



A resident's guide for emergency survival.

**CITY OF AGOURA HILLS**

# **EMERGENCY**

**⊕ PREPAREDNESS HANDBOOK ⊕**

## Who is Responsible for You in a Disaster Situation?

In a large scale disaster like a major earthquake, first responders such as the fire department, sheriff's department, and even the City of Agoura Hills will do all that they can to help you.

However, in a large disaster, those resources will be completely overwhelmed. Also, fire and sheriff's department personnel will need to respond to where they can do the most good - helping the most severely endangered people. That means that you may not get professional assistance for days after the incident has occurred. Even the Red Cross does not guarantee response in a large scale incident for 72 hours. Also, think about how a large disaster that leaves thousands of people homeless will overwhelm food, water and sheltering resources of any emergency support agency.

Therefore, it is very important that you review to the tips in this handbook in order for you to be prepared to be self-sufficient

for at least three days and preferably 10 days. Additionally, consider taking some CERT training classes (see Page 28) as they can help you become more aware and prepare yourself for the next disaster. CERT training teaches people to take care of themselves first, then their family and neighbors, and finally, the general community. Getting CERT training and joining your Agoura Hills CERT Disaster Response Team will help the team respond better to emergencies in our community. Finally, please utilize this [book](#) to make sure you and your family are prepared.



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CITY OF AGOURA HILLS

# EMERGENCY

PREPAREDNESS HANDBOOK



## 911... Landline? Cellphone?

IF AT ALL POSSIBLE, DIAL 911 FROM A LANDLINE (HOME) PHONE.

LANDLINE CALLS TO 911 ARE ROUTED TO LOCAL LAW ENFORCEMENT. YOU MUST IMMEDIATELY IDENTIFY YOUR LOCATION TO 911 OPERATORS.

Cell phone calls to 911 are routed through the California Highway Patrol and do not capture your location. Owing to the disproportionately large volume of 911 calls from cell phones, you may also experience significant delays in reaching a 911 operator. It is recommended that you program the public safety phone numbers found in the next column into your cell phone, and use these numbers as an alternative to 911...but only when you must call from a cell phone.

**FOR ASSISTANCE IN AN EMERGENCY DIAL 911 – FIRE – POLICE – MEDICAL**

## SURVIVAL TIP ←

Never assume that someone else has called 911 when you see an emergency. In fact, the more people who call 911 to report an emergency, the better. Each call received may provide more detailed information than the previous call.

**FIRE AND MEDICAL EMERGENCIES, CALL LOS ANGELES COUNTY FIRE DEPARTMENT DISPATCH AT 818-889-1122.**

**LAW ENFORCEMENT EMERGENCIES, CALL THE LOST HILLS SHERIFF'S STATION AT 818-878-1808.**

**WHEN REPORTING AN EMERGENCY USING A CELL PHONE:**

- **GIVE YOUR CELL PHONE NUMBER TO THE 911 OPERATOR IMMEDIATELY IN CASE THE CALL IS DROPPED OR OTHERWISE LOST.**
- **WHEN ASKED FOR YOUR LOCATION, REPORT THE LOCATION WHERE THE INCIDENT OCCURRED.**

# Important Emergency Contacts

**Lost Hills Sheriff's Station –  
Business & Routine** 818-878-1808  
[www.lasd.org](http://www.lasd.org)

**Los Angeles County Fire Department** 818-889-1122  
[www.lacofd.org](http://www.lacofd.org)

**California Highway Patrol** 818-888-0980  
[www.chp.ca.gov](http://www.chp.ca.gov)

**Los Angeles County Department  
of Public Health** 800-427-8700  
[www.ladhs.org](http://www.ladhs.org)

**Emergency** 911

City of Agoura Hills 818-597-7300  
[www.ci.agoura-hills.ca.us](http://www.ci.agoura-hills.ca.us)

City of Agoura Hills Disaster Hot Line 818-597-7301

American Red Cross of Los Angeles County  
Disaster Relief 855-891-7325  
[www.redcrossla.org](http://www.redcrossla.org)

American Red Cross – San Fernando Valley 818-376-1784

Animal Care and Control Services 818-991-0071  
[www.animalcare.lacounty.gov](http://www.animalcare.lacounty.gov)

Las Virgenes Municipal Water District 818-251-2100  
[www.lvmwd.com](http://www.lvmwd.com)

Southern California Edison Company 800-684-8123  
[www.sce.com](http://www.sce.com)

Southern California Gas Company 800-427-2200  
[www.socalgas.com](http://www.socalgas.com)

Los Robles Hospital and Medical Center 805-497-2727  
[www.losrobleshospital.com](http://www.losrobleshospital.com)

## TRAUMA CENTERS:

West Hills Hospital 818-676-4000  
[www.westhillshospital.com](http://www.westhillshospital.com)

Northridge Hospital 818-885-8500  
[www.northridgehospital.org](http://www.northridgehospital.org)

## Important Emergency Contacts (continued)

### SCHOOLS-PUBLIC:

Las Virgenes Unified School District	818-880-4000 <a href="http://www.lvusd.k12.ca.us">www.lvusd.k12.ca.us</a>
24-hour General Emergency Number	818-889-1760
Agoura High School	818-889-1262
Indian Hills High School	818-707-1203
A.E. Wright Middle School	818-880-4614
Lindero Canyon Middle School	818-889-2134
Mariposa Elementary School	818-707-7144
Sumac Elementary School	818-991-4940
White Oak Elementary School	818-889-1450
Willow Elementary School	818-889-0677
Yerba Buena Elementary School	818-889-0040
Buttercup Preschool	818-597-2153

### SCHOOLS-PRIVATE:

Born Learners	818-991-7752
Montessori	818-991-8936
Partners in Learning	818-865-8600
Tutor Time	818-865-0049
Woodcrest	818-889-9841



# Family & Home Preparedness

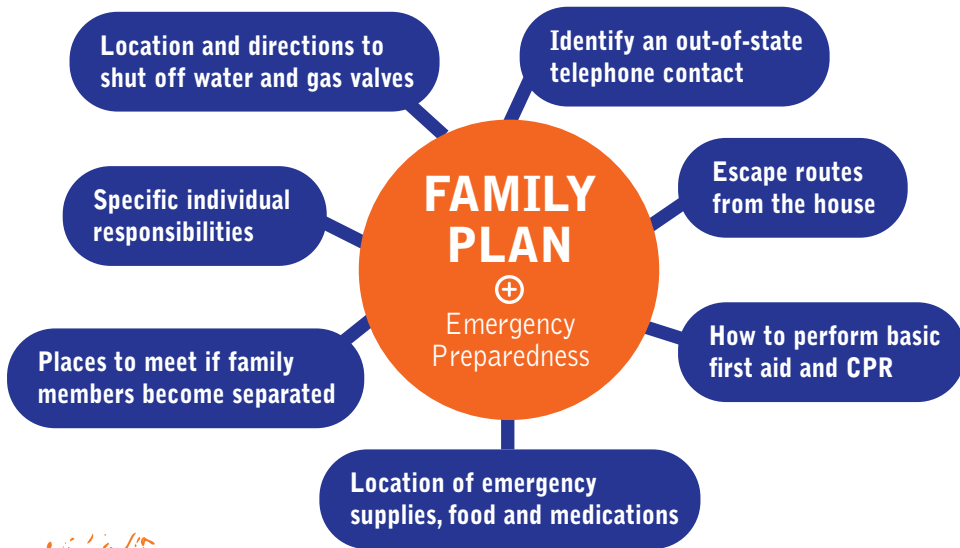
## FAMILY PLAN

The City maintains a formal disaster plan which is designed to coordinate the emergency services provided by county, state, federal and volunteer agencies. Every effort will be made to maintain basic services to the community, but survival during a disaster depends on individual and family preparedness. A good place to begin emergency preparedness is with a family plan. Discuss and formulate a written family plan which includes the following information on the chart as shown.

### PLAN INFORMATION KITS ARE AVAILABLE AT:

- [WWW.REDCROSS.ORG](http://WWW.REDCROSS.ORG)
- [WWW.READY.GOV/CALIFORNIA](http://WWW.READY.GOV/CALIFORNIA)

**TIP: Keep your kit in your car – usually your car's not far from wherever you are!**



## DISASTER SUPPLY KITS

A Disaster Supply Kit is any pre-assembled group of items that will greatly improve the health and safety of your family during a disaster. Kits can be purchased or homemade in an endless variety of styles and sizes. They can be as small as a shaving kit for your glove compartment or as big as a 50-gallon drum filled with supplies for your business. You could have many kits, each suited for a different purpose. The minimum amount of water and food is three days, but ten days is recommended.

