



Before, During and After an Emergency in Rancho Cucamonga





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POTENTIAL DISASTERS IN OUR COMMUNITY

Residents and businesses in Rancho Cucamonga need to be prepared before disaster strikes. This guide is designed to give you the tools necessary to effectively mitigate, prepare, respond and recover from the hazards most specific to our community: **Fire, Flood, Wind and Earthquake.**



BEFORE THE DISASTER

Are you and your family READY for a major emergency in your neighborhood? Increase your chance of surviving and recovering from emergencies by preparing before they happen. Start with these four basic steps as outlined in the following pages: Be Informed, Make a Plan, Get a Kit, Be Involved.

BE INFORMED

During an emergency you can obtain real-time information from the following sources:

- Phone Rancho Cucamonga City Hall at (909) 477-2700
- Watch RCTV-3 (*Channel 3 for Time Warner/Charter Subscribers and Channel 31 for Verizon FIOS Subscribers*)
- Visit the City's website at www.CityofRC.us
- Tune into the local radio station 95.1 FM KFRG for broadcast emergency alerts
- Dial 2-1-1 for info on major emergencies affecting the region
- Information posted at any City facility during an emergency
- Like us on Facebook and follow us on Twitter

Check out this website:
www.nextdoor.com



MAKE A PLAN

There's a chance you and your family might be apart when a disaster occurs so it's important to be prepared for it and make a plan ahead of time: how will you contact each other, where will you meet and how will you handle different situations?

COMMUNICATING WITH YOUR FAMILY

If phone service is disrupted or overloaded, it may be easier to make long-distance phone calls rather than local calls. Have an out-of-state contact be the link between you and family members who may be separated. Check in with your out-of-state contact to let them know if you're okay and also to get information about your other family members and their condition or whereabouts. Be sure that everyone in your family knows the out-of-state contact person and phone numbers. Using the text function on your cell phone may be a more viable option for communicating with your family during emergencies.



GET AN EMERGENCY KIT

The following checklist provides guidance for assembling an emergency kit. The size of the kit and the contents can be tailored to fit the individual's, family's or business' needs. Remember this is only a generic guideline so feel free to include additional items that you might feel are essential following a disaster. A smaller, modified emergency kit should also be kept in the car. Store at least a seven day supply for each member of your family.

ESSENTIAL ITEMS:

- Water (*one gallon per person per day, for at least seven days*) for drinking and sanitation
- Food, at least a seven day supply of nonperishable food
- Battery-powered or hand-crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- Cell phone charger
- First Aid Kit
- Whistle to signal for help
- Dust mask to help filter contaminated air
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (*if kit contains canned food*)
- Local maps



Learn about
Hands-Only CPR at
www.rcfire.org

ADDITIONAL ITEMS MAY INCLUDE:

- Prescription medication, glasses, and special needs items
- Infant formula and diapers
- Crate, leash, food and extra water for pets
- Important family documents such as copies of insurance policies, identification and bank account records in a water proof, portable container
- Cash or traveler's checks and change
- Emergency reference material such as a first aid book
- Sleeping bag or warm blanket for each person
- Complete change of clothing including long-sleeved shirt, long pants and sturdy shoes
- Household chlorine bleach and medicine dropper (*this can be used as a disinfectant or to purify water*) - instructions will be provided by the water company if necessary
- Fire extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Mess kits, paper cups and plates, plastic utensils, paper towels
- Paper and pencil
- Books, games, puzzles or other activities for children

For more information, visit
www.Ready.gov



Ready[®]

Prepare. Plan. Stay Informed.

GET INVOLVED

There are several groups in the City that volunteer their time preparing and training for disaster response as well as helping educate each other on the hazards facing our community.

Additionally, Emergency Preparedness classes are run quarterly and can be found in the City's Grapevine publication or at www.rcpark.com.

AUXILIARY COMMUNICATIONS SERVICES (ACS)

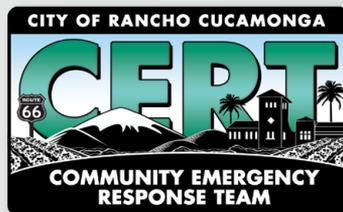
Amateur radio operators assist the Fire District during large disasters by providing alternate or back-up communications.

