



community  
agencies  
responding to  
disaster

1675 California Street  
San Francisco, CA 94109  
Telephone 415-955-8946  
[info@sfcard.org](mailto:info@sfcard.org)

## Preparing Staff for Emergencies Workbook



**SF CARD Mission:** *To ensure that nonprofit and faith-based organizations serving San Francisco's vulnerable populations are prepared for a disaster; to play a central role in the coordination of these organizations in their disaster preparedness, response, and recovery efforts.*

This workbook was largely adapted from the CARD Self & Home Preparedness workbook. It also includes information from SF CARD's previous workbooks, American Red Cross Bay Area Chapter and the San Francisco Dept. of Emergency Management, and contains some information specific to the San Francisco community. Above all, the workbook keeps to the vision of presenting preparedness information to the community based on the approach that knowledge is empowering—an approach to training that is not fear-based.

## Table of Contents

### Element 1: Educate Yourself

Pages 2-3

- **Step 1:** Why Are You Here Activity...
- **Step 2:** Fears and Thoughts that Keep You Up at Night
- **Step 3:** What to Do When a Specific Emergency Happens?

### Element 2: Getting Your Family Prepared

Pages 4-6

- **Step 4:** Home and Go Kits
- **Step 5:** Mitigating Your Home & Your Surroundings
- **Step 6:** Things I Love

### Element 3: Pre-Plan for an Emergency

Pages 7-9

- **Step 7:** People You Think About the Most
- **Step 8:** Family Communication Plan
- **Step 9:** Evacuation Plan – Getting Out of the House!
- **Step 10:** Rally Spot – Reunifying with a Loved One!

### Exercises & Resources

Page 10-11

- **Exercise 1:** Off the Shelf
- **Exercise 2:** Whistle & Flashlight Exercises
- **Recommended** Resources for Information & Supplies

## **Element 1: Educate Yourself**

- Discuss what disasters or emergencies you have some fears or reservations about.
- Learn the best procedures to protect yourself & loved ones during those emergencies or disasters!

### **Step 1: Why Are You Here Activity...**

### **Step 2: Fears and Thoughts that Keep You Up at Night**

**Identify** the fears and thoughts you have with regard to disasters.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

#### **Potential Hazards:**

- ✓ **Earthquake**
- ✓ **Fires**
- ✓ **Weather**
- ✓ **Terrorist Incident**
- ✓ **Disease Outbreaks**
- ✓ **Biological Events**

**Now** that you have identified certain fears and thoughts, write how you can address one or more of your fears.



### **Step 3: What to Do When a Specific Emergency Happens?**

#### **Earthquakes:**

When you feel an earthquake – **Drop, Cover, and Hold**, and keep your eyes closed and face turned downward. When the shaking stops, shake and check yourself to make sure no glass or other hazards are on you. Look around carefully before coming out of your protected space. Bolting and bracing furniture and installing cabinet latches can save your life and significantly reduce damage and financial loss.

#### **Fires:**

If you are on fire – **Stop, Drop, and Roll**. You need to have charged fire extinguishers in multiple locations. Install smoke detectors and check batteries every six months. If you must get through a smoke filled room, crawl and stay low to the ground and put a cloth over your mouth and nose.

#### **Tsunami:**

A local earthquake may generate tsunami waves that can reach shore in minutes. If you are on the beach or other low-lying area close to the ocean or bay, **immediately evacuate by walking to higher ground** if the following happens, officials issue a tsunami warning and order evacuations, you hear the Outdoor Warning System (and it's not Tuesday at Noon), the earth shakes so much that you can't stand, shaking lasts longer than 20 seconds; and/or you notice water receding from the shoreline.

To view the local inundation map, browse to [http://72hours.org/pdf/Tsunami\\_Hazard\\_Map.pdf](http://72hours.org/pdf/Tsunami_Hazard_Map.pdf).

#### **Floods:**

In flood conditions – get **Up Stream** – above the water. Rushing water is powerful; don't underestimate the speed and power of a flash flood. Flooding can trigger landslides, power outages and many other dangerous conditions. It can take less than 6 inches of rushing water to lift a car and a person can drown in less than 2 inches of water.

#### **Hazardous Materials Release:**

**Stay Up Hill, Up Wind, and Up Stream** and otherwise out of the path of the hazard. Learn how to "shelter-in-place" so you'll know how to stay safe even if evacuation is not possible or preferable. Safely discard old paints, chemicals, solvents and cleaners – they are a toxic accident waiting to happen. Keep ammonia products separate and far away from chlorine bleach products – mixed together they can be lethal.

#### **Power Outages:**

**When you lose electrical power - Don't lose your power** to get in or out of your home or office. Know how to manually open doors, gates and operate lifts etc. Don't get trapped in or out of where you want to be. Never use candles or open flames – use flashlights, natural light and light sticks.

