



Ready Fontana

Prepare. Plan. Stay Informed. Take Action.



Your Local
Guide for
Emergency
and Disaster
Planning



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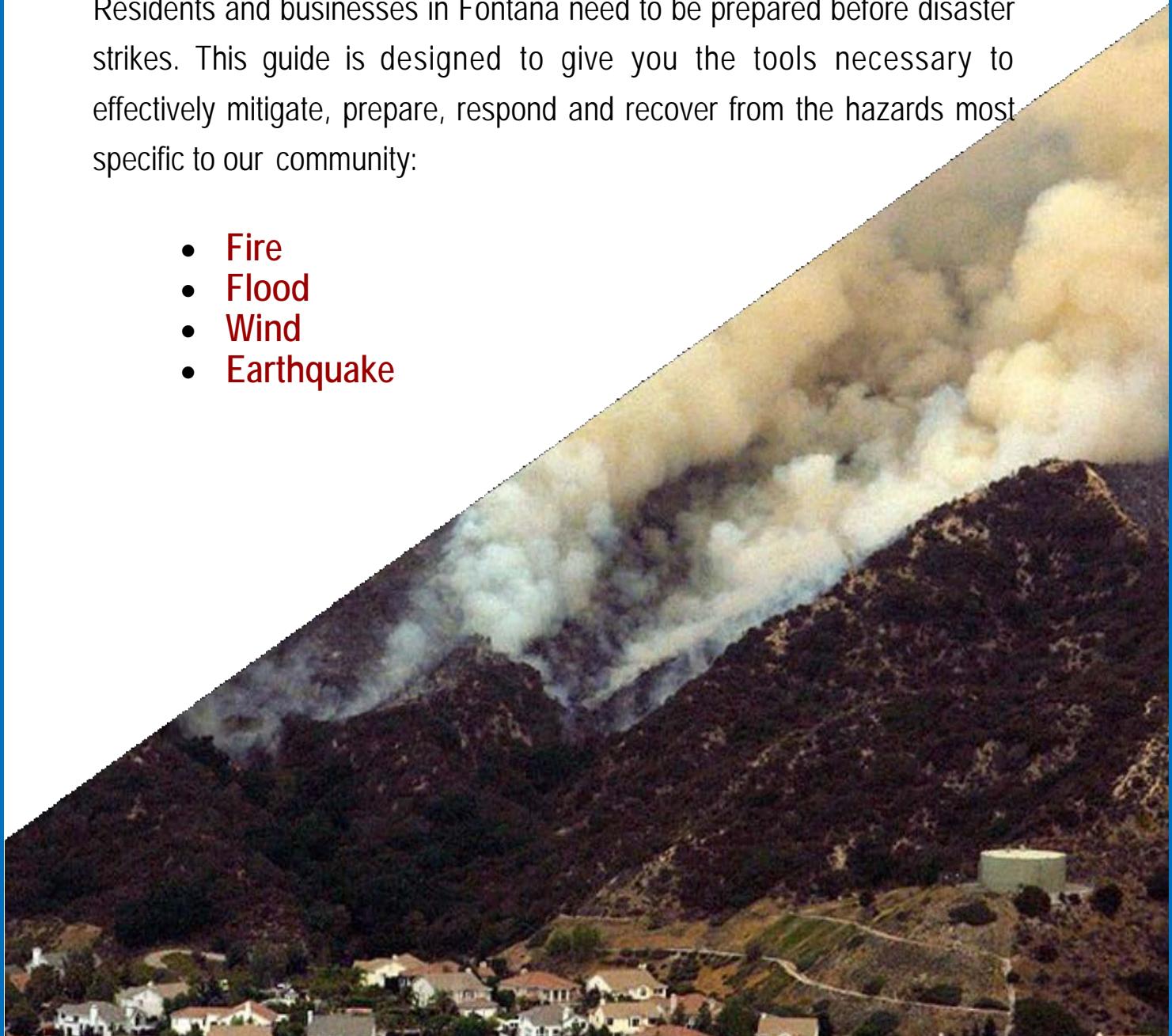


Potential Disasters in Our Community



Residents and businesses in Fontana 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**
- **Earthquake**



Before the Disaster



Are you and your family READY for a major emergency in your neighborhood?

