



FAMILY PREPAREDNESS GUIDE FOR ALL EMERGENCIES:

Tune in to your local television station, KTAR 92.3 FM or KEC94, Phoenix VHF Frequency 162.550 for Emergency Alert System announcements.

PLEASE POST IN A VISIBLE LOCATION

INTRODUCTION TO FAMILY PREPAREDNESS GUIDE

- The September 11th terrorist attacks of 2001 and the continued threat of a future attack made everyone aware of the vital role played by police, fire, and emergency personnel during a disaster. The incidents also reinforced the message public safety professionals' stress everyday: **Be prepared.**
- No one will ever be immune to disasters. Police officers, fire department personnel, paramedics, and other city, county, and state personnel are ready to assist you in the event of an emergency, but you can help them and your family by taking a few simple steps and doing a little bit of disaster pre-planning.
- Please take a few minutes to review this Family Preparedness Guide. Keep it for future reference, since you never know when you might need it. Put this guide in a prominent place, make sure ALL family members are familiar with it, and practice fire and evacuation drills. Update this guide immediately when information changes. And take it with you if you need to evacuate!

If you call 911, remember the operators rely on good information to save lives. Please be prepared to give the operator:

- Location of emergency, including the complete address, apartment number, and gate code, if necessary.
- Your name and phone number.
- As much detail as possible about the nature of the emergency.
- **Having information ready will enable emergency personnel to respond quickly and effectively.**
- You should also teach your children how and when to dial 911 for help and what information they will need to provide.

How you will be notified in the event of an emergency:

- Tune in to your local television station, **KTAR 92.3 FM or KEC94**, Phoenix VHF Frequency 162.550 for Emergency Alert System announcements.
- It is important to keep a battery operated radio in case an emergency knocks out electrical power. In smaller-scale emergencies that affect specific neighborhoods, police, fire, and other personnel typically notify residents door-to-door.
- Emergency shelter locations are identified and set up as needed based on each individual emergency situation. In the event of an evacuation, emergency personnel would communicate shelter location information to affected evacuees.

INTRO TO FAMILY PREPAREDNESS GUIDE

IMPORTANT EMERGENCY PHONE NUMBERS:

Emergency	911
Fire Non-Emergency	480-644-2101
Police Non-Emergency	480-644-2211
Utilities	
Gas leaks/odors	480-644-4277
Problems with gas/sewer/water	480-644-2221
Power outage	480-644-2265
After-hours, weekends/holidays	480-644-2262
Solid waste residential	480-644-2688
Maricopa County Emergency Mgmt	602-273-1411
State of Arizona 211 Emergency Mgmt	602-244-0504
Animal Control (Mesa Police)	480-644-2268
Arizona Public Service	602-371-7171
Salt River Project	602-236-8888
Flooded roads (Mesa Street Maintenance)	480-644-3038
Local Hospitals	
Banner Baywood Medical Center	480-321-2000
Banner Desert Medical Center	480-512-3000
Banner Gateway	480-543-2000
Mountain Vista Medical Center	480-358-6100
Banner Poison Control	800-222-1222
Maricopa County Public Health	602-506-6767
Mesa Public Schools Switchboard	480-472-0000
Red Cross	602-336-6660 / 800-842-7349
Websites for Disaster Planning	
www.citizenscorps.gov	
www.cityofmesa.org/emergency/	
www.fema.gov	
www.ready.gov	
www.redcross.org	
www.weather.gov/nwr/special_need.htm	

IMPORTANT EMERGENCY PHONE NUMBERS

FAMILY EMERGENCY CONTACT INFORMATION:

Please fill in the names and contact information for the following:

Call in case of emergency (ICE): _____

Alternate ICE: _____

Local Contact: _____

Nearest Relative: _____

Out of State Contact: _____

Work Contact(s): _____

School Contact(s): _____

Family Physicians: _____

Reunion Locations

• Right outside the home: _____

• Outside the neighborhood: _____

Child caretakers: _____

Adult caretakers: _____

Pet caretakers: _____

Veterinarian: _____

Insurance Agent/Policy Number: _____

FAMILY EMERGENCY CONTACT INFORMATION

PLANNING AHEAD:

Property Readiness

- Inspect your property for any potential problems that will be amplified during an emergency, such as missing roof tiles, broken doors, leaking windows, or propane tanks.