#### **Terrorism:**

Terrorism in all forms (including bio-terrorism) is not new. There are documented cases of bio-terrorism dating back hundreds of years. Our awareness of being a potential target and having these threats as a public conversation is what's new. The purpose of terrorism is to terrorize -- to fill or overpower with terror; terrify; to coerce by intimidation or fear. There are costs to living scared. Our mental, physical and emotional health, our quality of life and our economy all suffer in the climate of fear. **Take small steps to walk the world feeling safe and prepared.**

## **Element 2: Prepare Your Home & Go-Kit**

- Store 3-days worth of emergency supplies, in case you have to shelter-in-place, shelter off-site like at your work, or in your vehicle.
- Secure items in your home to minimize the damage.
- Create a list of your most prized possessions, including your important documents and sentimental items.

### **Step 4: Home and Go Kits for 72-Hours**

#### **Shopping Time:**

*Did you forget someone?*

**Don't forget to make "Go-Kits" and evacuation plans for your pets!**

**Have your pets micro-chipped or ID's with your phone number on collars...also have pictures of them in their go-kits.**



#### **Key Items in a Go Kit for 72-Hours:**

- ✓ **Water (keep several small packets rather than one large bottle)**
- ✓ **Food (pick things you enjoy and items that don't need to be cooked)**
- ✓ **Small first-aid kit**
- ✓ **Extra medications**
- ✓ **AM/FM radio (with crank or extra batteries)**
- ✓ **Mylar blankets (space blanket)**
- ✓ **Flashlight (with crank or extra batteries)**
- ✓ **Light sticks**
- ✓ **Whistle**
- ✓ **Comfortable/sturdy shoes**
- ✓ **Clothes (several light layers is better than heavy or bulky items)**
- ✓ **Garbage bags/plastic bags**
- ✓ **Duct Tape**
- ✓ **Tissues/toilet paper**
- ✓ **Deck of cards, books or something to help pass time**
- ✓ **Face mask/dust mask/ bandana or cloth to cover your face**
- ✓ **Pocket knife/ Swiss Army knife/ scissors**
- ✓ **Copies of important papers (Contact lists, ID, credit cards, insurance policies, etc.)**
- ✓ **Cash and coins**
- ✓ **Pen and paper**
- ✓ **Personal Support items: extra glasses, hearing aids with batteries, etc.**
- ✓ **For people with limited English proficiency: a dual language dictionary and contact information for sharing with emergency personnel**
- ✓ **Keys to home and car**
- ✓ **Raingear**
- ✓ **Plastic Sheeting**

## **Step 5: Mitigating Your Home & Your Surroundings**

### **The Easy Dozen:**

1. Be sure that your address is easily visible from the road, so emergency vehicles can find you.
2. Post evacuation routes in highly visible areas in your home and on each floor of your facility.
3. Clearly mark all emergency exits
4. Ensure that exits are easily accessible, keep aisles, hallways and exit routes clear at all times.
5. Locate and clearly mark gas and water shut-off valves. Post legible instructions on how and when to shut off each one
6. Keep a standard telephone. Cordless telephones will not operate in a power failure.
7. Make sure your fire extinguishers are ABC type fire extinguishers. Have them checked once a year.
8. Throw away all unnecessary chemicals and cleaning fluids. Isolate what remains. Keep chemicals upright, sealed tightly and safely locked away.
9. Secure pictures, furniture, appliances, and other free standing objects such as filing cabinets so they won't fall in an earthquake.
10. Keep the area underneath each desk clear for quick drop & cover.
11. Store your heavy items in and on the lowest shelves of closets, shelves, and cabinets. Make sure cabinet doors can be closed securely.
12. Check that your water heater is strapped and fitted with flexible gas supply line. Browse to the following ***links for further guidance:***

- ✓ **Washington Military Department**  
[http://www.emd.wa.gov/preparedness/prep\\_home.shtml](http://www.emd.wa.gov/preparedness/prep_home.shtml)
- ✓ **PG&E**  
[www.pge.com](http://www.pge.com)
- ✓ **SF Dept. of Emergency Management**  
[http://72hours.org/home\\_safety.html](http://72hours.org/home_safety.html)
- ✓ **ABAG – Association of Bay Area Governments**  
<http://www.abag.ca.gov/bayarea/eqmaps/fixit/fixit.html>

**Step 6: Things I Love**



**United Policyholders**  
(dedicated to educating the public on insurance issues and consumer rights.)  
<http://unitedpolicyholders.org/disaster.html>

**Identify** a few of the most important items in your life.

---

---

---

---

*Treasure Map –Map Your Floor Plan*

A large, empty rounded rectangular area defined by a dotted line, intended for drawing a floor plan to map the location of important items.

How do you protect these items?

