



ARE YOU READY?

APRIL IS EARTHQUAKE PREPAREDNESS MONTH

cityofpaloalto.org/preparedness

It's not a matter of *if*, but *when* the big one will impact Palo Alto. Don't take your safety for granted. Be prepared to support yourself, your family and your neighbors when it matters most. These 7 steps are recommended by the USGS for survival in Northern California Earthquake Country:

PREPARE

STEP 1: Identify Potential Hazards in Your Home & Begin to Fix Them

- Move or secure heavy items that may fall where people sit and sleep
- Secure loose items, electronics, appliances, water heaters, cabinet doors
- Move flammable and hazardous products to low areas
- Inspect gas and water pipes and connections

STEP 2: Make a Plan

- Identify safe spots in every room to help you survive the shaking
- Identify family members and neighbors with special needs
- Identify utility shutoffs and learn how to use them (contact City of Palo Alto Utilities if you don't know)
- Learn CPR and basic first aid (Red Cross online offers training)
- Create a communications plan including a meeting place, contact person and important numbers

- Sign up for Santa Clara County's Emergency Notification System (AlertSCC) to receive automated emergency notifications at www.alertscc.com
- Compile copies of important policies and records in a secure place

STEP 3: Build a Kit

- Personal disaster kits for everyone in the family: Personalize portable kits and keep them where they can easily be reached—at home, in the car, at work or school (recommended lists available at www.cityofpaloalto.org/preparedness)
- Household disaster kits: Prepare survival supplies for **7-10 days** for each member of your family, including pets (emergency lighting, battery-operated radio, spare batteries, manual can opener, clothing, sturdy shoes, socks, gloves and goggles, blankets, plastic bags, tarps, etc.)

STEP 4: Identify Your Building's Potential Weaknesses and Begin to Fix Them

- Does your building require retrofitting?

SURVIVE

Step 5: Protect Yourself During Earthquake Shaking

- Drop, cover and hold on
- If you are indoors, stay inside until shaking stops, stay out of elevators, avoid windows and exterior walls
- At work, know your workplace's earthquake safety plan and put it into action
- Outdoors, move to clear areas if you can, avoid power lines, buildings, trees and other hazards

Step 6: After the Quake, Check for Injuries and Damage

- Protect your mouth, nose and eyes from dust (scarf, rag, towel, N-95 dust mask)
- Check yourself for injuries, then attend to others
- Check for damage causing hazardous conditions such as fire, gas leaks, damaged electrical wiring, downed utility lines, falling items, spills and damaged masonry - Be very careful
- If your home is seriously damaged, consider sheltering options: shelter in place or find out about local shelters (the City will provide information on your options through our communications channels – stay informed)

RECOVER

Step 7: When Safe, Continue to Follow Your Disaster Preparedness Plan

- Do not reenter your home until you know it is safe
- Stay informed; listen to safety advisories, call your emergency contact

- Check supplies; use perishable foods first
- Contact your insurance agency to begin claims immediately
- If you cannot stay in your home, let neighbors know where you are staying and update your address with the United States Postal Service.

There are many more details to each of these steps.
Please visit www.earthquakecountry.org for your copy of the "Putting Down Roots in Earthquake Country" Handbook for the San Francisco Bay Area.



Empower yourself with knowledge and be ready to react calmly, confidently and competently when your community needs you. Become a City of Palo Alto Emergency Services Volunteer and learn the skills to help your neighborhood survive and recover in times of emergency.

Choose a group that suits your strengths or piques your interest, or contact the Office of Emergency Services at (650) 617-3197 to see where you are needed most.



Community Emergency Response Team (CERT)

The CERT Program trains community members in basic disaster response skills so they may assist others in their neighborhood or workplace following an event such as earthquake, severe weather, crime or terrorism. The City offers the CERT basic training course each March and September.



Palo Alto Neighborhoods (PAN) Block Preparedness Coordinator (BPC) Program

In partnership with the City of Palo Alto, PAN created the BPC to serve as neighborhood liaisons with the City to assist in disaster preparation, response and recovery for their block, and communicate with the City during a disaster. BPC certification classes are held quarterly.



ARES/RACES Amateur Radio Communications

Amateur Radio Emergency Services (ARES) and Radio Amateur Civilian Emergency Services (RACES) licensed “ham” radio operators are critical communications resources during disaster situations and other large-scale emergency events. Getting your ham license is easy, worthwhile and it’s a fun hobby.

**HELP
AUXILIO
幫幫我**

Download this sign to put in your window if you need help after a disaster. Our ESV’s will be on the lookout for these.
cityofpaloalto.org/helpsign



CITY OF
**PALO
ALTO**

Learn more at
cityofpaloalto.org/emergencyvolunteers

STAY INFORMED

The Palo Alto Office of Emergency Services (OES) wants you to be prepared. Keep these numbers with your emergency preparedness communications kit, and program them into your cell phone for easy access.

- Emergency 911**
- Palo Alto Police**
Non-Emergency (650) 329-2413
Emergency from cell phone (650) 321-4433
- Palo Alto Fire**
Administration (650) 329-2184
- Palo Alto OES**
(650) 617-3197

- Updates on City Emergencies**
(650) 329-2420 (recorded message)
- Palo Alto Utilities Emergency Gas/Water Leaks & Sewer Spills**
(650) 329-2579
- Fallen Trees**
M-F 7am-5pm (650) 496-5953
- Blocked Storm Drains**
M-F 7am-5pm (650) 496-6974

- Emergency Alert System Radio Broadcasts**
KZSU 90.1 FM (Local)
KCBS 740 AM/106.9 FM
- Follow us on your favorite Social Media Channel
cityofpaloalto.org/papdconnect



Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on the City’s compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City’s ADA Coordinator at (650) 329-2550 (voice) or e-mail ada@cityofpaloalto.org

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