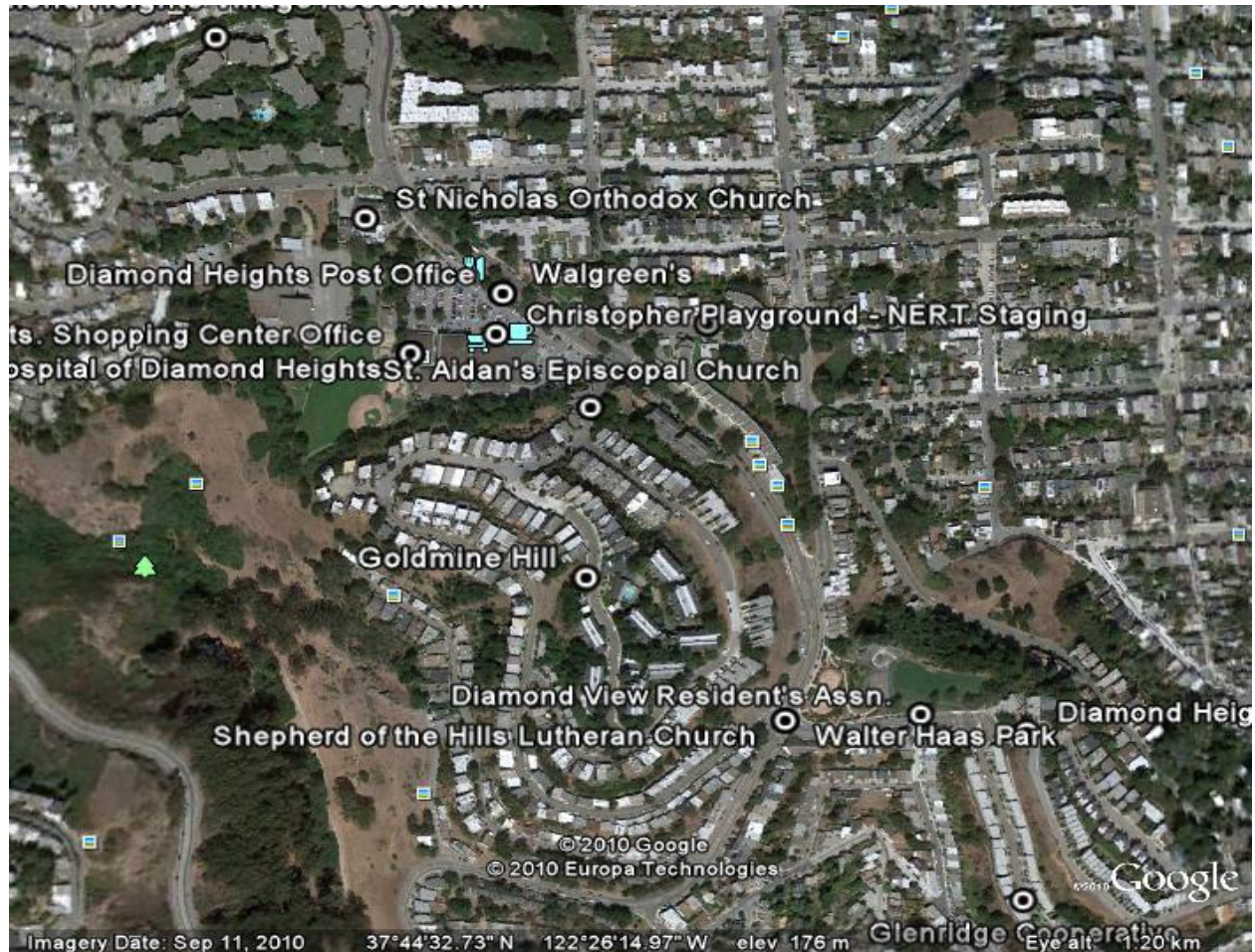


Diamond Heights Disaster Ready Guide for Home and Business



Where to Call

Where to Go

What to Do

What to Prepare

Tips

Make a Plan

Pet Preparedness

Diamond Heights Disaster Ready Guide for Home and Business

Special thanks are due to NICOS Chinese Health Coalition for lending the Chinatown Fast Facts as a template for this guide.

In July 2008, the Diamond Heights Emergency Preparedness Planning Workgroup began meetings with neighborhood stakeholders toward the goal of developing a plan for how we could work together in Diamond Heights to provide services after a neighborhood or regional emergency or disaster. This guide completes our first goal to help our neighbors prepare their homes and businesses. Many thanks are due to the following individuals and organizations for the review and development of this guide.

