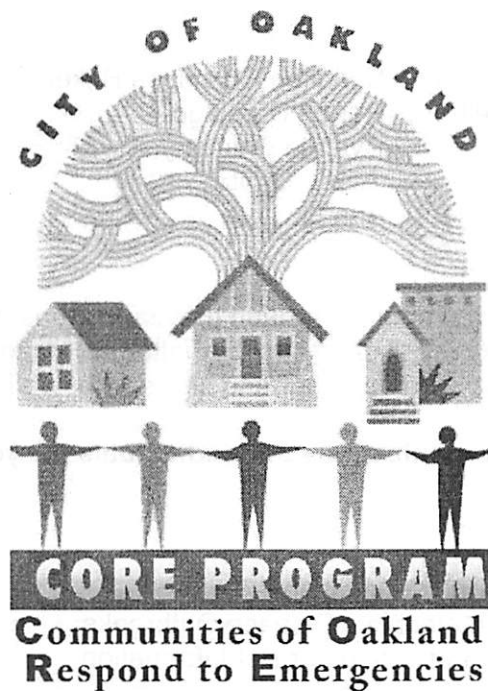


# CORE I

## Home and Family Preparedness



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# Acknowledgements



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The emergency preparedness community around the country has graciously shared its knowledge and information so that all of us may be better prepared to respond to emergencies. Thank you. May we continue to work together and share what we have learned.

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**A special thank you to the CORE Curriculum Revision Committee members who have generously contributed their time, talent, and creativity to the revision of *CORE Home and Family Preparedness*.**

## **Disclaimer:**

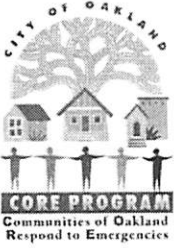
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# Introduction

## History of CORE Program

After the 1989 Loma Prieta earthquake, many spontaneous volunteers offered help to victims and firefighters, but most did not have specific rescue training and risked injury by helping.

Recognizing that citizens will probably be on their own during the early stages of a catastrophic disaster and that basic training in disaster survival and rescue skills improves the ability of citizens to survive until responders or assistance arrive, the Oakland Fire Department and the Office of Emergency Services developed **Communities of Oakland Respond to Emergencies (CORE)**, a program to teach volunteers how to respond to disasters safely.

**The mission of CORE is to promote the spirit of neighbor helping neighbor and to provide the highest quality emergency and disaster prevention, preparedness, and response training.**

Since its inception in 1990, the CORE program has provided free, community-based training to more than 18,500 Oakland residents. CORE was among the first Community **Emergency Response Team (CERT)** programs developed and it set a new standard for emergency preparedness and residential hazard reduction. In 1991, CORE earned the Outstanding Services Award from the Governor's Office of Emergency Services.

This version of the CORE program is based on the CERT concept, but retains the uniqueness of the CORE program.

- Know what to do during a disaster.
- **Be self-sufficient following a disaster for 7-10 days.**
- Provide emergency assistance to family and immediate neighbors.
- Respond as team members in the neighborhood in the event of a major disaster.





# Introduction

## Home and Family Preparedness Overview

This workbook will cover the following parts:

### Part One: Make a Family Disaster Plan



- Create a Family Disaster Plan.
- Communications in a disaster.
- Learn how and when to turn off damaged utilities.
- Plan for an evacuation.
- Make provisions for people with Special Needs.

### Part Two: Minimize Potential Hazards In and Around Your Home



- Minimize potential hazards in and around your home.
- Evaluate your home for Seismic Safety.

### Part Three: Emergency Supplies



- Gather and store emergency supplies.

### Part Four: What To Do During and After a Disaster



- Know how to respond to different kinds of disasters and emergency situations.



# Introduction

## Disasters in Oakland

Oakland is a diverse city, both in its community and its geography. We have hills with urban/wildland interface, inner city areas, shorelines, the Port of Oakland, the Oakland Airport, and Lake Merritt. The Hayward Earthquake Fault also runs through Oakland near Interstate Highway 580 and Highway 13.

**Since 1983, Oakland has experienced the following declared disasters:**

- 1983 Landslide
- 1985 Flood
- 1989 Loma Prieta Earthquake
- 1990 Freeze
- 1991 Oakland/Berkeley Hills Firestorm
- 1995 Floods
- 1997 El Niño
- 1998 La Niña
- 2006 Winter Storms
- 2006 Spring Storms
- 2007 I-580 MacArthur Maze Fire
- 2007 Cosco Busan Oil Spill
- 2008 Winter Storms

Lives were lost, people were injured, homes were damaged or destroyed, transportation was disrupted and financial losses have been in the billions.

### **Disasters can be caused by:**

- Natural events such as earthquakes, fires, severe weather, tsunamis
- Human actions such as terrorism or hazardous materials spills
- Infectious Disease Outbreaks
- A combination of natural and human factors

A disaster doesn't have to be a citywide event for you to be affected. It might be a house fire, a gas leak, or a landslide on your block. Basic preparation now will help reduce the impact of emergencies, both large and small.

Any major disaster will exceed the capacity of "First Responders" (Fire, Police and Paramedics) to respond to all calls for assistance. The 911 system will be overwhelmed. You can reduce your need for outside assistance and enhance your safety by being prepared.