Financial Readiness

- Inventory valuables in your home, recording model numbers of major items.
- Photograph and document all valuables in your home.
- Put original insurance policies in a safe place.
- Have copies of policies available to take with you.
- Review policies to assure coverage is adequate.
- Make a list of bank account and credit card numbers – put in a secure place.
- Make copies of social security cards and keep in a secure place.

Family Readiness

- Sometimes local phone service is disrupted, but outside phone service is still available. Make arrangements with family members to have an outside phone number, such as a relative in another area or state that family members can call to relay messages.
- Establish evacuation routes out of your house, neighborhood, city and state.
- Make copies of important documents, such as vehicle registrations, insurance paperwork, birth certificates, marriage licenses, death certificates, passports and keep them readily available in one location or folder, in case you have to leave quickly.
- Keep some cash on hand and an extra book of checking account checks. Keep in mind that banks and ATMs may not be available in an emergency.
- Proof of residency (e.g., electric bill, property tax bill) is also important, especially if an area is evacuated and you need to return to your home to retrieve anything.
- Be familiar with community warning signals and what to do when you hear them. Work with your neighbors to plan how to survive in case of disaster until help arrives. Know your neighbors special skills (doctor, nurse) and special needs (disabled, elderly) and consider how to help them.
- Program ICE contact names and numbers into your phones, cell phones, or other communication devices and place an ICE sticker on phones and/or devices so first responders know your emergency contact information is stored there.
- If you are assigned to work during weather or other related emergencies, consider bringing the following items to work: Personal preparedness kit, air mattress or other items to improve your comfort and several changes of clothing for the jobs you may be assigned.

Pet Readiness

- Keep copies of pet licenses, pet vaccination records and list of pet medications available to take with you. Have a photo of your pet.
- Plan how to take care of your pets in the event of evacuation; animals may not be allowed inside emergency shelters.

PLANNING AHEAD

EMERGENCY PREPAREDNESS CHECKLIST:

You will need the following supplies when you leave your home; put them all together in a duffle bag or other large container in advance:

- Flashlight with plenty of extra batteries
- Battery-powered radio with extra batteries
- First aid kit
- Prescription medications in their original bottle, plus copies of the prescriptions
- Eyeglasses (with a copy of the prescription)
- Water (at least one gallon per person is recommended; more is better)
- Foods that do not require refrigeration or cooking
- Items that infants and elderly household members may require
- Medical equipment and devices, such as dentures, crutches, prostheses, etc. Place your name on items for easy identification.
- Pet medications (if applicable)
- House keys and car keys
- Change of clothes for each household member
- Sleeping bag or bedroll and pillow for each household member
- Checkbook, cash, and credit cards
- Map of the area, city and state

Important papers to take with you:

- Drivers license or personal identification
- Social Security card
- Proof of residence (deed or lease)
- Insurance policies
- Birth and marriage certificates
- Stocks, bonds, and other negotiable certificates
- Wills, deeds, and copies of recent tax returns
- Pet vaccinations records (for potential access to shelter)
- Have cash on hand. Credit cards and ATMs may not be working.

EMERGENCY PREPAREDNESS CHECKLIST

HOW TO CREATE A FAMILY SAFETY PLAN:

Make a family emergency meeting plan

- Besides your house, choose two or three alternate meeting locations in the event you cannot get back to your house. (e.g. the home of a neighbor or relative, a church, a local school, or other public locations are good choices).

Designate Out of Area Contact

- During a disaster, you may not be able to make local phone calls, but you CAN call out of the area. Pick a family member or friend to serve as your family's Out-of-Area contact. In the event of an emergency or disaster, you can call your Out-of-Area contact and tell them you're safe, where you are, and where you are going. Your Out-of-Area contact can then share this information with other family members who call. All family members should have the phone number of your Out-of-Area contact with them at all times.

Stock and Maintain emergency preparedness and first aid kits

- Plan to be self-sufficient for a minimum of 2-3 days.
- Always keep flashlights, portable radios, and fresh batteries.

