body from releasing heat quickly. Other conditions related to risk include age, obesity, fever, dehydration, heart disease, mental illness, poor circulation, sunburn, and prescription drug and alcohol use.



### How to protect against heat-related illness

- Slow down, and avoid strenuous activity. Postpone outdoor games and activities.
- Avoid sunburn. Stay in the shade, wear protective clothing, and use sunscreen with a high sun protection factor (SPF) and ultraviolet type A (UVA) rating.
- Conserve electricity other than that being used for cooling equipment.
- If your home does not have air conditioning, go to a public building with air conditioning each day for several hours.
- Take a cool shower, bath or sponge bath.
- **Dress appropriately.** Wear loose-fitting, lightweight, light-colored clothing that will cover as much skin as possible.
- Wear a broad brimmed hat when outdoors.
- Drink plenty of fluids even if you do not feel thirsty. Water is the safest liquid to drink during heat emergencies. Avoid extremely cold drinks, which can cause cramping.
- Avoid drinks that contain alcohol or caffeine.
- If you are taking water pills or limit the amount of fluid you drink on your doctor's orders, ask how much you should drink during hot weather.
- If you take medications, check with your doctor to see if you need to take extra precautions in extreme heat.
- If you must work outdoors, take frequent breaks in the shade or indoors.
- Use a buddy system when working in extreme heat.
- Avoid using salt tablets unless directed to do so by a physician.
- Never leave children, elderly or incapacitated adults, or pets alone in closed vehicles.

These recommendations were derived from information published by the federal Centers for Disease Control and Prevention. For more information, visit <http://https://www.cdc.gov/disasters/extremeheat/index.html>.

### Heat-related illness among older people

Senior citizens 65 years of age and older are more prone than younger people to heat stress, for several reasons:

- Older people often do not adjust well to sudden changes in temperature.
- Seniors are more likely to have a chronic medical condition that interferes with normal body responses to heat.
- Older people are more likely to take prescription medications that impair the body's ability to regulate temperature or that inhibit perspiration.

### How to help protect older relatives and neighbors

- Check in on older adults who are at risk. Visit at least twice a day, if possible.
- If they have no air-conditioning, provide access to an electric fan.
- Take them to air-conditioned locations if they don't have transportation.

### How to help someone with heat-related illness

Heat-related illness can be a life-threatening emergency. If you see evidence of heat related illness symptoms, call 911 for immediate medical assistance while you begin cooling the affected person. Here are steps you can take to help:

- Get the person to a shaded or air-conditioned area.
- Cool the person rapidly using any methods available. You can immerse the person in cool water in a tub or shower; spray the person with cool water from a garden hose; or, in low-humidity conditions, wrap the person in a cool, wet sheet and fan him or her vigorously.
- Monitor the person's body temperature, and continue cooling efforts until the body temperature drops to 102 degrees or less.
- If emergency response personnel are delayed, call a local hospital emergency room for further instructions.
- Do not give the person alcohol to drink.

### Protecting your pets from heat

Heat stress can cause brain and organ damage in dogs, cats and other pets. Symptoms of heat stress include heavy panting, glazed eyes, a rapid heartbeat, restlessness, excessive thirst, lethargy, fever, dizziness, lack of coordination, profuse salivation, vomiting, a deep red or purple tongue, and unconsciousness.

### If an animal shows symptoms of heatstroke, gradually lower its body temperature through these steps:

- Move the animal into the shade or an air-conditioned space.
- Apply ice packs or cold towels to its head, neck and chest, or immerse the animal in cool (not cold water)
- Let the animal drink small amounts of cool water or lick ice cubes.
- Take the animal to a veterinarian as soon as possible.

These recommendations were derived from information on the Humane Society of the United States website at <https://www.humanesociety.org/resources/keep-pets-safe-heat>.

## Heat exhaustion

Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids.

### Warning signs and symptoms of heat exhaustion include:

- heavy sweating
- paleness
- muscle cramps
- fatigue
- weakness
- dizziness
- headache
- nausea or vomiting
- cool, moist skin
- rapid but weak pulse
- rapid but shallow breathing

## Heat stroke

Heat stroke is a more serious heat-related illness. It occurs when the body becomes unable to control its temperature. As a result, the body's temperature rises rapidly and it loses the ability to sweat — a function necessary for proper cooling. Unregulated body temperatures can rise dangerously to 106 degrees or higher within 10 to 15 minutes. If you suspect that someone is experiencing heat stroke, call 911. Emergency treatment is required to prevent death or permanent disability.

### Warning signs and symptoms of heat stroke include:

- extremely high body temperature (above 103 degrees F)
- red, hot and dry skin (without sweating)
- rapid, strong pulse
- throbbing headache
- dizziness
- nausea

## Cold weather safety tips

- Move family pets indoors or to an enclosure out of the elements. Likewise protect livestock or other large animals from cold weather.
- Maintain a sufficient supply of heating fuel.
- Insulate pipes, and allow faucets to drip during cold weather to avoid freezing.
- During cold weather, people may turn to alternate heating sources without taking the necessary safety precautions, exposing themselves to risk of house fires. Keep fire extinguishers on hand, and make sure everyone in your house knows how to use them.
- Do not bring outdoor heating appliances — such as barbecues, smokers or other fuel burning devices — into the home. These items can produce deadly carbon monoxide.
- Learn how to shut off water valves in case a pipe bursts.
- Wear several layers of loose-fitting, lightweight, warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent.
- Wear mittens, which are warmer than gloves.
- Wear a hat.
- If you must travel, be sure your car is serviced and equipped for road conditions. Carry emergency supplies, and keep the fuel tank more than half full.

## How to help someone with hypothermia

### Recognizing hypothermia

Learn these important warning signs of hypothermia.