### DISASTER SUPPLY KIT CHECKLIST

- Water for at least three days but preferably ten days (one gallon per person per day)**
- Food bars, canned goods, meals ready to eat**
- Camping stove, pots and pans, aluminum foil, paper cups, plates and plastic utensils**
- Flashlights**
- Portable radio**
- Extra batteries**
- First Aid Kit (See Page 25)**
- Emergency blanket(s)**
- Multi-purpose utility shutoff tool**
- FRS (Family Radio Service) Radio**

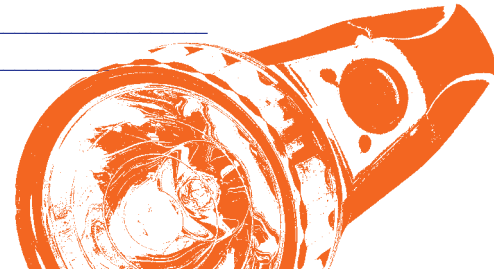
In addition to these items, disaster supply kits should be personalized to include specific items needed for each person and household. Some of these items may include:

- Prescription glasses, contact lenses & solution, denture needs**
- Prescription medications – 4 to 7 day supply**
- Pet food and supplies**

### ADDITIONAL ITEMS TO CONSIDER:

- Leather gloves**
- Cotton clothing (jeans, t-shirts, sturdy shoes, socks, scarves)**
- Crowbar**
- Small tools (screwdriver, pliers, wrench, etc.)**
- Cash and change – In an earthquake banks and automated tellers may be out of service**
- Goggles and respirator**
- Portable toilet, toilet paper and plastic bags for human waste**
- Compass**
- Sleeping Bag**
- Other:** \_\_\_\_\_
- Other:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





## Utilities

It is imperative that all homeowners be aware of how to turn off their own utility services. The following instructions for gas, water and electrical turn off were provided by the local utility companies. All family members should be familiar with them.

### GAS SHUT OFF

Learn how to shut off gas: (do so only in an emergency). The main shut-off valve is located next to your meter on the inlet pipe. Use a wrench and give it a quarter turn in either direction so that the bar runs crosswise on the pipe. The line is now closed.



**Close-up  
of a typical  
gas valve**



**SMELL IT, HEAR IT,  
SEE IT!**

Note: If you shut the gas off –  
You MUST CALL the Gas  
Company to turn it back on.

### WATER SHUT OFF

The water shut off valve is found where the water enters the house. Also the main water shut-off valve is found with the meter in a concrete box in the sidewalk. Check with the local water department to see if a special tool is needed.

### TO SHUT OFF THE WATER SUPPLY TO YOUR HOME:

- Remove the two covers on the service (there is a small cover and larger outside cover);
- While facing your home from the street, locate the customer handle (octagonal handle closest to house);
- Slowly turn the handle 1/4 turn clockwise.
- To turn your water back on, just reverse the above steps. Be certain to cover the meter box when you are finished.

### ELECTRICITY SHUT OFF

Teach responsible members of your family how to turn off electricity at the main switch. This switch may be found on the circuit breaker panel or it may be separately located near the meter. Remember do not operate any electrical switches if a gas leak is suspected.

### TO SHUT OFF THE ELECTRICITY TO YOUR HOME:

**Turn off: Individual breakers first, then the main switch.**  
**Turn back on: Main switch first, then individual breakers.**



## Water

Water is essential for survival. In an emergency, water may be limited or unavailable. For that reason, storing water is more important than storing food. Households should store enough water to last at least three days (preferably ten) for everyone.

### WHAT YOU NEED

- ⊕ **A normally active person needs to drink at least two quarts of water each day. Children, nursing mothers, and ill people need more.**
- ⊕ **Store at least one gallon per person per day, for drinking and cooking.**
- ⊕ **Store water in thoroughly washed plastic, glass, or enamel-lined metal containers.**
- ⊕ **Recycle self-stored water every six months. Recycle commercially bottled water every 12 months.**

**TIP: Information on how to treat water can be located at [www.redcross.org](http://www.redcross.org) or [www.ready.gov](http://www.ready.gov)**

### FOR EMERGENCY PURPOSES...

you can use water already in your water heater tank, in your plumbing, and in ice cubes. Do not use water from the reservoir tank of your toilet.

- Access the water in the water heater by opening the spigot at the bottom of the tank, attach a garden hose and strain the water through a coffee filter or clean cloth.
- Before you access the water in your plumbing locate the water inlet/shutoff valve for house, condominium or apartment and turn off the water.
- Pools, spas, waterbeds and similar sources of water can be used for sanitary purposes only. Do not drink the water from these sources.



# Individuals in Need of Special Assistance

## INDIVIDUALS IN NEED OF SPECIAL ASSISTANCE INCLUDE (BUT MAY NOT BE LIMITED TO):

- **Elderly**
- **Casual workers**
- **Pregnant women or parents with newborns**
- **Homebound individuals**
- **Non-English-speaking individuals**
- **Post-surgery patients**
- **People with physical or emotional impairments**
- **The physically impaired**
- **Individuals with no access to transportation**

In the event of an emergency, all of these individuals should interpret an Evacuation Warning as an Evacuation Order (see page 16) and make arrangements to leave their residence or place of business immediately.

Make sure your family plan takes these individuals into consideration and plans for necessary assistance to be provided for them.

The Agoura Hills CERT DRT has established a Neighborhood Emergency Network (NEN). You are encouraged to contact your Neighborhood Emergency Network sector leader to further aid those in need of special assistance during an emergency. (See page 29 for more information on NEN).

## Information Sources

Stay informed with reports broadcast on local radio and TV. DO NOT USE THE TELEPHONE unless absolutely necessary. The following are designated by the City as emergency broadcast stations:

<b>KNX</b>	<b>1070 AM</b>	<b>Los Angeles</b>
<b>KCLU</b>	<b>88.3 FM</b>	<b>Thousand Oaks</b>
<b>KGIL</b>	<b>1260 AM</b>	<b>San Fernando Valley</b>
<b>KWNK</b>	<b>760 AM</b>	<b>Simi Valley/Canoga Park</b>
<b>AHTV</b>	<b>Channel 10 (TimeWarner) Channel 3 (Charter) Channel 99 (AT&amp;T)</b>	<b>Agoura Hills</b>

**A BATTERY OPERATED RADIO ALONG WITH EXTRA BATTERIES SHOULD BE KEPT IN EVERY HOME.**

# Animal Preparedness

## DOGS & CATS... AND OTHER SMALL ANIMALS

### ASSEMBLE A PORTABLE PET DISASTER SUPPLIES KIT

Whether you are away from home for a day or a week, you'll need essential supplies. Keep items in an accessible place and store them in sturdy containers that can be carried easily (duffel bags, covered trash containers, etc.).

#### PET DISASTER SUPPLY KIT CHECKLIST

- ✓ Medications and medical records (stored in a waterproof container) and a pet First Aid Kit
- ✓ Leashes, harnesses, and/or carriers to transport pets safely and ensure that your animals can't escape
- ✓ Current photos of your pets in case they get lost
- ✓ Food, potable water, bowls, cat litter and pan, and can opener
- ✓ Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian in case you have to foster or board your pets
- ✓ Pet beds and toys, if easily transportable
- ✓ Name tags and telephone numbers

## HAVE A SAFE PLACE TO TAKE YOUR PETS

- Contact hotels and motels outside your immediate area to check policies on accepting pets and restrictions on number, size, and species.
- Ask friends, relatives, or others outside the affected area whether they could shelter your animals.
- If you have more than one pet, they may be more comfortable if kept together, but be prepared to house them separately.
- Prepare a list of boarding facilities and veterinarians who could shelter animals in an emergency (include 24-hour phone numbers).

## MAKE SURE YOUR PET IS CLEARLY IDENTIFIED

- Make sure all dogs and cats are wearing collars with securely fastened current identification.
- Attach the phone number and address of your temporary shelter, if you know it, or of a friend or relative outside the disaster area.
- Identification microchips are highly recommended. Contact Animal Care & Control for information on micro-chipping your pets if you have not already done so. Keep the telephone number of your microchip data carrier with your important evacuation papers.



## Horses

Emergency preparedness is important for all animals, but it takes extra consideration for horses because of their size and transportation needs. It is imperative that you are prepared to move your horses to a safe area.

Horses should be evacuated as soon as the EVACUATION WARNING is made. Do not wait for the Evacuation Order. If you are unprepared or wait until the last minute to evacuate, you could be told by emergency management officials to leave your horses behind. To help avoid this situation, we have prepared information and suggestions to help you plan for emergencies.

### HORSE PREPAREDNESS SUPPLY CHECKLIST

- ✓ Halter with identification tag and lead rope for each horse.
- ✓ Food, feed bucket, and any medications for several days.
- ✓ Vaccination and identification forms with current photos.
- ✓ Have your horses micro-chipped. ([www.ci.agoura-hills.ca.us](http://www.ci.agoura-hills.ca.us) for info)
- ✓ First Aid Kit with wraps.