Establish a personal support network to check on each other in case of an emergency

Establish a plan for special needs family members

Establish a plan for pet care

Store important family documents in a safety deposit box or watertight/fire proof container

- Keep a copy of things like your drivers license, passport, social security card, and children's birth certificates in your disaster supplies.
- If you can only grab one thing on your way out the door, you will at least have copies of all important documents, until replacements can be ordered.

Know the location and how to turn off the shut-off valves for your household gas and water services.

- Store any tools to turn off the valves in a secure place. Do NOT turn gas off unless instructed to do so by the gas company. And remember that the gas can only be turned back on by a professional.

Practice, practice, practice! The more you practice your plan, the more likely you are to remember it in times of disaster.

FAMILY SAFETY PLAN

72 HOUR EMERGENCY KIT

Food and Water

(A three day supply of food and water, per person, when no refrigeration or cooking is available)

- Protein/Granola Bars
- Trail Mix/Dried Fruit
- Crackers/Cereals
- Canned Tuna, Beans, Turkey, Beef, Vienna Sausages, etc
- Canned Juice
- Candy/Gum
- Water (1 Gallon/per person/per day)
- Special dietary needs; formula, powdered milk

Bedding and Clothing

- Change of Clothing (short and long sleeved shirts, pants, jackets, socks, etc.)
- Undergarments
- Rain Coat/Poncho
- Blankets and Emergency Heat Blankets (that keep in warmth)
- Cloth Sheet
- Plastic Sheet
- Diapers

Fuel and Light

- Battery Lighting (Flashlights, Lamps, etc.) Don't forget batteries!
- Extra Batteries
- Flares
- Candles
- Lighter
- Water-Proof Matches

Equipment

- Can Opener
- Dishes/Utensils, baby bottles
- Shovel, axe
- Radio (with batteries!)
- Laptop/PDA
- Pen and Paper
- Pocket Knife, compass, rope
- Personal Supplies and Medication, including medical equipment
- Extra car keys, extra eyeglasses

First Aid Supplies

- Toiletries (roll of toilet paper- remove the center tube to easily flatten into a zip-lock bag, feminine hygiene, folding brush, etc.)
- Cleaning Supplies (mini hand sanitizer, soap, shampoo, dish soap, etc.)
- Up-to Date Immunizations
- Medication (Acetaminophen, Ibuprofen, children's medication etc.)
- Prescription Medication (for 3 days)
- Bandages and antiseptic

Personal Documents and Money

(Place these items in a water-proof container!)

- Genealogy Records
- Legal Documents (Birth/Marriage Certificates, Wills, Passports, Contracts, etc.)
- Vaccination Papers
- Insurance Policies
- Cash
- Credit Card, ATM Card, Checkbook
- Pre-Paid Phone Cards

Miscellaneous

- Bag(s) to put 72 Hour Kit items in (such as duffel bags or back packs, which work great) Make sure you can lift/carry it!
- Infant Needs (if applicable)

Notes:

- Update your 72 Hour Kit every six months (put a note in your calendar/planner) to make sure that: all food, water, and medication is fresh and has not expired; clothing fits; personal documents and credit cards are up to date; and batteries are charged.
- Small toys/games are important too as they will provide some comfort and entertainment during a stressful time.
- Older children can be responsible for their own pack of items/clothes too.
- You can include any other items in your 72 Hour Kit that you feel are necessary for your family's survival.

72 HOUR EMERGENCY KIT

UTILITY OUTAGE PREPAREDNESS:

- Install surge protectors and/or battery backup systems for computers.
- Locate main electrical or fuse box, water and gas mains; learn how and when to turn off and teach family members; keep necessary tools near shut off valves.
- If you have an electric garage door opener, find out where the manual release lever is located and learn how to operate it.
- If you have a telephone system that relies on electricity to work, plan for alternate communication (i.e. standard telephone handset or cell phone).
- Make sure you have plenty of flashlights and extra batteries available.
- Consider purchasing a generator. If you have a generator be sure to strictly adhere to safety requirements.
- Register life-sustaining and medical equipment with your utility company.