#### Adults

- shivering, exhaustion
- confusion, fumbling hands
- memory loss, slurred speech
- drowsiness

#### Infants

- bright red, cold skin
- very low energy

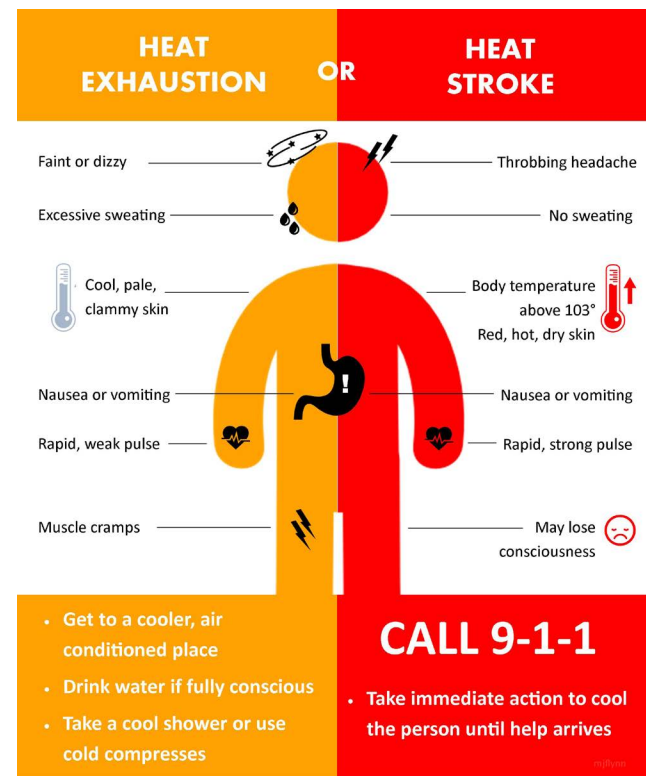
If you notice any signs of hypothermia, take the victim's temperature. If it is below 95 degrees, the situation is an emergency; get medical attention immediately.

### If medical care is not available, begin warming the victim, as follows:

- Move the victim into a warm room or shelter.
- If the victim is wearing any wet clothing, remove it.
- Warm the center of the body first — chest, neck, head, and groin — using an electric blanket, if available. Otherwise, use skin-to-skin contact under loose, dry layers of blankets, clothing, towels or sheets.
- Warm beverages can help increase the body temperature, but do not give alcoholic beverages. Do not try to give beverages to an unconscious person.
- After body temperature has increased, keep the person dry and wrapped in a warm blanket, including the head and neck.
- Get medical attention as soon as possible.

A person with severe hypothermia may be unconscious and may not seem to have a pulse or appear to be breathing. In such a case, handle the victim gently, and get emergency assistance immediately. Even if the victim appears dead, CPR should be performed. Continue CPR while the victim is being warmed, until the victim responds or medical aid becomes available. In some cases, hypothermia victims who appear to be dead can be resuscitated.

Adapted from information that the Centers for Disease Control prepared and posted at <http://www.cdc.gov/disasters/winter/>.



SacramentoReady.org



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## Public health emergencies

Public health emergencies can be natural (epidemics or disease outbreaks) or human-caused events (bioterrorism). Usually they involve communicable diseases that spread through the community. A communicable disease, or an infectious disease, is spread from an infected person to another. This can be through a variety of ways that include breathing in an airborne virus, contact with blood, or being bitten by an insect.

Floods, earthquakes and other natural disasters can cause damage including disruption of safe drinking water supply or sewage system operation, which can lead to a public health emergency. The Sacramento County Public Health Officer will issue general advice about what to do under such circumstances, but is also authorized to issue legal orders that must be followed.

You can find information both before and during a public health emergency at the Sacramento County Public Health website at [dhs.saccounty.gov/PUB/Pages/PUB-Home.aspx](https://dhs.saccounty.gov/PUB/Pages/PUB-Home.aspx).

To protect yourself and your family during a public health emergency, follow these recommendations.

- Listen to radio and television news for current information about the emergency and instructions.
- Follow instructions from public health authorities such as reporting to identified centers (or PODs) to receive medication or vaccines.
- In your home disaster supply kit include medications to care for symptoms of illness. See “Preparing for Emergencies” on page 6 for details on disaster supplies.
- Call your doctor for advice.
- Go to the hospital or call 911 if you have a life-threatening emergency.

To help prevent the spread of communicable disease, follow these guidelines.

- Stay home when you're sick (isolation).
- Stay home if you recently were exposed to a sick family member or close friend (quarantine).
- Avoid close contact with others (stay at least six feet apart).
- Cover a cough or sneeze with a tissue, your sleeve, or even a medical mask.
- Wash your hands frequently, or use an alcohol-based hand sanitizer if soap and running water are unavailable. Be especially careful to wash your hands and follow other hygiene measures when caring for a sick family member.
- Wear a medical face mask (surgical or dust mask) when you are unable to avoid close contact with others (as on public transportation).

### Point of Dispensing (POD)

A Point of Dispensing (also known as a POD) is a location that is used during a public health emergency to quickly distribute medications or give vaccinations to a large number of people. PODs may be opened throughout the community when it is determined that a large portion of the population is at great risk to a contagious disease or other biological agent. Many types of facilities could serve as a POD such as a business, school, church or community center.

## Influenza (flu)

### Seasonal Influenza (flu)

The flu is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death.

The best way to prevent the flu is by getting a flu vaccination each year.

Vaccination of high-risk persons is especially important to decrease their risk of severe flu illness. People at high risk of serious flu complications include young children, pregnant women, adults 65 years and older; and people with certain chronic conditions like asthma, diabetes or heart and lung disease.