### HAVE AN EVACUATION PLAN:

- Train horses to lead and trailer so that they become comfortable with the process.
- Keep your truck and trailer in safe, working condition. If you don't have a truck and trailer make arrangements in advance to have someone evacuate your horses.
- Make prior arrangements for sheltering.
- Work with your Neighborhood Emergency Network Sector 4 Leader to help ensure that your large animals get out early. Evacuate when you hear the EVACUATION WARNING! (See Page 16)

**TIP: Post these important numbers by your phones in the house and in the barn:**  
**LAC Department of Animal Care & Control**  
**Emergency Coordination...818-991-8065**  
**Pierce College Equestrian Center...818-710-3308**



## School Safety Preparedness

If you have children attending private or public school in Agoura Hills and surrounding areas, it is very important for you to be aware of the school's disaster plan and include it in your Family Plan. Please answer the following important questions:

### YES NO

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Will my child be sheltered in place during a wildland fire or other emergency?</b>   |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>If so, do I know what precautions my school has taken to ensure my child's safety?</b>   |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Does the school maintain a parent-provided disaster supply kit for my child?</b>   |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>If so, have I recently updated it so it is current?</b>  |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Does the school have adequate emergency supplies on hand to care for my child?</b>   |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Will I be able to pick up my child, or send someone else to pick up my child?</b>  |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Will my child be evacuated?</b>  |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>If so, do I know to what location my child might be evacuated?</b>   |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>If my child requires special medications, can a short-term supply of these medications be kept at the nurse's office for use during any emergency?</b> |

**TIP: In case of any type of emergency, do not call the school directly. School phone lines are limited for personnel to summon emergency aid or coordinate evacuation.**

**Visit the LVUSD website at [www.lvusd.org](http://www.lvusd.org) or listen to KNX or KFWB for public school information.**



# School Safety Preparedness (continued)

The Las Virgenes Unified School District has an established Emergency Disaster Plan. The District has developed three alternate plans each designed for different circumstances:

## 1 School In Session – Extensive Disaster

When immediate action is required as a result of extensive damage to buildings and highways in the local area, students will remain at the school site. The School District, in conjunction with the Red Cross or other mass care agencies will provide protection, shelter, food, and emergency care for all students until they are either picked up by a parent or designated adult, or can safely return home.

## 2 School in Session – Pending or Less Extensive Disaster

When warning of a catastrophe provides sufficient time for pupils to safely reach home, specific instructions will be given to the students by the principal or his/her designee. Students will be released to their parents or other designated adult(s) or will be transported home as transportation becomes available. The LVUSD will use an automated call system to alert parents as to what actions will be taken and will post information on the District's website: [www.lvusd.org](http://www.lvusd.org).

## 3 School Not in Session

This plan of operation will be used when any emergency condition exists while schools are not in session and the situation would prevent the normal operation of the school in a safe learning environment for students and staff. Students and parents will be notified through radio broadcast of school closures and/or an automated call system to each student's home and on the District's website: [www.lvusd.org](http://www.lvusd.org).



## LVUSD Emergency Disaster Plans

1

School In Session –  
Extensive Disaster

2

School In Session –  
Pending or Less Extensive Disaster

3

School Not in Session –  
Weekends, Holiday and Summer

12



## Connect-CTY

THE CONNECT-CTY SYSTEM  
CAN NOTIFY YOU  
WHEN THERE IS  
AN EMERGENCY

The City of Agoura Hills has secured the services of a mass notification system to assist with passing on important emergency information. The

Malibu Lost Hills Sheriff's Station, also has access to this system. In the event of an emergency which necessitates immediate notification, the Connect-CTY system will initiate a telephone alert program which will call the homes of individuals who may be affected by an emergency situation.

Messages can also be sent to up to three different phone numbers, in addition to being delivered via e-mail and text messaging. Residents are encouraged to sign up for the free service by going to the city website at [www.ci.agoura-hills.ca.us](http://www.ci.agoura-hills.ca.us). Go to "I want to" and click on the Connect-CTY dropdown menu.

The Connect-CTY services are not intended to replace or supersede the existing public safety services. Should residents receive specific instructions from public safety personnel, the direction should be followed.



## Business Preparedness

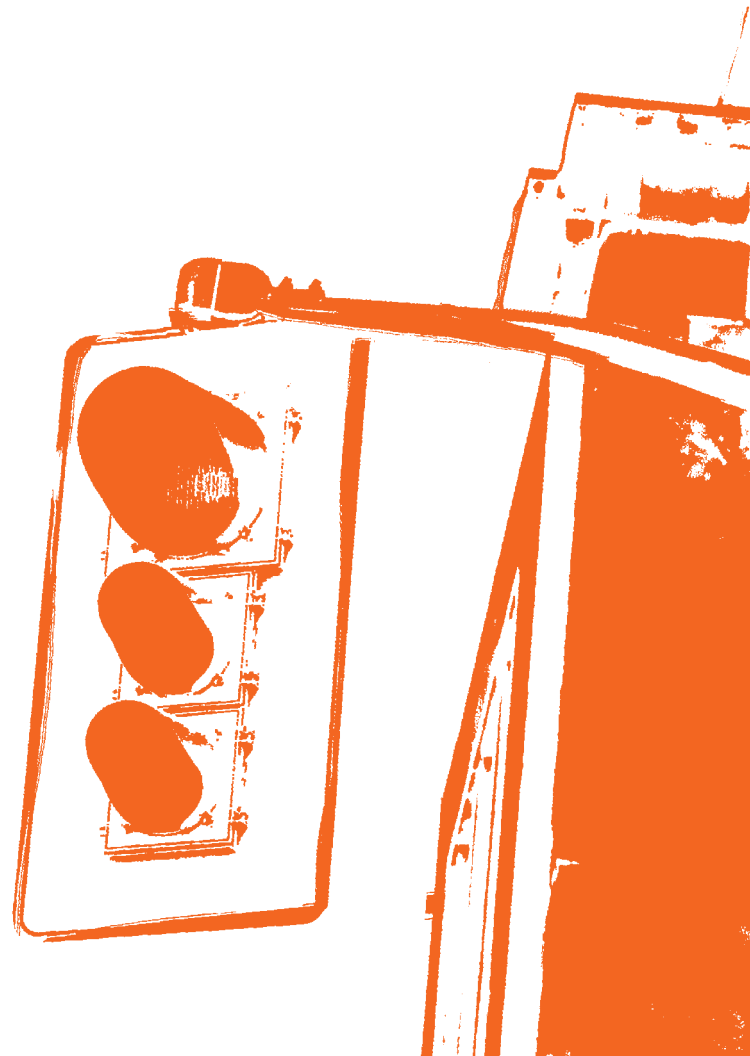
Any business located in Agoura Hills is encouraged to develop their own Business Emergency and Continuity Plans to include the following:

### **BUSINESS PREPAREDNESS GUIDELINES**

- Outline logical actions to take to prepare for an emergency, using the instructions for family preparedness Pages 4-5 of the guide.**
- Share information with employees and casual workers (such as nannies).**
- Give employees (including casual workers) sector maps and information regarding the Regional Red Cross Shelters, Community Safety Areas, and Neighborhood Survival Areas.**
- List employees' contact numbers and form phone trees.**
- Provide your clients, staff, and service providers (such as delivery services) with cell phone and landline numbers to call in case of an emergency.**
- Identify neighbors at home who can help with your children, pets, or home if you are at work when disaster strikes.**

**INFORMATION ON BUSINESS PREPAREDNESS PLANS CAN BE FOUND AT:**

[www.redcross.org](http://www.redcross.org) | [www.ready.gov](http://www.ready.gov) | [www.fema.gov](http://www.fema.gov)

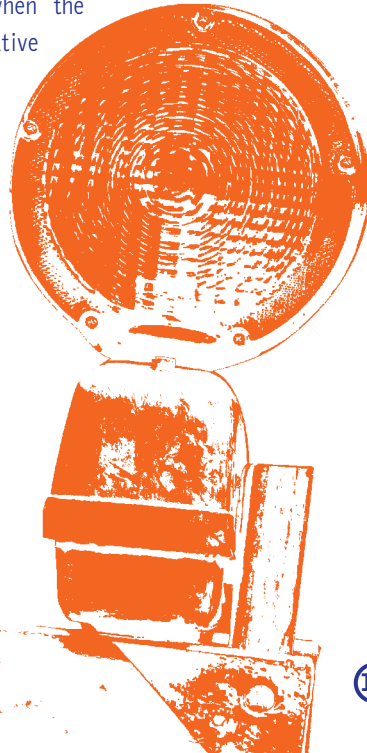


## Red Flag Weather

JUST WHAT IS “RED FLAG WEATHER” AND HOW SHOULD I REACT?

