

# City of Los Angeles Emergency Preparedness Guide



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# About this Guide

This Emergency Preparedness Guide has been provided by the City of Los Angeles Emergency Management Department (EMD) as part of the city's Ready Your LA Neighborhood (RYLAN) program. This quick reference guide provides the information needed to help you and your family learn the importance of being prepared and how to prepare for disasters before they happen. Los Angeles is at risk from natural, man-made, and accidental incidents of high consequence. Understanding and preparing for the threats facing our city is a shared responsibility. Take some time to read it and share what you learn with your family and friends. This is a free publication, available online and in hardcopy (limited quantities).

## About the City of Los Angeles Emergency Management Department

The Emergency Management Department (EMD), established by City Ordinance in 2000, leads the City of Los Angeles in comprehensive emergency management, including planning for, response to, recovery from, natural, man-made, and accidental incidents of high consequence. The EMD is one of the City's public safety agencies whose job is to plan for how the local government and its communities and businesses will respond to and recover from disasters. This is accomplished by writing emergency plans, training and exercising them with departments who will be involved in helping the city get back to normal following a localized or citywide disaster. Additionally, we focus on creating a culture where neighbors, businesses, and communities work together to prepare in advance of a disaster and learn the best steps to take in the immediate aftermath, so that everyone in our city can recover quickly and emerge stronger as a more prepared community.

EMD also works with numerous municipalities, state and federal agencies, and the private sector to preserve life, stabilize and resolve incidents, limit loss, conserve property, and ensure continuity of operations and government. The department is involved with a number of outreach, educational, and community preparedness activities, such as RYLAN, that make readiness for all Angelenos a priority.



# Ready Your LA Neighborhood

Welcome to the City of Los Angeles Emergency Management Department (EMD) Ready Your LA Neighborhood (RYLAN) Program. RYLAN is designed to help you, your family, and your neighborhood prepare for disasters. Here are a variety of important actions you can take to increase your readiness.

For more information, visit us at [ReadyLA.org](https://www.ReadyLA.org)



## Prepare

Preparing yourself, family, and your neighborhood reduces the serious impacts of disaster. Prepare for emergencies that can occur at home, work, or in transit. Many activities are free of cost and take only minutes.



## Organize

Host a Map Your Neighborhood (MYN) meeting\*. You and your neighbors will create a response plan. You will learn what to do in the first hour of a disaster, when the most lives and property can be saved.

*\*Virtual or in-person options available.*



## Practice

Disasters can overwhelm the capacity of 9-1-1. Neighbors become your best source of help. Your confidence as responders will increase as you practice using your neighborhood response plan.



## Connect

Sign up for the City's emergency notification program, **Notify LA**. When disasters occur, the City will alert you with specific instructions on what to do. **Text READY to 888-777** to sign up. You can also follow EMD on social media at @ReadyLA.



## Communicate

Create and practice a personal communication plan that includes local, out of state, and other important emergency contacts.



## Learn

Enroll in FREE preparedness training classes offered by our partner agencies, such as First Aid, CPR, Amateur Radio, Active Shooter Survival, Stop the Bleed, Community Emergency Response Team training, etc. to enhance your readiness skills.

# Introduction

Are you prepared for a major earthquake, fire, flood or other disaster?  
This guide is designed to help you and your family get ready.

This guide is provided as part of the RYLAN—Ready Your Los Angeles Neighborhood—Program, a free service offered by the City of Los Angeles Emergency Management Department to empower neighborhoods to be more prepared for the next big disaster.

There are six components of the RYLAN Program: Prepare, Organize, Practice, Connect, Communicate and Learn. The information in this guide will focus on preparedness but provides information on other ways you can learn to organize, practice, connect, communicate and learn.

Disasters often happen without warning, which is why it is so important to plan ahead. Planning can help save lives, reduce injuries and minimize damage.

With preparation comes peace of mind.

**You will feel better knowing that in the event of a disaster you will be able to answer these questions:**

- Am I familiar with the types of disasters that can occur in my area?
- Do I know what to do during and after a disaster?
- How will I contact my loved ones if we are separated during a disaster?
- Do I have the right support network and emergency supplies to help me get by for up to 14 days, if necessary?

Preparing does not need to take a lot of time or money.

**This guide will walk you through the four steps of disaster preparation:**

- MAKE YOUR PLAN and PRACTICE
- BUILD A KIT
- STAY INFORMED
- GET INVOLVED

This guide will also explain how to plan for specific disaster situations and provide some helpful safety tips. In the back of the guide are easy-to-use checklists to help your preparation planning.

# 2

## Make Your Plan and Practice

Every household needs to have a disaster preparedness plan. Why? Living in Los Angeles, we are vulnerable to a wide variety of disasters that can happen without warning. Taking action today can help save lives, reduce injuries, and minimize damage. Planning ahead will also help you be more mentally prepared to manage difficult events.

Also, there is the potential that you may be separated from members of your household when disaster strikes. They might be at work, school or the grocery store. By getting prepared, you can help not just yourself, but also your family, friends, neighbors and community.

### Learning about Hazards

Living in Los Angeles means we are vulnerable to a wide variety of disasters. Most people know about earthquakes but there are many other emergencies that can occur in the Los Angeles area such as wildfires, adverse weather, flooding, earthquakes, tsunamis, hazardous materials incidents, train wrecks, aircraft accidents, civil unrests, and others. The California Governor's Office of Emergency Services has a great tool to help you understand the threats in your area. <http://myhazards.caloes.ca.gov/>

### How to Start Your Plan

Once you understand the disasters that could happen in your area, the next step is to start preparing. Gather with the members of your household and talk through various scenarios.

Here are some key points to review:

1. Determine the safest escape routes from your home, workplace and school including two ways out of each room.
2. Identify safe spots in each room where you could take cover, if needed, like under sturdy tables and desks.

3. Identify family meeting places. Pick two locations – one in your neighborhood and another outside of your neighborhood. In the event your home is unsafe, your family can meet at the neighborhood location. In the event of an evacuation, meet at the location outside your neighborhood.
4. Make an emergency contact list and include everyone’s phone numbers and additional contact information. Store all this information in your cell phone and make a few copies for your car, grab-and-go kit, and your house. Start a text message group with all of these numbers so you can communicate quickly. *Use the Communication Plan at the back of the guide.*
5. Document emergency information you might need including medical information and insurance for all family members. *Use the Communication Plan at the back of the guide.*
6. Choose an out-of-state contact you can call after a disaster. Sometimes when phone lines are jammed it is easier to make an out of state call. All members of your household can check in with the out-of-state contact.
7. If you are unable to place a phone call, try texting. Texting is more likely to succeed and also leaves more phone lines open for 9-1-1 calls.
8. Keep your important documents in a safe place and take them with you if you have to evacuate. Documents should be uploaded digitally to the cloud and hard-copies should be stored in a fire-safe place like a safe or in a sealed plastic bag in the freezer. *Use the Important Documents Checklist at the back of the guide.*

## Helping Children Prepare

If there are children in your household make sure you include them in the conversation and planning process. Have age-appropriate conversations about disasters that could affect your family and make sure kids know the family meeting locations. Plan in advance and notify your school or childcare who will pick up your children in case you are unable to get there. Also, ask your children’s school or daycare about their emergency and evacuation plans.