Everyday actions to stop the spread of germs can also help prevent the spread of flu (see “Preventing Influenza”).

Flu is different from a cold. Flu usually comes on suddenly. Symptoms of flu include:

- fever\* or feeling feverish/chills
- headache
- extreme tiredness
- dry cough
- sore throat
- runny or stuffy nose
- muscle aches
- stomach symptoms such as nausea. Vomiting and diarrhea can also occur but are more common in children than in adults.

**\*It is important to note that not everyone with flu will have a fever.**

If you are sick with flu, antiviral drugs can be used to treat your illness. Antiviral drugs are prescription medicines and are not available over the counter. These drugs can make your illness milder and shorten the time you are sick, and may also prevent serious flu complications. Antivirals are most effective when taken within 48 hours of getting sick but starting them later may still be helpful. For more information please visit, [cdc.gov/flu](https://cdc.gov/flu).



## Pandemic Influenza

A flu pandemic is a global outbreak of a new (novel) flu A virus in people that is very different from current and recently circulating seasonal flu A viruses. A pandemic flu will likely infect many people because few people will have immunity to it. A vaccine may not be widely available in the early stages of a pandemic.

Flu pandemics happen rarely. Four flu pandemics have happened in the past 100 years, but experts agree that another one is inevitable. Although it is impossible to predict when the next pandemic will occur, Federal, State and local health departments are working to coordinate and improve efforts to prevent, control and respond to viruses with pandemic potential.

Planning for a flu pandemic assumes that many people will be ill and not able to work. Assume that disruptions may occur in services (including utilities, grocery stores and other businesses), and that schools and day care may close temporarily. Plan to take care of yourself and your family at home as much as possible. Keep a supply of non-perishable food and water that will last at least three to four days. Keep adequate supplies of prescription and non-prescription medications on-hand. Volunteer with local groups to learn more, and to help prepare and assist with emergency response.

If a pandemic influenza does occur, follow instructions from your local public health authorities.

For more information on pandemic influenza, visit the Centers for Disease and Prevention's website at [cdc.gov/flu/pandemic](https://www.cdc.gov/flu/pandemic).

## What is influenza (also called 'flu')?

The flu is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu vaccination each year.

### Every year in the United States, on average:

- 5% to 20% of the population gets the flu;
- more than 200,000 people are hospitalized from flu complications, and;
- about 36,000 people die from flu.

Some people, including older people, young children, and people with certain health conditions (such as asthma, diabetes, or heart disease), are at high risk for serious flu complications.

### Symptoms of flu include:

- fever (usually high)
- headache
- extreme tiredness
- dry cough
- sore throat
- runny or stuffy nose
- muscle aches
- Stomach symptoms, such as nausea, vomiting, and diarrhea, also can occur but are more common in children than adults.

## Water treatment

If you're unsure about the safety of your water, do not drink it without treating it. Use only water that has been properly disinfected for drinking, cooking, making any prepared drink, or for brushing teeth.

- Use bottled water that has not been exposed to flood waters.
- If you don't have bottled water, boil water to make it safe. Boiling water will kill most types of disease-causing microorganisms that may be present. However, disinfection or boiling will not destroy other contaminants such as heavy metals, salts and other chemicals.
- If the water is cloudy, filter it through a clean cloth or coffee filter, or allow it to settle and draw off the clear water for disinfection. Bring water to a rolling boil for at least one minute, let it cool naturally, and store it in clean containers with covers or lids.
- If you can't boil water, disinfect it using household bleach. Bleach will kill some, but not all, types of disease-causing organisms that may be in the water. If the water is cloudy, filter it through clean cloths or allow it to settle, and draw off the clear water for disinfection.

Add 1/8 teaspoon (or eight 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. Store disinfected water in clean containers with covers. If you have a well that has been flooded, the water should be tested and disinfected after flood waters recede. If you suspect that your well may be contaminated, contact your local or state health department or agriculture extension agent for specific advice.

Emergency disinfection with bleach		
Amount of water	Clear water	Cloudy water
1 quart	2 drops	4 drops
1 gallon	8 drops	10 drops
5 gallons	1/2 teaspoon	1 tablespoon