- Diamond Heights Shopping Center – Jeanette Oliver, Manager
- Diamond Heights Neighborhood Emergency Response Teams (NERT) – Greg Carey, Neighborhood Coordinator
- Diamond View Resident’s Association – Annie Shynebaugh, Manager
- Glenridge Cooperative – Barbara Goodie, Manager
- Goldmine Hill Homeowners Association – Cynthia Woo
- NERT Volunteers – Pat Hendricks and Yosh Nakashima
- St. Aidan’s Church Emergency Preparedness Committee: The Rev. Tommy Dillon, Betsy Eddy, Bryan Gammill, Natalie Lloyd and Susan Spencer.
- San Francisco Communities Responding to Disaster (SF CARD) – Alessa Adamo, Director; Brian Whitlow Coordinator and Elisabeth Whitney, Coordinator
- Walgreen’s Diamond Heights - Steve Simon, Pharmacy Manager

Workgroup Goals

- To share information and resources before and after a disaster
- Develop paper and electronic plans for neighborhood response including:
 - ✓ The Diamond Heights Disaster Ready Guide for Home and Business, a guide for preparedness in advance of a disaster
 - ✓ The Diamond Heights Disaster Ready Response Plan for Community-Based Organizations – a plan to share information and resources including meals and shelter after a disaster

Meetings: Our Workgroup meets monthly the fourth Wednesday of the month from 4:00 to 5:00 pm at St. Aidan’s Episcopal Church, our workgroup host.

For Information: Please contact Betsy Eddy, Workgroup Chair, at betsy.eddy@gmail.com, 415-867-5774.

Website Address to view or download this guide: **diasasterreadydhsf.com**.

Special Thanks to Chuck Stegman, Jensen’s Mail & Copy, for the design of the website.

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Where to Call

Important Phone numbers you may need

911 - Emergency Calls or 415-553-8090 from your cell phone

Poison Control Center: (800) 876-4766

SF Police (non-emergency calls): (415) 553-0123 / TDD (415) 626-4357

California Highway Patrol – 415-557-1094

SF Sheriff – 415-554-7225

Power Outage Information: (415) 743-5002

Hazardous Materials – 415-558-3236 – or 311

SF PUC – reporting water problems – 415-550-4911 or 311

San Francisco Animal Care and Control – Call 311

San Francisco SPCA – 415-554-3000

211 Community Information and Referral Services

**311 Non-Emergency Police and Other Governmental Services – 415-701-2311
outside of San Francisco**

411 Local Directory Assistance

511 Traffic and Transportation Information

611 Telephone Repair Service

**711 Telecommunications Relay Service (TRS) – Calling assistance for people with
hearing impairments**

**811 Access to One Call Services to Protect Pipeline and Utilities from Excavation
Damage**

To prepare yourself and your family for an emergency

- **American Red Cross:** (415) 427-8000; www.bayarea-redcross.org
- **Federal Emergency Management Agency:** (415) 923-7118; www.fema.gov

- **SF Auxiliary Communications Service (HAM Radio):** (415) 703-6586; www.sfacs.org
- **San Francisco Fire Department Neighborhood Emergency Response Team (NERT):** (415) 970-2022; www.sfgov.org/sffdner
- **San Francisco Department of Emergency Management:** (415) 558-2700; www.sfdem.org, Disaster Tips: www.72hours.org
- **AlertSF** is a text-based notification system for San Francisco's residents - www.sfalert.org.

Where to Go

St. Aidan's Episcopal Church is the designated Diamond Heights Disaster Service Center- at 101 Gold Mine Drive at Diamond Heights Blvd at the South end of the Safeway parking lot. St. Aidan's has been established as an area where people and families can register and learn disaster resources as resources become available. Jensen's Mail and Copy in the Diamond Heights Shopping Center will post information as well for the community.

Diamond Heights NERT (Neighborhood Emergency Response Team) Staging Area: Christopher Park at Duncan and Diamond Heights Blvd. Team members will assess injuries and structural damage in Diamond Heights and work toward solutions under the direction of the San Francisco Fire Department.