### Make sure your children know these three things!

1. Their home address and family phone numbers
2. How and when to call 9-1-1
3. What to do if the smoke alarm or carbon monoxide alarm goes off



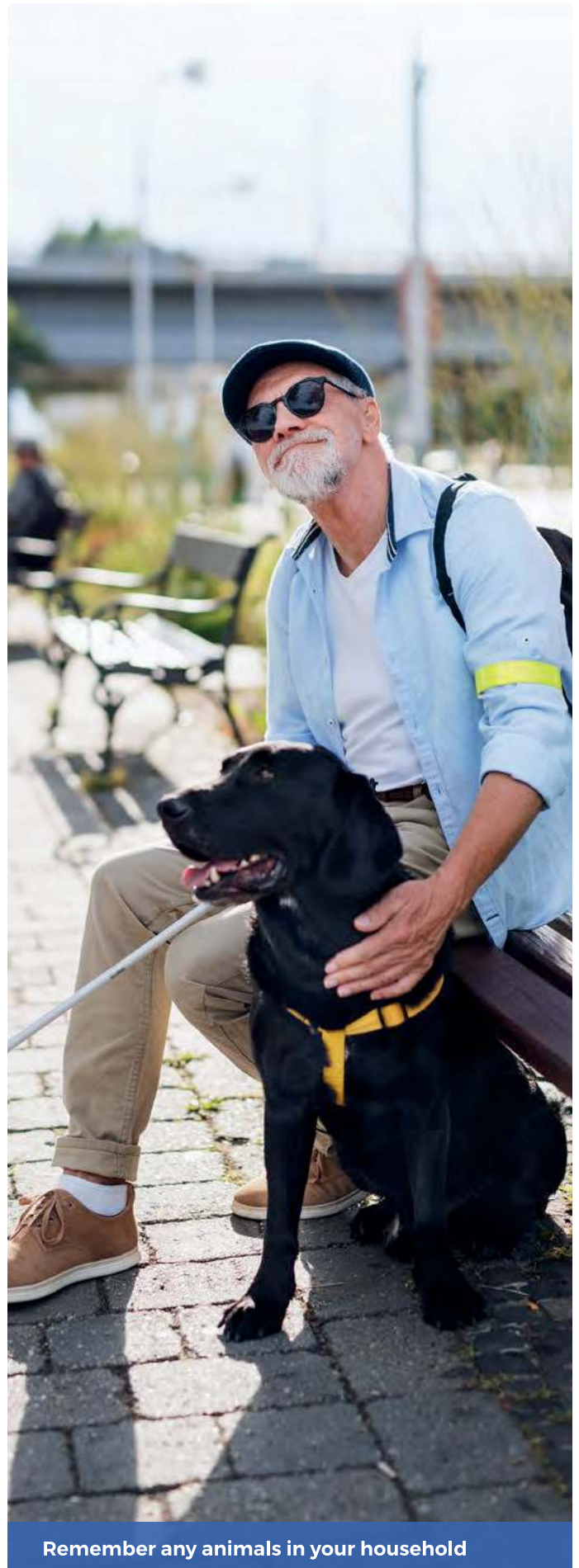
Include children in the conversation.

# Helping those with Access and Functional Needs Prepare

If there are members of your household who may need additional assistance, make sure you have what you need to assist them with different types of disasters. Have a conversation with each person in your household to clearly understand their needs. For those with mobility impairments, plan several accessible routes to get to your planned meeting places. If you or anyone else depends on power for medical equipment, make sure to plan for power outages and have a backup battery power source. Consider storing back-up equipment, such as a manual wheelchair, at a nearby accessible location. If anyone depends on daily medications, talk to their medical provider about obtaining an emergency supply of medicine.

## Preparing for Pets and Service Animals

If you have a pet or service animal, make sure to include them in your plan. Aim to have a two week supply of food, along with a pet carrier for easy transportation and a photo of you with your pet in case you are separated and need to establish that you are the owner. *Use the **Pet Preparedness Checklist at the back of guide.***



Remember any animals in your household



# Others Needing Additional Support

There may be other individuals in your household who might need additional support or assistance during a disaster.

Some of these people might be:

- Older Adults
- Non-Native English speakers
- Pregnant women or parents with babies and/or small children
- Homebound individuals
- Post-surgery patients
- People with physical or emotional disabilities
- Individuals with no access to transportation
- People with specific dietary needs

Some questions to consider as you think about supporting these members of your household:

- Have they documented their medical history and any medications they are taking?
- Is there anyone else who can help transport them if they are home alone when disaster hits?
- Can others in your Support Network help you and them?
- Can you help others in your Support Network?

## Practice, Practice, Practice!

Once your family has created a plan, you should practice each component of it. Also, make sure everyone knows where your emergency kits and information are stored. It is recommended that you review and practice your plan annually.

# 3

## Build A Kit

Your kit(s) will help you get through the days and weeks after a disaster. If possible, store two weeks of supplies but even a few days can be a big help. Store the kit someplace you will be able to get to in an emergency, even if your home is damaged.

The main items to have in your disaster kit are water, food, medical supplies and equipment. *Use the Disaster Supply Checklist at the back of the guide.*

## Water

Ideally, store one gallon of water per person or pet, per day for 14 days (that's 14 gallons per person/pet). If this is not realistic, store as much as you can. Use bottled water or put tap water in clean plastic containers and try to store the water in a cool, dark place. It is recommended that you rotate your stock of water every 6 months. You can also use the water that is already in your house or apartment's plumbing and water heater. However, this should only be used as a last resort and not as a substitute for storing emergency water.

Here is an explanation on how to access the water in your water heater.

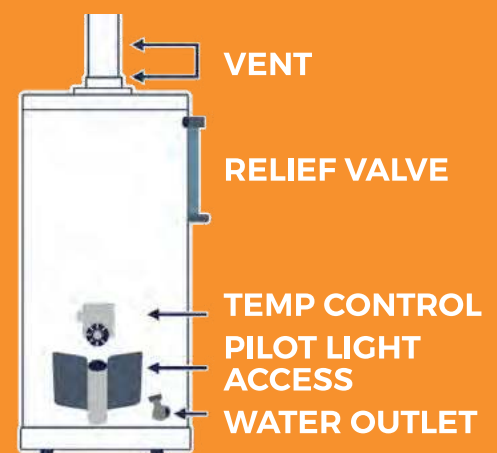
### Access Reserves in the Water Heater

- Use extreme caution. Let the water cool.
- Turn off cold water supply to the tank.
- Open the drain valve near the bottom.

