



Before, During and After a Disaster 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 respond to and recover from the hazards most specific to our community: **Fire, Flood, Wind and Earthquake.**



BEFORE THE DISASTER

Increase your chance of surviving and recovering from disasters 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, Get Involved.

BE INFORMED

Find real-time information during a disaster using the following sources:

- Rancho Cucamonga City Hall – (909) 477-2700
- www.CityofRC.us
- Facebook and Twitter
- RCTV-3 Public Access TV
 - Channel 3 or 31 depending on your local cable provider
- Emergency Alert System on local radio
 - KFRG 95.1 FM or KGGI 99.1
 - KFI AM 640
- Information posted at any City facility during a major disaster that disrupts communication
- Register for the Telephone Emergency Notification System (TENS) at www.SBCounty.gov

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MAKE A PLAN

There's a chance you and your family might be apart when a disaster happens 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 text from your cell phone or make long-distance phone calls rather than local calls from your landline. Choose an out-of-state contact to be the link between you and family members who may be separated.

For more details visit:



EVACUATION ROUTES

The City has identified major roadways as potential evacuation routes which are noted on the map at the back of this booklet. Specific evacuation shelter locations and any road closures will be communicated through the City's public information sources. If you need to evacuate in a disaster, be sure to take your emergency kit and any other necessities with you. Depending on the type and size of the disaster, you may not be able to return home for some time so taking your valuables and important documents with you is recommended.

GET A KIT

The size of your emergency kit and its contents should fit your needs, and include at least 7 days of supplies for your family. Smaller kits are recommended for your car and workplace.

- 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
- Prescription medication, glasses, and special needs items
- Infant formula and diapers
- Crate, leash, food and extra water for pets (*see page 11 for more pet-related information*)
- 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

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, the City offers specialized classes throughout the year that can better prepare you. Check them out in the Grapevine or www.RCPark.com.

AUXILIARY COMMUNICATIONS SERVICES (ACS)

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

LARGE ANIMAL RESPONSE TEAM (LART)

The Large Animal Response Team is trained and ready to assist in large animal evacuations.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

The Community Emergency Response Team educates participants on how to be self-sufficient and respond during a disaster.



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.

For more information, please call the Fire District at (909) 477-2770.

PREPARE YOUR PROPERTY

EARTHQUAKES

Although earthquakes can't be predicted, there are some steps you can take to limit damage when an earthquake strikes. Secure items that could fall and cause damage or injury, such as bookshelves, wall hangings, etc. Limit the amount of cleaning supplies and bleach you store as these can easily fall over, resulting in a toxic spill that is harmful or difficult to clean up.

FIRES

Wildfires are a common occurrence in the foothills of our community, and they can spread very quickly. For those that live in the Very High Fire Hazard Severity Zone, the Fire District encourages you to "harden" your home by creating a defensible space that includes low growing plants that are high in moisture content. Spacing of plants and trees can also minimize the impact of fire. Roofs and eaves are vulnerable to flying embers in a wildfire so be sure to clear branches and leaves, including your rain gutters. Inspect your attic roof vents to ensure they are properly installed and free from large holes.

Not sure if you live in the High Fire Hazard area? Scan this QR code to check your property address.



FLOODS OR WINDSTORMS

If weather predictions include rain, take early action by placing sandbags in flood-prone areas to minimize damage to your home or property.

A limited quantity of sandbag materials are offered free to all Rancho Cucamonga residents, businesses and schools at designated fire stations. See map at the back of this guide.

If winds are forecasted, remove patio furniture or any tree branches that could break and cause subsequent damage to structures or vehicles. Regular maintenance of rain gutters and drains before the rainy season or after heavy winds, will also keep your property storm ready.

Rain or windstorms can often cause power outages or power surges. In a power outage, smoke and carbon monoxide alarms will rely on their back-up battery so be sure to **test them regularly** to ensure they are working properly.

BE INSURED

Residents and businesses should have property or renter's insurance. In the event of a disaster, your property and/or belongings could be destroyed. Check with a local insurance agent to see what coverage is best for you.