UTILITY OUTAGE RESPONSE:

- Only turn off the gas if instructed to do so by the gas company. Remember that only a professional should turn the gas back on.
- Use battery-operated light source, such as a flashlights or light sticks. Due to the extreme risk of fire, DO NOT use candles during a power outage.
- Never use gas ovens, gas ranges, barbecues or propane heaters for indoor heating. Doing so can lead to carbon monoxide poisoning. Can also increase the risk of fire.
- Limit the number of times you open the refrigerator and freezer to help keep foods cold for longer periods of time.
- Turn off as many lights and other electrical items as possible (except for the refrigerator and freezer); this will help to eliminate potential fire hazards and lessen the power draw when service is restored.
- Unplug computers and other sensitive equipment to protect them from power surges when service is restored.
- Listen to your portable weather radio, radio, or TV for current information.
- If driving, proceed with caution and be alert to traffic lights that are not working. If a traffic light is out, remember to treat it as an all-way stop.
- Stay away from downed power lines and sagging trees with broken limbs.

PHONE NUMBERS FOR REPORTING UTILITY OUTAGES :

Power

- o SRP 602-236-888
- o APS 602-371-7171 or 800-253-9405

Phone

- o Qwest 800-457-7526
- o Cox 800-229-6542

Gas

- o Southwest Gas 602-271-4277 or 800-528-4277

Water

- o City of Phoenix 602-262-6251
- o City of Mesa 480-644-3481
- o City of Glendale 623-930-2700 (general phone)
- o City of Tempe 480-350-8207
- o City of Gilbert 480-503-6800
- o City of Scottsdale 480-312-5650
- o City of Queen Creek 480-987-3240
- o City of Apache Junction 480-982-8002

UTILITY OUTAGE

CHEMICAL /RADIATION EXPOSURE:

If exposed or witnessing an exposure:

- Cover your mouth and nose with a damp cloth.
- Bring household members and pets inside. Call 911.
- Turn off heating, air conditioning and fans.
- Stay as far from the emergency site as possible.
- Keep your body fully covered. Avoid eating or drinking anything uncovered.
- Prepare for possible evacuation.
- Close all exterior and interior doors and windows.

How to minimize exposure to radiation:

- Limit the time spent near sources of radiation. Following an accident, local authorities will monitor any release of radiation, determine the level of protective actions needed, and when the threat has passed.
- The more heavy dense material between you and the source of radiation, the better. This is why officials may advise you to remain indoors if an emergency occurs.

Safety, Isolation & Notification (SIN):

- **Safety:** Your safety and the safety of those around you is the primary concern
- **Isolation:** If possible, isolate the area to prevent others from entering
- **Notification:** Notify the authorities

SHELTERING-IN-PLACE:

- Bring household members and pets inside.
- Close all exterior and interior doors and windows and seal outside openings.
- Turn off heating, air conditioning, and fans.
- Keep your body fully covered.
- Avoid eating or drinking anything uncovered.
- Prepare for possible evacuation.

SUSPICIOUS PACKAGES/BIOLOGICAL THREATS:

- Do not shake or empty the contents of any suspicious envelope or package.
- Place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
- If you do not have an appropriate container, then cover the envelope or package with anything you do have available (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Leave the room and close the door, or section off the area to prevent others from entering.
- Wash your hands with soap and water to prevent spreading any powder to your face.
- Call 911.
- List all people in room/area when the letter or package was recognized. Provide list to law enforcement agencies.

CHEMICAL, BIOLOGICAL, RADIOLOGICAL & NUCLEAR EVENTS

IF YOU DISCOVER FIRE OR SMOKE OR HEAR AUDIBLE FIRE ALARMS:

REMEMBER: R.A.C.E.

- **R**escue: Remove everyone from immediate danger.
- **A**larm: Notify 911 of the fire situation and activate the nearest emergency pull station.
- **C**ontain: Close all doors to confine smoke and fire.
- **E**vacuate: Unless otherwise directed, follow the evacuation plan and proceed to the designated safe area outside the building.

IF YOU CATCH ON FIRE:

DO NOT RUN!!!

- **S****T****O****P** where you are,
- **D****R****O****P** to the ground, and
- **R****O****L****L** over and over to smother flames.