### **Element 3: Pre-Plan for an Emergency**

- Develop a list of the people in your life that you love.
- Initiate a strategy on a way of communicating with them after an emergency or disaster has taken place!
- Make sure your family & housemates know where to evacuate from your home and where to reunify.

#### **Step 7: People You Think About the Most (don't forget your pets or kids!)**

**Identify** the most important people in your life.

_____	_____
_____	_____
_____	_____
_____	_____

#### **Step 8: Family Communication Plan**

##### **Outside of San Francisco:**

<u>Name</u>	<u>Relation</u>	<u>Phone Number</u>
-------------	-----------------	---------------------

##### **Outside of California:**

<u>Name</u>	<u>Relation</u>	<u>Phone Number</u>
-------------	-----------------	---------------------

#### ***Other Methods to Communicate with Your Loved Ones:***

- Sign up for email/text alert notices in your community – [www.Alertsf.org](http://www.Alertsf.org)
- Know emergency information radio frequencies (AM 740 & 810 in Bay Area).
- Know where closest pay phones are located (have change in go-kits).
- Keep a plain, corded telephone available in your home for power outages.
- Know that 'Texting' on cell phones is extremely dependable.
- Consider walkie-talkie type FRS radios for family members (close range).

**Step 9: Evacuation Plan – Getting Out of the House.**

***Where Do You Evacuate From Your Home?***

1<sup>st</sup> Exit Location:

---

2<sup>nd</sup> Exit Location:

---

3<sup>rd</sup> Exit Location:

---



***FLOOR PLAN MAP***

**Step 10: Rally Spot – Reunifying with a Loved One.**

***Where Do You Plan to Meet Up?***

First Location: \_\_\_\_\_

Second Location: \_\_\_\_\_

Third Location: \_\_\_\_\_



***NEIGHBORHOOD MAP***

### **Exercise 1: Off the Shelf**

*"Do what you can, with what you have, where you are." - Theodore Roosevelt*

**Off the shelf is an idea** that anything in your home, car, or office can be used as a tool to assist in an emergency.

### **Exercise 2: Whistle & Flashlight Exercises**

Using a **whistle** can be a good option for communication, especially if you need to save your voice!

<b>1 blow "Yes".</b>	<b>2 blows for "No".</b>	<b>3 blows for "S.O.S."</b>
----------------------	--------------------------	-----------------------------

Using a **flashlight** is also great option for communication i.e. getting a first responder's attention!

<b>1 flash "Yes".</b>	<b>2 flashes for "No".</b>	<b>3 flashes for "S.O.S."</b>
-----------------------	----------------------------	-------------------------------

**In the Bay Area the following N-1-1 numbers are available:**

- **2-1-1 Community services**
- **3-1-1 San Francisco City Government Customer Service**
- **4-1-1 Directory assistance**
- **5-1-1 Bay Area Regional Transportation Services**
- **6-1-1 AT&T repair service**
- **7-1-1 Translation Services for the Speech Disabled**
- **8-1-1 "Call before you dig" (for locating underground utility lines)**
- **9-1-1 Life-threatening Fire, Police or Medical Emergency Services**

**Recommended Informational Resources:**

<b>SF CARD</b>	<a href="http://www.sfcard.org">www.sfcard.org</a>
<b>SF Dept. Of Emergency Management</b>	<a href="http://www.72hours.org">www.72hours.org</a>
<b>Prepare Now Partners</b>	<a href="http://www.preparenow.org">www.preparenow.org</a>
<b>ICE – In-Case of an Emergency</b> <i>(A preparedness solution that provides your specified health data and other resources)</i>	<a href="http://icecare.net/home.aspx">http://icecare.net/home.aspx</a>
<b>San Francisco NERT – Neighborhood Emergency</b>	<a href="http://www.sfgov.org/sfnert">www.sfgov.org/sfnert</a>

**Recommended Resources to Purchase Supplies:**

Quake Proof <a href="http://quakeproofinc.com/html/home.html">http://quakeproofinc.com/html/home.html</a>	800-353-6800
EarthShakes <a href="http://www.Earthshakes.com">www.Earthshakes.com</a>	650-548-9065
Earthquake Store <a href="http://www.EarthquakeStore.com">www.EarthquakeStore.com</a>	510-655-6977
Red Cross of Bay Area <a href="http://www.bayarea-redcross.org/">http://www.bayarea-redcross.org/</a>	415-427-8000
SOS Survival <a href="http://www.sosproducts.com/shaking.html">http://www.sosproducts.com/shaking.html</a>	800-479-7998
Simpler Life <a href="http://WWW.Simplerlife.com">WWW.Simplerlife.com</a>	909-798-8108
RumbleBox Coalition <a href="http://www.rumblebox.org/html/index.html">http://www.rumblebox.org/html/index.html</a>	650-305-0004
Do 1 Thing <a href="http://www.do1thing.us/index.php">http://www.do1thing.us/index.php</a>	