**Complete the following steps to prepare yourself, your family, and your home in case of an emergency:**

1. Make a **Family Disaster Plan**
2. **Minimize potential hazards** in and around your home
3. Assemble your **emergency supplies**
4. **Know what to do** during an emergency





# Introduction

## Earthquake Awareness

*The threat of future quakes extends across the Bay Area.*

The following websites are resources for earthquake information:

- The USGS Earthquake Hazards Program - Northern California:  
<http://quake.usgs.gov/>
- ABAG Earthquake Maps and Information:  
<http://www.abag.ca.gov/bayarea/eqmaps/>

## Hayward Fault Scenario

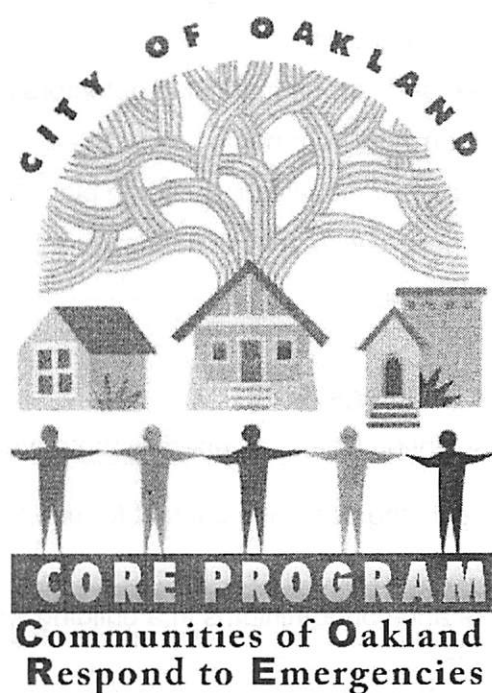
USGS scientists have recently determined that the Hayward Fault has a significant quake on an average of every 140 years. The last large quake was in October 1868.

The Loma Prieta earthquake in 1989 was magnitude 6.9. In an earthquake of the same magnitude on the Hayward Fault, we will feel ground shaking 10 to 12 times what we felt in the Loma Prieta earthquake because the epicenter will be closer to Oakland.

### This could easily result in:

- Fires caused by gas leaks
- 80,000 to 160,000 homes and apartment units becoming uninhabitable
- 1,500 to 4,500 deaths and 49,000 to 135,000 injuries
- Damaged or destroyed hospitals, schools, and businesses
- Utilities disrupted for weeks, or months
- Broken water lines crossing the Hayward Fault
- Damage to Hwy 13, I-580, and I-880, including overpasses, making them impassable
- Inoperative sewer lines for up to one month
- Disrupted transportation due to road closures and damage to bridges and BART
- infrastructure
- Airports being temporarily closed
- Liquefaction in landfill areas along I-880 and close to the Bay
- Potential for landslides in hill areas

## Part One: Make a Family Disaster Plan



### Home and Family Preparedness



CORE I – Part One

# Make a Family Plan

## Overview

Make a plan now so you and your family members know what to do in case of an emergency.

### In this section you will learn:

- How to develop a disaster plan
- Ways to communicate with one another and to get current information
- When and how to turn off damaged utilities
- Why you should install smoke and carbon monoxide detectors and fire extinguishers
- How to develop an escape plan from your home
- How to determine if you should to evacuate or shelter in place
- What provisions to make for people with special needs
- What vital documents you will need

### **Information specific to Multi-Unit Buildings (MUB)**

- A Homeowners' Association Board is generally the governing body of condominiums.
- A landlord or manager is the person to contact for most apartments.
- Individual apartments and condominiums in a building will be referred to as "units."



**Information specific to Multi-Unit Buildings is indicated throughout this manual by the picture of the apartment building above.**



CORE I – Part One

# Make a Family Plan

*costco Inverter  
Modco  
Shake*

*establish  
out of area  
contact.*

As you develop your disaster plan, ask the following questions. They can mean the difference between life and death.

*Select  
another  
site*

## Disaster Planning Questions:

- How will everyone in your household, including pets, safely evacuate from your home?
- Where will everyone meet?
- What route will you take out of your neighborhood if evacuation becomes necessary?
- Do you have at least one alternate route planned in case your usual route is blocked or otherwise impassable?
- What will you take with you?
- Where will you go?
- What will you need to shelter in place? Do you have enough of these items?

For every hazard that presents a high risk in your area, ask, "What will I do if this happens?"

Answer each of the above questions for your home and then for your neighborhood:



## Getting Started

### Meet with your family or your building residents to:

- Discuss what types of disasters could occur in your area.
- Learn how to prepare and respond to each one.
- Discuss what to do if you are advised to evacuate.

### Plan how your family will stay in contact if separated by disaster:

- Pick two meeting places:
  - A location that is a safe distance from your home in case of fire
  - A place outside your neighborhood in case you cannot return home
- Choose an Out-of-Area Contact Person as a "check-in contact" for everyone to call. Know the disaster policy of the school or daycare center your children attend.
- Make a plan to have someone pick up your children following an emergency if you are unable to do so. Fill out the necessary release forms now.



## CORE I – Part One

# Make a Family Plan

### Getting Started (continued)

#### Complete the following steps:

- Fill out the Personal Emergency Information sheets in the **Additional Materials** section, pages 87-88. Keep them with your emergency supplies and post them in your home.
- Post emergency telephone numbers by every phone.
- Show responsible family members how and when to turn off the gas, electricity, and water at their main shutoff locations.
- Install a smoke alarm on each level of your home, in each sleeping rooms and adjacent hallway; test them monthly and change the batteries two times each year (when you change your clocks in Spring and Fall).



Make and practice an evacuation plan for your home. Include all family members and pets (see **Escape Planning**, page 25).



## CORE I – Part One

# Communications in a Disaster

*Know how to call for help, contact your loved ones, and get up-to-date information.*



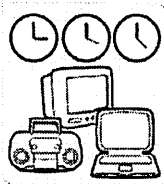
## Calling 911

**If must call 911**, speak clearly, and do not hang up until the dispatcher has received and recorded all needed information. If necessary, say the name of your spoken language, e.g. "English," "Spanish," or "Cantonese." If possible use a landline phone.