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:

Prepare. Plan. Stay Informed. Take Action.

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

- Watch KFON basic cable/Spectrum
- Visit the City of Fontana Police Department website to register for other methods of emergency notifications: www.fontanapd.org
- Dial 2-1-1 for info on major emergencies affecting the region
- Visit the City's Emergency Preparedness Page on Website: www.fontana.org
- Follow us on Facebook, Twitter, and Instagram
- Tune in to the local radio station 95.1FM KFROG for broadcast emergency alerts
- Sign up for emergency alerts on SBCFire.org



Make a Plan

There is a chance you and your family might be a part when a disaster occurs. It is important to be prepared for it and make a plan ahead of time.

- Develop a plan for your family or business.
- Consider how will you communicate, evacuate and reunite during a disaster.
- Take into account any specific needs you or those in your family may have.
- Develop a kit for yourself and those in your home or business.
- Participate in statewide drills like the Great California Shakeout



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
- Be sure that everyone in your family knows the out-of-state contact person and phone numbers.
- Download the Ready SB County App!

72 Hours

ESSENTIAL MODERN SURVIVAL KIT



WATER

Potable water in suitable containers for immediate drink-ability, and a water filter for purifying after you run out of bottled water.



FOOD

High calorie foods such as high calorie energy bars or MRE (meals-ready-to-eat) are vital to maintain sufficient energy to keep going.



EXTRA CLOTHING

Even if it's warm outside, if you get in trouble without extra clothes, hypothermia becomes a risk. Bring a stocking hat and rain jacket; and avoid cotton which is worthless when wet.



BODY WARMERS

Body warmers. Bring reflective "aluminized" space blanket or survival blanket to retain body heat, catalytic heater and bottled gas fuel.



SHELTER

Small tent, tarp with grommets, large plastic trash bag as poncho or expedient shelter roof.



SUNGASSES

Good vision is essential. There are some great sunglasses out there that will enhance your vision, provide polarization for water or snow, and will prevent eye fatigue.



SANITATION

Toilet paper, hygiene products, soap, hand-towel and any other body care products you may need.



FIRST AID KIT

First aid kit. Keep at least the basics: band aids, sterile gauze, disinfectant, first aid manual, medical tape, medical scissors, disposable gloves, tweezers, cotton swabs and a thermometer.



EXTRA CASH

Extra cash will enable you to purchase the supplies you did not include and other necessary items. Although it may not be needed or deemed useless in the event of a major disaster, it is always good to keep some emergency cash on hand. A good amount to save is \$50 for a disaster survival kit.



MEDICATIONS

Medications. There should be at least a seven-day supply of any prescription and non-prescription medications used by family members in your disaster survival kit.



MATCHES

'Strike Anywhere' matches, not the type that you must strike on the box. Store the matches in a water-tight case. Keeping a lighter and a fire starter in addition to matches are a good idea.



POCKET KNIFE

A multi-purpose tool with a knife is ideal.



MAP

Simply having a good map of the region you're in could get you out of trouble. Know how to read and navigate with maps.



COMPASS

A compass is ideal for establishing bearings while used in conjunction with a map. A GPS isn't so good for that.



FLASHLIGHT

And extra batteries. A LED flashlight, preferably a head-mounted style, is the best choice. Even though LED flashlight batteries last a considerable time, keep extras.



PERSONAL DOCS

Important personal documents like proof of address, insurance policies, birth certificates and passports should be stored together in an area with easy access in case of a natural disaster.



WEATHER RADIO

A small weather radio will keep you informed of the conditions outside and where to seek shelter or emergency personnel during and after a natural disaster.



CELL PHONE

And chargers. The towers may be down following a natural disaster, but emergency personnel will get them repaired fast for communication. Keep a cell phone with a wall and car charger handy.