ALTA LOMA EMERGENCY RESPONSE TEAM (ALERT)

The Alta Loma Emergency Response Team has a team trained and ready to assist in large animal rescues and evacuations.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

The Community Emergency Response Team program is designed to train teams of people to respond during a disaster, and educates participants on how to be self-sufficient in a disaster.



FIRE CORPS (FC)

The Fire Corps Program is intended to increase the capacity of local fire departments through the use of community volunteers in non-emergency roles. Volunteer opportunities require an application and interview process.

MEDICAL RESERVE CORPS (MRC)

The Medical Reserve Corps is a community-based network of local medical and public health professionals who donate their time and expertise to prepare and respond to emergencies, supplementing existing emergency and public health resources.

CITY EMERGENCY PLANS

The Emergency Management Program is dedicated to preparing the employees and citizens of Rancho Cucamonga for the impacts of both natural and man-made emergencies and disasters.

In accordance with the City's General Plan, specifically Chapter 8: Public Safety, a variety of plans and protocols are in place to address the mitigation, preparation, response and recovery to potential hazards. These plans and protocols increase disaster resiliency while emphasizing a culture of preparedness for City employees, residents and businesses.

THE EMERGENCY OPERATIONS PLAN (EOP)

The Emergency Operations Plan describes who will do what, as well as when, with what resources, and by what authority--before, during, and immediately after an emergency. The EOP is exercised and updated regularly to ensure a high state of readiness when an emergency occurs in our community.

THE LOCAL HAZARD MITIGATION PLAN (HMP)

The Local Hazard Mitigation Plan lays a foundation for long-term strategies to reduce losses resulting from a disaster as well as identifying capital projects to mitigate potential damage before a disaster occurs.



Copies of these plans as well as additional information on the Emergency Management program can be found on the City's website at www.CityofRC.us

DURING THE DISASTER

READY!

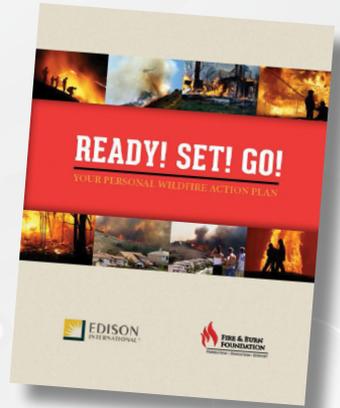
At the onset of a disaster (earthquake, fire, flood, or windstorm), monitor the situation to determine how you need to respond. Be prepared to put your emergency plan into action.

SET!

Assess the situation to determine how and when you might evacuate, if necessary. Have your vehicle packed with your emergency kit, important documents and valuables. Alert your family members and emergency contact to the situation.

GO!

Once you have determined the need, or have been officially ordered to leave your home or business, calmly evacuate using the designated routes on the map at the back of this guide. Leaving early will reduce your family's risk as well as help first responders by keeping roads clear of congestion, enabling them to move more freely and do their job.

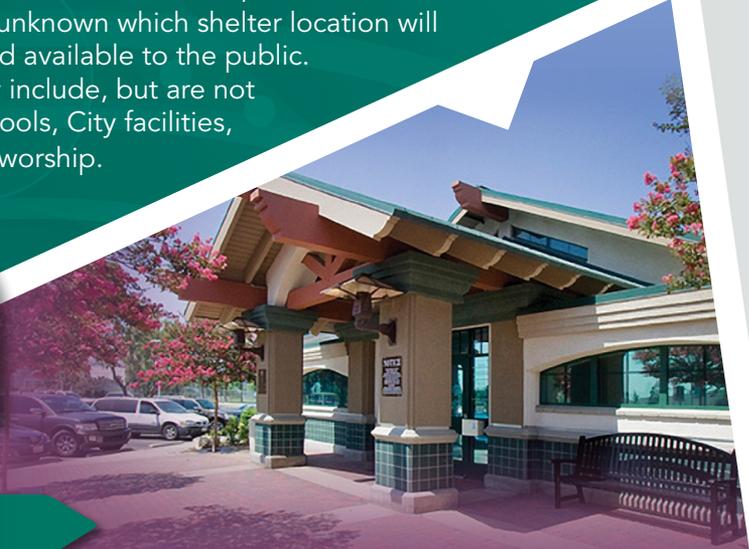


For more information visit www.rcfire.org



SHELTER

Pre-designated shelter locations for use during a disaster have been determined. However, until the disaster happens, it is unknown which shelter location will be opened and available to the public. Locations may include, but are not limited to, schools, City facilities, and places of worship.