Cell phone calls to 911 go first to the California Highway Patrol in Vallejo and are then routed to the appropriate local jurisdiction, such as the City of Oakland. To avoid delay, pre-program your cell phone with the City of Oakland Fire and Police Dispatch emergency numbers listed below.

### Local Emergency Contact Information:

▪ City of Oakland Fire Dispatch (emergency).....	510-444-1616
▪ City of Oakland Police Dispatch (emergency).....	510-777-3211
▪ City of Oakland Fire Dispatch (non-emergency).....	510-238-4000
▪ City of Oakland Police Dispatch (non-emergency).....	510-777-3333
▪ City of Oakland Fire Department, Vegetation Management .....	510-238-7388
▪ City of Oakland Fire Department, Office of Emergency Services .....	510-238-3938
▪ City of Oakland CORE Program .....	510-238-6351
▪ Alameda County Office of Emergency Services .....	925-803-7800
▪ Poison Control .....	800-222-1222
▪ American Red Cross .....	510-595-4400
▪ EBMUD .....	866-403-2683
▪ PG&E .....	800-743-5000
▪ National Response Center (toxic chemical/oil spills) .....	800-424-8802



## CORE I – Part One

# Communications in a Disaster

## Out-of-Area Contact Person



Choose one person who lives out of state, or at least 200 miles away in a different geographical area, to be your **Out-of-Area Contact Person**. During a disaster it is often easier to make a long-distance call than to call a local number.

- Every person in your family should keep your Out-of-Area Contact person's home, work and cell phone numbers with them.
- Make a **short** call to your Out-of-Area Contact person to report that you are okay, where you are, what your plans are, and to get information about other family members. You can leave messages for each other with your Out-of-Area Contact person to facilitate the reunification of your family.

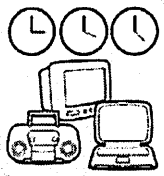
## Telephones and Cellular Phones

- Keep one **landline** phone that plugs into the phone jack at your home. Cordless and digital phones require electricity and will not work if the power is out.
- After an earthquake, hang up all phones at your location by placing the phones back on their cradles.
- Know where nearby pay phones are located and have change available.
- If you do not immediately hear a dial tone, **do not hang up**. Stay on the line and wait for the operator or a dial tone. Each time you hang up, you put yourself at the end of the line. Be prepared to dial immediately when you get a dial tone.
- Cell phones will also be overwhelmed, and they are dependent on their tower infrastructure to work. Each network has its own infrastructure, so one company's phones may work when others do not.
- It may be possible to send a text message on your cell phone, even if you cannot send a voice message.

### ICE = In Case of Emergency

Program a phone number into your cell phone contact list with the word "ICE."

This will be a person to contact if you are injured or need help. If you are unable to communicate, first responders *may* look in your cell phone contact list for the word "ICE" and call that person. Choose a person that knows you well.



## CORE I – Part One

# Communications in a Disaster

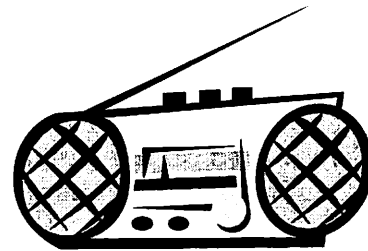
## Commercial Radios and the Emergency Alert System (EAS)

To access up-to-date emergency information, keep a battery-operated, solar, or crank radio, and extra batteries, at your home and at work.

The following stations are designated as Emergency Broadcast Radio Stations in the Bay Area and will be making official announcements in the event of an emergency situation.

**For Emergency Information Updates, tune your radio to the stations listed:**

- **KCBS 740 AM** (primary station for the Bay Area due to range of their transmitter)
- **KGO 810 AM**
- **KNBR 680 AM**
- **WNSA 540 AM**



## Amateur Radio

*Amateur (Ham) radio is a valuable communications resource. Check with your local amateur radio club for licensing and training opportunities.*

Information about the Oakland Radio Communication Association can be found online at [www.ww6or.com](http://www.ww6or.com)

## Siren Alert and Warning System

*When you hear the sirens, tune your radio to **KCBS 740 AM** for information and instructions. Also remember to **Shelter in place**; shut all windows and ventilation; and listen for further instructions.*

The City of Oakland has installed emergency sirens along the Interstate 880 corridor and along Highway 13 in the hills. These sirens will be activated to alert the public about impending hazards and emergencies.

**The Siren Alert and Warning System is tested at noon on the first Wednesday of each month.**





## Gas

Know how and when to turn off your utilities and those of your neighbors.

*A gas leak in your home can cause a fire, an explosion, or asphyxiation.*

### How to check for a possible gas leak:

- Do you **smell** gas?
- Do you **hear** a hissing sound?
- Do you **see** the dial on the gas meter spinning faster than usual? Check the unmarked dials on the meter. If they are turning quickly, you have a gas leak.

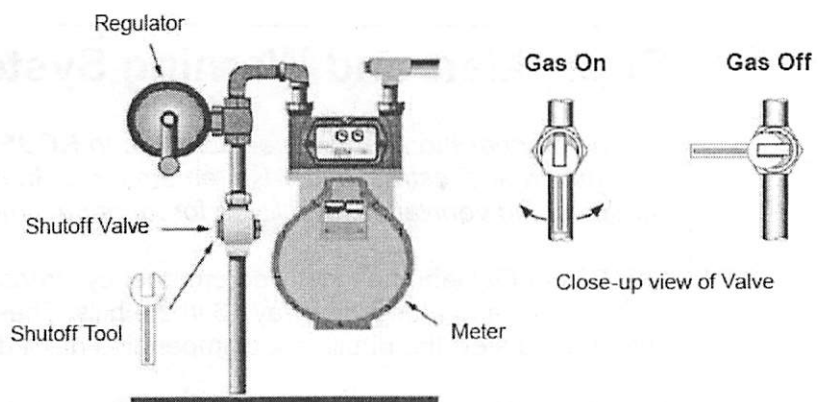
If any of the above indicators exist, turn off the gas valve at the meter. Please note that once you have turned off the gas, it is not safe to turn it back on. Only PG&E or a licensed plumber is qualified to turn the gas back on safely.