IF YOU ARE TRAPPED IN YOUR HOME /OFFICE:

- Wedge wet towels or cloth materials along the bottom of the door to keep out the smoke.
- Close as many doors as possible between you and the fire.
- Use the telephone to notify 911 of your problem and location.
- If you are trapped in an area and need fresh air, only break the window as a last resort, and use caution when breaking the window.

EXPLOSION:

- Be prepared to evacuate or shelter-in-place.
- Be prepared for further explosions.
- If evacuation is ordered, proceed to your family's designated assembly area.
- Open doors carefully and watch for falling objects.

FIRE/EXPLOSION

SEVERE WEATHER WATCH OR WARNING:

- Listen to the National Weather Service alerts at KTAR 92.3 FM or KEC94, Phoenix VHF Frequency 162.550.
- **Weather Watch** - Is issued by the National Weather Service when severe weather conditions are possible in the area.
- Be prepared to respond if weather conditions worsen.
- **Weather Warning** - Is issued when severe weather has been sighted or indicated by weather radar. If severe weather warning is issued for your area, move to your designated area.

FLOODING:

Flood Preparedness:

- Check nearby storm drains to ensure they're clear of debris.
- Move furniture, valuables to higher ground.
- Secure or bring in outdoor furniture.
- Unplug appliances - do not touch wet electrical equipment.
- Fill jugs with clean water in case water supplies become contaminated.
- Place sandbags in and around all outside doors and thresholds. Sandbags can be obtained from your local county government.

Flood Response:

- If told to evacuate, do so quickly.
- Avoid downed power lines.
- Do not drink tap water.
- Leave low-lying areas immediately.
- If driving in low-lying areas or if your car stalls in rapidly rising water, get out of the car and seek higher ground immediately. Flood water has more force than you think.
- Stay away from storm drains and irrigation ditches.
- Police/construction barricades are for your protection. Do not drive through or around them.
- Walking or driving through flood water is very dangerous.

LIGHTNING/THUNDERSTORMS:

- Go inside immediately and stay away from windows, water, faucets, sinks, bathtubs, and telephones. Remember, if you can hear thunder, you are close enough to be struck by lightning.
- If you are in your car, stay there.
- Turn off and unplug TV's, computers, and other appliances.
- If outside, stay away from tall trees, open fields, water, or metal objects. If you are caught in an open space or field, crouch low to the ground, but do not lie flat.

HEAVY WINDS, TORNADOES, MICROBURSTS:

- Go to a safe place immediately and protect yourself under a sturdy object.
- Go to a bathroom, closet or interior hallway in the center of a building on the lowest floor.
- If outside, lay flat in a ditch or low-lying area with your hands protecting your head.
- If you're in a car or mobile home, get out and find shelter in a ditch or other low-lying area.

SEVERE WEATHER

DUST STORMS:

- If dense dust is observed blowing across or approaching, pull your vehicle off the roadway as far as possible, stop, turn off lights, set the emergency brake, take your foot off of the brake pedal to be sure the tail lights are not illuminated.
- Do not enter the dust storm area if you can avoid it.
- If you cannot pull off the roadway, proceed at a speed suitable for visibility, turn on lights and sound horn occasionally. Use the painted center line to help guide you. Look for a safe place to pull off the roadway.
- Never stop on the traveled portion of the roadway.

If Stranded in Your Vehicle; Stay with the Vehicle. Put up windshield sun shade, if available. Beware of carbon monoxide and oxygen starvation; keep fresh air in the car by keeping a down wind side window slightly open for ventilation. Tying a bright colored cloth to your radio antennae can help alert rescue personnel to your presence.

As a general rule of thumb, anytime between April and October, make a special point of keeping vehicle in good operating condition and do not let your fuel drop below the 50% mark on your gas gauge. If you have a cell phone, carry it with you, an adapter to plug it into the car cigarette lighter for additional power is also highly recommended. Keep a survival kit in the vehicle, even during mild weather.