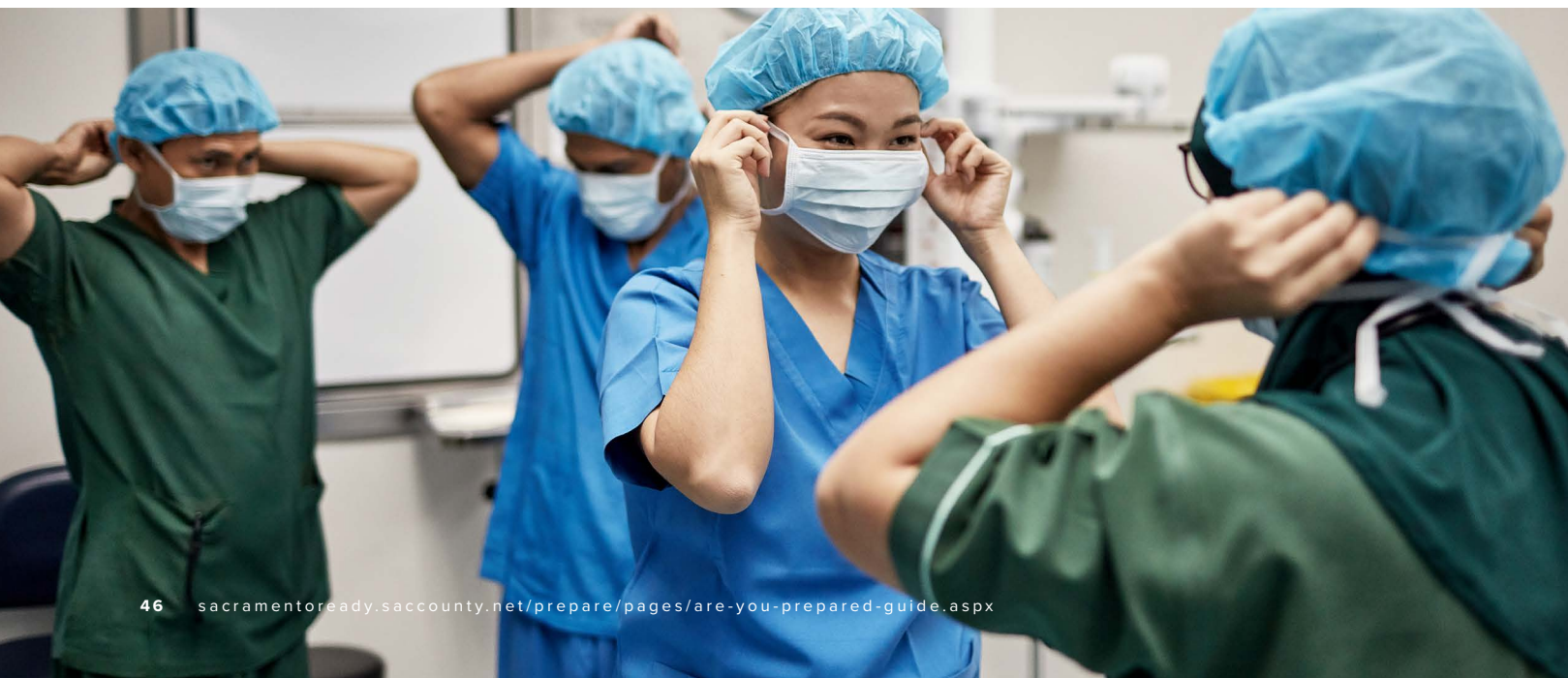
The information about emergency disinfection of drinking water was derived from guidelines that the U.S. Environmental Protection Agency posted online at [epa.gov/ground-water-and-drinking-water/emergency-disinfection-drinking-water](https://www.epa.gov/ground-water-and-drinking-water/emergency-disinfection-drinking-water).

## Non-perishable or long-lasting foods to keep on hand

- ready-to-eat canned meats, fish, fruits, vegetables, beans and soups
- protein or fruit bars
- dry cereal or granola
- peanut butter or nuts
- dried fruit
- crackers
- canned juices
- bottled water
- baby food and formula in cans or jars
- pet food

## Medical, health, and emergency supplies

- prescribed medical supplies, including glucose and blood-pressure monitoring equipment
- soap and water, or alcohol-based (60–95%) handwash
- medicines to control fever, typically acetaminophen or ibuprofen
- thermometer
- anti-diarrheal medication
- vitamins
- flashlight
- batteries
- portable radio
- manual can opener
- garbage bags
- tissues, toilet paper and disposable diapers







# Terrorism and threats

## A message from the U.S. Department of Homeland Security

The threat of terrorism forces us to make a choice. We can be afraid or we can be prepared. Don't be afraid; be ready — one individual, one family, one community at a time.

The Department of Homeland Security's Ready Campaign seeks to help American families be better prepared for even unlikely emergency scenarios. Although we cannot always predict an attack, you and your family can take simple steps to prepare for a terrorist attack.

### You can obtain the information you need by:

- visiting [ready.gov](http://ready.gov);
- calling **800-BE READY** (237-3239) for printed materials.

Members of our military, the CIA, the FBI, the U.S. Customs Service, the Transportation Security Administration, Border Patrol and local first responders all are engaged in the war on terrorism. The Ready Campaign will help you prepare as well, so you and your family members can live without fear.

## Important local numbers

All numbers are in area code (916) unless otherwise indicated.

### Emergency numbers

Police/Fire/Rescue .....	911
TTY (city of Sacramento) .....	732-0110

### From cell phones

Within the city of Sacramento .....	264-5151
From elsewhere in Sacramento county .....	874-5111

### Non-emergency numbers

2-1-1 Sacramento city and county (24-hour information referral service) .....	211
TTY .....	446-1434
3-1-1 Sacramento city and county (24-hour information referral service) .....	311
TTY .....	808-8563
Sacramento County Operator .....	875-5000
Sacramento County Sheriff .....	874-5115
TTY .....	874-7128
Citrus Heights Police .....	727-5500
Elk Grove Police .....	714-5115
Folsom Police .....	355-7231
Galt Police .....	209-366-7000
Rancho Cordova Police .....	362-5115
Sacramento City Police .....	264-5471

### Other numbers

Missing persons .....	800-222-FIND (3463)
American Red Cross .....	800-733-2767
Crime Alert .....	443-HELP (4357)
Poison Control .....	800-222-1222
<b>Sacramento County Water Agency</b>	
(call to report broken water lines or urban flooding) .....	875-7246
SMUD customer service Monday–Friday 7 a.m.–7 p.m. ....	888-742-7683
SMUD 24-hour power outage information .....	888-456-7683
PG&E 24-hour service .....	800-743-5000

## Potential terrorist threats

The notion of terrorist threats brings to mind weapons of mass destruction (including bombings, and chemical, biological, radiological, nuclear or explosive agents) capable of disrupting infrastructure and the economy. Potential targets may include nuclear power generators and other public utility facilities; airlines, airports, railroads and other transportation systems; major public events; and high-profile landmarks, including bridges, dams, schools and other prominent buildings.

As in all cities in America, the greater Sacramento area contains potential targets. Consequently, we must remain vigilant. The Sacramento County Sheriff's Office and local police departments, along with many federal, state and local government agencies, work closely together to detect and prevent terrorist activities.