### If you smell a gas leak:

- Do **not** light a match.
- Do **not** turn any electrical switches on or off.
- Do **not** use your cell phone.
- If it is dark, only use a waterproof/sealed flashlight or a light stick to avoid causing a spark.

Turn off the main gas valve with a crescent wrench or special gas shutoff tool by turning the lever 1/4 turn. Store your tool near the gas meter.

**Store your wrench in a specific location where it will be immediately available!**





## Gas (continued)

After you turn off the gas, open the windows to ventilate the building and go outside. Prolonged exposure to gas fumes can cause asphyxiation.

**Once you have turned off the gas, IT IS NOT SAFE to turn it back on yourself.**

Only PG&E or a licensed plumber is qualified to turn the gas back on safely.

### **If a building has collapsed or sustained “heavy” damage:**

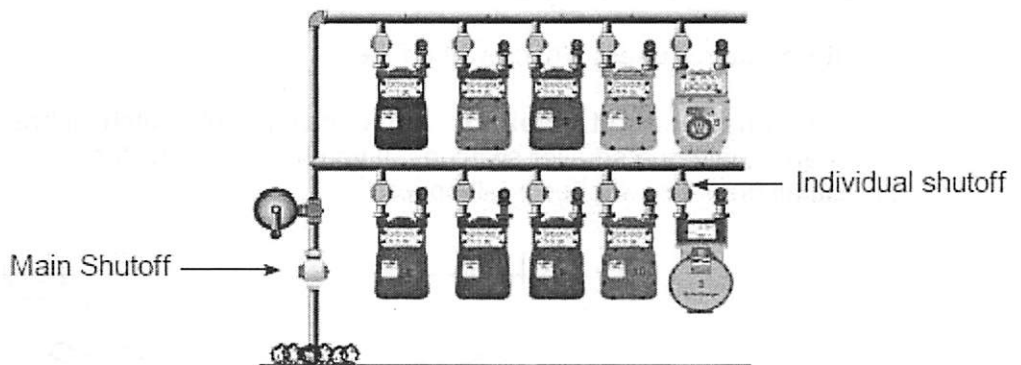
Turn off the gas and report this information to the Oakland Emergency Operations Center (EOC) through a fire station or amateur radio operator. Try to contact PG&E if conditions are unsafe, and direct everyone to leave the area and **CALL PG&E at 1-800-743-5000** to report it.

**After an earthquake, if you have no indication of a gas leak, you do not have to turn off the gas. In a major event, it may be weeks before PG&E can turn your gas back on.**



### **Tips:**

- If there are significant aftershocks, recheck for gas leaks.
- If there is a fire approaching your home, turn off the gas as you leave if you can do it safely.
- You may test the gas valve before an emergency by turning it no more than 1/8 turn. If the gas valve at your home is rusted or stuck, call **PG&E for a service call**.
- Seismic shutoff valves can be installed by a licensed plumber to automatically shut off the gas at a predetermined level of shaking.
- Determine the location and access to gas shutoffs. Typically, it is possible to turn off the gas valve for the individual unit or the valve for the entire building.

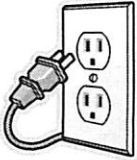




## CORE I – Part One

# Utilities

## Electricity



***Electrical surges can harm appliances and computers.***

To simplify turn off your electricity in an emergency, identify and label all circuits in your home.

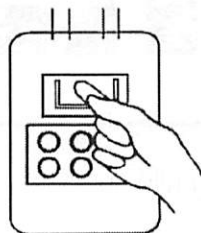
During a **power outage**, turn off and unplug major appliances and other electronic equipment to prevent damage when the power is restored.

### **If is safe to do so turn off the electricity at the main control box:**

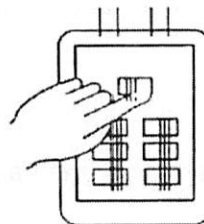
- Before you attempt to touch or unplug any damaged wires, cords, broken or toppled electrical appliances
- If your home is threatened by fire or flooding, ***do not stand in water when you shut off the electricity.***
- If the building has collapsed, and the shutoff is accessible, and if it is safe to do so
- If arcing or burning occurs in electrical devices
- If you smell burning insulation
- If the area around switches or plugs is blackened and/or hot to touch
- If the complete loss of power is accompanied by the smell of burning material

### **How to shut off the electricity:**

- **If you have fuses:** Unscrew the fuses
- **If you have circuit breakers:** At the main panel, switch all breakers to the “off” position starting with the smaller switches. If you have any electrical sub-panels, be sure to turn off all breaker switches in all boxes.



Fuse Box



Circuit Breakers



## Electricity (continued)

Find the location of the circuit breaker or fuse box for your unit. Learn where the boxes are for the building and if you have access to them.



When you have checked your electrical appliances and are ready to turn the electricity on again, check that all switches are in the OFF position. To prevent power surges, first turn on the main breakers, and then, one at a time, turn the individual breaker switches to the ON position.