**Remember:** Some sediment at the bottom of the tank may flow at first, continue to drain water until it becomes clear.

**Don't forget** to clean and sanitize your food and water containers before using them. Wash with soap and water then fill them with a 10% bleach unscented solution. After 5 min., empty the bleach solution and let air dry.

Water that is dirty should be first strained through a coffee filter, cheesecloth, or a paper towel to remove suspended matter.



## Sources of Drinking Water

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

- Access reserves in the water heater by opening the spigot at the bottom of the tank, attach a garden hose, and strain through a coffee filter or clean cloth.
- Before you access the water in your plumbing, locate the water inlet/shutoff valve for your 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.

Most utilities are only responsible for repairs to their meters. They will not be able to repair damages to your pipes or electrical wiring. However, repairs may be required before utility connection can be restored. Be patient and wait for the proper clearances from the utility companies and health officials.

### Ratios for Purifying Water with Bleach

WATER QUANTITY	BLEACH ADDED
1 Quart	4 Drops
1 Gallon	16 Drops
5 Gallons	1 Teaspoon

After adding bleach, shake or stir the water container.  
Let stand 30 minutes before drinking.

## Food

When thinking about what food to put in your kit, foods that require no refrigeration and little preparation are best. Make sure to select foods that meet your family's dietary needs and tastes and try to get nutritious food that your family will enjoy. Ready-to-eat canned meats, fruits and vegetables are good, and so are high-energy foods such as peanut butter, jelly, crackers and granola bars. Once you have your disaster supplies ready, keep food in a dry and cool environment. It is recommended that you check the expiration dates every 6 months and replace items as necessary. *Use the Disaster Supply Checklist at the back of the guide.*

# Supplies/Equipment

Think about your day-to-day essential items, as well as which items you might need to help you recover from the disaster. For example, you should have a first aid kit to deal with minor injuries and a portable radio to learn more about post-disaster conditions. You will also need the items you use in daily life, such as medications and feminine hygiene products. *Use the Disaster Supply Check List at the back of the guide for additional items.*

You should also have emergency kits in your workplace and car as well as smaller kits in specific areas of your home:

## Grab-and-Go Kit

Have a bag ready with your essential items in case you have to evacuate quickly for sudden emergencies.

## Under-the-Bed Kit

Have a personal safety kit under your bed if disaster strikes while you are asleep. A hard hat to protect you from falling debris, sturdy shoes to protect your feet from broken glass, protective eyewear and masks for dust and debris particles, and work gloves to protect your hands from sharp objects.

## Commuter Kit

Have an emergency kit in your car or commuter bag that includes water, food, extra clothes, flashlight, phone chargers, sanitation supplies, and jumper cables (if applicable).

## Workplace Kit

You may have to shelter at your workplace for several hours to several days. Ensure you have some food, water, warm clothes, and other essentials, at work, especially if you don't use a car to get to work.

*Use the specified checklists at the back of the guide for each of these kits.*



Create kits for your home, workplace, and car. Place smaller kits in specific locations in your home.

# Getting your House Ready

Make sure everyone in your family knows the location of the smoke alarms, carbon monoxide detectors, and fire extinguishers if you have them. It is also good to know where your utilities are located and how to shut them off. If you live in a multi-family residence such as an apartment or condominium, learn your property management's safety procedures for utility shut offs.

Also, set a reminder to check your fire extinguishers, smoke alarms, and carbon monoxide detectors twice a year. An easy way to remember this is to do it when you set your clocks for daylight savings time.



## GAS

Learn the location of your gas meter and how to shut off the supply valve. **DO NOT** shut off the gas supply valve unless you smell or hear gas leaking.



## FIRE EXTINGUISHERS

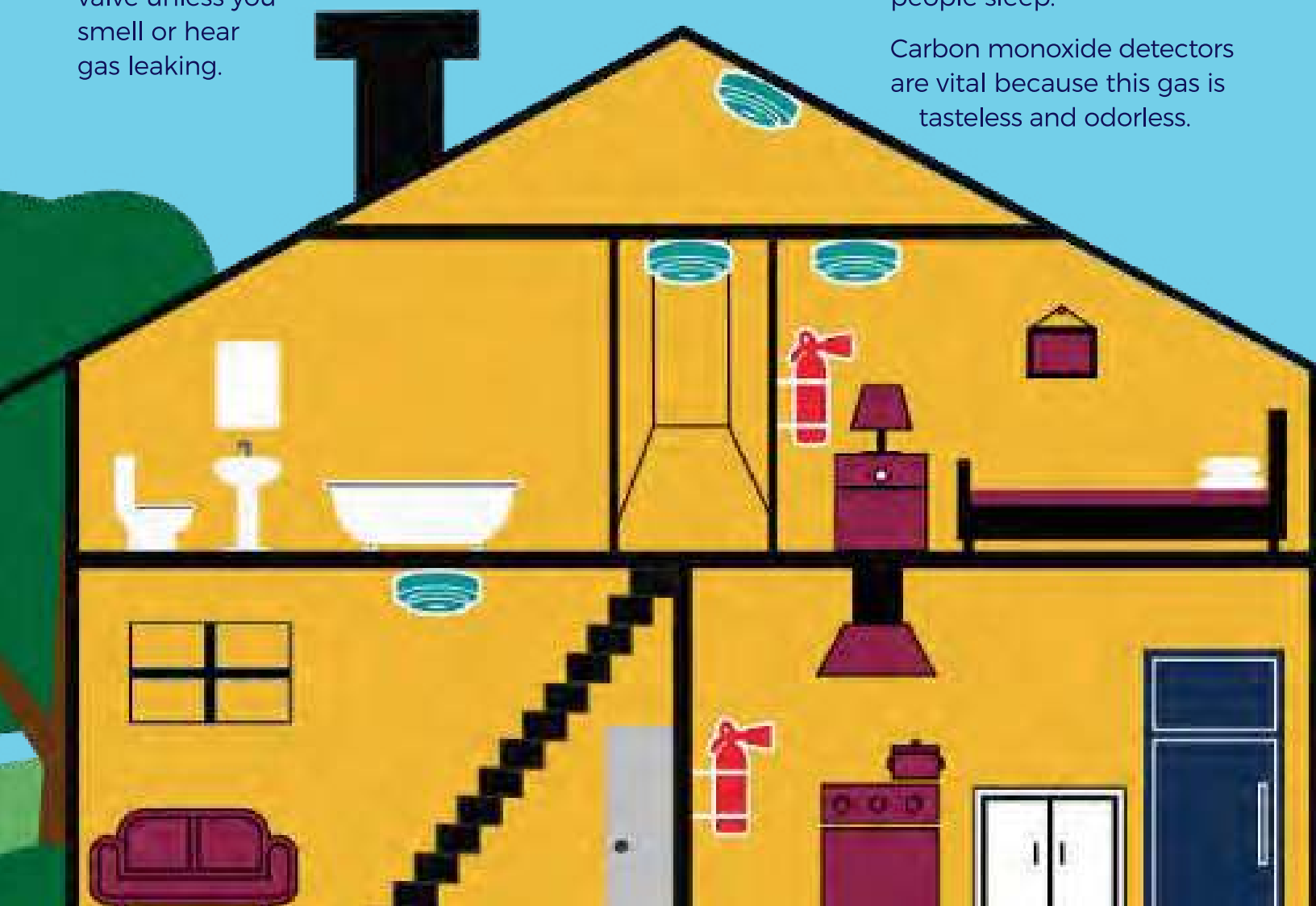
Keep a fire extinguisher in plain view and on every floor of your home.