### You also can participate by taking these steps:

- Observe routines. Be alert as you go about your daily business. Learn the normal routines of your community and workplace. Understanding these routines will help you to spot activities that appear out of place.
- Be aware of your surroundings. Get to know your neighbors. Be on the look-out for suspicious individuals or activities in your neighborhood, workplace or while traveling.
- Take what you hear seriously. If you hear or know of someone who has bragged or talked about plans to harm citizens or who claims membership in a terrorist organization, take the remark seriously and immediately report it to law enforcement officials.

## Opening mail and packages

Urge family members, friends and coworkers to use caution when opening mail and packages.

### Be suspicious of letters or packages that are:

- unexpected or from someone you do not know
- not addressed to a specific person
- addressed to someone no longer at the address
- addressed haphazardly, with misspellings
- handwritten with an unreadable return address, or lacking a return address
- lopsided or lumpy, or that have protruding wires or other unusual contents visible
- postmarked from a city that does not match the return address
- marked with restrictive endorsement, such as "personal" or "confidential"
- stamped with excessive postage
- improperly addressed, with incorrect titles or with titles lacking names
- soiled or stained
- leaking powdery substances
- marked with threatening language
- emitting a strong odor
- excessively heavy
- giving off ticking or electronic sounds

## What should you do with suspicious mail?

- Do not shake, sniff, touch, taste or look closely at a suspicious package.
- Do not carry the package elsewhere, show it to others, or allow others to touch it.
- If it is already in your hands when you become suspicious, gently place it on a stable surface and do not handle it further.
- Alert others nearby and leave the area with them.
- Close any doors, and prevent others from entering the area.
- If possible, shut off the ventilation system to prevent spread of any contaminants the package may contain.
- Wash your hands thoroughly with soap and water after handling a suspicious package.

### Notify law enforcement officials immediately.

Depending on the level of threat and concern, call either 911 or the non-emergency number for the Sacramento County Sheriff or your municipal police department.

## Bomb threats

### If you receive a bomb threat:

- Get as much information from the caller as possible.
- Keep the caller on the line and write down everything that is said.
- Note anything unique about the caller's voice, such as an accent, lisp, or nasal or raspy quality.
- Notify the police and the building manager.

### If you locate a suspicious package or device:

- Do not touch it.
- Do not use cordless or cellular phones nearby.
- Clear the area and notify the police immediately.
- Describe the package or device in detail to authorities.
- During an evacuation, stand clear of windows and other potential hazards.

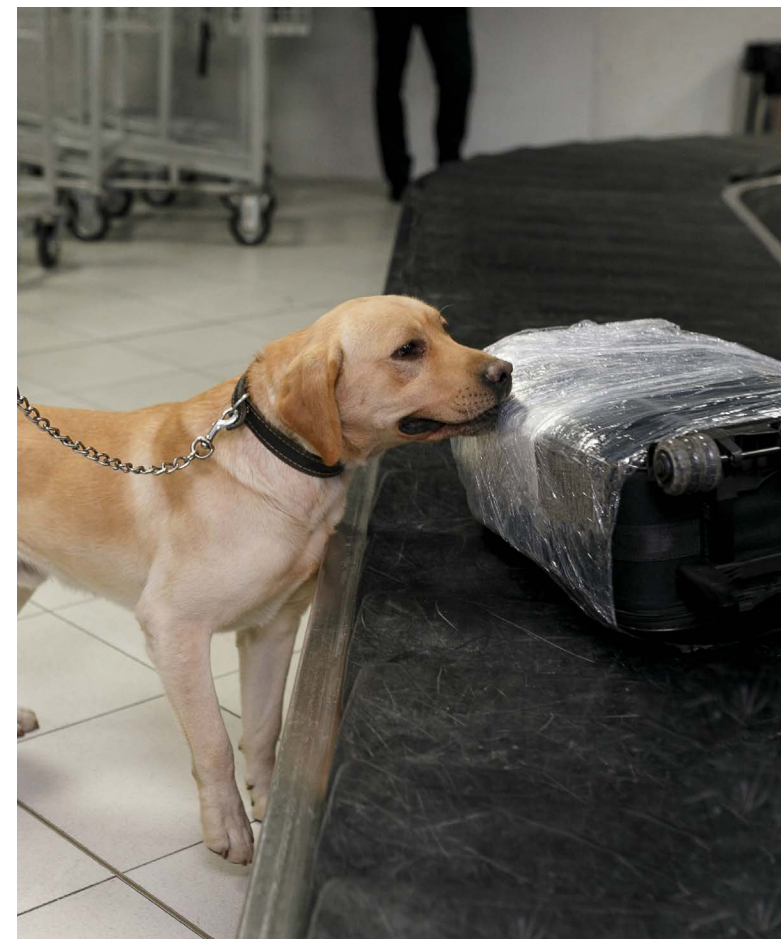
## Reporting a bomb threat

Call 911. After reporting a bomb threat, you may be asked to conduct a cursory check of your building. Nobody is more familiar with your place of business than you and your fellow employees. Because of your familiarity, you are likely to spot anything suspicious even faster than the police can.

### Final word

Protecting Sacramento County residents is more than just a job for law enforcement agencies, fire departments, emergency medical services and local health officials. Our families and friends live here, too, and we will continue to do everything personally and professionally that is possible to protect our home and yours. But we cannot do it alone. All of us must work together to succeed in defeating terrorism.

Homeland Security starts at home. Whether you become prepared to lead your family through a fire drill, help a neighbor to learn first aid, or volunteer to assist emergency services personnel, every action is appreciated and gets us one step closer to a safer community and a more secure nation.