SOURCES:

<http://modernsurvivalblog.com/survival-kit/>

<http://www.idealhomegarden.com/home-improvement/disaster-survival-kit>

http://en.wikipedia.org/wiki/Survival_kit



City of Fontana's Community Emergency Response Team



Following a major disaster, first responders who provide fire and medical services will not be able to meet the demands of the community. Factors such as the number of victims, communication failures, and road blockages will prevent citizens from utilizing the emergency services they have come to expect through the 9-1-1 system.

Citizens will have to rely on each other for help in order to meet their immediate lifesaving and life sustaining needs. CERT trained citizens are better prepared to respond and cope with the aftermath of a disaster.

The Community Emergency Response Team (CERT) citizen volunteer based programs under the Federal Emergency Management Agency (FEMA) agency and is locally sponsored in conjunction with the City of Fontana and San Bernardino County Fire, Office of Emergency Services.

The City of Fontana offers a three-day CERT training course twice a year. Classes are currently held on three consecutive Saturdays from 8:00 am to 5:00 pm.

Additional information about Fontana's CERT Program can be found online at www.fontana.org/emergencypreparedness.org.



City Emergency Plans

In accordance with the City's General Plan, 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.



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.

LOCAL HAZARD MITIGATION PLAN (LHMP)

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.

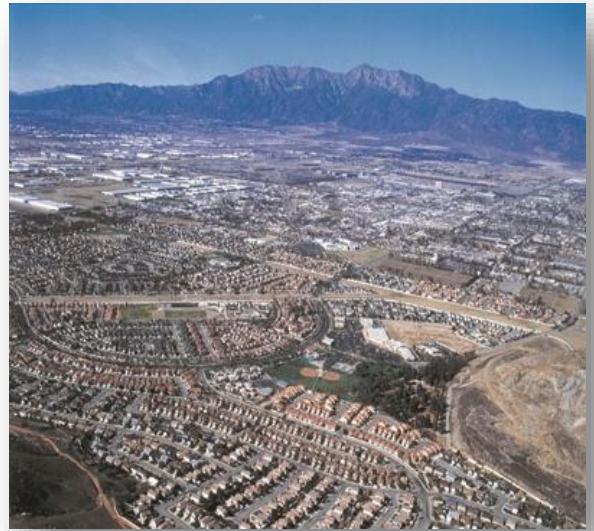
KNOW THE HAZARDS YOU FACE IN YOUR COMMUNITY

Visit: <http://myhazards.caloes.ca.gov> to the find the hazards in your community.

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.



GET 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. 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.



Earthquakes



Flooding



Winter Weather

Wildland Fires

SHELTERS

Pre-designed 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, with the exception of service animals, pets are not allowed in the human section of shelters. However, arrangements may be made to provide separate sheltering for pets within the emergency shelter. Dogs and cats must be crated and other rules and restrictions may apply.



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. In addition, earthquake insurance is NOT typically included with your standard insurance policy. Homeowners and businesses are encouraged to contact their insurance companies for coverage details. Lastly, 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 Prevention 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 Prevention 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 gasses. 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. Do not 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 ductwork 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 consider these things 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. Throw away food that has been exposed to flood waters. Some canned foods may be salvageable, but if the cans are dented or damaged then throw them away. Food contaminated by floodwaters can cause severe infections.



After the Flood *cont.*

CONSIDER ADDITIONAL INSURANCE

In addition to flood insurance offered by private insurance companies, Federal Emergency Management Agency administers the National Flood Insurance Program, which may assist you in recovering from a flood. For more information on NFIP, visit www.floodsmart.gov.

SANDBAGS

Sandbags are available Monday through Thursday through the City of Fontana Public Works Department. The Sandbags are free of charge and can be obtained by filling out a request form located in the Administration Building. Sandbags can also be obtained on Saturdays through the City of Fontana Household Hazardous Waste Department, to residents with their Burtec Waste bill as confirmation of residency. Obtain sandbags at the following locations:

HOUSEHOLD HAZARDOUS WASTE
16454 Orange Way. Fontana, 92335
Saturdays 8:00am—12:00pm
909-350-6797

PUBLIC WORKS
16489 Orange Ave. Fontana, 92335
Mon- Thurs 6:30am –4:30pm
909-350-6760

SAN BERNARDINO COUNTY FIRE STATIONS:

No. 72
15380 San Bernardino Ave.
Mon- Fri 8:00am to 5:00pm
5:00pm 909-829-4441

No. 74
11500 Live Oak
Mon—Fri 8:00am to 5:00pm
909-355-1098

No. 77
17459 Slover Ave.
Mon- Fri 8:00am to 5:00pm
909-428-7596

No. 78
7110 Citrus Ave.
Mon-Fri 8:00am to
909-350-1470

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 full and you know the power was out less than 2-4 hours, the food should be OK. There will be loss of quality with re-freezing, 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. 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 re-freeze.