**Any time you see what looks like a downed power line, assume that it is live and dangerous. Call PG&E, and keep people and animals away from the area. Call PG&E at 1-800-743-5000 to report downed wires or power lines or a power outage in your neighborhood.**

***Do not attempt to rescue a person if he or she is close to a downed power line or in a car under a fallen line.***

## Water

*Broken water pipes in or around the house may cause water damage to the property. The water may not be safe to drink.*

- If water is leaking, turn off the main water valve, located outside your house or at the street.

Call **EBMUD at 1-866-403-2683** if your water valve looks rusted or stuck, or to report a waterline break or hydrant problem.

Water Shutoff Tool

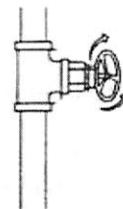


**Tip:** Test your shutoffs at least once a year to make sure you can still turn them.

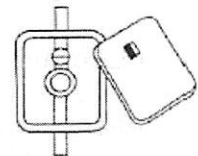


Find out where the water shutoff valves are in your unit. Turn off the one that is leaking. Learn the location of the main water shutoff for your building and find out if you have access to it.

Water Shutoff Valves



Next to Building



In Ground



## CORE I – Part One

# Utilities

## Sewage

After an earthquake, before you flush the toilet, listen to the radio to find out whether the city sewer lines are intact, or are broken. **If in doubt, do not flush.**



After an earthquake, assume that sewer lines in the building are damaged or broken. **Do not flush the toilet or pour water down the drain until all sewer lines have been checked and found to be intact.**

### If the sewer system is intact:

- Use your toilet. If water is not running, you can flush the toilet by pouring 1 to 2 gallons of non-potable water into the bowl.



### If sewer lines are damaged or broken after an earthquake:

- **Do not flush the toilet or pour anything down the household drains.**
- Use your indoor toilet by removing the water from the bowl and lining it with a heavy-duty plastic trash bag. Periodically add powdered lime or camp toilet chemicals to control odor.
- Refer to the next page for directions on how to change the plastic bags. Have a separate bucket for urinating because urine weakens plastic.

## Setting up Toilet Facilities

*If sewer lines are broken, it may become necessary to set up a toilet area outside of your home.*

Choose a location that is away from your living area. This site should be either level or downhill from everyone's living and work areas to prevent run-off or seepage into your work area.

### Dig a Latrine

- Dig a rectangular trench at least 2 feet long, 6 inches wide and a minimum of 2 feet deep, deeper if possible.
- Make sure the latrine is at least 200 feet from creeks or streams.
- After each use, sprinkle a small scoop of dry powdered household bleach or powdered agricultural lime (available in garden supply and hardware stores) directly over the waste and sprinkle a scoop of dirt on top. Don't forget the toilet paper.
- Wash your hands or use waterless hand cleaner each time you use the latrine.





## CORE I – Part One Utilities

*contractor  
Contractor  
grade  
trash bags  
use 2*

### Setting up Toilet Facilities (continued)

Use a portable camp toilet or a sturdy bucket with a close fitting lid.

- Line the bucket with two heavy-duty plastic bags.
- Put absorbent material (kitty litter, shredded newspaper) in the inner bag to absorb waste products.
- Cover the container when not in use.
- To use, uncover the bucket, fold the bags down over the sides, and defecate directly into the inner bag.
- Sprinkle powdered household bleach or agricultural lime directly onto the feces.
- Use toilet paper sparingly. Put all used toilet paper into the same bag.
- Replace the cover, taking care not to tear the plastic bags.



*trash  
Can*

*earthquake  
supply*

### Changing Bags

- Close each of the two bags in the bucket with twist ties or rubber bands, one at a time, inner bag first. Expel the air before closing the bags to avoid tearing them.
- Put the bags into a closed container such as a garbage can marked "Human Waste/ Bio-Hazard" that has already been lined with one or two heavy-duty bags. Then put two fresh bags in the emergency toilet, one inside the other.
- Keep the containers well away from human activity until the bags can be disposed of properly. Mark the containers clearly and protect them from breaking or spilling.





## Setting up Toilet Facilities (continued)

**Urinate into a bucket that can be tightly covered before using the emergency toilet.**

- Never urinate into the bag because urine weakens plastic.
- Empty the bucket somewhere distant from your patient care/working/living areas.
- Urine is sterile, so disposal is less of a problem than solid waste, but make sure that you keep it out of and away from creeks and streams to avoid contaminating the water.

## Household Waste

- Store household waste and garbage in a heavy-duty plastic trash bag. Store it away from your living area until it can be disposed of properly.
- Household waste may be stored in the same area as human waste until they can be picked up.
- Listen to radio broadcasts for announcements regarding waste pick-up.





## CORE I – Part One

# Develop a Home Escape Plan

*Protect yourself by installing early warning smoke and carbon monoxide detectors and fire extinguishers in your home. Know when and how to get out of your house and neighborhood.*

### Install Smoke Detectors and Carbon Monoxide Detectors

**Smoke detectors save lives by alerting you early in the event of a fire.**

- Without early warning, you can be overcome by smoke or carbon monoxide gas.
- The *International Association of Fire Chiefs* and *National Fire Protection Association* recommend that you have one smoke detector in each sleeping room, in the hallway adjacent to sleeping rooms and on every level of the dwelling.

**Change the batteries in your smoke detectors twice a year (when you change your clocks to Daylight Savings Time and Standard Time).**

**There are two kinds of smoke detector alarms. For maximum protection use both kinds.**

- **Ionization Alarms** are the most common and are best for detecting fast-flaming fires: fires that consume combustible materials quickly, such as paper burning in a wastebasket or a grease fire in the kitchen.
- **Photoelectric Alarms** are less common but are better at responding to slow smoldering fires: fires that smolder for hours before bursting into flame such as cigarettes burning in couches or bedding. These alarms are less prone to nuisance alarms from cooking.

