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Emergency Preparedness

How to prepare...How to respond...How to recover... The emergency events of 2001 and 2005 impressed upon everyone what a vital role police, fire, and emergency medical personnel play during a disaster. The incidents also reinforced the message public safety professionals emphasize every day; BE PREPARED. Fountain Hills is not immune from disaster . . . flash floods, brush fires and other major threats to safety can strike at any time with little or no warning. Police officers, firefighters, paramedics and other city personnel are ready to respond. You can help them – and your family – by taking a few simple, thoughtful steps to prepare. Please call (480) 837-9820 or e-mail townhall@fh.az.gov if you have any questions. Please note that this information was developed for Fountain Hills residents. If you live in another jurisdiction, contact your local government for emergency information, phone numbers and services.

If you call 911:

If you call 911, remember that operators rely on good information to save lives. Please be prepared to give the operator the following:

- Location of the emergency, including the complete address, apartment number and gate code, if necessary. Providing closest major cross streets is also helpful.
- Your name and phone number.
- As much detail as possible about the nature of the emergency.

Having this information ready will enable emergency personnel to respond quickly and effectively.

REMEMBER, CALL 911 ONLY FOR EMERGENCIES.

What can you do?

While we can't always predict when a disaster will strike, we can take measures to lessen the impact. Being prepared and planning ahead is important. Here are some general guidelines for all types of emergencies:

Make a family emergency plan by choosing three places to meet if you can't get back to your house – for example, the home of a neighbor or relative, a local school or a church. Prioritize the meeting places.

Stock and maintain emergency preparedness and first aid kits, and plan to be self-sufficient for a minimum of 3-5 days.

Always keep flashlights, portable radios, and fresh batteries on hand.

Establish a personal support network to check on each other in case of emergencies.

Store important documents in a safety deposit box, fire safe, or watertight container.

Know the locations of the shutoff valves for your household electric, gas, and water services.



SUSPICIOUS PACKAGES

I

BIOLOGICAL THREATS

How do I identify a “suspicious” package?

- Excessive postage.
- Handwritten or poorly typed addresses.
- Title, but no name.
- Misspellings of common words.
- Oily stains, discolorations or odor.
- No return address.
- Lopsided or uneven envelope.
- Protruding wires or aluminum foil.
- Excessive security material such as masking tape, string, etc.
- Ticking sound.
- Marked with restrictive endorsements, such as “personal” or “confidential”.
- Shows a city or state postmark that doesn’t match the return address

What do I do if I receive a suspicious package?

- Do not shake or empty the contents of any suspicious envelope or package.
- Place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents. If you do not have an appropriate container, then cover the envelope or package with anything you do have available (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Leave the room and close the door, or section off the area to prevent others from entering.
- Wash your hands with soap and water to prevent spreading any powder to your face.
- Call 911.
- List all people in room/area when the letter or package was recognized. Provide list to law enforcement agencies.

What if I spill the contents of a suspicious package?

- Do not try to clean up the contents.
- Cover the spilled contents immediately.
- Turn off fans or ventilation system.
- Leave the room and close the door, or section off the area to prevent others from entering.
- Wash your hands with soap and water to prevent spreading.
- Call 911.
- Remove heavily contaminated clothing as soon as possible and place in a plastic bag or a sealed container. Give to emergency responders.
- Shower with soap and water as soon as possible. Do not use bleach or other disinfectants on skin.
- List all people in the room/area and provide to law enforcement agencies.

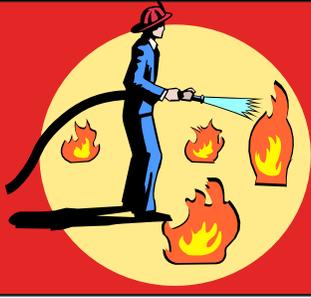
Where can I get more information?

Arizona Department of Health Services
(602) 542-1001
<http://www.hs.state.az.us/>

The John Hopkins University Center for Civilian
Bio-defense
<http://www.hopkins-biodefense.org>

The Centers for Disease Control
1-(800) 311-3435
<http://www.cdc.gov>

U.S Postal Service
1-(800) ASK-USPS
<http://www.usps.gov/>



BRUSH FIRES

2

How can I prepare against brush fires?