After the Earthquake



The **MOMENT THE GROUND STOPS SHAKING**

It is important to take action quickly and safely to improve your safety after an earthquake. Look around your environment to identify any new hazards and be prepared to report damage to city or county government.

FIRST, TAKE CARE OF YOUR OWN SITUATION. Remember your emergency plans. Aftershocks may cause additional damage or items to fall, so get to a safe location. Use your "grab-and-go" disaster supplies as needed.

When Should I Evacuate: If you are near a large body of water (the ocean or a large lake), move to higher ground as soon as you can safely do so. Tsunami waves can arrive within minutes. Stay away from the coast until officials tell you it is safe to return.

If you are trapped: If you are trapped by falling items or a collapse, protect your mouth, nose, and eyes from dust. If you are bleeding, put pressure on the wound and elevate the injured part. Signal for help with your emergency whistle, a cell phone, or knock loudly on solid pieces of the building, three times every few minutes. Rescue personnel will be listening for such sounds.

Help the Injured: Immediately check to see if anyone is injured, and if you have been trained in first aid, put your skills to use by assisting those in need. For more tips, visit <https://www.earthquakecountry.org/step6/>.

Prevent further injuries or damage: Be prepared for aftershocks and stay away from anything that looks like it may fall. For tips on how to prepare for injuries and damages in the midst of fires, gas leaks, electrical wiring, downed power lines fallen items and more, visit <https://www.earthquakecountry.org/step6/>.

Let people know you are OK: Register on the Red Cross "Safe and Well" website so people will know you are okay: [SafeAndWell.org](https://www.safewell.org). When possible and able, text or call your out-of-area contact and tell them where you are, **THEN STAY OFF THE PHONE**. This will allow calls to be made for emergencies.

Stay informed: by surfing (battery-powered) the radio dial to find a station that is on the air. Listen for public announcements and alerts. Also, know your tsunami zone by going to <https://MyHazards.Calema.ca.gov/>.



Business Recovery Resources

Our economic engine depends on both the large and small businesses in our community and Fontana is committed to disaster resiliency for our business community.