**Carbon monoxide detectors alert you to a buildup of carbon monoxide that can cause asphyxiation.**

### **To prevent the buildup of carbon monoxide in your home:**

- Have a qualified professional inspect and maintain your home's heating systems, gas appliances, vents, and chimney flues annually.
- Never run your vehicle or use unvented fuel-burning equipment such as barbeques, camp stoves, or propane or kerosene heaters in an enclosed space.
- Consider installing and maintaining a Underwriters Laboratories (UL) approved carbon monoxide detector in your home according to manufacturers' instructions.

**If you suspect carbon monoxide poisoning, turn off the suspected gas appliance if it is safe to do so, get out of the building, and seek medical attention.**



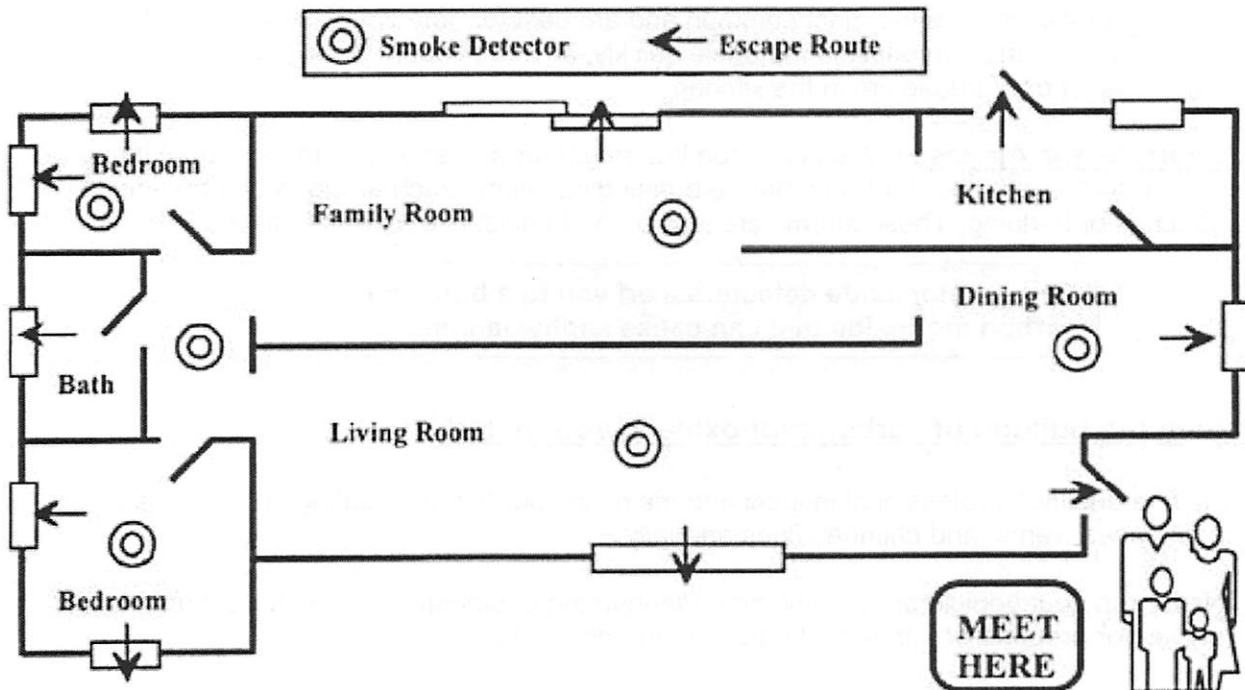


# Develop a Home Escape Plan

**Develop an Escape Plan that provides for escape from every room in your home.**

- Consider the needs of children, people with physical limitations, and pets.
- If your home has more than one level, have escape ladders or ropes available on upper floors and know how to use them.
- Use a grid to draw a diagram of the floor plan for your home, including doors, windows and stairs to help you visualize your escape plan.
- Inform all family members and people who spend time in your home of the plan.
- Conduct practice escape drills.

**Sample family escape plan with arrows showing an escape route from every room in the home and a family meeting place outside the home:**





CORE I – Part One

# Develop a Home Escape Plan

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**When developing an escape plan for a multi-unit building, plan and map evacuation for each floor of the building.**



- Count the number of doors from your unit to the exits.
- Make sure that Exit signs are clearly posted on each floor of the building.
- Remember to use the stairs, not the elevator.
- Understand the construction of your building. Some concrete buildings may not need to be fully evacuated in case of fire.

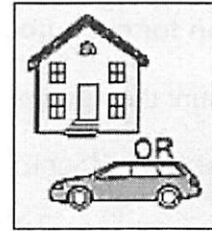


CORE I – Part One

# Should You Evacuate or Shelter in Place?



*Depending on the hazard or incident, it may not be clear whether you should evacuate or shelter in place. If time and location permit, listen for Emergency Alert announcements on the radio for instructions from Emergency Management professionals who are evaluating the incident.*



## Evacuation



*An earthquake, fire, landslide, hazardous materials incident, or gas leak may force you to evacuate from your neighborhood.*

## Plan Ahead

***The best time to plan for an evacuation is now.*** Make sure that all people who regularly spend time in your home (e.g., childcare providers, domestic help, visitors, relatives) know your evacuation plan.

### To escape from your home:

- Be familiar with the primary exits from each room, such as doors and windows.
- If your home has more than one level, know the location of and how to use escape ladders and ropes.
- Count the doors to the exits in case you can't see in smoke-filled hallways.
- Have emergency supplies (e.g., food, water, first aid kits, fire extinguishers, important documents, maps) easily accessible to take with you.
- Know where utility shut-off valves are located, and be sure that everyone knows how to use them.