## SMOKE ALARMS

Make sure to install smoke alarms on every floor of the house, including the basement and in rooms where people sleep.

Carbon monoxide detectors are vital because this gas is tasteless and odorless.



# Home Inventory for an Insurance Claim

Prior documentation of all your belongings will be needed to file an insurance claim for possessions lost or damaged during a disaster. The California Department of Insurance has a home inventory guide available at [www.insurance.ca.gov](http://www.insurance.ca.gov)

You can also walk around your home and take a video recording of your possessions. Remember to open closets and drawers. Email a copy of the video to someone or yourself so that there is a backup of your documentation.



## WATER

If pipes are damaged, turn off the main water valve.

Check with local authorities before using any water. The water could be contaminated. **DO NOT** flush toilets until you know that sewage lines are intact.



## APPLIANCES

If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out.

Have appliances checked by an electrician before using them again.



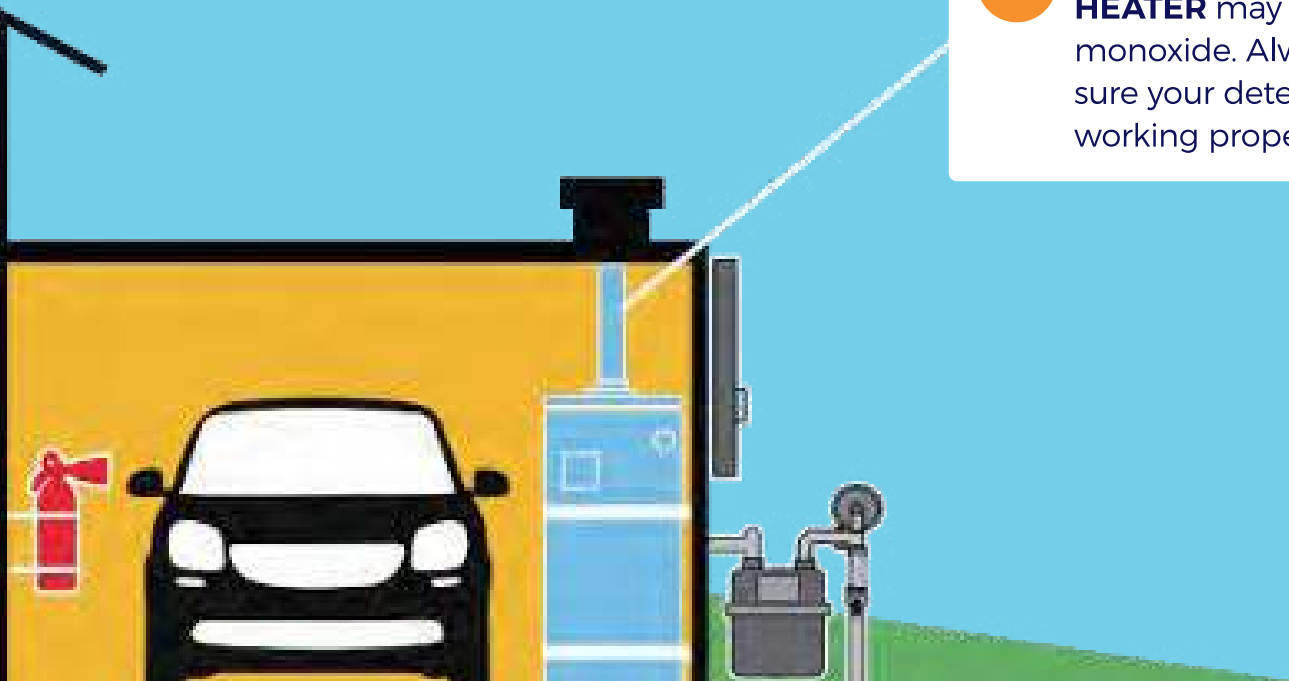
## FOOD

Throw out all food and other supplies that you suspect may have been contaminated or come into contact with flood water.

Be alert that stored food and supplies may shift and fall.



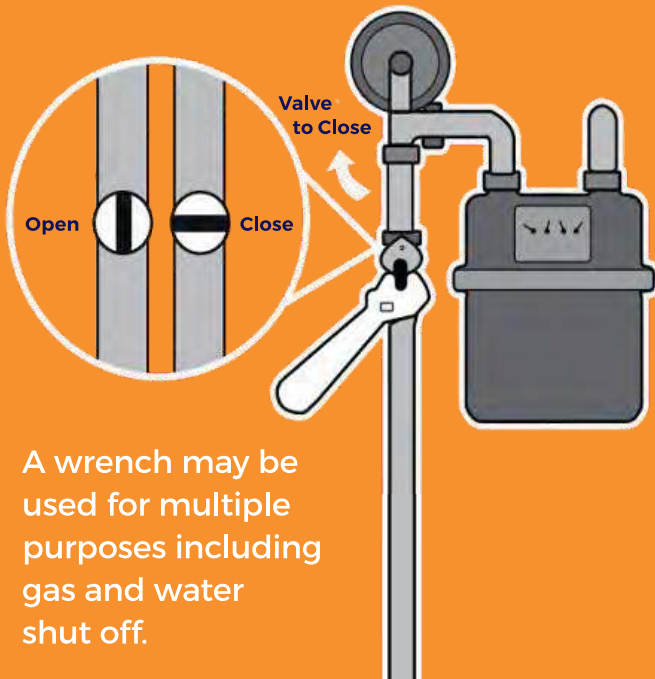
**TIP: BROKEN WATER HEATER** may leak carbon monoxide. Always make sure your detectors are working properly.