PETS

Due to health reasons, animals are not allowed in human shelters. However, the City has made provisions to co-locate your pet with you at specific shelter sites as necessary. Dogs and cats must be crated and other rules and restrictions may apply.



Additional specific shelter information will be made available during an emergency using real-time sources (*see page 4*).

AFTER THE DISASTER

INSURANCE

Residents and businesses are highly encouraged to obtain property insurance. In the event of a flood, fire or other disaster, your property and/or belongings could be destroyed. Check with a local insurance agent to see what coverage is best for you. Create a photo or video log of your belongings to assist in processing an insurance claim following a disaster.

IF YOU ARE INSURED

The first thing to do after a disaster is to contact your insurance company or agent as soon as possible. Your insurance adjuster may be able to help you make immediate repairs or secure your home or business. If the Fire District responded to your home or business for an emergency call or disaster there should be an incident report available. To obtain a copy of the incident report, have your agent or insurance adjuster contact the Fire District to obtain the appropriate report.

IF YOU ARE NOT INSURED

If your property is not insured, or if your insurance will not cover your losses, contact your family lawyer or the Internal Revenue Service for directions and guidance. You may be eligible for casualty loss; check publication 547, Tax Information on Disasters, Casualty Losses and Thefts, available from your local Internal Revenue Service Office.

PUBLIC ADJUSTERS

The California Insurance Code defines a public adjuster as a person who, for compensation, acts on behalf of or assists the policyholder in negotiating or effecting the settlement of a claim for property loss or damage with their insurer. Typically self-employed and independent, public adjusters often linger in the area following an incident, such as a structure fire, waiting to make contact with the property owner. Public adjusters are required to hold licenses and are subject to strict guidelines set forth by the California Insurance Code. You are not required by law to use the services of a public adjuster.

AFTER THE FIRE

After a fire you may notice some damage that seems unnecessary (*for example, broken windows, holes in the roof, etc.*). Fires produce temperatures well over 1200° F, along with smoke and hot gases. At times it is necessary to eliminate heat, smoke and hot gasses before firefighters can enter to extinguish the fire. Ventilation must be done quickly to help reduce fire spread and smoke damage. Walls must often be forcibly opened to find the “hidden” fires. This allows complete fire extinguishment. Without the use of these firefighting techniques, complete fire suppression would be extremely difficult, if not impossible.

SCENE PRESERVATION

For insurance purposes, preserving the scene is crucial to smoothly processing your claim. Firefighters and investigators have an obligation to thoroughly extinguish and overhaul the fire, but diligently work to preserve the scene for this reason. Please do your part as well when you are surveying the damages following a fire. Don't remove anything from the home or business until you have contacted your insurance company and they have given you further guidance.

GENERAL CLEANING AND SALVAGE TIPS

If the odors do not go away in about a week, you may wish to contact a janitorial supply or cleaning service specializing in restoration of fire damaged property. They have the equipment to scrub out the duct work and deodorize everything in the structure.



AFTER THE FLOOD

Take some time to assess the damage and determine a recovery plan. Some things are not worth repairing and some things may be too complicated or expensive for you to do by yourself. A recovery plan can take these things into account and help you make the most of your time and money.

ASSESSING THE DAMAGE

Floodwaters damage materials, leave mud, silt and unknown contaminants and promote the growth of mildew. You need to remove the water to reduce these hazards and the damage they cause. Use battery-powered lighting when examining buildings for damage. Look at walls, floors, doors, staircases and windows to make sure that the building is not in danger of collapsing. Inspect foundations for cracks or other damage because that type of damage can render a building uninhabitable.

Repair damaged septic tanks, cesspools, pits and leaching systems as soon as possible. Damaged sewage systems are health hazards and should be fixed immediately.

GENERAL CLEANING AND SALVAGE TIPS

- The walls, floors, closets, shelves, contents and any other flooded parts of your home should be thoroughly washed and disinfected
- **Food:** Throw away food that has come in contact with flood waters. Some canned foods may be salvageable, but if the cans are dented or damaged then throw them away. Food contaminated by flood waters can cause severe infections

ADDITIONAL INSURANCE CONSIDERATIONS

In addition to flood insurance offered by private insurance companies, the Federal Emergency Management Agency administers the National Flood Insurance Program which may assist you in recovering from a flood. For more information on NFIP, contact the City's Engineering Department.