Seriously injured persons may be sent to **St. Luke's Hospital @ Caesar Chavez and Valencia Street.**

Person with minor injuries and those requiring minor first aid should be treated where they are if possible. The closest City Health Center - Mission Health Center (Health Center #1) 3850 17th Street @ Noe (415) 934-7700, may be in operation.

Shelters - Will be determined.

What to Do

During an earthquake

- ▶ **Duck** under a table or big sturdy piece of furniture with your back to the window.
- ▶ **Cover** your head and neck with your arms.
- ▶ **Hold** on until the shaking stops.

Stay away from windows, bookcases, file cabinets, heavy mirrors, hanging plants, and other heavy objects that could fall. Watch out for falling plaster and ceiling tiles. Stay undercover until the shaking stops, and hold onto your cover. If it moves, move with it. Do not stand in a door way inside of a building because the door may close on you.

Tips for specific locations. If you're:

- In a **HIGH-RISE BUILDING**, and not near a desk or table, move against an interior wall and protect your head with your arms. Do not use the elevators. Do not be surprised if the alarm or sprinkler systems come on. Stay indoors. Glass windows can dislodge during the quake and sail for hundreds of feet.
- **OUTDOORS**, move to a clear area away from trees, signs, buildings, electrical wires, and poles.
- On a **SIDEWALK NEAR BUILDINGS**, stand next to a building to avoid falling bricks, glass, plaster, and other debris.
- **DRIVING**, pull over to the side of the road and stop. Avoid overpasses, power lines, and other hazards. Stay inside the vehicle until the shaking is over.
- In a **CROWDED STORE OR OTHER PUBLIC PLACE**, do not rush for exits. Move away from display shelves containing objects that could fall.
- In a **WHEELCHAIR**, stay in it. Move to cover, if possible, lock your wheels, and protect your head with your arms.
- In a **KITCHEN**, move away from the refrigerator, stove, and overhead cupboard. (Take time NOW to anchor appliances, and install security latches on cupboard doors to reduce hazards.)
- In a **STADIUM OR THEATER**, stay in your seat and protect your head with your arms. Do not try to leave until the shaking is over, and then leave in a calm, orderly manner. Avoid rushing toward exits.

Building Collapse

Stay away from broken windows, heavy lights, and furniture that may move.

Exit only if you are in danger.

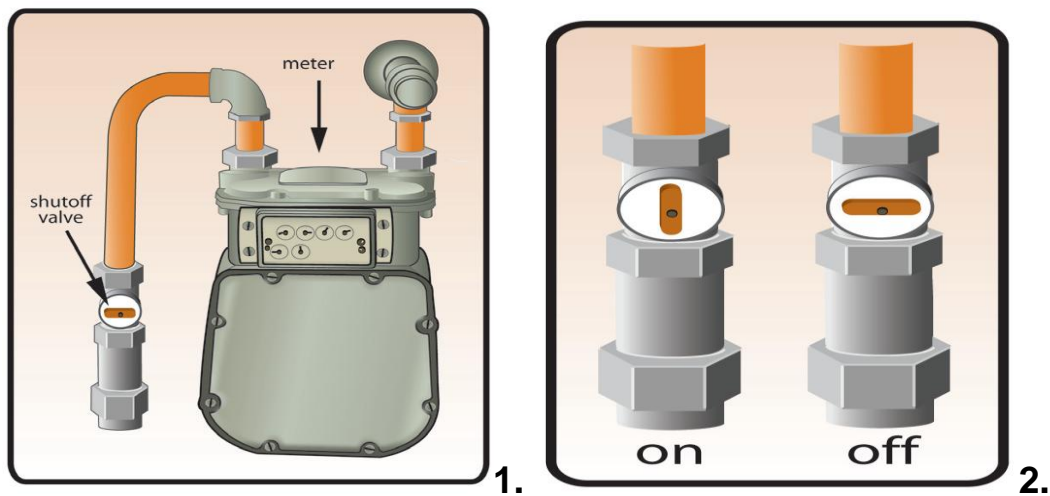
- If you smell gas, leave right away.
- Stay out of elevators.
- Think before you try to move someone. You may cause another collapse or further injure the victim.
- Follow instructions from safety workers.

What to Do After an Earthquake

- Expect aftershocks, and plan where you will take cover when they occur.
- Check for injuries. Give first aid, as necessary.
- Watch for falling objects. Avoid broken glass.
- Check for fire. Take appropriate actions and precautions.
- Check gas, water, and electric lines. If damaged, shut off service. Open windows, leave building, and report to Gas Company.
- Replace all telephone receivers, and use for emergency calls only.
- Tune to the emergency broadcast station on radio or television. Listen for emergency bulletins on 680 AM (KNBR), 740 AM (KCBS) and 810 AM (KGO).
- Stay out of damaged buildings.