## Gas Shut Off

**LOCATE GAS METER:** Learn the location of your gas meter and how to shut off the supply valve. **DO NOT** shut off the gas supply valve unless you smell or hear gas leaking. If you have “Natural Gas” (a line from the street) the main shut-off valve is located next to your meter.

**TURN OFF GAS SUPPLY:** Use a wrench and carefully give it a quarter turn in either direction so that the bar runs crosswise on the pipe. Shut off valves covered with paint should be tapped gently to break the seal; forcing the valve can break it. If you have propane (gas in a tank), turn off the main gas supply valve if it is safe to do so.



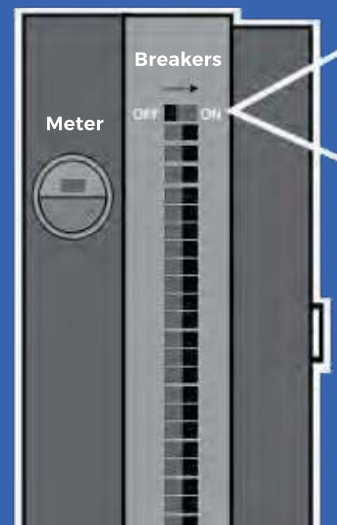
 **TIP:** Walk carefully around your property, look for downed power wires, water or gas leaks, and damage to the structure(s). **DO NOT** enter severely damaged buildings, especially alone. Wait for help and use safety gear.

## Electricity Shut Off

**ELECTRICAL PANEL:** Know where your electrical panel is and which breakers control power to your home. (Be aware of sub panels in your garage or basement.) Remember **DO NOT** operate any electrical switches if a gas leak is suspected.

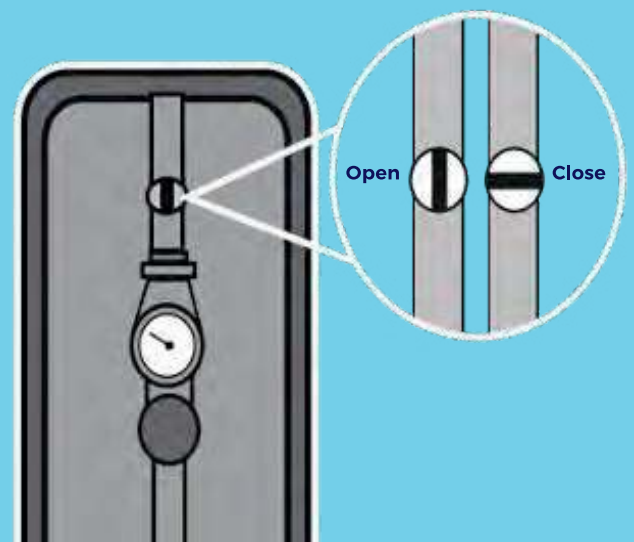
**TURN POWER OFF:** Turn off individual breakers **FIRST**, then the main switch.

**TURN POWER ON:** Turn on the main switch **FIRST**, then the individual breakers.



## Water Shut Off

The **WATER SHUT OFF valve** is found where the water supply feeds the house. Check with your water company to determine if a special tool is needed to turn the valve.





# 4

## Stay Informed

In the event of a disaster, you may receive different emergency notifications advising you to either leave or stay where you are. Here are some key terms to understand.

### Evacuation Warning or Voluntary Evacuation

**What it means:** Prepare to leave your home and the area. Gather your family, pets, basic needs, and important paperwork. Listen for instructions from emergency responders. If you have special medical needs or limited mobility, you should prepare to leave the area when an Evacuation Warning is issued. Those with horses or other large animals are encouraged to evacuate at this time as it may take longer to evacuate .

### Evacuation Order or Mandatory Evacuation

**What it means:** This is a directive from the Police Department or Fire Department to leave your home or business immediately. Failure to evacuate may endanger the lives of others, and may result in your injury or death. Once you evacuate you will not be able to return until the order has been lifted.

### Evacuation Center/Shelter

**What it means:** Evacuation Centers or Shelters may be set up by the City or partner agencies, such as the American Red Cross, if an area must be evacuated for an extended amount of time. The location of the shelter will be announced by local officials. Evacuation Centers are temporary points to gather and receive information while evacuation shelters provide overnight lodging and meals.



Be ready to evacuate in the event of a disaster.

# Shelter-In-Place

Local officials may order a Shelter-In-Place order if a hazard requires that people stay where they are. If a shelter-in-place order is issued, here are the steps you can follow:

## Shelter

- 1** Go indoors immediately; either your home or the nearest building. Bring in pets without risk to yourself.



- 2** Choose an inside room with as few windows and doors as possible.



- 3** Vehicles: close windows and vents, and turn off air conditioning and heating. If driving, continue unless officials say otherwise.



## Listen

- 4** Monitor KNX 1070AM or your local TV station for updates.



- 5** Wait for an all-clear and follow instructions from local emergency management authorities.



- 6** Refrain from using your phone to keep lines free for emergency responders.



If you are directed by authorities to seal off outside air, here is what you can do:

- Shut all doors and windows.
- Turn off heaters, air conditioners, ventilation fans, and close fireplace dampers.
- Cover your nose and mouth with a wet cloth.
- Seal windows with duct tape.

Officials will use many different outlets to share information and instructions.

If there is a disaster that immediately threatens your safety the City will activate these systems:

## Alert Systems

It is important to know how the City of Los Angeles will notify the community before, during and after an emergency. Here are some of the ways you can expect to find important emergency information:

### WIRELESS EMERGENCY ALERTS (WEA)

During an emergency, alert and warning officials need to provide the public with life-saving information quickly. Wireless Emergency Alerts (WEAs), made available through the Integrated Public Alert and Warning System (IPAWS) infrastructure, are just one of the ways public safety officials can quickly and effectively alert and warn the public about serious emergencies.

### NOTIFY LA

A Community Mass Notification System that will be used in emergencies to contact City residents and businesses through phone messages, text messages and e-mail. **Sign up at [NotifyLA.org](https://www.notifyla.org)**



### COMMERCIAL MEDIA

Listen or watch broadcast stations for regional emergency alert information for Los Angeles and the surrounding areas. Important information will be provided with Closed Captioning (CC) and/or with a sign language interpreter.

### AMATEUR RADIO

The City of Los Angeles created the LAFD Auxiliary Communications Service (ACS) which expands and supplements emergency communications capabilities. ACS is recognized as a state disaster group. **More at [www.LAFDACS.org](http://www.LAFDACS.org)**

**FREQ. 147.3 + 110.9 (LAFD ACS CH.1)**

### Websites

[www.NWS.NOAA.gov](http://www.NWS.NOAA.gov) Sign up for weather-related web feeds that are sent directly by text or email.