# Should You Evacuate or Shelter in Place?



## Know Your Area

*Explore the neighborhood to plan evacuation routes. The most familiar route may be impassable.*

### To evacuate from your neighborhood:

- Create a detailed map with primary evacuation routes highlighted, especially important in the hills where roads can be difficult to find and follow.
- To evacuate by car, locate at least two primary street evacuation routes leading in different directions away from your neighborhood. Assess the routes for potential dangers and obstacles like downed trees, power lines, or overpasses that could collapse.
- To evacuate by foot, plan at least two routes away from your home. Include hiking trails, bicycle paths, or routes using neighbors' yards.
- If flooding or landslide threatens, know the safest evacuation routes away from your home or office to higher ground.

**In an emergency you may not have time to figure out what you want to save, so it is important to consider these questions now:**

1. **If you have less than five minutes to evacuate**, what are the most important things you would take with you?
2. Where are these things located?
3. What can you use to carry these things? Pillow case, duffel bag, suitcase?
4. **If you had one hour**, what additional items would you want to take?

### If You Are Told to Evacuate Because of a Hazardous Materials Incident:

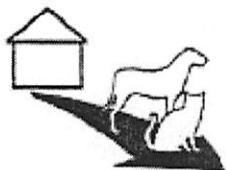
- Take your wallet and any medicine you might need during the next 72 hours.
- Cover your mouth and nose with a wet dish towel or cloth.
- Wear safety goggles if you have them.
- Evacuate by car if possible. Close the car windows and vents, and turn off the air conditioning.
- Be aware that smoke from fires might contain hazardous materials.



# Should You Evacuate or Shelter in Place?



## Pet Evacuations



*In the event of an evacuation, the best thing you can do to protect your pets is to take them with you. Pets left behind, even if you try to create a safe place for them, may become injured or lost.*

### Prepare now in case you need to evacuate with your pets.

- **Assemble a Portable Pet Disaster Supply Kit** including a sturdy confinement cage or crate, identification, food, water, medications and medical records and photos of you with your pets.
- **Get a Rescue Alert Sticker** to let responders know that pets live in your home in case you are not home. Post it near the front door. The sticker can be ordered at no charge through the ASPCA on their website.  
[http://www.asPCA.org/site/PageServer?pagename=pets\\_rescuesticker](http://www.asPCA.org/site/PageServer?pagename=pets_rescuesticker)
- **Have a Safe Place To Take Your Pets.** Service Animals who assist people with disabilities are generally the only animals allowed in disaster shelters.
- **Alternate Animal Shelter Sites** will be set up close to human shelters. Listen to radio broadcasts for information and locations.
- **Plan in advance for shelter alternatives** that will work for both you and your pets.
- **Establish a Pet-Buddy plan with a friend or neighbor** to take care of your animals in case you are not at home when a disaster happens. Keep this person's contact information with your other emergency contact information.
- **Leaving without your animals should occur only in extreme cases.** If it is not safe for you to stay, it is not safe for animals either. You might not be permitted to return for them for many days.

For detailed information on Disaster Planning for Your Pets, get a copy of the **CORE Pet Preparedness Packet, A "How-to" Guide**. It is available online at [www.oaklandcore.org](http://www.oaklandcore.org), and from the **Oakland Animal Shelter** at [www.oaklandanimalservices.org](http://www.oaklandanimalservices.org).



# Should You Evacuate or Shelter in Place?



## Shelter in Place

You may hear instructions to “**Shelter in Place**” to protect yourself and your family members from toxic materials or fumes from a hazardous materials release or from a potential explosion.

### Shelter:

- **Get household members and pets inside** as quickly as possible.

Remember the phrase  
**“Shelter, Shut, and Listen.”**

### Shut:

- **Close and lock all exterior doors and windows.** Close vents, fireplace dampers, and interior doors.
- **Turn off air conditioners and ventilation systems.**



- **In large buildings** the person in charge of building maintenance should set all ventilation systems to 100 percent internal recirculation so that no outside air is drawn into the building. If this is not possible, ventilation systems should be turned off.
- **Go into a preselected safe room,** take a battery-powered radio, water, food, sanitary supplies, a flashlight, and your disaster supply kit (which should include pre-cut plastic sheeting for windows and vents, duct tape, modeling clay for sealing cracks, and a towel for under the door).

### Listen:

Listen to the Emergency Alert Radio Broadcast stations for instructions.



# Should You Evacuate or Shelter in Place?



## Shelter in Place (continued)

During a hazardous materials incident, follow these additional precautions when sheltering in place:

- **Remain in the safe room** listening to emergency broadcasts on the radio until authorities advise you to leave your shelter.
- If authorities warn of a possible outdoor explosion, **close all drapes, curtains, and shades in the room.** Stay away from windows to prevent injury from breaking glass.
- When authorities advise people in your area that it is safe to leave their “safe rooms,” open all doors and windows and turn on air conditioning and ventilation systems. This will help flush out any chemicals that infiltrated the building.
- If you think chemical fumes have entered your home, cover your mouth and nose with a wet cloth. You may need to move to a different room or evacuate, depending on the circumstances.
- **Call 911 only to report life-threatening emergencies**, including hazardous materials entering your home.

The expression, “**shelter in place**” is sometimes used to indicate that you can remain in your home, rather than going to a public shelter site, as long as your home is safe.



After an earthquake, for example, if your home does not have serious damage you may decide to stay in your home. Whether you evacuate or shelter in place, you will want to have your emergency supplies available for your use.



# People With Functional Needs

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*Individuals with functional needs are particularly vulnerable after a disaster.*

The Oakland Fire Department has a voluntary **911 Registry** for people with functional needs to assist dispatchers responding to 911 calls. Contact the Oakland Fire Department, Office of Emergency Services at 510-238-3938 if you have questions or would like to get the forms to be included in the registry.