SANDBAGS

The Fire District offers sandbag materials to all Rancho Cucamonga residents at designated fire stations. The sand and bags are offered free of charge, but residents must fill the sandbags themselves. For more information about where to obtain sandbag materials, please refer to the map at the back of this guide.



AFTER THE WINDSTORM

After a windstorm, assess the damage to your home or business and watch out for downed utility lines. Take pictures of the damage, both the structure and the contents, to assist with insurance claims. When possible, take reasonable steps to prevent further damage. *(This may include temporary roof repairs, window glass replacement, and boarding up holes with plywood.)*

POWER OUTAGE

If your power is out, unplug all small appliances to prevent electrical spike damage (ex. TV, DVD, computers, etc.).

If your freezer is fairly full and you know the power was out less than 24 hours, the food should be OK. There will be loss of quality with refreezing, but the food will be safe. If the refrigerator was out for more than 2-4 hours, you are best to discard the perishables.

Keeping your refrigerator closed will help retain the cool temperature for a period of time. Perishable foods in the refrigerator should not be above 40°F for more than two hours.

If the food in the freezer has ice crystals and is not above 40°F you can refreeze.



AFTER THE EARTHQUAKE

Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas, using the outside main valve if you can, and call the gas company from a neighbor's home. If you turn off the gas for any reason, it must be turned back on by a professional.

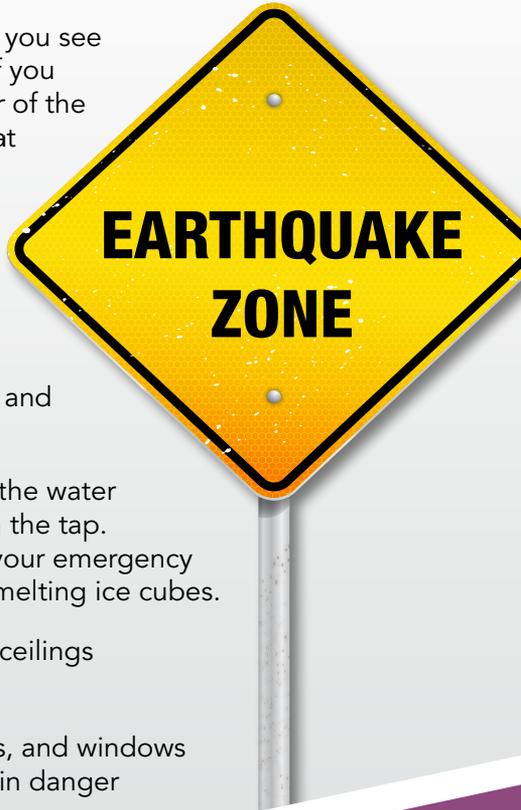
Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell burning insulation, remain clear of the affected area, turn off the electricity at the main fuse box or circuit breaker (*warning: look for water in the area prior to attempting to turn off the electricity*).

Check for sewage and water line damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber.

If water pipes are damaged, contact the water company and avoid using water from the tap. You can also obtain safe water from your emergency kit, undamaged water heaters or by melting ice cubes.

Watch for loose plaster, drywall, and ceilings that could fall.

Examine walls, floor, doors, staircases, and windows to make sure that the building is not in danger of collapsing.



Clean up spilled medicines, bleaches, gasoline, as well as other flammable or hazardous liquids immediately to avoid the hazard of a chemical hazard. Open closet and cabinet doors cautiously. Contents may have shifted during the shaking of an earthquake and could fall, creating further damage or injury. Inspect the building for damage. Take pictures of the damage, both the structure and the contents, to assist with insurance claims. Take reasonable steps to prevent further damage.



ADDITIONAL INSURANCE CONSIDERATIONS

Earthquake insurance is **NOT** typically included with your standard insurance policy. Homeowners and businesses should contact their insurance company for more details.