The following suggestions 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

BACK TO BUSINESS

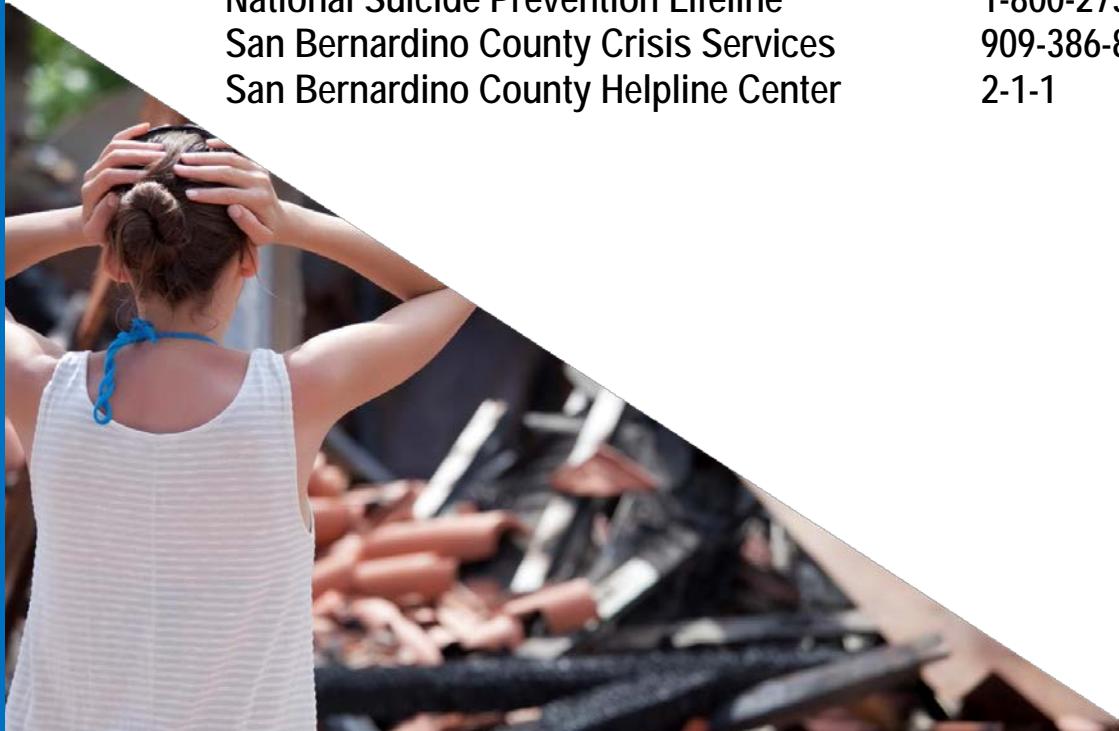
Designate an alternate location where you can do business

Visit www.ready.gov/business for more business emergency preparedness resources, toolkits and more.

Dealing with Emotions

After a disaster, you may experience an emotional reaction to the event. Common reactions include feeling anxious, 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 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.

Alcohol & Drug Abuse	909-421-4601
National Runaway Safeline	1-800-786-2929
National Suicide Prevention Lifeline	1-800-273-8255
San Bernardino County Crisis Services	909-386-8256
San Bernardino County Helpline Center	2-1-1



TELEPHONE DIRECTORY

American Red Cross	909-888-1481
City of Fontana	909-350-7602
Building & Safety.....	909-350-7640
Code Enforcement.....	909-854-8020
Emergency Services.....	909-854-8013
Engineering.....	909-350-7610
Fire Prevention District.....	909-428-8890
Police Department- Emergency.....	9-1-1
Non- Emergency.....	909-350-7700
Public Works/Utilities & Streets.....	909-350-6760
Department of Insurance.....	800-927-4357
Internal Revenue Service.....	800-829-1040
Salvation Army.....	909-888-1336
San Bernardino County Dept. of Behavioral Health Crisis Line.....	909-421-9495
Social Security Administration.....	909-772-1213
United Way.....	2-1-1
Utilities	
Fontana Water District.....	909-822-2201
West Valley Water District.....	909-875-1804
Southern California Edison.....	800-611-1911
Southern California Gas.....	800-427-2200
Burrtec Waste.....	909-822-2396
Verizon Phone Services.....	800-837-4966

WEBSITE DIRECTORY

American Red Cross.....	www.redcross.org
City of Fontana.....	www.fontana.org
Building & Safety.....	www.fontana.org
Code Enforcement.....	www.fontana.org
Emergency Services.....	www.fontana.org
Engineering.....	www.fontana.org
Fire Department.....	www.sbcfire.org
Police Department.....	www.fontanapd.org
Public Works/Utilities & Streets.....	www.fontana.org
Department of Insurance.....	www.insurance.ca.gov
Internal Revenue Service.....	www.irs.gov
Salvation Army.....	www.salvationarmy.org
San Bernardino County Department of Behavioral Health.....	www.sbcounty.gov/dbh
Social Security Administration.....	www.ssa.gov
United Way.....	www.ieuw.org
Utilities.....	
Fontana Water District.....	www.fontanawater.com
Cucamonga Valley Water District.....	www.cvwdwater.com
West Valley Water District.....	www.wvwd.org
Inland Empire Utilities Agency.....	www.ieua.org
Southern California Edison.....	www.sce.com
Southern California Gas.....	www.socalgas.com
Burrtec Waste.....	www.burrtec.com
Verizon Phone Services.....	www.verizon.com