- Call the Fountain Hills Fire Department at (480) 837 - 9820 to conduct a wildland fire safety inspection. They can alert you of steps you can take to safeguard your home and property from brush fires
- Deposit all cigarette butts in proper containers. Never throw a cigarette butt onto the ground.
- When camping, follow all Forest Service guidelines for campfires.
- Equip all off-road vehicles with spark shields.
- Create a 30-foot “defensible space” around your home. Living plants do not need to be removed, only dead or dry vegetation.
- Remove dead branches or leaves from living trees and cut the brush and grass around trees short. Also, clear all flammable items and foliage from underneath wooden decks and overhangs.
- Do not remove plants protected by the Native Plant Ordinance or clear vegetation within areas designated “Natural Area Open Space or Hillside Protection Areas.” Call the Town Code Enforcement Hotline (480) 816-5139 for specific information.
- What do I do if a brush fire breaks out?
- Report brush fires immediately by dialing 911. Never assume someone else will make the call.
- Wildland fires burn rapidly and winds often make them unpredictable. Be very cautious when attempting to control a brush fire with a garden hose. Call the Fire Department for assistance every time.
- Prepare for potential evacuation.
- Confine pets to one room. Make plans to care for pets in case you must evacuate.
- If advised to evacuate, do so immediately. Wear protective clothing, sturdy shoes, cotton or wool clothing, long pants, long sleeved shirt, gloves and handkerchiefs to protect your face. Lock your home. Tell someone when you left and where you’re going. Choose a route away from fire hazard. Watch for changes in fire’s speed and direction. Follow the instructions of emergency personnel.

Where can I get more information?

Federal Emergency Management Agency
1-(800) 480-2520
<http://www.fema.gov>

U.S. Fire Administration
1-(301) 447-1000
<http://www.usfa.fema.gov/>

Maricopa County Emergency Management
(602) 273-1411
<http://maricopa.gov/emerg-mgt/>

National Fire Protection Association
1-(800) 344-3555
<http://www.nfpa.org/>



CHEMICAL EXPOSURE RADIATION EXPOSURE

3

What do I do if I'm exposed or witness an exposure?

- Call 911.
- Cover your mouth and nose with a damp cloth.
- Bring household members and pets inside.
- Close all exterior and interior doors and windows.
- Turn off heating, air conditioning and fans.
- Stay as far away from the emergency site as possible.
- Keep your body fully covered. Avoid eating or drinking anything uncovered.
- Prepare for possible evacuation.

How can I minimize exposure to radiation?

- Limit the time spent near sources of radiation.
- The more distance between you and the source of radiation, the less radiation you'll receive.
- The more heavy, dense materials between you and the source of radiation, the better.
- Monitor updates. Local authorities will monitor any release of radiation and determine the level of protective actions and when the threat has passed.

How can I find out if my water supply is safe?

- Call Chaparral City Water Company at (480) 837-9522

Where can I get more information?

Radiation Exposure:
Arizona Radiation Regulatory Agency
(602) 255-4845
www.arra.state.az.us

Chemical Emergencies:
Chemtrec Emergency Hotline
(800) 424-9300
www.chemtrec.org

Center for Disease Control
(404) 633 5313
www.cdc.gov

Emergency and Preparedness and Prevention
Office
1-(800) 424-9346
www.epa.gov/swercepp

Federal Emergency Management Agency
1-(800) 480-2520
www.fema.gov

National Safety Council
1-(630) 285-1121
www.nsc.org



FLOODS

4

How can I prepare for a flood?

- Check nearby storm drains to ensure they're clear of debris.
- Move furniture and valuables to higher ground.
- Secure or bring in outdoor furniture.
- Unplug appliances - do not touch wet electrical equipment.
- Fill jugs with clean water in case water supplies become contaminated.
- Place sandbags in and around all outside doors and thresholds.

What should I do during a flood?

- If told to evacuate, do so quickly.
- Avoid downed power lines.
- Do not drink tap water.
- Leave low-lying areas immediately.
- If driving in low-lying areas or if your car stalls in rapidly rising water, get out of the car and seek higher ground immediately. Flood water has more force than you think.
- Stay away from storm drains and irrigation ditches.
- Police/construction barricades are for your protection. Do not drive through or around them.
- Do not enter flooded areas. Walking or driving through flood water is very dangerous.

Where can I get more information?

National Weather Service
1-(301) 713-0622
www.nws.noaa.gov

Arizona Department of Transportation
www.azfms.com
Road conditions: 1-(888) 411-ROAD

The Weather Channel (channel 69 on Cox Cable in Fountain Hills)
www.weather.com

Phoenix area
(602) 275-0073
www.phx.noaa.gov

Federal Highway Administration
www.fhwa.dot.gov/trafficinfo/

National Fire Protection Association (NFPA)
1-(800) 344-3555
www.nfpa.org



STORMS

5

What do I do when I see lightning?