BUSINESS RECOVERY RESOURCES

Our economic engine depends on both the large and small businesses in our community and Rancho Cucamonga is committed to disaster resiliency for our business community. The following resources and classes will assist business owners before, during and after an emergency:

SELF-ASSESSMENT

- Review your business needs and plan for emergencies specific to your business location

INVENTORY

- Keep a comprehensive list of equipment and supplies you use at your business
- Compile important phone numbers of employees and vendors for use during and after an emergency

BACK TO BUSINESS

- Designate an alternate location where you can do business
- Secure vital records

BUSINESS COMMUNITY EMERGENCY RESPONSE TEAM (BERT) COURSES



The Business Emergency Response Team program is designed to give business owners the tools necessary to recover from emergencies. Business owners and employees are encouraged to attend. For more information, contact the Emergency Management Program.

DEALING WITH EMOTIONS

After a disaster you may experience an emotional reaction to the event. Common reactions include anxious feelings, difficulty concentrating, intrusive thinking (preoccupation or flashbacks of the event), sadness, anger, fatigue, fears and nightmares. These are common responses to a traumatic event and in the majority of cases, resolve themselves in 4-6 weeks. If these symptoms persist or are especially troublesome to you or your family, you may wish to seek professional help to discuss the situation and the alternatives available to you. Contact the RC Family Resource Center for assistance with referral services.



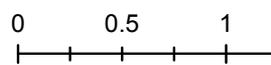
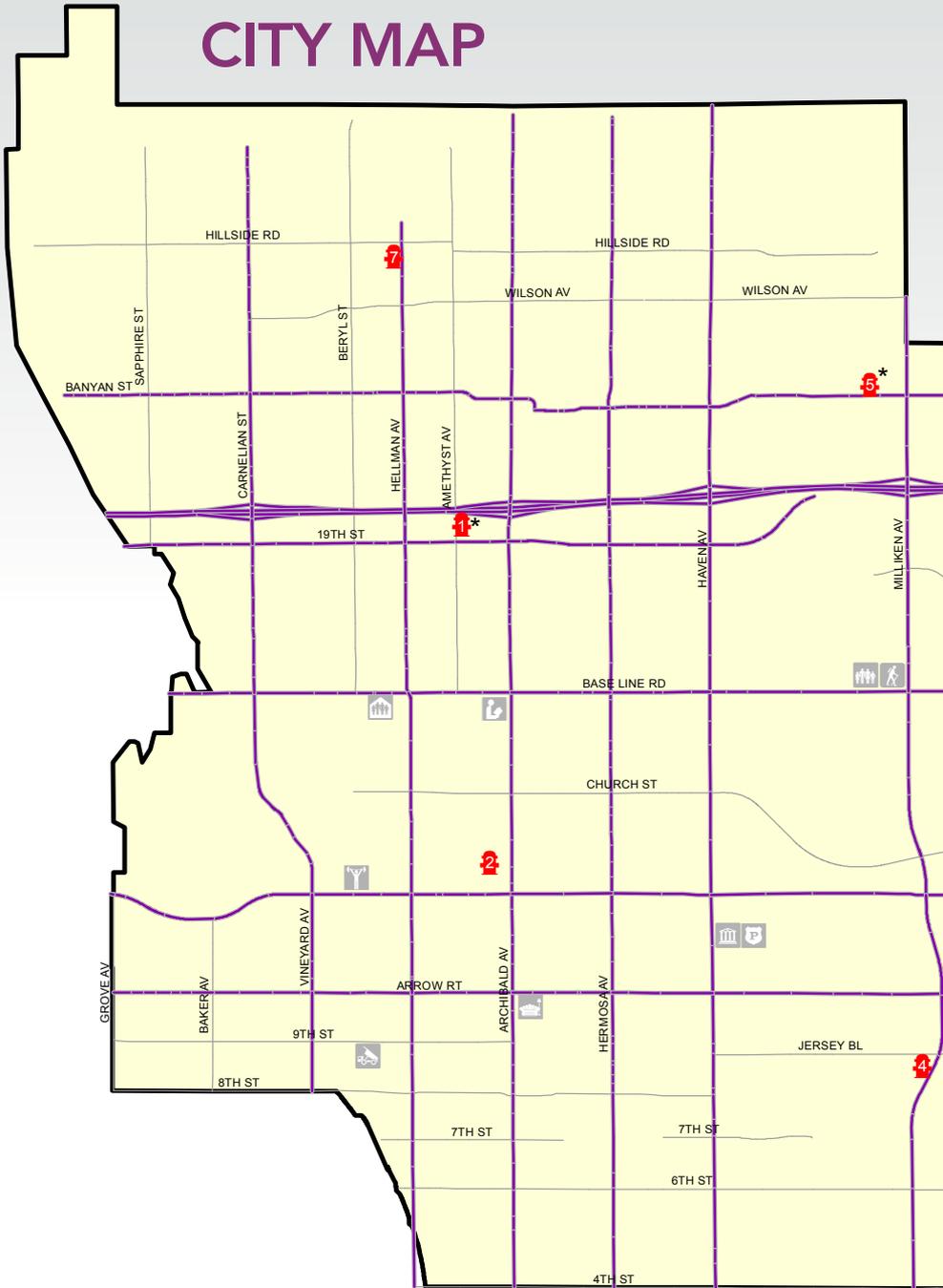
TELEPHONE DIRECTORY