[www.LACounty.gov](http://www.LACounty.gov) LA County updates after a disaster will list shelter locations and other essential information.



**TIP:** Remember that your car radio might be the easiest way to listen to emergency broadcasts.

# Information

## Alert Systems



## Broadcasters

### AM/FM

- KPCC 89.3 FM    KFI 640 AM
- KCBS 93.1 FM    KABC 790 AM
- KIIS 102.7 FM    KNX 1070 AM

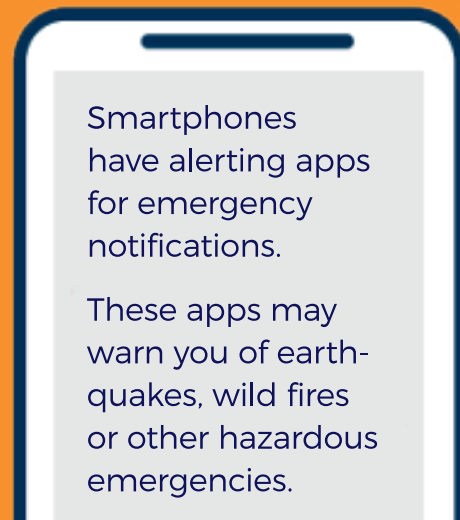
### SATELLITE RADIO

- Sirius XM Channels: \_\_\_\_\_
- Fox News Ch.: \_\_\_\_\_
- CNN News Ch.: \_\_\_\_\_

## Smartphone Alerts

 **PulsePoint**  
Follow LAFD dispatches to Structure Fires, Brush Fires, Car Accidents and other emergency activities in real time.

 **citizen**  
Crime and safety alerts with real-time updates including user-generated information of incidents reported to 911.



# Sign Up for NotifyLA

**NotifyLA** is the City of Los Angeles' mass notification system used to provide information regarding necessary actions, such as evacuations, to Los Angeles residents, businesses and subscribers via recorded phone messages, text messages or e-mail in case of emergencies or critical situations. Alerts are targeted by geographic location. That means, alerts will only be sent to the subscribers in the area impacted by the emergency.

**Register:** [www.notifyla.org](http://www.notifyla.org)

Another way to stay informed is to follow EMD's social media accounts including:

 **Facebook:** @ReadyLA

 **Instagram:** @ReadyLA

 **Twitter:** @ReadyLA

# 5

## Get Involved

When considering how to prepare for disasters, think about the people in your neighborhood and how you can work together. The first people to assist in an emergency are often your neighbors, friends, family and co-workers. These individuals, not professional first responders, typically perform most rescues in major disasters. There are some great programs that can help you be better prepared.

### Ready Your LA Neighborhood (RYLAN)

The City of Los Angeles has developed a free and simple awareness and training program called Ready Your LA Neighborhood (RYLAN). This program helps your family and your neighborhood prepare for disasters. You and your neighbors will have an opportunity to create a plan together which will identify the steps to take immediately after a disaster to help you and your family stay safe. It provides the tools to prepare and organize your neighborhood to respond together in the first hours after a disaster to reduce injuries, protect property and the environment, and most importantly, to save lives. The RYLAN workshop can be conducted in-person or online. If you have any questions or would like to learn more, contact EMD.



Prepare with your neighbors during a Ready Your LA Neighborhood Workshop.



# Plan



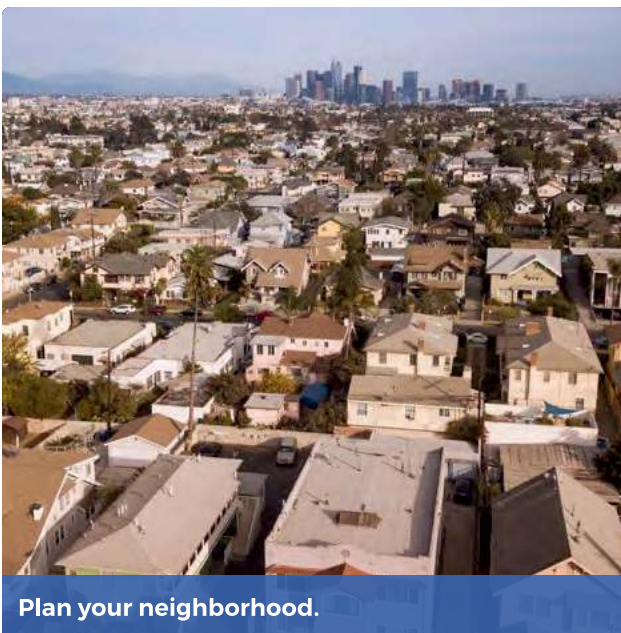
# Connect

## The Golden Hour

The first 60 minutes following disasters are proven to be the most crucial for saving lives, reducing the severity of injuries, and decreasing property damage.

## How Big Should My Neighborhood Be?

- Experience shows the ideal size for neighborhoods is the number of households you can check on in the “Golden Hour.”
- You will work with EMD to identify your neighborhood boundaries.
- Consider inviting property managers if you live in a multi-family residence.



Plan your neighborhood.

## Contact Us

[RYLAN@LACITY.ORG](mailto:RYLAN@LACITY.ORG), (213) 484-4800

- EMD can help you choose a meeting date and develop your meeting.
- You will work with EMD to identify neighborhood boundaries so they can prepare your meeting materials.
- EMD will provide free materials such as the following:
  - Meeting invitations
  - Neighborhood Response Plans
  - OK/Help Cards
  - Maps of your neighborhood, floor plan, or contact information spreadsheet

## Invite Your Neighbors

### KEYS FOR SUCCESS:

- Invite your neighbors. Options can include the downloadable RYLAN invitation and social media groups. A personal invite makes all the difference in encouraging your neighbors to come.
- Ask a neighbor or two to help you with invitations and attendance.



## Meet



## Prepare

### Host a RYLAN Meeting

There are different formats in which to host your meeting. The Do-It-Yourself RYLAN workshop is a great opportunity for you and your neighbors to walk through a tutorial of how you can help each other right after a disaster. This is done via virtual communication platforms such as Skype, Zoom, Google Meet, etc. You also have the option to request a staff member from our department to conduct and facilitate your RYLAN workshop. We call this Virtual RYLAN led by EMD staff. If you would like to request an in-person workshop, please contact EMD.