Check Utilities

- Turn Off Gas Only If You Smell Gas



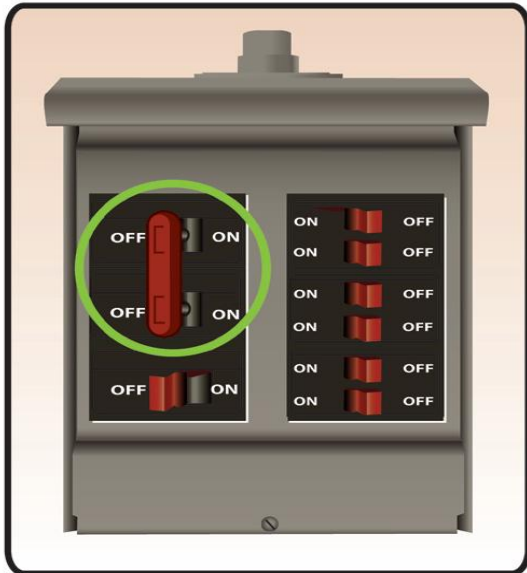
1. Identify the main shutoff value which is located on the gas line coming into the main gas meter. This is usually on the exterior of your home or building, or in an external closet.
2. To turn gas off, give the valve a quarter turn in either directions. When the lever crosses the direction of the pipe the gas is off.

Warning – If you smell gas, do NOT turn on or off any Power switches. Do not use ANY open flame candles, matches, lighters to check for leaks.

Turn off water

- Water leaks can cause property damage and create an electrocution hazard.
- Cracked pipes may allow contaminants into the water supply in your home.
- After a major earthquake, shut off your water supply to protect the water in your house.
- The water shutoff is usually located in the basement, garage or where the water line enters the home.
- The water shutoff is located on a riser pipe and is usually a red or yellow wheel.
- Turn wheel clockwise to shut off.

Check Electricity



Electrocution can result from direct contact with live wires or anything that has been energized by these wires.

1. **Locate your main electric switch**, which is normally in the garage or outdoors. The panel box may have a flip switch or pull handle on a large circuit breaker.

2. **Shut off electricity when:**

- Arcing or burning occurs in electrical devices.
- There is a fire or significant water leak.
- You smell burning insulation.
- The area around switches or plugs is blackened and/ or hot to the touch.
- **A complete power loss is accompanied by the smell of burning material.**

What to Do During a Fire

When using a fire extinguisher, think **PASS**

- **P**ull the pin
- **A**im the Nozzle at the base of the fire
- **S**queeze the handle
- **S**weep foam from side to side

Fire Precautions

- Get out of the building if you can
- If you are trapped inside, stay near the floor
- Go to a window and call for help
- Set off the fire alarm
- Close doors and windows to slow down the fire

What to Do During a Power Outage

- Turn off all appliances and computers
- Leave one light on, to show when power is back on
- Do not use candles. Use flashlights
- When power is on again, make sure that appliances work properly
- If you are cold, bring everyone into one room and close all doors to keep heat in
- **Drivers:** If traffic signals are not working, treat them as stop signs.

What to Do If Someone Is Injured

Do not move the victim unless there is immediate danger.

- Call 911, if the victim is bleeding or unconscious, tell the operator.
- Perform First Aid as needed.
- Remain calm, stay with the victim.

If 911 does not respond due to the extent of the disaster, perform First Aid as needed. If the person can be moved, drive them to the nearest medical clinic or hospital that may be open. If the person cannot be moved, contact the Diamond Heights NERT Staging Area at Diamond Heights Christopher Park, Duncan and Diamond, or the Glen Park NERT Staging Area at Elk and Chenery, to alert the lead person that a person needs immediate assistance.

What to Prepare

Prepare for an Emergency

▶ **Keep copies of important papers outside your home**

Include your passport, driver's license, social security card, health insurance cards, prescriptions, list of your valuables, will, deeds and financial records.

▶ **Choose a person to be your contact**

Choose someone outside the Bay Area. Give this person the names and telephone numbers of people to keep informed. After a disaster, ask your contact person to call those people.