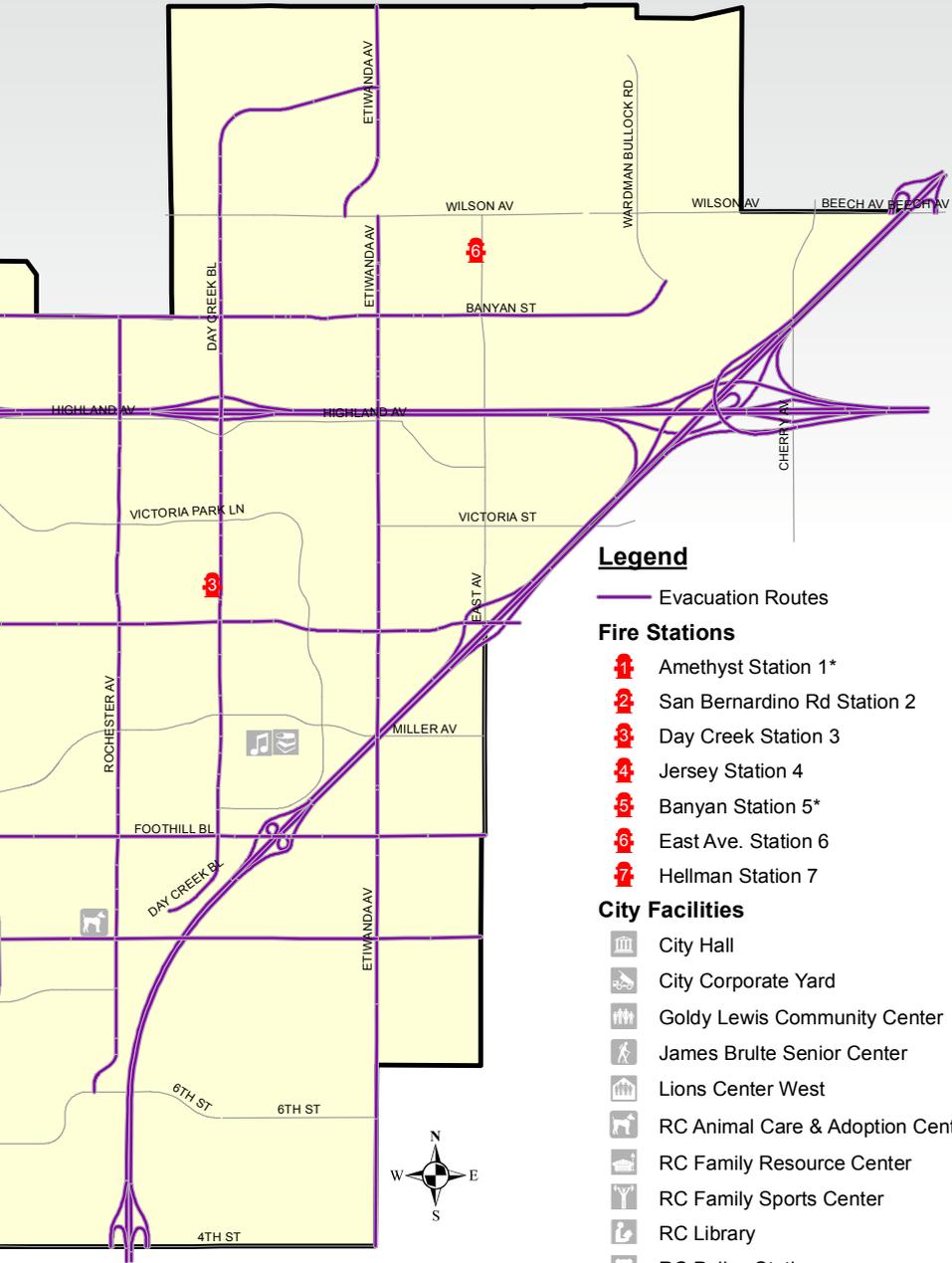
American Red Cross	909-888-1481
City of Rancho Cucamonga.....	909-477-2700
Animal Care & Adoption Center	909-466-PETS
Building & Safety Department	909-477-2710
Code Enforcement.....	909-477-2720
Emergency Management Program	909-477-2770
Engineering.....	909-477-2740
Fire Department—Emergency	911
Administration.....	909-477-2770
Investigations	909-477-2770
Police Department—Emergency.....	911
Administration.....	909-477-2800
RC Family Resource Center.....	909-477-2781
Department of Insurance.....	800-927-4357
Internal Revenue Service	800-829-1040
Newspapers (subscriptions):	
Inland Valley Daily Bulletin	909-987-9900
Los Angeles Times	800-252-9141
Press Enterprise.....	800-794-6397
The Sun	909-889-8584
Public Transit System	
OmniTrans	800-966-6428
Metrolink	800-371-5465
Salvation Army	909-986-6748
San Bernardino County Dept. of Behavioral Health	
Crisis Counseling.....	909-458-9628
Social Security Administration.....	800-772-1213
United Way.....	211
Utilities	
Charter Cable.....	888-438-2427
Cucamonga Valley Water District.....	909-987-2591
Southern California Edison.....	800-611-1911
Southern California Gas	800-655-4555
Trash/Refuse:	
Rancho Disposal/Burrtec Waste	909-987-3717
Waste Management	800-423-9986
Verizon Phone Services	800-837-4966