#### YOU AND YOUR NEIGHBORS WILL:

- Create a Neighborhood Response Plan
- Complete a Skills & Equipment Inventory
- Complete a Neighborhood Contact List, including neighbors with disabilities, older adults, and households with pets
- Plan to conduct a walk-through in your neighborhood

#### AT THE END OF THE MEETING, YOU AND YOUR NEIGHBORS WILL BE MORE PREPARED WITH:

- A neighborhood response plan
- A neighborhood map, floor plan, or contact information spreadsheet
- An OK/Help card

### Hold Your RYLAN Drill

- Once you've completed your RYLAN plan, schedule a drill to practice it with your neighbors.
- By practicing your RYLAN plan, you will get to know your neighbors better, familiarize yourself with the plan, and make any updates as needed.
- Expand the Neighborhood Map by plotting the exact locations of all natural gas meters.
- Discuss neighborhood responses for different disaster scenarios.



Prepare together.

# Community Emergency Response Team (CERT)

While RYLAN helps you and your neighbors create a neighborhood emergency response plan, CERT helps you learn basic survival skills and strategies. The RYLAN and CERT programs are designed to be complementary to one another.



RYLAN and CERT support Los Angeles residents through complementary programs.



## What is CERT?

The Community Emergency Response Team (CERT) Program trains residents on disaster preparedness and the hazards that may impact their area.

The Los Angeles Fire Department is the authorized program manager of the CERT program in the City of Los Angeles.



## What Will I Learn?

DISASTER  
PREPAREDNESS



FIRE  
SAFETY



MEDICAL  
OPERATIONS



PATIENT  
ASSESSMENT



LIGHT SEARCH  
AND RESCUE



DISASTER  
PSYCHOLOGY



TERRORISM



NATURAL/  
MANMADE  
HAZARD  
RESPONSE



## What Will It Take?

- Commitment to 1 day a week for 2.5 hours, for a total of 17.5 hours.
- This free training is offered mornings, afternoons, or nights.
- All classes taught by LAFD firefighters.
- Certification upon completion.
- Must be 18 or older.

For more information on CERT Training and classes near you, please visit [www.CERT-LA.com](http://www.CERT-LA.com) or email [LAFDCERT@lacity.org](mailto:LAFDCERT@lacity.org) (213) 202-3136.

# 6

## What To Do During a Disaster

Living in Los Angeles means that we are vulnerable to many different types of disasters. Each of these require specific preparations and responses from you and your family to minimize damage and save lives. The following pages explain specific actions that you can do to keep yourself and your loved ones safe.

### Earthquake

In Los Angeles we know the “Big One” is coming. It is important to know what to do during an earthquake and how to keep your loved ones safe.

#### If you are Outdoors:

- Move to a clear area away from buildings, power lines, signs, trees and vehicles.

#### If you are at the beach:

- Move to higher ground immediately and follow tsunami evacuation signs.

#### If you are driving:

- Pull over to a clear location and stop.
- Avoid bridges, overpasses, and power lines.
- Stay in the car until the shaking stops.

#### If you are in bed:

- Turn face down and cover your head and neck with a pillow.

#### If you are in a wheelchair:

- Lock your wheels, bend over and cover your head.

## If you are Indoors: DROP, COVER, and HOLD ON.

- Drop down to the floor and take cover under a sturdy desk, table, or other furniture.
- If there is no table or desk nearby, sit on the floor against an inside wall, away from windows and tall furniture.
- Protect your head and neck with your arms.
- Stay indoors until the shaking stops.

**A big earthquake can have foreshocks and aftershocks** (small and medium earthquakes that can occur before or after it). After the ground stops shaking, do not go outside. Stay away from old buildings, any building that seems damaged, or anything else that could fall on you in an aftershock.



Drop, cover, and hold on if indoors during an earthquake.

## Before the Earthquake

- 1 SECURE YOUR PLACE** by identifying hazards and securing movable items.
- 2 PLAN TO BE SAFE** by creating a disaster plan and deciding how you will communicate in an emergency.
- 3 ORGANIZE DISASTER SUPPLIES** in convenient locations.
- 4 MINIMIZE FINANCIAL HARDSHIP** by organizing important documents, strengthening your property, and considering insurance.



## During the Earthquake

- 1 DROP COVER AND HOLD ON** when the earth shakes. See illustrations below.
- 2 IMPROVE SAFETY** After earthquakes by evacuating if necessary, helping the injured, and preventing further injuries and damage.



**TIP:** Learn the 7 steps to earthquake safety. Go to: [www.shakeout.org](http://www.shakeout.org) for more information.

## Protect Yourself During Earthquakes!

If possible



**DROP!**



**COVER!**



**HOLD ON!**

Using wheelchair



**LOCK!**



**COVER!**



**HOLD ON!**

For more information: [www.earthquakecountry.org](http://www.earthquakecountry.org)

# After the Earthquake

- 1** **CHECK AREAS:** If it is safe, 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.
- 2** **STAY CLEAR:** Stay away from downed power lines and warn others to stay away. **AVOID GAS,** do not attempt to re-light the gas pilot unless your gas line has been thoroughly inspected. Call the Gas Company for assistance.
- 3** **PUBLIC SAFETY:** Cooperate fully with public safety officials and follow instructions; they are trained to ensure safety. **AVOID DRIVING,** do not use your vehicle unless there is an emergency.
- 4** **AFTER SHOCKS:** Be prepared for aftershocks. Stay calm and help others. **NOTIFY CONTACTS** if you evacuate, leave a message at your home telling family members and others where you can be found.

## Building Safety After the Earthquake

After a major earthquake, Building and Safety (LADBS) will evaluate damaged buildings (dwelling, apartment, or commercial building) to determine if buildings are safe to occupy. LADBS will then post one of the following placards on the damaged building(s).

### BUILDING ASSESSMENT SIGNS

**UNSAFE**  
Do not enter or occupy

**RESTRICTED USE**  
Entry or occupancy is restricted as specified

**INSPECTED**  
No apparent structural hazard, may have minor damage

More info at [www.ladbs.org](http://www.ladbs.org)

# Fire

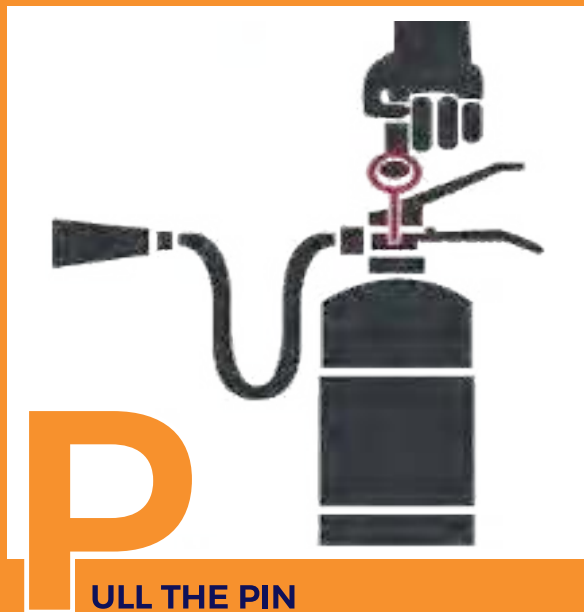
There are two kinds of fires—structure fires and wildfires—and Los Angeles is vulnerable to both.