- Go inside immediately and stay away from windows, water, faucets, sinks, bathtubs and telephones.
- If you're in your car, stay there.
- Turn off and unplug TVs, computers and other appliances.
- If outside, stay away from tall trees, open fields, water or metal objects.
- If you're caught in an open space or field, crouch low to the ground - do not lie flat.

What do I do in the event of heavy wind, a tornado or a microburst?

- Go to a safe place immediately and protect yourself under a sturdy object.
- Go to a bathroom, closet or interior hallway in the center of a building on the lowest floor.
- If outside, lay flat in a ditch or low-lying area with your hands protecting your head.
- If you're in a car or mobile home, get out and find shelter in a ditch or other low-lying area.

Where can I get more information?

National Weather Service
1-(301) 713-0622
www.nws.noaa.gov

Arizona Department of Transportation
www.azfms.com
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www.phx.noaa.gov

Federal Highway Administration
www.fhwa.dot.gov/trafficinfo/

Maricopa County Emergency Management
(602) 273-1411
<http://maricopa.gov/emerg-mgt/weather.asp>



What do I do if there's an explosion in my building?

- Call 911.
- If you see or smell smoke, warn others and activate the fire alarm.
- Before opening a door, feel it with the back of your hand. If it's hot, find another exit. If it's cool, kneel down and check the air coming in from under the door. If it's cool, the room may be safe to enter. Kneel behind the door; open it a little with your face turned away. Listen and smell for fire or smoke. Only proceed if no smoke or fire is detected.
- If items are falling off bookshelves or from the ceiling, get under a sturdy table or desk.
- Get out of the building as quickly and calmly as possible.
- If safe, close all windows and doors behind as you leave.
- Crawl low under smoke to escape.
- Use the stairs, not elevators.
- Do not go back into a burning building.

What if I can't escape quickly?

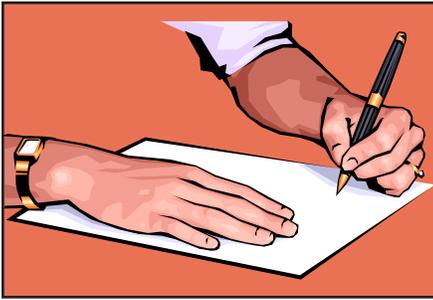
- Call 911 to let emergency crews know exactly where you are in the building.
- Protect yourself with wet cloths around your hands, face, nose and mouth.
- Dampen your clothes.
- If your clothes catch on fire - stop, drop and roll.
- Place wet towels at the bottom of doors to prevent smoke from entering.
- Stay low to the ground.
- Hang something out the window to attract attention. Leave the window slightly open.
- Tap on a pipe or wall so that rescuers can hear where you are.
- Use a whistle if one is available. Shout only as a last resort - shouting can cause a person to inhale dangerous amounts of smoke.

What if I'm trapped in debris?

- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort – shouting can cause a person to inhale dangerous amounts of dust.

Where can I get more information?

- Call the Town of Fountain Hills Fire Prevention office at (480) 816-5139 to assist you with an evacuation plan.



EMERGENCY SUPPLY LIST

7

Water

- One gallon per person per day.
- Keep a three-day supply on hand.
- Add additional water to your supply for pets.

Food

- Three day supply of food
- Ready to eat canned meats, soups, juices, fruits and vegetables.
- High-energy food - peanut butter, jelly, crackers, energy bars, trail mix.
- Food for infants, the elderly, those with special diets.
- Food for pets.

Tools and Supplies

- Flashlights.
- Portable, battery-operated radios.
- Batteries.
- Whistle.
- First aid kits and instructions.
- Cash or traveler's checks.
- Non-electrical can opener.
- Tent.
- Map of area.
- Personal hygiene items.

Clothes and Bedding

- Sturdy shoes.
- Rain gear, hat, gloves.
- Blankets and sleeping bags.