OTHER INSURANCE CONSIDERATIONS

Earthquake and flood insurance are not typically included in your regular policy. The Federal Emergency Management Agency offers the National Flood Insurance Program which may assist you in recovering from a flood. You can also protect your home with earthquake insurance. California Earthquake Authority (CEA) policies can be obtained through many companies, which are designed to financially protect your home and cover the cost of rebuilding if significantly damaged by an earthquake.

For more details visit:
www.EarthquakeAuthority.com
www.FloodSmart.gov

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 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.

DURING A DISASTER

MONITOR

In a disaster monitor the situation to determine how you need to respond. Be prepared to put your emergency plan into action. Monitor real-time information using the resources noted on Page 4.

EVACUATE

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.

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.

EVACUATION SHELTERS

Evacuation shelter locations have been identified. However, until the disaster happens, it is unknown which shelter location will be opened and available to the public. A list of those identified City facilities can be found on the map at the back of this guide.





Due to health reasons, with the exception of service animals, pets are not allowed in the human section of shelters. However, the City has made arrangements to provide sheltering for pets near the evacuation shelter. Dogs and cats must be crated and owners should bring their pet's kit with them.



PET KITS

Your pet's emergency kit should include:

- Pet food and water (enough for 7 days)
- Feeding and water bowls
- Leash, harness, and collars with contact information
(include I.D. Tags attached on collar with phone number and address)
- Crate or other carrier with bedding and/or blanket
- Cleaning supplies and sanitizers (cat litter, tray and scoop)
- Medications and first aid supplies
- Pet vaccination records and microchip information
- Special needs documents (allergies, dietary needs, behavioral, etc.)
- List of pet related contact information (veterinarian, animal shelter, pet-friendly hotels, etc.)
- Photos with your pet (documenting ownership of lost pet)
- Toys and treats

Keep your pet's emergency kit in a dry location that is easily accessible. Check your pet's emergency kit every six months and replenish as needed.

AFTER THE DISASTER

If an evacuation order was issued during the disaster, you may need to show photo identification to return to your neighborhood. Sometimes returning to your home may require a public safety escort and you may only be allowed into the home for a few moments to grab personal belongings or valuables.

Once you are allowed to return safely, take some time to assess the damage and determine a recovery plan. Take pictures of the damage, both the structure and the contents, to assist with insurance claims. 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.

FIRE

If a wildfire has burned through your community, you may notice lots of ash or debris around your property or on the roadway. Use caution when cleaning up your property as trees, brush or hillsides may have been weakened or loosened by fire. Be sure to check for hot embers on your roof, rain gutters and in crawl spaces. Inspect your attic for hot embers as well – they may have entered through attic vents. Report any electrical problems, including damaged equipment, as well as gas leaks to the local utility companies.

Although the fire has passed your neighborhood, fire crews may continue to work in and around the community, ensuring that all hot spots are completely extinguished. Please allow them space to work and continue to monitor the status of the fire, if it is still active.



FLOOD

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. The walls, floors, closets, shelves, contents and any other flooded parts of your home should be thoroughly washed and disinfected.

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

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.



WINDSTORM

After a windstorm, assess the damage to your home or business and watch out for downed utility lines. 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.)*.



You can find real-time power outage information at www.sce.com/outage.

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.

Open refrigerator and freezer doors only when necessary. 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.

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. 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. 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 reasonable steps to prevent further damage.



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 at (909) 477-2781 for assistance with referral services.



www.HealthyRC.com



Mental health is a health priority for our community. The City offers a network of easily accessible support services that may connect you, your friends, and family to valuable information and services that can make a difference.

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 tips and classes will assist business owners before, during and after a disaster:

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

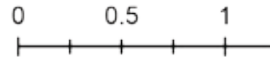
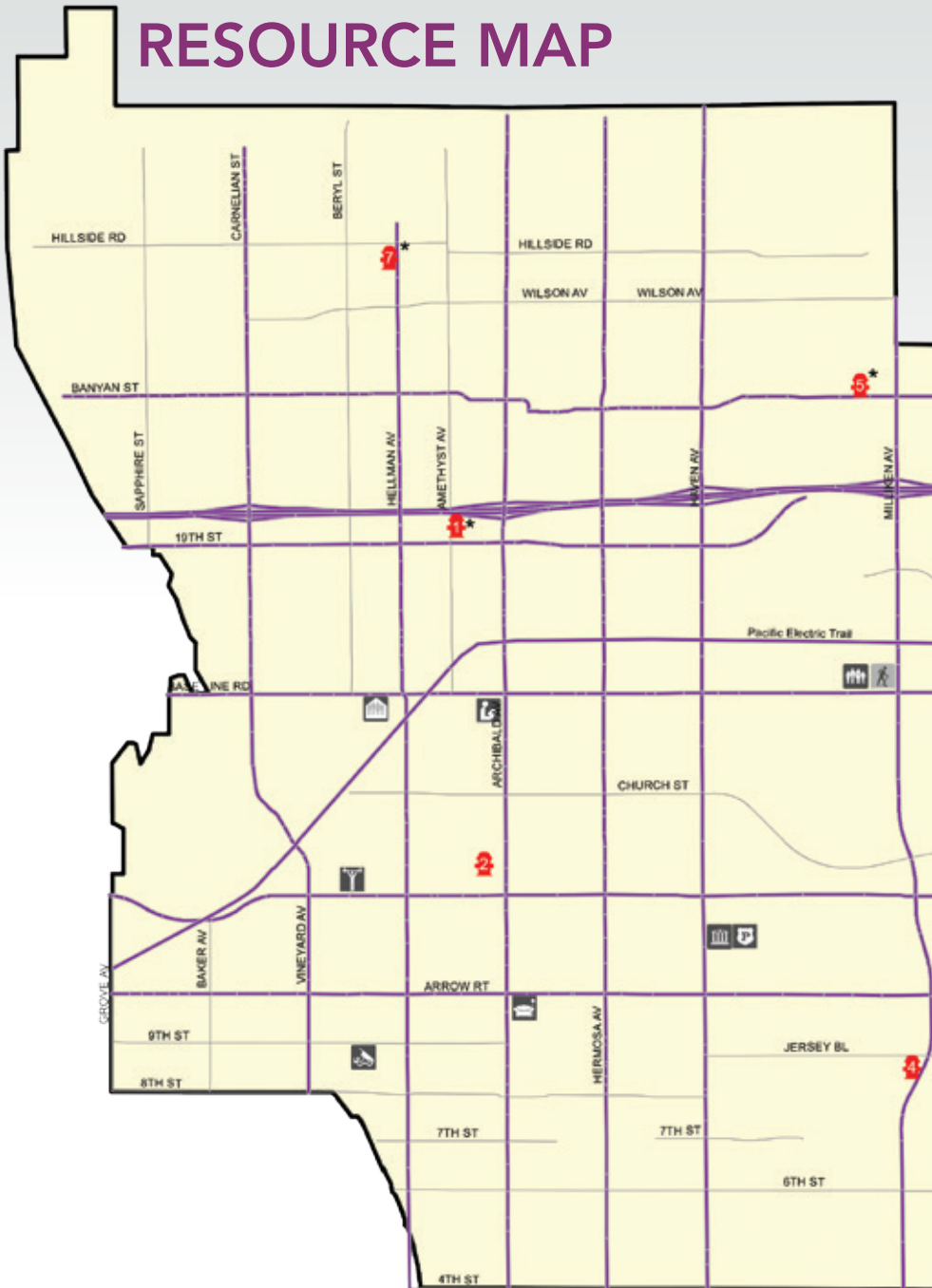
- Designate an alternate location where you can do business
- Secure vital records

BUSINESS EMERGENCY RESILIENCY TRAINING (BERT) COURSES



The Business Emergency Resiliency Training 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 at (909) 477-2770.

RESOURCE MAP





Legend

— Evacuation Routes

Fire Stations

- Amethyst Station 171*
- San Bernardino Rd Station 172
- Day Creek Station 173
- Jersey Station 174
- Banyan Station 175*
- East Ave. Station 176*
- Hellman Station 177*

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

Your Emergency Kit(s) should be checked at least twice a year to ensure all supplies are in good condition and that the food and water have not expired. Use the checklist below to keep track of when you replenish supplies.

Date Checked	Food/Water Replaced?	Notes



(909) 477-2770
www.RCFire.org/ReadyRC