Red Flag Weather refers to certain weather conditions that lead to a greater possibility for a wildland fire to start and to spread rapidly. These conditions generally exist when the winds exceed 25 mph and relative humidity is below 15%.

On days such as these, listen to the news on radio or TV to see if a Red Flag Warning or Alert has been issued. If so, here are protective measures you can take:



### RED FLAG WEATHER WARNING PREPAREDNESS STEPS

1. Park your car heading out with doors and windows closed, and know where your car keys are.
2. Disconnect automatic garage door openers and use the manual function (in case of power failure before you are able to exit).
3. Place your box of important documents, photos, and keepsakes inside your car.
4. Keep pet carriers readily accessible.
5. When you leave your home:
  - Keep drapes or other combustible window coverings **OPEN** (or remove them completely).
  - Keep fire-resistant window coverings **CLOSED**.
  - Close all interior doors of the house (This slows the spread of fire).
  - Close all windows.
  - Leave lights on (as long as power remains, your home will be more visible to firefighters through the smoke or darkness).

# Wildland Fire Preparedness

## EVACUATION WARNING

- ⊕ **Evacuation Warnings will be issued for a particular sector(s) in the event of a wildfire.**
- ⊕ **When you hear the warning it is the time to leave.**
- ⊕ **The majority of Evacuation Warnings become Evacuation Orders.**
- ⊕ **This is also the time to evacuate those in need of special assistance and your horses (See Page 10).**

## EVACUATION ORDER

An Evacuation Order is a directive from the Sheriff or Fire Department to leave your home or business immediately for your own safety.

Failure to follow an Evacuation Order may result in endangerment to the lives of others, personal injury, or death.

WHEN AN EVACUATION ORDER HAS BEEN ISSUED FOR YOUR AREA:

- Gather your family, pets, and disaster supply kit into your car and immediately leave your home or business.
- Follow the evacuation plan instructions and the directions from Sheriff and Fire Department personnel.
- Drive carefully at a normal speed with your headlights on.

## WILDLAND FIRE PREPAREDNESS CHECKLIST

- ✓ **Contact family members and make sure they are ready to leave.**
- ✓ **Put personal belongings and documents in your vehicle.**
- ✓ **Cover windows, attic openings, eaves, and vents with fire-resistant material such as 1/4-inch or thicker plywood. Close window shutters and blinds only if they are fire-resistant.**
- ✓ **Attach garden hoses with nozzles to spigots and place them so that they can reach all areas of your home. (These can be used by firefighters engaged in structure protection to put out spot fires once the fire has passed. They are ineffective for fighting a wildland fire.)**
- ✓ **Fill sinks, bathtubs, trash cans, and buckets with water. Place portable containers around your house for easy access.**
- ✓ **Close all windows and doors around your home to keep sparks from blowing inside.**
- ✓ **Shut off liquefied petroleum gas or natural gas valves.**
- ✓ **Move furniture away from windows and sliding glass doors to avoid their igniting from the fire's radiant heat.**
- ✓ **If you have children in school, follow their school's Disaster Plan.**

**NOTE: Wetting down your home and surrounding areas will not improve the safety of your home, and it wastes valuable water.**

## Grab & Go Bag!

An important first step to be ready for an order to evacuate is to assemble an emergency grab-and go bag that contains crucial supplies that you'll need if you evacuate from your home.

The American Red Cross has pre-packed kits (\$80 for the Deluxe Emergency Preparedness Kit) available at [www.redcross.org](http://www.redcross.org).

Or assemble your own emergency Grab & Go Bag using some of the items listed. Be sure bags are labeled with each person's name, and keep them somewhere accessible.

### GRAB-AND-GO BAG CONTENTS

- **Personal travel size toiletries**
- **Lightweight flashlight with batteries inserted**
- **Extra pair of eyeglasses, if needed (an old pair works fine)**
- **Whistle to signal for help**
- **A few days of any prescription medicine**
- **A bottle or two of water**
- **High-protein, high-calorie energy food bars**
- **A change of clothes**
- **Small, soft comfort toy for each child**
- **Family photographs (one for each child and adult)**

### ONE ADULT SHOULD ALSO CARRY

- Family first aid kit
- Lightweight battery-powered radio
- Extra set of car, home, and safe deposit box keys
- Credit card and cash
- Copies of essential documents. Include birth certificates, tax returns for the past two years, copies of drivers licenses, passports, and social security cards (copy both sides). Also include copies of deeds, vehicle titles, insurance policies, and appraisals of valuables (original documents should be in a safe deposit box).

## Quake! Preparedness

The time to prepare for an earthquake is now...not after it happens. Protect your family by taking care of the items on the BEFORE Checklist as soon as you can. It's a good idea to make copies of the DURING Checklist and post them as reminders by your house and garage exits and in all your family cars.

### BEFORE THE EARTHQUAKE CHECKLIST

- ✓ **Food** – Store enough food for 72 hours, preferably 10 days.
- ✓ **Water** – Store enough so each person has a gallon a day for 72 hours, preferably 10 days. (See page 7)
- ✓ **First Aid Kit** – Make sure it's well stocked, especially with bandages and disinfectants. (See page 25)
- ✓ **Fire Extinguisher** – Your fire extinguisher should be suitable for all types of fire.
- ✓ **Flashlights with Extra Batteries** – Keep flashlights beside your bed and in several other locations.
- ✓ **Do NOT use Matches or Candles** after an earthquake until you are certain there are no gas leaks.
- ✓ **Portable Radio with Extra Batteries** – Most telephones will be out of order or limited to emergency use. The radio will be your best source of information.
- ✓ **Tools** – Have an adjustable or pipe wrench for turning off gas and water.

- ✓ **Identify safe spots in each room**...under sturdy tables or desks, or against interior walls. Know the danger spots: near windows, mirrors, hanging objects, fireplaces, and tall, unsecured furniture.
- ✓ **Conduct practice drills** so you and your family know the safe locations in your home.
- ✓ **Decide how and where your family will reunite** if separated during an earthquake.
- ✓ **Choose an out-of-state friend/relative** to report your whereabouts and condition.
- ✓ **Learn First Aid and CPR.**
- ✓ **Learn how to shut off gas**, water and electricity in case the lines are damaged (See page 6).
- ✓ **Check chimneys, roofs, walls, and foundations for stability** – Make sure your house is bolted to its foundation.
- ✓ **Secure your water heater and major appliances** as well as tall, heavy furniture, hanging plants, mirrors, and picture frames (especially those over beds).
- ✓ **Keep breakables, heavy objects** and flammable/hazardous liquids in secured cabinets – such as paints, pest sprays, and cleaning products on lower shelves.
- ✓ **Organize your neighborhood** to be self-sufficient after an earthquake.
- ✓ **Take a CERT training class** to be able to assist family, friends, and your neighbors.

## Quake! Preparedness (continued)

### DURING THE EARTHQUAKE

- ✓ **If indoors, stay there** – Get under a desk or table or stand in a corner.
- ✓ **If outdoors, get into an open area** away from trees, buildings, walls, and power lines.
- ✓ **If driving, pull over to the side of the road and stop.** Avoid areas around power lines. Stay in your car until the shaking is over.
- ✓ **Do not rush for the doors**, if in a crowded public place.
- ✓ **Crouch and cover your head** and neck with your hands and arms.
- ✓ **Check for gas and water leaks**, and broken electrical wiring or sewage lines. If there is damage turn the utility off at the source and immediately report gas leaks to your utility company. Check for downed power lines; warn others to stay away.
- ✓ **Do not attempt to use the telephone** unless there is an immediate, life-threatening emergency.

- ✓ **Do not attempt to relight the gas pilot** unless a thorough inspection of your gas lines has taken place. Call the Gas Company for assistance.
- ✓ **Check your building for cracks and damage**, including the roof, chimneys, and foundation.
- ✓ **Turn on your portable radio** for instructions and news reports. For your own safety, cooperate fully with public safety officials and follow instructions.
- ✓ **Do not use your vehicle** unless there is an emergency.
- ✓ **Be prepared for aftershocks** – Stay calm and lend a hand to others.
- ✓ **If you evacuate, leave a message** at your home telling family members and others where you can be found.

## Other Disasters

### HAZARDOUS MATERIALS

If you suspect a hazardous materials incident, follow these important steps and remember **RAIN**:

**R**ecognize that an incident involving hazardous materials may exist.

**A**void approaching the incident.

**I**solate the area to keep others from entering a potentially dangerous area.

**N**otify authorities... Call 911.

Remember to stay uphill, upwind, and upstream from any potential hazardous materials incident.