Specialty Items

For Baby

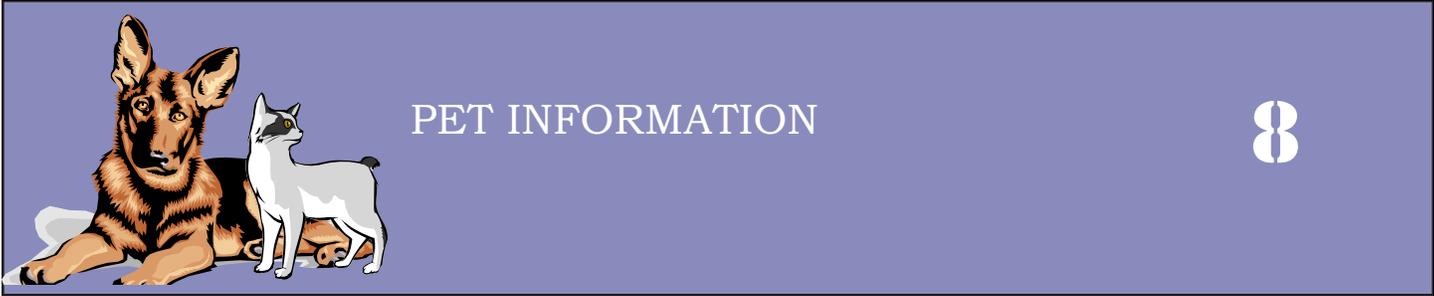
- Formula
- Diapers
- Bottles
- Powdered milk
- Medicine

For Adults

- Extra pair of glasses or contacts
- 7-day supply of prescription medicine
- Medical or special needs equipment.

For Pets

- Food
- Water



If you need to evacuate, it is important to take your pet with you if possible. Pets cannot always go with you to emergency shelters, so plan ahead and make alternate arrangements. Leaving pets behind is not the best action.

- All your pets should have identification tags and a collar.
- Contact hotels outside your immediate area and ask about policies. Keep a list of pet friendly hotels in a safe place.
- If you are under a disaster warning, keep your pets inside with you so you don't have to look for them in case you need to evacuate.

Pet Supplies

- Pet food and treats.
- Drinkable water in plastic bottles.
- Non-electrical can opener for canned food.
- Pet medications and medical records in a water-proof container.
- The name and phone number of your veterinarian.
- Current photos of your pet in case they get lost.
- Pet beds, toys - if there's room.
- Sturdy leashes, harnesses and or carriers to easily and safely move your pets.

Where can I get more information?

Arizona Humane Society
(602) 997-7585
www.azhumane.org

Maricopa County Animal Care and Control Services
(602) 506-PETS (7387)
www.maricopa.gov/pets/



UTILITY OUTAGES

9

What do I do if the power goes out?

- Check to see if your neighbors have lost power also. If not, reset your circuit breaker.
- Using a cell phone or a neighbor's phone, report a power outage to SRP at (602) 236-8888.
- Turn off all lights and major appliances - including computers, air conditioners/heaters, TVs and DVD Players.
- Use flashlights instead of candles.
- When the power returns, wait a few minutes before turning on lights and appliances. Then do so one at a time.

What if I'm driving during a power outage?

- If you are driving during a power outage and you encounter a dark, nonfunctional traffic signal, treat it as a four-way stop. Yield to the right-of-way, then proceed with extreme caution.

What should I look for if my home is damaged in a disaster?

- Check for gas leaks. If you smell gas, open a window and leave the building. Turn off the gas at 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. Electrical damage is indicated by sparks, frayed or broken wires, or the smell of hot insulation. Turn off the electricity at the main fuse box or circuit breaker if the area is dry. Otherwise, call an electrician.
- Check for sewage and water lines damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the Chaparral City Water Company (CCWC) and avoid using water from the tap.

Where can I get more information?

Chaparral City Water Company
(480) 837-9522

SRP
(602) 236-8888
www.srpnet.com

Southwest Gas
1-(888) 515-5166
www.swgas.com



What is C.A.R.E./F.H. ?

The Crisis Activated Response Effort is a volunteer group committed to providing support and assistance to local Town residents during and after an unexpected personal crisis.

How is a crisis defined?

- Sudden, random, and without reason.
- Normal coping methods for stress often fail.
- Event often has overwhelming impact due to its magnitude.

What is the goal of C.A.R.E./F.H. personnel on scene ?

- Provide initial grief support to the emotionally traumatized victim.
- Provide appropriate resource information to those affected.
- Provide community support to those placed in a tragic life situation.

How is C.A.R.E./F.H. dispatched ?

- The team members of C.A.R.E./F.H. are dispatched upon request by the on-scene emergency personnel only.
- Community members involved in a traumatic situation who feel the need for additional support may ask on-scene fire or police personnel for C.A.R.E./F.H. response.