# Homeland Security

## The National Terrorism Advisory System (NTAS)

In 2011, the Department of Homeland Security (DHS) replaced the color-coded alerts of the Homeland Security Advisory System (HSAS) with the National Terrorism Advisory System (NTAS), designed to more effectively communicate information about terrorist threats by providing timely, detailed information to the American public.

It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

### NTAS Alerts

When there is specific, credible information about a terrorist threat against the United States, DHS will share an NTAS Alert with the American public when circumstances warrant doing so. The Alert may include specific information, if available, about the nature of the threat, including the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat, as well as steps that individuals and communities can take to protect themselves and help prevent, mitigate or respond to the threat. The Alert may take one of two forms: Elevated, if we have credible threat information, but only general information about timing and target such that it is reasonable to recommend implementation of protective measures to thwart or mitigate against an attack; or Imminent, if we believe the threat is credible, specific, and impending in the very near term.

NTAS Alerts contain a sunset provision that marks the expected expiration date of the Alert. Prior to this expiration date, if the threat information or conditions change, the Secretary of Homeland Security may announce an update to the advisory to amend, extend, or rescind it. All changes, including the announcement that cancels an NTAS advisory, will be distributed the same way as the original Alert or Bulletin.

### Imminent Threat Alert

Warns of a credible, specific, and impending terrorist threat against the United States.

### Elevated Threat

Warns of a credible terrorist threat.

### Sunset Provision

An individual threat alert is issued for a specific time period and then automatically expires. The alert may be extended if new information becomes available or if the threat evolves.

### If you see something, say something™

Report suspicious activity to local law enforcement or call **911**.

# NTAS Frequently Asked Questions

## Q1: What happened to the color-coded advisory system?

**A:** In 2011, the Department of Homeland Security (DHS) replaced the color-coded alerts of the Homeland Security Advisory System (HSAS) with the National Terrorism Advisory System (NTAS), designed to more effectively communicate information about terrorist threats by providing timely, detailed information to the American public.

## Q2: How does NTAS work?

**A:** NTAS will now consist of two types of advisories: Bulletins and Alerts. DHS has added Bulletins to the advisory system to be able to communicate current developments or general trends regarding threats of terrorism. NTAS Bulletins permit the Secretary to communicate critical terrorism information that, while not necessarily indicative of a specific threat against the United States, can reach homeland security partners or the public quickly, thereby allowing recipients to implement necessary protective measures. Because DHS may issue NTAS Bulletins in circumstances not warranting a more specific warning, NTAS Bulletins provide the Secretary with greater flexibility to provide timely information to stakeholders and members of the public.

As before, when there is specific, credible information about a terrorist threat against the United States, DHS will share an NTAS Alert with the American public when circumstances warrant doing so. The Alert may include specific information, if available, about the nature of the threat, including the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat, as well as steps that individuals and communities can take to protect themselves and help prevent, mitigate or respond to the threat. The Alert may take one of two forms: Elevated, if we have credible threat information, but only general information about timing and target such that it is reasonable to recommend implementation of protective measures to thwart or mitigate against an attack, or Imminent, if we believe the threat is credible, specific, and impending in the very near term.

## Q3: As a citizen, how will I find out that an NTAS Alert or Bulletin has been announced?

**A:** DHS will announce the advisories publicly. All advisories will be simultaneously posted at [DHS.gov](https://www.dhs.gov), and released to the mainstream media for distribution. DHS will also distribute advisories across its social media channels, including Twitter and Facebook.

## Q4: What should Americans do when an NTAS Alert or Bulletin is announced?

**A:** NTAS advisories — whether they be Alerts or Bulletins — encourage individuals to follow the guidance provided by state and local officials and to report suspicious activity. Where possible and applicable, NTAS advisories will include steps that individuals and communities can take to protect themselves from the threat as well as help detect or prevent an attack before it happens. Individuals should review the information contained in the Alert or Bulletin, and based upon the circumstances, take the recommended precautionary or preparedness measures for themselves and their families.

## Q5: What information does an NTAS Bulletin provide, and how is it different from an Alert?

**A:** NTAS Bulletins provide more general information about terrorism trends and potential threats in situations where additional precautions may be warranted, but where circumstances do not indicate a national threat of sufficient credibility or specificity to issue an Alert. NTAS Bulletins summarize the issue and why it's important for public awareness; outline U.S. Government counterterrorism efforts; and offer recommendations to the public on how it can contribute to the overall counterterrorism effort.

## Q6: How should I report suspicious activity?

**A:** Individuals should report suspicious activity to local law enforcement. Often, law enforcement and public safety officials are best positioned to provide specific details on what to look for and how to report suspicious activity. The “See Something, Say Something” campaign across the United States encourages the public and leaders of communities to be vigilant for indicators of potential terrorist activity, and to follow the guidance provided by the advisory and/or state and local officials for information about threats in specific places.

## Q7: I get my news online. How will I find out about an NTAS advisory?

**A:** Americans can go to [DHS.gov/alerts](https://www.dhs.gov/alerts) to see the most recent advisories. Additionally, advisories will be sent out widely through social and mainstream media.

## Q8: How will NTAS Alerts be cancelled or updated?

**A:** NTAS Bulletins will establish mechanisms and set timelines to regularly re-evaluate the threat or risk identified in the Bulletin. Because it is based on more specific information, an NTAS Alert will include a “sunset provision” that marks the expected expiration date of the Alert. Prior to this expiration date, if the threat information or conditions change, the Secretary of Homeland Security may announce an update to the advisory to amend, extend, or rescind it. All changes, including the announcement that cancels an NTAS advisory, will be distributed the same way as the original Alert or Bulletin.

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Source: <http://www.dhs.gov/national-terrorism-advisory-system>



## Appendix A: Personal wallet cards

Use these wallet card templates to keep personal and local emergency services' phone numbers with you. Make photocopies of these pages. Fill in the blanks with numbers for your local emergency services agencies (listed on page 49), clip the individual wallet cards, and distribute them among them members of your family. Keep a copy in your wallet or purse, and leave a copy by your phone.