WEBSITE DIRECTORY

American Red Cross	www.redcross.org
City of Rancho Cucamonga.....	www.CityofRC.us
Animal Care & Adoption Center.....	www.RCPets.info
Building & Safety Department	www.CityofRC.us
Engineering.....	www.CityofRC.us
Code Enforcement.....	www.CityofRC.us
Fire Department.....	www.RCFire.org
Police Department.....	www.RCPolice.org
RC Family Resource Center.....	www.cityofrc.us
Department of Insurance.....	www.insurance.ca.gov
Internal Revenue Service	www.irs.gov
Newspapers:	
Inland Valley Daily Bulletin	www.dailybulletin.com
Los Angeles Times	www.latimes.com
Press Enterprise.....	www.pe.com
The Sun	www.sbsun.com
Preparing for a disaster	www.ready.gov
Public Transit System	
OmniTrans	www.omnitrans.org
Metrolink	www.metrolinktrains.com
Salvation Army	www.salvationarmy.org
San Bernardino County Dept. of Behavioral Health....	www.sbcounty.gov/dbh
Social Security Administration.....	www.ssa.gov
Superior Court Records Department.....	www.sb-court.org
United Way.....	www.ieuw.org
Utilities	
Charter Cable.....	www.charter.com
Cucamonga Valley Water District.....	www.cvwdwater.com
Southern California Edison.....	www.sce.com
Southern California Gas	www.socalgas.com
Verizon FIOS.....	www.verizon.com
Trash/Refuse:	
Rancho Disposal/Burrtec Waste	www.burrtec.com
Waste Management.....	www.wm.com

CITY MAP





Legend

— Evacuation Routes

Fire Stations

-  Amethyst Station 1*
-  San Bernardino Rd Station 2
-  Day Creek Station 3
-  Jersey Station 4
-  Banyan Station 5*
-  East Ave. Station 6
-  Hellman Station 7

City Facilities

-  City Hall
-  City Corporate Yard
-  Goldy Lewis Community Center
-  James Brulte Senior Center
-  Lions Center West
-  RC Animal Care & Adoption Center
-  RC Family Resource Center
-  RC Family Sports Center
-  RC Library
-  RC Police Station
-  Victoria Gardens Cultural Center
-  Victoria Gardens Library

* Sandbags Available



Produced by Rancho Cucamonga Fire District's Emergency Management Program through a grant by StateFarm Insurance. To obtain additional copies of this guide, contact the Emergency Management Program Coordinator at (909) 477-2700 or visit us on the web at www.Cityofrc.us.