▶ **Develop emergency plans for home, school and work**

Pick exit routes and meeting points. Get familiar with emergency procedures for different situations described in this booklet. Practice your plan!

▶ **Make emergency kits for home, work and car**

▶ **Put smoke detectors in your home**

Change the batteries twice a year.

▶ **Secure your appliances** particularly your water heater.

▶ **Learn how to turn off utilities** (see previous section).

Earthquake Preparedness Supplies for Family of Four

First Aid Supplies

8 absorbent compress dressings, 100 adhesive bandages, 4 roller bandages, 8 triangular bandages, 40 sterile gauze pads, and 4 rolls adhesive cloth tape

20 antibiotic ointment packets

20 antiseptic wipe packets

Personal medications and over-the-counter medications for adults and/or children as indicated or recommended

4 blankets (Mylar) and/or Mylar sleeping bags

4 breathing barriers or face masks

4 instant cold compresses

8 pairs of non-latex gloves

8 hydrocortisone ointment packets

Scissors

Oral thermometer (non-mercury/non-glass)

Tweezers

First aid instruction booklet

Prescription medications (*Replace on Yearly Basis)

Spare eyeglasses

First-aid handbook

Food and Water (Replace on a yearly basis)

Nonperishable food including energy bars (preferably Metrx or other bars containing protein), canned soup or peanut butter (recommended: 2,400 calorie ER Food Bars)

12 gallons of water, one gallon of water per person per day for three days (*more if you have pets)

Water purification tablets

Can opener if storing canned foods

Alternate way to cook: camp stove, grill

Supplies

Two fire extinguishers (Type 3A; 40 BC) Check gage for full charge once per year.

Battery-operated or crank radio

Emergency charger or power source for charging cell phones

Dust masks

Whistle to alert rescuers

Flashlight(s) (Batteries, preferably 20-year shelf life batteries)

50 Waterproof matches

Money – small bills, quarters

Swiss army knife

Twelve-hour light sticks (+ 30 Minute High Intensity Light Stick)

Maps

Batteries (*Replace on Yearly Basis)

Tools including wrench to shut off gas in case of a leak, screwdriver, hammer, pliers, knife, duct tape, garbage bags, manual can opener, work gloves, protective goggles, 50 feet nylon rope, 5 function army Swiss army knife

Paper towels, toilet paper, hygiene supplies (soap, toothpaste, toothbrushes)

Plastic/Sanitation/toilet bags (+five-gallon buckets and toilet chemicals)

Clothing, extra socks, sturdy shoes, ponchos with hoods

Mylar blanket/sleeping bag

Comfort items for children

Personal/Financial

Cash in small denominations, including change

Important documents

Emergency contact information

Important phone numbers

Spare Keys

Go Bag

- **Water** – one gallon per person per day
- **Food** – ready to eat or requiring minimal water
 - Manual can opener, cooking supplies, plates and utensils
- **First Aid kit** & instructions
 - A copy of important documents, list of point of contact phone numbers
 - Warm clothes, rain gear, blankets or sleeping bag for each family member.
 - Heavy work gloves, disposable camera
 - Unscented liquid household bleach and an eyedropper for water purification

- Personal hygiene items: toilet paper, feminine supplies, hand sanitizer, soap, toothpaste and toothbrush
- Plastic sheeting, duct tape and utility/pocket knife to cover broken windows
- Tools: crowbar, hammer, nails, adjustable wrench and bungee cords
- Large heavy duty plastic bags, plastic bucket for waste/sanitation, permanent marker, paper & tape, flashlights, portable radio, batteries, whistle, dust mask, local map
- Emergency cash in small denominations
- Photo of family members and pets, extra house and vehicle keys
- Copy of health insurance and identification cards, prescription medications, list of allergies to any drugs (especially antibiotics) or food, extra prescription eye glasses, hearing aid or other vital personal items

Check underlined items every 6 months to be sure they are current/have not expired/in working order.

If you evacuate your home be sure to bring your go bag

Car – Store items in car

Walking shoes, gloves

Food – non-perishable

Water – 1 gallon

First Aid Kit and Handbook

Radio, flashlight, batteries

Backpack for supplies

Car cell phone charger

Tips

Storage Tips

Store supplies in a sturdy trash barrel, box, suitcase, backpack or duffel bag. Store in closet, garage or other safe place. Consider outdoor storage in water proof plastic trash can.