EXTREME HEAT:

- Avoid strenuous activities on hot days; rest often in shade.
- Limit activities to the coolest parts of the day (4:00 a.m. to 7:00 a.m.).
- If active between 11:00 a.m. and 4:00 p.m., drink at least one quart of water every hour.
- Stay in air conditioned areas, if possible.
- If air conditioning is not available, stay on the lowest floor, away from sunshine, and go to a publicly air conditioned area during the hottest part of the day.
- Have a buddy system where relatives, neighbors, & friends check on each other.
- Wear lightweight, light-colored clothing.
- Drink plenty of water often to help keep your body cool.
- Drink plenty of water even if you do not feel thirsty.
- Avoid drinks with alcohol or caffeine, which worsen the affects heat has on your body.
- Never leave an infant, child, or pet left unattended in parked vehicles.
- Eat small meals often.
- Avoid foods that are high in protein or salt.
- Avoid using illicit drugs (such as cocaine, amphetamines, & methamphetamines).
- If your heart begins to pound, or if you become light-headed, confused, weak or faint, STOP ALL ACTIVITY!! GET ASSISTANCE IMMEDIATELY!!

Heat-related illness signs and symptoms:

Thirst: by the time your body tells you that you are thirsty, you are already mildly dehydrated. **Heat Cramps:** are muscular pains and spasms due to heavy exertion. They usually involve the abdominal muscles or the legs. The loss of water and salt from heavy sweating causes the cramps. **Heat Exhaustion:** is less dangerous than heat stroke. It typically occurs when people exercise heavily or work in a warm, humid place where body fluids are lost through heavy sweating. With heat exhaustion, sweat does not evaporate as it should, possibly because of high humidity or too many layers of clothing. As a result, the body is not cooled properly. Signals include cool, moist, pale, flushed or red skin; heavy sweating; headache; nausea or vomiting; dizziness; and exhaustion. Body temperature will be near normal. **Heat Stroke** or sunstroke, is life threatening. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly. Signals include hot, red, dry skin; changes in consciousness; rapid weak pulse; and rapid shallow breathing.

EVACUATION:

Local government officials issue evacuation orders when disaster threatens. Listen to local radio and television reports when disaster threatens. If local officials ask you to leave, do so immediately!

If you have only moments before leaving, grab these things and go!

- Medical supplies: prescription medications and dentures
- Disaster supplies: flashlight, batteries, radio, first aid kit, bottled water
- Clothing and bedding: a change of clothes and a sleeping bag or bedroll and pillow for each household member
- Car keys and keys to the place you may be going (friend's or relative's home)

If local officials haven't advised an immediate evacuation:

If there's a chance the weather may get worse or flooding may happen, take steps now to protect your home and belongings. Do this only if local officials have not asked you to leave.

Protect your home:

- Bring things indoors. Objects that may fly around and damage property should be brought indoors.
- Leave trees and shrubs alone. If you did not cut away dead or diseased branches or limbs from trees and shrubs, leave them alone. Local rubbish collection services will not have time before the storm to pick anything up.
- Look for potential hazards. Look for unripened fruit, and other objects in trees around your property that could blow or break off and fly around in high winds. Cut them off and store them indoors until the storm is over.
- Turn off electricity and water. Turn off electricity at the main fuse or breaker, and turn off water at the main valve.
- Leave natural gas on. Unless local officials advise otherwise, leave natural gas on because you will need it for heating and cooking when you return home. If you turn gas off, a licensed professional is required to turn it back on, and it may take weeks for a professional to respond.
- Turn off propane gas service. Propane tanks often become dislodged in disasters.
- If high winds are expected, cover the outside of all windows of your home. Use shutters that are rated to provide significant protection from windblown debris, or fit plywood coverings over all windows.
- If flooding is expected, consider using sand bags to keep water away from your home.
- Cover the outside of windows with shutters or plywood.

Protect your valuables.

- Move objects that may get damaged by wind or water to safer areas of your home. Move electronic equipment and easily moveable appliances to higher levels of your home and away from windows. Wrap them in sheets, blankets, or burlap.
- Make a visual or written record of all of your household possessions. Record model and serial numbers. This list could help you prove the value of what you owned if those possessions are damaged or destroyed, and can assist you to claim deductions on taxes.
- Do this for all items in your home, including expensive items such as sofas, chairs, tables, beds, chests, wall units, and any other furniture too heavy to move. Store a copy of the record somewhere away from home, such as in a safe deposit box.
- If it's possible that your home may be significantly damaged by impending disaster, consider storing your household furnishings elsewhere temporarily.