**Personal phone numbers**

Adult physician \_\_\_\_\_

Child physician \_\_\_\_\_

Veterinarian \_\_\_\_\_

School \_\_\_\_\_

Cell phone \_\_\_\_\_

Cell phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Babysitter \_\_\_\_\_

Neighbor \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

**Personal phone numbers**

Adult physician \_\_\_\_\_

Child physician \_\_\_\_\_

Veterinarian \_\_\_\_\_

School \_\_\_\_\_

Cell phone \_\_\_\_\_

Cell phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Babysitter \_\_\_\_\_

Neighbor \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

**Personal phone numbers**

Adult physician \_\_\_\_\_

Child physician \_\_\_\_\_

Veterinarian \_\_\_\_\_

School \_\_\_\_\_

Cell phone \_\_\_\_\_

Cell phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Babysitter \_\_\_\_\_

Neighbor \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

**Personal phone numbers**

Adult physician \_\_\_\_\_

Child physician \_\_\_\_\_

Veterinarian \_\_\_\_\_

School \_\_\_\_\_

Cell phone \_\_\_\_\_

Cell phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Parent's work phone \_\_\_\_\_

Babysitter \_\_\_\_\_

Neighbor \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

## Appendix B: Local emergency phone number wallet cards

Make copies for yourself and family. Keep a copy by the phone and one in each family member's wallet.



**Local phone numbers**  
Sacramento (916)

**Emergency numbers**

Police/Fire/Rescue.....911

TTY (city of Sacramento).....732-0110

**From cell phones**

City of Sacramento.....264-5151

Elsewhere in Sacramento county..... 874-5111

Poison Control.....800-222-1222

**Non-emergency numbers**

Police .....808-5471

Sheriff ..... 874-5115

SMUD ..... 888-742-7683

PG&E 24-hour service.....800-743-5000

\_\_\_\_\_

\_\_\_\_\_

**Local phone numbers**  
Sacramento (916)

**Emergency numbers**

Police/Fire/Rescue.....911

TTY (city of Sacramento).....732-0110

**From cell phones**

City of Sacramento.....264-5151

Elsewhere in Sacramento county..... 874-5111

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SMUD ..... 888-742-7683

PG&E 24-hour service.....800-743-5000

\_\_\_\_\_

\_\_\_\_\_

**Local phone numbers**  
Sacramento (916)

**Emergency numbers**

Police/Fire/Rescue.....911

TTY (city of Sacramento).....732-0110

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City of Sacramento.....264-5151

Elsewhere in Sacramento county..... 874-5111

Poison Control.....800-222-1222

**Non-emergency numbers**

Police .....808-5471

Sheriff ..... 874-5115

SMUD ..... 888-742-7683

PG&E 24-hour service.....800-743-5000

\_\_\_\_\_

\_\_\_\_\_

**Local phone numbers**  
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Police .....808-5471

Sheriff ..... 874-5115

SMUD ..... 888-742-7683

PG&E 24-hour service.....800-743-5000

\_\_\_\_\_

\_\_\_\_\_

## Appendix C: Local emergency phone numbers

All numbers are in area code (916) unless otherwise indicated.

### Emergency numbers

Police/Fire/Rescue ..... 911  
 TTY (city of Sacramento) ..... 732-0110

### From cell phones

Within the city of Sacramento ..... 264-5151  
 From elsewhere in Sacramento county ..... 874-5111

### Non-emergency numbers

2-1-1 Sacramento city and county (24-hour information referral service) ..... 211  
 TTY ..... 446-1434

3-1-1 Sacramento city and county (24-hour information referral service) ..... 311  
 TTY ..... 808-8563

Sacramento County Operator ..... 875-5000  
 Sacramento County Sheriff ..... 874-5115  
 TTY ..... 874-7128

Citrus Heights Police ..... 727-5500  
 Elk Grove Police ..... 714-5115  
 Folsom Police ..... 355-7231  
 Galt Police ..... 209-366-7000  
 Rancho Cordova Police ..... 362-5115  
 Sacramento City Police ..... 264-5471

### Other numbers

Missing persons ..... 800-222-FIND (3463)  
 American Red Cross ..... 800-733-2767  
 Crime Alert ..... 443-HELP (4357)  
 Poison Control ..... 800-222-1222

Sacramento County Water Agency  
 (call to report broken water lines or urban flooding) ..... 875-7246  
 SMUD customer service Monday–Friday 7 a.m.–7 p.m. .... 888-742-7683  
 SMUD 24-hour power outage information ..... 888-456-7683  
 PG&E 24-hour service ..... 800-743-5000

### Personal phone numbers

Add your own information in the blank spaces.

#### Medical

Adult physician \_\_\_\_\_  
 Child physician \_\_\_\_\_  
 Veterinarian \_\_\_\_\_