To store in a plastic trash can:

- Top: Flashlight, batteries, first aid kit, leather gloves
- Middle: Food
- Bottom: Clothing, bedding

Keep water in a separate container. Label your containers.

Other Important Tips

Do not use candles.

Keep fire extinguishers in separate locations.

Pre-tune radios to emergency frequencies (88.5 FM or 740 AM).

Always keep car fueled.

Plan ahead to have emergency chargers for cell phones.

Secure Your Gas Appliances

Your stove, water heater, furnace, clothes dryer, etc., may run on natural gas or propane. Unsecured gas appliances may crush someone or rupture their gas feed line during a quake. If these objects move or topple, the resulting gas leak may destroy your home, which would otherwise have survived with only minor damage.

- 1. Secure all gas appliances to a wall stud, and use flexible gas line. The flexible gas line should be longer than necessary to allow for some movement.**
- 2. The appliance should be secured top and bottom to prevent tipping, rolling and sliding.**
- 3. Use heavy plumber's tape or braided cable to secure your water heater to the studs in the wall.**

Secure Your Water Heater

In order to prevent movement of your water heater during an earthquake, you need to secure it to the floor and the wall studs behind it. Movement by the water heater can cause gas or water lines to break, destroying a home that otherwise might have

survived the earthquake. Also, insure that your gas lines to your appliances are of current flexible designs.

1. Wrap a 1-1/2-inch-wide, 16-gauge-thick metal strap **A** around the top of the water heater and bolt the ends together. Do the same about 1/3 of the way up the side of the water heater
2. Take four lengths of EMT electrical conduit, each no longer than 30 inches. Flatten the ends. Bolt one end to the metal strap as shown **B**. Screw the other end to a 2-inch by 4-inch stud in the wall using a 5/16-inch by 3-inch lag screw.
3. Be sure a flexible pipe **C** is used to connect the gas supply to the heater.

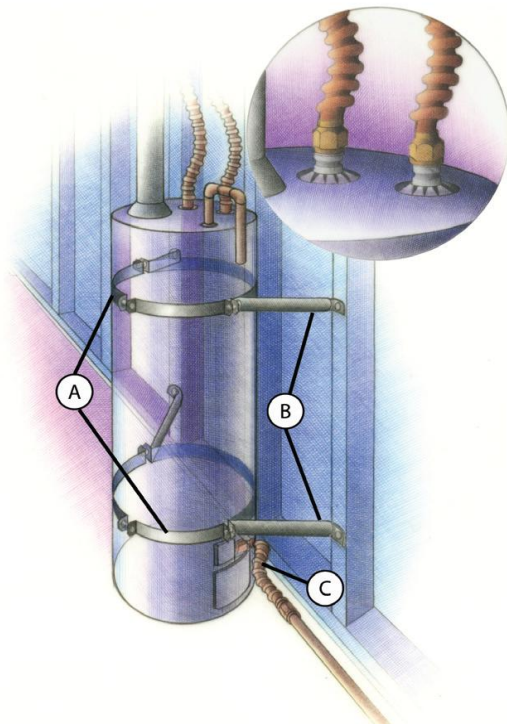


Image courtesy of Ready America Inc.

Text courtesy of US Geological Survey

Make a Plan

Write the locations of safe places in each room of your home or business:

Bedroom:	Bedroom:
Living room:	Kitchen:
Other:	Other:

Evacuation exits from your home or business

1
2
3
4

Choose an out of town relative or friend to be family contact person(s):

Name:	Alternate Name:
Phones:	Alternate Phones:
Email Address:	Alternate Email Address:

Choose a location to meet with family members if home cannot be accessed.

Location:
Alternate Location:

Put together disaster supplies kits:

Kits	Date Last Checked								
Home Supplies									
Go Bag									
Work									
Car									

Teach household members how to turn off utilities:

Utilities	Specific Locations
Gas Valve	
Water Valve	
Electrical Switches	
Tools for turning off gas or water	

Review Plan periodically.

Pet Preparedness

- Ask trusted neighbors to check on your pet in an emergency.
- Keep collar, current license and up-to-date tags on your pet at all times. Consider having your pet microchipped.

Pet Supplies

Food, water for 72 hours

Non-spill bowls, manual can opener and plastic lid

Litter box, plastic bags, puppy pads

Medications, important medical records

Contact info for emergency veterinary care and animal shelters

Pet first aid kit

Leashes

Photo of Pet

Carrier

“Frisbee” to use as toy and feeding dish