What is a safe distance? There is no concrete answer to what constitutes a safe distance. It is recommended that you follow the "rule of thumb": looking toward the incident, hold your thumb out in front of you at arm's length. If you can still see the incident (e.g., overturned tanker truck) on either side of your thumb, then you are still too close. Continue to back away from the incident until your thumb covers the entire incident.

### TERRORISM

In today's world it is important to understand the government's threat levels and how it relates to your family's preparedness as follows:

#### GREEN – LOW

Low risk of an attack occurring exists.

**INDIVIDUAL'S RESPONSE:** Develop a personal disaster plan and create a disaster supply kit.

#### BLUE – GUARDED

General risk of an attack exists.

**INDIVIDUAL'S RESPONSE:** Be alert to suspicious activity and report it to your local police or workplace security; review your disaster supply kit and replace any outdated items; develop an emergency communications plan; review your children's school emergency plan; establish an alternate meeting place away from home.

#### YELLOW – ELEVATED

Significant risk of an attack exists.

**INDIVIDUAL'S RESPONSE:** Same as Guarded Section above.

#### ORANGE – HIGH

High risk of an attack occurring exists.

**INDIVIDUAL'S RESPONSE:** Exercise caution when traveling; practice your family's communication plan; discuss children's fears concerning possible terrorist attacks; stay calm and be prepared to donate blood if the need is announced.

#### RED – SEVERE

Severe risk of attack occurring, or an attack has already occurred.

**INDIVIDUAL'S RESPONSE:** See "High" section. Listen to the radio or TV for current information and/or instructions; contact your business or school to determine the status of work or school for that day; adhere to any travel restrictions announced by local authorities; be prepared to shelter in place or evacuate if instructed to do so by authorities.

## Other Disasters (continued)

### STRUCTURE FIRES

FIRE STATION 89  
29575 CANWOOD STREET  
AGOURA HILLS  
(818) 597-2272\*

\*Business calls only. In the event of an emergency, always dial 9-1-1.

The Los Angeles County Fire Department responds to approximately 1,500 calls for service annually within the City of Agoura Hills. While most of these responses are handled by Fire Station 89, the city also receives services from neighboring fire stations in Calabasas, Westlake Village, and unincorporated Agoura.

Fire Station 89 houses one Engine Company (Captain, Fire Fighter Specialist, and Fire Fighter Paramedic) and one Paramedic Squad (two Fire Firefighter Paramedics).

It also serves as a Strike Team staging area when this additional resource is brought in during extreme fire weather conditions. (A Strike Team consists of five engines and one battalion chief.)

Consistent with most areas throughout Los Angeles County, roughly 75% of the calls for service in Agoura Hills are for

emergency medical services. Although a relatively small number of fires occur annually, many of them could have been prevented. Each year, the department sees structure fires that are caused by cooking, electrical malfunctions or, most notably, candles left burning unattended.

**To learn more about how you can prevent these types of fires, or for other general safety tips, please visit the Los Angeles County Fire Department website at [fire.lacounty.gov](http://fire.lacounty.gov), and click on “Safety Preparedness”.**

**Your Los Angeles County Fire Department . . . proud protectors of life, property, and the environment.**





## **BRUSH CLEARANCE INFORMATION (City of Agoura Hills)**

### **IF THE LAND IS PRIVATELY OWNED:**

- ✓ **Brush inspections begin by the local fire station in May of every year on IMPROVED PROPERTY.**
- ✓ **The minimum requirement for brush clearance is 200' from a structure.**
- ✓ **If not cleared, the local fire station will issue a notice of non-compliance, and the property owner will be given 30 days in which to bring the property into compliance.**
- ✓ **If still non-compliant, the local fire station will forward to the Brush Clearance Unit for enforcement. (The local fire station may, at its discretion, issue the property owner an additional 14 day extension to bring the property into compliance.)**
- ✓ **If property is inevitably turned over to the Brush Clearance Unit for enforcement, County Agriculture Weed Abatement Services will clear the property and include this service cost in the property owner's tax bill.**

The Brush Clearance Unit inspects UNIMPROVED PROPERTY (vacant lots privately owned). Their phone number is (626) 969-2375.

### **IF THE LAND IS NOT PRIVATELY OWNED:**

Brush clearance requirements vary between different government-owned lands, and are not enforced by the Los Angeles County Fire Department.



# Reducing Stress

## REDUCING YOUR STRESS DURING A DISASTER

### 1 Instead of moving too fast, running, or yelling.

Slow down, take a deep breath, and think! You will get things done more efficiently.

### 2 Instead of getting angry, becoming aggressive, or blaming others.

Stop before you hurt yourself or someone else.

Only try to control that which is possible for you to control.

### 3 Instead of denying yourself basic needs.

Make sure you and your family members eat and drink water as often as possible. Do not take stimulants, such as coffee, without eating food. Limit alcohol use.

### 4 Instead of feeling anxious about not knowing what is happening.

Call the Agoura Hills Emergency Hot Line at 818/597-7301, Check the City website at [www.ci.agoura-hills.ca.us](http://www.ci.agoura-hills.ca.us), or Check the City Community Cable Channel (TimeWarner - Channel 10, Charter - Channel 3 and AT&T - Channel 99).

## AFTER THE DISASTER

After a disaster you may be very busy taking care of your immediate needs. As the shock wears off you may find yourself behaving (or thinking about things) in ways that you find troublesome. There are some normal reactions we may all experience as a result of a disaster. Generally these feelings don't last long, but it is common to feel let down and restless for a somewhat longer period of time. Some feelings or responses may not appear until weeks or even months after the disaster.

SOME COMMON RESPONSES TO DISASTER ARE...

- Irritability and anger
- Fatigue
- Loss of appetite
- Inability to sleep
- Nightmares
- Sadness
- Headaches
- Nausea
- Hyperactivity
- Lack of concentration
- Hyper-alertness
- Increase in alcohol or drug consumption

Many survivors of a disaster will have at least one of the above responses. Acknowledging your feelings and stress is the first step in improvement.



## Reducing Stress (continued)

### HELPFUL THINGS TO DO:

- 1 **Talk about your disaster experiences.** Sharing your feelings rather than holding them in will help you feel better about what happened.
- 2 **Listen to the experiences described by your family.** Each person experiences things differently, and it helps to understand what it is each person feels is important.
- 3 **Take time off from cares, worries, and home repairs.** Take time for some relaxation and find a place where you can get away from your worries for a little while.
- 4 **Pay attention to your health:** be sure to eat a good diet, and get adequate sleep. Relaxation exercise can help if you have difficulty sleeping.
- 5 **Prepare for possible future emergencies** to lessen feelings of helplessness and help bring peace of mind.
- 6 **Rebuild personal relationships** in addition to repairing other aspects of your life. A couple should make time to be alone together, to talk and have fun.

SMALL CHILDREN may often become clingy, won't sleep alone, are upset by small things, hit siblings, defy adults, or act out in other ways. To help, take extra time with your child and give him or her extra support.

OLDER CHILDREN AND ADOLESCENTS more easily understand what has happened – but do not expect them to be adults! They are often very helpful during a disaster, but can display more difficult behavior after the immediate crisis has passed. Common behavior includes neglecting things that they usually do, or becoming forgetful. They may also have physical complaints or be sad, restless, defiant, or withdrawn. They may stay away from home or become more involved with their friends and drugs and alcohol. To help them, make time to talk. Determine what they want to do to make their world organized again and, importantly, help them to do these things—even if you have to delay other things that need to be done.

IF STRESS, ANXIETY, DEPRESSION, OR PHYSICAL PROBLEMS CONTINUE, YOU MAY WISH TO CONTACT THE POST-DISASTER SERVICES PROVIDED BY THE AMERICAN RED CROSS, A COUNSELOR, OR A MENTAL HEALTH CENTER.