The following considerations are especially important for people with functional needs, such as physical limitations, medical conditions, or difficulty communicating.

## Create a support network to help in an emergency.

- Know your neighbors and coworkers. Communicating your functional needs if you need help.
- Arrange for a neighbor to be your “**Disaster Buddy**.” Give that person or another member of your support network a key to your home, and let that person know where you keep your emergency supplies. Teach your **Disaster Buddy** how to operate any special equipment that you use.
- If you drive an adapted vehicle, consider teaching a neighbor or friend how to operate that vehicle.

## Communicating your special needs if you need help.

- Develop an **Emergency Information Card** that includes all critical information, including your name, address, medical conditions, allergies, special needs, blood type, and who to contact if you are hurt. Keep copies of this card with you at all times.
- Individuals who have difficulty communicating for any reason—they do not speak English, have a hearing impairment, suffer from dementia/Alzheimer’s Disease, or have any other condition that limits their ability to communicate—should also carry an **Emergency Information Card** including their name, language spoken, address, phone number, important medical information, an emergency contact, the reason they may have difficulty communicating, and anything else that is important to relay to responders.





# People With Functional Needs

## Functional Needs (continued)

### Additional Suggestions for People with Disabilities:

- Wear medical alert tags or bracelets to help identify your functional need or disability.
- Attach a loud whistle to your cane and/or wheelchair to use if needed to guide help to your location.
- Keep a flashlight with extra batteries, a whistle and red flag next to your bed. If you become trapped, hang the flag in the window or use the whistle or flashlight to attract attention.
- Keep a supply of essential medications, a list of medications including dosage, and foods in your emergency evacuation kit.
- Keep an extra pair of eyeglasses and set of hearing-aid batteries.
- If you have impaired hearing, install visible fire alarms with flashing strobe lights.
- Keep a list of the style and serial number of medical devices.
- If you rely on electricity for life support or mobility, consider buying a small backup generator.



### Service Animals

- If you are blind and have a guide dog, keep an extra cane at home and at work. In an emergency or disaster, the guide dog may be injured and unable to help.
- If you have a service animal, include your **Pet Buddy** contact information on your Emergency Card. If you should ever become incapacitated, this person is responsible for your service animal. Often hospitalized people's service animals end up in Animal Services shelters if no one has been identified as a back-up caretaker. Plan ahead.





# Vital Documents

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***Proper documentation can help you recover from a disaster.***

After a disaster, you will need to document any property loss for insurance claims, income taxes, or when applying for financial assistance. Make sure you have access to documents needed to complete application forms to reduce delay and frustration.

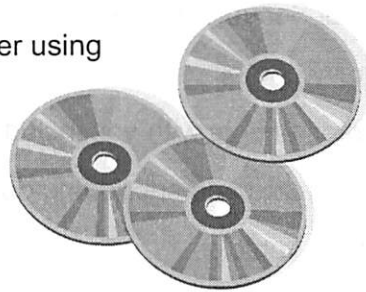
Make two sets of your important documents. Store each in a different place (e.g., safe deposit box or with your Out-of-Area Contact) so if one set is damaged, a second set will be available.

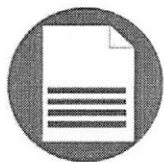
Take photographs or a video of your home and its contents for insurance claim documentation.

Make a written inventory of your belongings, including the purchase price and date. If possible, keep receipts for major purchases.

If you have access to a computer, store your inventory information, along with copies of your vital documents, on disk, CD, DVD or a flash drive.

Keep copies with different people or in different places. Consider using password protection or encryption if you distribute sensitive information.





# Vital Documents

## Vital Documents (continued)

### Important documents include:

- ☐ Personal identification
- ☐ Wills, insurance policies, contracts, deeds, stocks, bonds
- ☐ Bank account numbers
- ☐ Credit card numbers, vendor name and phone numbers
- ☐ Inventory and photographs of valuable household goods
- ☐ Important telephone numbers
- ☐ Family records (e.g. birth, marriage, divorce, death certificates)
- ☐ Medical, Medicare cards
- ☐ Social Security numbers
- ☐ Family photos
- ☐ Photos of pets with you included (to help locate lost pets and to prove ownership)
- ☐ Tax returns and supporting documents (7 years)
- ☐ Title to vehicles
- ☐ Professional licenses, credentials
- ☐ Passports



# Multi-Unit Buildings

## Apartments, Condominiums, Lofts and Townhouses

If you live in a multi-unit building, (rent or own) learn how to prepare yourself, your family, and your pets to be safe, and know how to respond in a disaster or emergency situation.

### Governance for Renters and Owners

Apartments are usually rented or leased from an owner or management company. The rules and regulations that you must follow are in your lease or rental agreement.

Condominiums are generally owned by the resident, who must abide by the Bylaws and - Codes, Covenants and Restrictions determined and administered by the Board of Directors of the Homeowners Association.

If you wish to make changes to your unit, such as bolting furniture to the walls, check first with the property manager or read the Bylaws of your Homeowners Association.

If you have questions or concerns about the structural integrity of your building, contact the owner or manager if you are a renter, or bring your concerns to the Board of Directors if you are a condominium owner.

### Know Your Building

- Do a “walk-through” of your entire building to familiarize yourself with where you live.
- Locate all exits and fire extinguishers.
- Does the building have emergency lighting, and if so, where is it?
- Locate the shutoffs for all utilities, and find out who has access to them.
- Are there maps on each floor showing all available exits?
- While it is important for each individual to have some supplies, if space is limited in your unit, look for closets or small rooms in the building that might be used to store community emergency supplies.