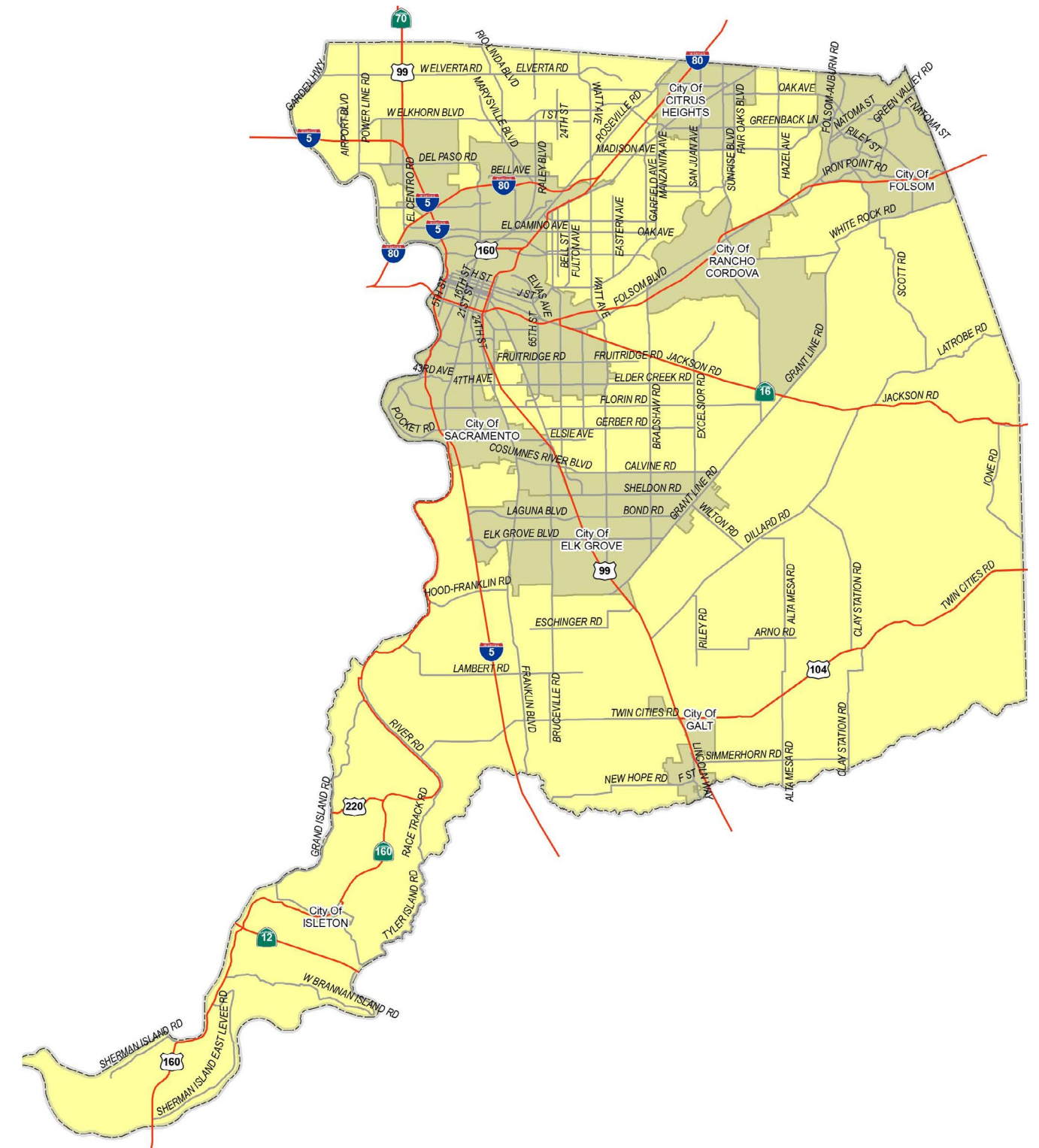
#### Emergency contacts

Out of state \_\_\_\_\_  
 Family \_\_\_\_\_  
 Neighbor \_\_\_\_\_

#### Evacuation and reunion

Home \_\_\_\_\_  
 School \_\_\_\_\_  
 Parent's work phone \_\_\_\_\_  
 Parent's work phone \_\_\_\_\_  
 Babysitter \_\_\_\_\_  
 Other \_\_\_\_\_

## Appendix D: Sacramento County map







# Sacramento County Department of Health Services and Office of Emergency Services

“This document was prepared under a grant from FEMA’s Grant Programs Directorate, U.S. Department of Homeland Security. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of FEMA’s Grant Programs Directorate or the U.S. Department of Homeland Security.”

SACRAMENTO COUNTY BOARD OF SUPERVISORS  
SACRAMENTO COUNTY CHIEF EXECUTIVE OFFICER  
SACRAMENTO COUNTY HEALTH OFFICER  
SACRAMENTO COUNTY DEPARTMENT OF HEALTH SERVICES  
UC DAVIS HEALTH

You may view or download this guide online at  
**[sacramentoready.saccounty.net/prepare/pages/are-you-prepared-guide.aspx](https://sacramentoready.saccounty.net/prepare/pages/are-you-prepared-guide.aspx)**.  
Additional information is available from the Sacramento Region Community Emergency  
Response Team (CERT) at **[sfdcert.com](https://sfdcert.com)**.

This booklet was prepared collaboratively by the Sacramento County Office of Emergency Services, UC Davis Health, and several emergency response agencies and departments in Sacramento County.

# Important local numbers

All numbers are in area code (916) unless otherwise indicated.

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TTY..... 808-8563

Sacramento County Operator ..... 875-5000  
Sacramento County Sheriff..... 874-5115  
TTY..... 874-7128

Citrus Heights Police ..... 727-5500  
Elk Grove Police ..... 714-5115  
Folsom Police ..... 355-7231  
Galt Police ..... 209-366-7000  
Rancho Cordova Police ..... 362-5115  
Sacramento City Police ..... 264-5471

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Sacramento County Water Agency  
(call to report broken water lines or urban flooding) ..... 875-7246  
SMUD customer service Monday–Friday 7 a.m.–7 p.m. .... 888-742-7683  
SMUD 24-hour power outage information ..... 888-456-7683  
PG&E 24-hour service ..... 800-743-5000

You may view or download this guide online at [sacramentoready.saccounty.net/prepare/pages/are-you-prepared-guide.aspx](https://sacramentoready.saccounty.net/prepare/pages/are-you-prepared-guide.aspx).