# First Aid

## BASIC FIRST AID KIT

- Disposable/sterile burn blankets
- Adhesive tape
- Hydrogen peroxide, Betadine
- 4x4 gauze pads (sterile and non sterile), roller gauze
- Band-Aids (assortment)
- Ice packs
- Triangular bandages, ace bandages
- Eye pads
- Scissors
- Cotton balls/Q-tips/cotton applicators (12 count)
- Tweezers
- Thermometer
- Penlight
- Safety pins and sewing needles/thread
- Optional over-the-counter pain medication and digestive aid
- Anti-bacterial towelettes
- Blood-stopper compresses
- Burn ointment
- CPR shield
- Tri-biotic ointment



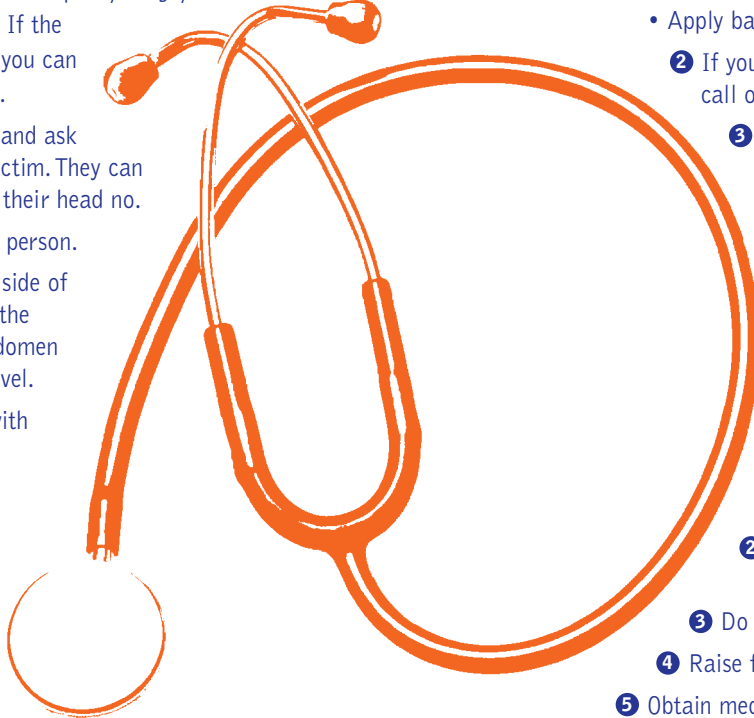
## First Aid (continued)

### ADMINISTERING BASIC FIRST AID

#### CHOKING

If the person is unable to speak, cough, or breathe, call 911. If the problem is resolved, you can call back and cancel.

- 1 Identify yourself and ask if you can help victim. They can nod yes or shake their head no.
- 2 Stand behind the person.
- 3 Place the thumb side of your fist against the middle of the abdomen just above the navel.
- 4 Grasp your fist with your other hand.
- 5 Give quick upward thrusts.
- 6 Repeat until the object is coughed up. Stop if the person becomes unconscious.



#### HEAD, BACK & NECK INJURIES

For Severe Pain or Pressure in the Head, Neck, or Back

- 1 Check the scene first and then check the victim.
  - Identify yourself and ask the victim if you can help.
  - Apply basic precautions to prevent disease transmission.
- 2 If you think the victim has a head, neck, or back injury, call or have someone else call 911.
- 3 Minimize movement of the head, neck, and back.
  - Place your hands on both sides of the victim's head and support and maintain the victim's head in the position you found it.
  - If the head is sharply turned to one side, do not try to align it.
  - Remember – Support the victim's head as you find it.

#### SHOCK

- 1 Check the scene first and then check the victim.
- 2 Cover the victim and keep her/him lying down. Cover only enough to keep her/him from losing body heat.
- 3 Do not give food or water.
- 4 Raise feet.
- 5 Obtain medical help as soon as possible

# First Aid (continued)

## CONTROLLING BLEEDING

For an Open Wound

- 1 Check the scene first and then check the victim.
  - Identify yourself and ask the victim if you can help.  
Apply basic precautions to prevent disease transmission.
- 2 Cover wound with dressing.
  - Press firmly against the wound (direct pressure).
- 3 Cover the dressing with a roller bandage.
  - Tie the knot directly over the wound.
- 4 Elevate the injured area
  - Keep the wound above the level of the heart (only when you suspect that a bone is not broken).
- 5 If bleeding does not stop:
  - Apply additional dressing and bandages.
  - Use a pressure point to squeeze the artery against the bone.
  - Call or have someone else call 911.



## APPLYING A SLING TO ARM OR SHOULDER

If You Cannot Move or Use an Injured Arm

- 3 Check the scene first and then check the victim.
  - Ask the victim if you can help.
  - Apply basic precautions to prevent disease transmission.
- 2 If the victim is unable to move or use an injured arm...call or have someone else call 911.
- 3 Support the injured arm above and below the site of injury.
- 4 Check for feeling, warmth and color below the injured area.
- 5 Place the Sling
  - Leave the arm in the position you find it.
  - Place a triangular bandage under the injured arm and over the injured shoulder to form a sling.
- 6 Tie the ends of the sling at the side of the neck.
  - TIP: Place pads of gauze under the knots to make it more comfortable for the victim.
- 7 Recheck for feeling, warmth, and color below the injured area.

## Agoura Hills CERT Disaster Response Team

In February of 2005, the City of Agoura Hills CERT Disaster Response Team was born. Some 80 members of the Agoura Hills community have completed the basic training, with many of them receiving continuing education.

CERT is a FEMA organization which stands for Community Emergency Response Team. The basic training courses, taught by members of the Los Angeles County Fire Department, enable community members to better care for themselves, their families and to assist others in the community in the event of a disaster when traditional services are overwhelmed or unavailable. The Agoura Hills Disaster Response Team is a volunteer organization. During a disaster or emergency situation the Disaster Response Team must be officially activated by City Hall in order to perform its duties. An order for activation comes from the City Manager (or his designee), the Sheriff's Department or the Fire Department. The Disaster Response Team may not self-activate unless such extreme emergency conditions exist that normal means of communication are interrupted.

All members of the Disaster Response Team hold first aid and CPR certifications, as well as CERT certification in Earthquake Preparedness & Response, Fire Suppression, Medical Operations, Light Search & Rescue, and Disaster Psychology. Advanced CERT

certifications in Mass Care & Shelter, Search & Rescue, and Triage & Treatment are included in continuing education made available to Disaster Response Team members. CERT training is designed to help communities mitigate disasters during the first 72 hours when damaged roads, disrupted communications, high telephone call volume, etc. may restrict access by professional emergency response teams.

**For more information on the Agoura Hills CERT Disaster Response Team, call 818/597-7302.**

**Level I CERT Basic Training is offered by the City and LACoFD every fall and spring. Meetings and trainings are held in the Community Room in the Agoura Hills City Hall. Check the City website at [www.ci.agoura-hills.ca.us](http://www.ci.agoura-hills.ca.us) for notices.**



## Neighborhood Emergency Network

For efficient handling in the aftermath of disaster or emergency the Agoura Hills Disaster Response Team has divided the City of Agoura Hills into nine sectors. Each sector has a designated AHDRT Sector Leader who is responsible for the canvassing of the sector and communicating to the City's Emergency Operations Center any and all emergency situations. Each sector is divided into five sub-sectors; each has a designated Sub-sector Leader.

The AHDRT volunteers are trained in covering the City's neighborhoods in accordance with specific driving/walking instructions and radio communications to assess damage and report emergencies.

Locate your residence in the Sector Map Section and notate it below. Obtain your Sector Leader and Sub-sector Leader contact information by calling 818-597-7314 or [lcelaya@ci.agoura-hills.ca.us](mailto:lcelaya@ci.agoura-hills.ca.us). Notate names and numbers here along with other important neighborhood contacts:

We live in Sector \_\_\_\_\_ and Sub-sector \_\_\_\_\_

Our Sector Leader

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Our Sub-sector Leader

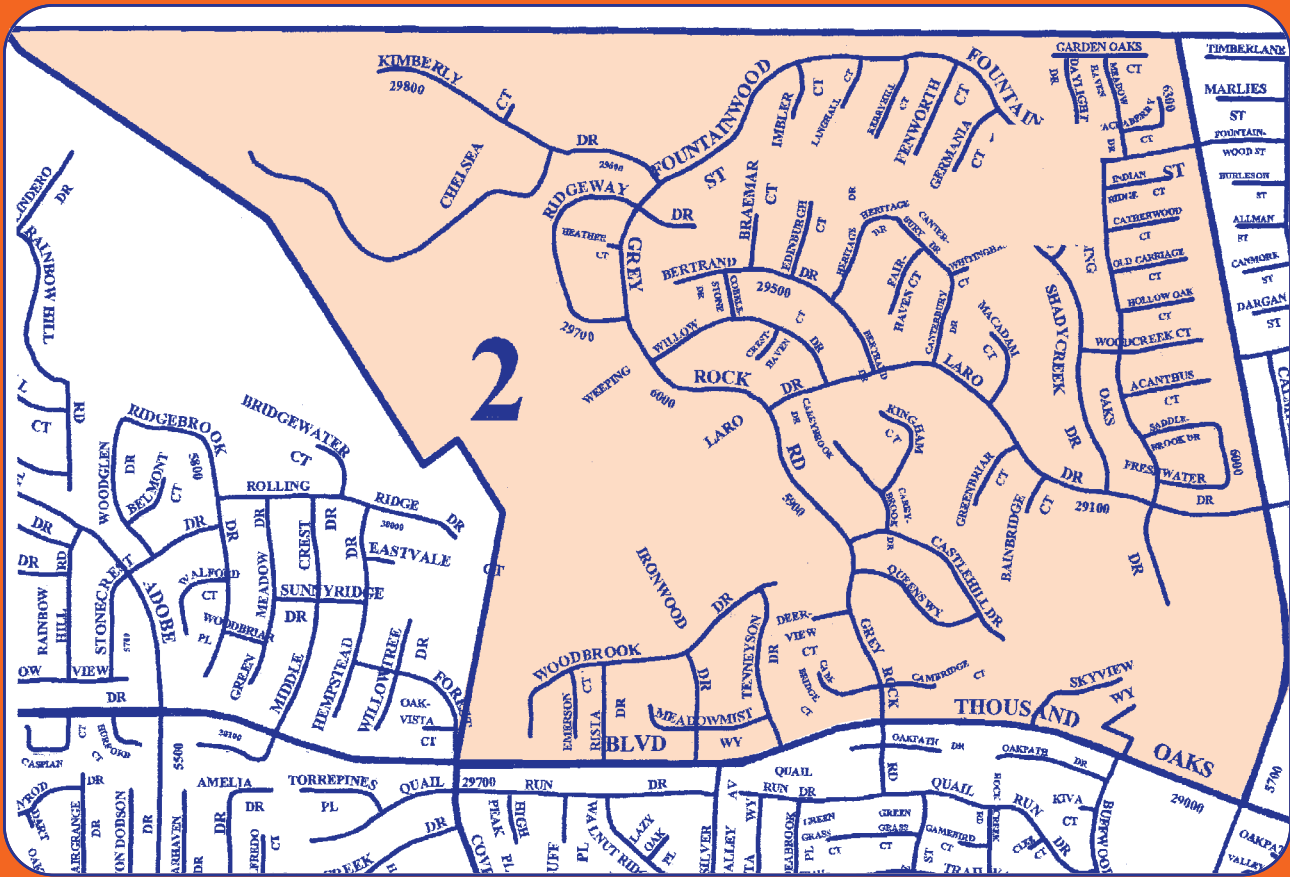
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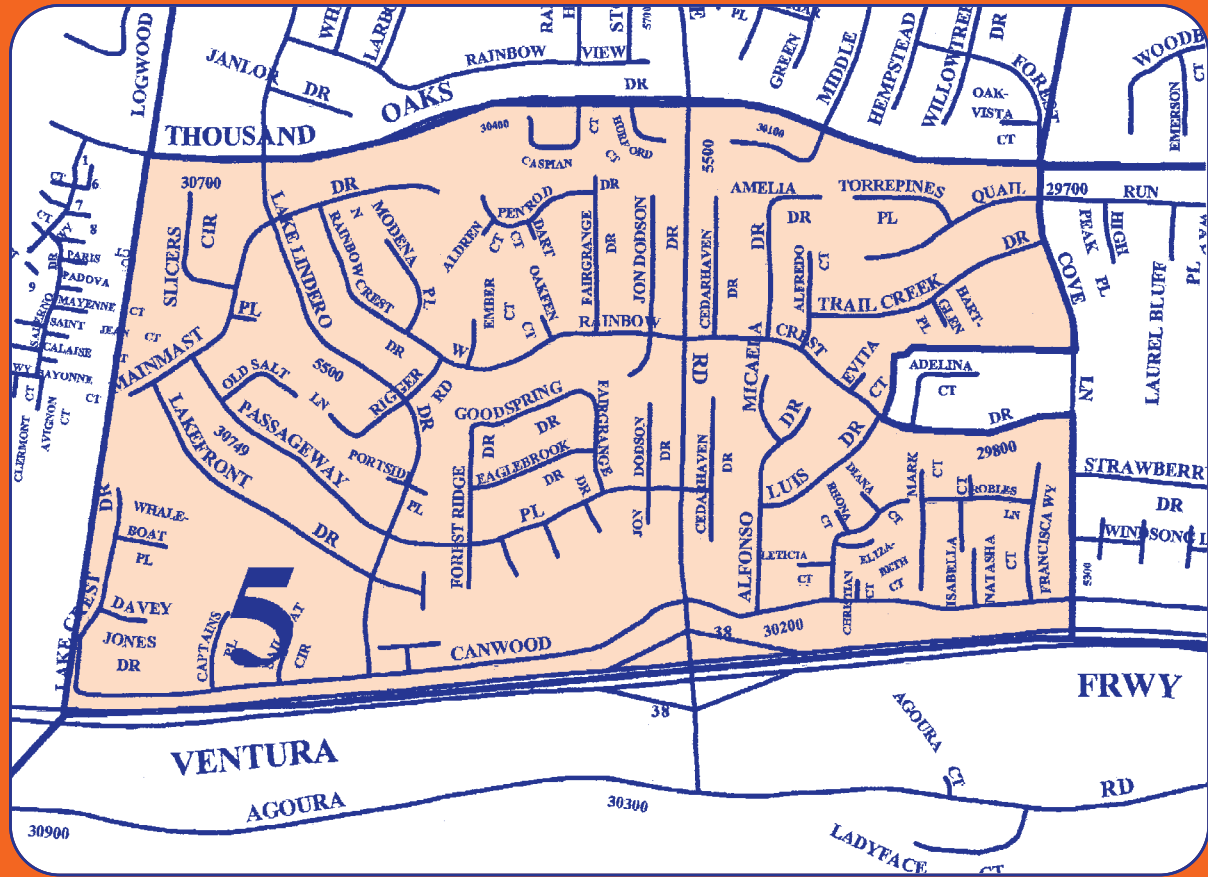
SECTOR  
MAP 2





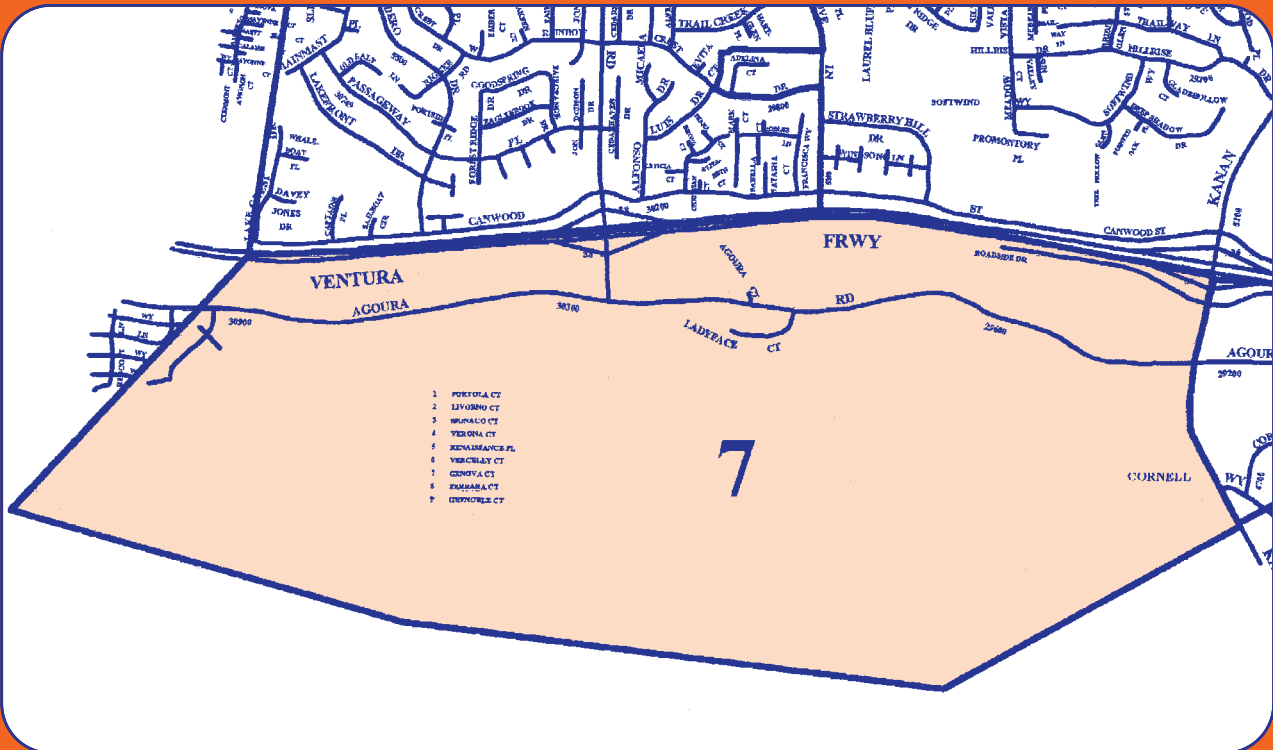


SECTOR  
MAP 5

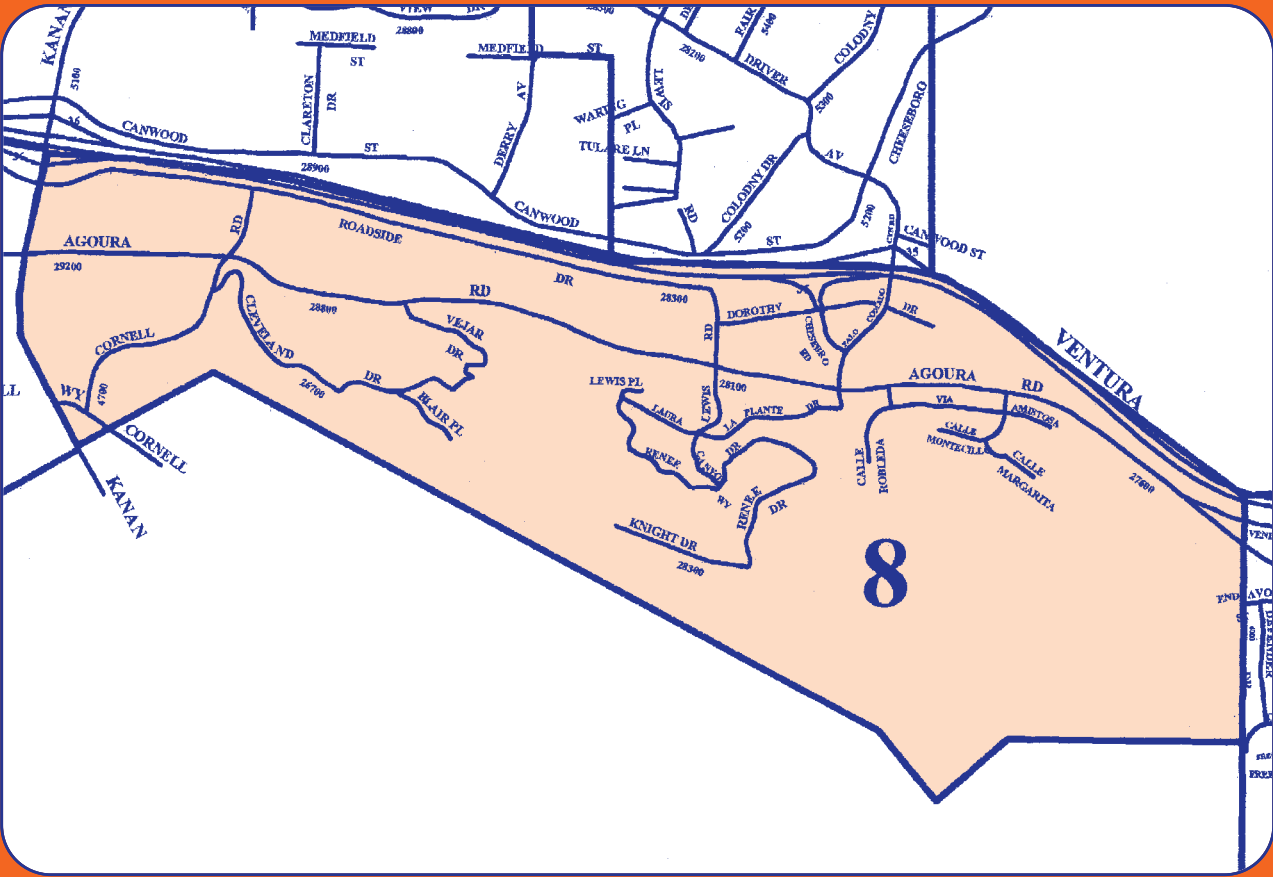




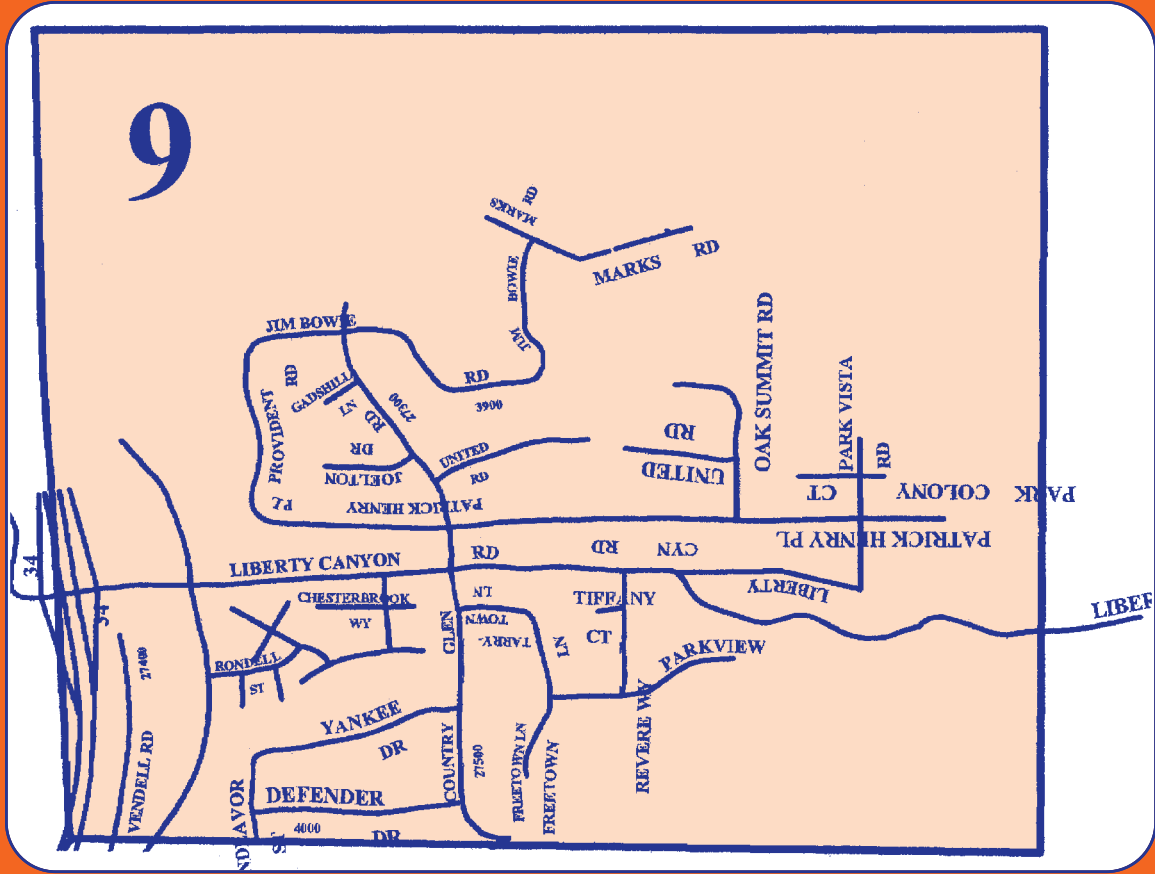
→ SECTOR  
MAP 7



→ SECTOR  
MAP 8







## Additional Resources

### WEB SITES WITH EMERGENCY PREPARATION UPDATES, LINKS, ARTICLES AND INFORMATION.

White House/Homeland Security  
[www.whitehouse.gov](http://www.whitehouse.gov)

State of California  
[www.oes.ca.gov](http://www.oes.ca.gov)

California Department of Health Services  
[www.dhs.ca.gov](http://www.dhs.ca.gov)

Disaster Help  
[www.disasterhelp.com](http://www.disasterhelp.com)

Federal Bureau of Investigation  
[www.fbi.gov](http://www.fbi.gov)

National Weather Service  
[www.nwsla.noaa.gov](http://www.nwsla.noaa.gov)

Center for Disease Control Emergency Preparedness  
[www.bt.cdc.gov](http://www.bt.cdc.gov)

Reddy (Prepare, Plan, Stay Informed) - FEMA [www.ready.gov](http://www.ready.gov)

American Red Cross [www.redcross.org](http://www.redcross.org)

## Notes

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The City of Agoura Hills welcomes this opportunity to encourage residents to use this booklet to make emergency preparations. Persons with questions concerning this handbook should contact Louis Celaya, Deputy City Manager (818) 597-7314 or [lcelaya@ci.agoura-hills.ca.us](mailto:lcelaya@ci.agoura-hills.ca.us)

## DISCLAIMER

This information included in this booklet is for information purposes only. It is not intended to be and should not be considered legal or professional advice, nor substitute for obtaining such advice. The user bears all risks related to the use of this information, which is presented "as-is" without warranty or indemnity of any kind. The information presented here may or may not reflect the most current and should not be solely relied upon to make decisions of a substantive nature.

CITY OF AGOURA HILLS

# EMERGENCY

PREPAREDNESS HANDBOOK