## Here is how you can prevent a house fire:

- Make sure your home has a working smoke detector in every sleeping room. If your house has multiple levels, make sure there is a detector on every level. Change smoke alarm batteries every six months.
- Make sure you have at least one fire extinguisher (If you live in an apartment this may not be allowed so check with your property manager.)
- Practice your fire escape routes with everyone in your family, including children. Plan two ways out of every room and make sure everyone knows how to unlock locks and open all doors and windows.
- If you have to plan an escape from a second story window, make sure you have a safe way to reach the ground. Think about how small children, older adults and anyone with a disability could escape through this route.

Only use a fire extinguisher to fight **SMALL** fires. It's best to practice using one before a real fire ignites so that you are familiar with how it works. Remember the acronym **PASS**: **P**ull, **A**im, **S**queeze, **S**weep

The many hillside communities within Los Angeles are under continuous threat of devastating wildfire. As this risk increases, it is important to protect yourself and your family by planning, preparing, and staying aware.



## During a wildfire

- Prepare and be ready to leave BEFORE authorities issue an evacuation notice.
- Listen to local radio and television stations for updated information.
- Listen and watch for reports about poor air quality due to smoke.
- Close windows and doors to keep indoor air clean.
- Avoid polluting indoor air. Do not burn candles, fireplaces or gas stoves. Avoid vacuuming if ash has entered your home.

## After a wildfire

- Inform your family and friends that you are safe.
- Do not enter your home until officials say it's safe. You may have to stay away from your home for several days.
- Avoid damaged or fallen power lines, poles, and wires.
- Once you return, avoid contact with ash and other debris without proper personal protective equipment. It could be harmful to your health.

Visit the Los Angeles Fire Department website, [www.lafd.org/ready-set-go](http://www.lafd.org/ready-set-go), to learn more.



# S

**QUEEZE THE LEVER**



# S

**WEEP SIDE TO SIDE**

# Active Shooter

An Active Shooter is an individual who is trying to kill and injure people. In most cases, there is no pattern or method to their selection of victims. If there is an active shooter in the vicinity of your home or workplace, quickly determine the most reasonable way to protect your own life.

The following is an overview of the Run, Hide, Fight survival principles:

## Run/Escape

- Have an escape route and plan in mind
- Leave your belongings behind
- Run regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move wounded people
- Prevent others from entering an area where the active shooter may be
- Call 9-1-1 when you are safe

## Hide

- Hide in an area out of the shooter's view
- Lock the door or block the entry to your hiding place with tables, chairs or anything else that works
- Silence your cell phone so that you are not detected by the shooter

## Fight

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Commit to your actions...your life depends on it

## How You Should React when Law Enforcement Arrives

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating



## Information to Provide to 9-1-1

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

For more info on Run, Hide, Fight visit [www.lapdonline.org/rhf](http://www.lapdonline.org/rhf)



Lock doors and block entry with tables, chairs, or anything available.

# Tsunami

A Tsunami is one or more intense waves, usually caused by an earthquake. All low-lying coastal areas, including the Los Angeles Harbor, Venice and West Los Angeles beaches, can be struck by a tsunami.

## How can I protect myself from a tsunami?

- **Check the Tsunami Evacuation Map** included here to see if you live, work, or attend school in the Tsunami Evacuation Area.
- **Plan an evacuation route** from your home, school, workplace, or any other place you frequently visit that is at risk for a tsunami.
- **Learn the natural warning signs** of a tsunami:
  - An earthquake
  - Water receding or surging out to sea
  - Water surging inland
  - A loud roaring sound coming from the ocean
- **Keep aware and informed.** If you live or work in the Tsunami Evacuation Area, the City strongly urges you to purchase a National Oceanic and Atmospheric Administration (NOAA) weather radio with an alert feature and Specific Area Message Encoding (SAME) to keep you informed of Tsunami Watches and Warnings.

## When should I evacuate?

In the event of a tsunami, Tsunami Watches and Warnings will be issued by NOAA. Radio and TV stations will carry official shoreline evacuation instructions through the Emergency Alert System. A Local Tsunami may not allow sufficient time to issue a Warning. Therefore, swift action is necessary.

- When a Tsunami Warning is issued, or if you feel a strong earthquake at or near the beach or harbor, move away from low-lying coastal areas.
- Evacuate immediately if you are within the Tsunami Evacuation Area shown in pink on the Tsunami Evacuation Map. Follow evacuation routes and instructions to a safer location.
- If time permits, Los Angeles City officials may order an evacuation. If an evacuation is ordered and time permits, law enforcement officials will notify the public to evacuate the Tsunami Evacuation Area. However, it is best to evacuate immediately after the Tsunami Warning is issued since traffic jams may occur.

## Where should I evacuate to?

- **Follow evacuation instructions.** As you evacuate, listen to your car radio or check Twitter ([twitter.com/readyla](https://twitter.com/readyla)) for additional information and updates. Do not call 9-1-1. Be sure to take your grab-and-go kit.
- **Move inland.** Move out of and away from the Tsunami Evacuation Area as quickly as possible.
- **Do not return home until authorities say it is safe to do so.**

For more detailed maps and information about tsunami risks, please visit [www.myhazards.caloes.ca.gov](http://www.myhazards.caloes.ca.gov)



Follow evacuation instructions and move to higher ground or inland.

# Think about preparedness at other neighborhood locations such as schools and places of worship.

For more information contact [EOCBOC@LACITY.ORG](mailto:EOCBOC@LACITY.ORG)

## School Safety

### Before School

If schools cannot open due to unsafe reasons, school staff may declare a school closure.



The school district will notify media to announce necessary closures. Automated phone calls, emails, or text alerts may also be received.



### During School Hours

Students will be released to adults listed on their emergency card. Keep this contact information updated regularly.

If a disaster occurs during the school day, students will be sheltered and cared for at school. Parent pick-up may be delayed.



Notifications will be made to school staff if road conditions prevent or delay safe access to or from school.



### Emergency School Evacuations

Students may be relocated if flooding or fires occur. If destruction of facilities occurs, site will be evacuated.



A site evacuation may occur. Students may be relocated to a safe zone by walking to another site as not all schools have buses.



**TIP:** Keep your emergency contact information updated with school. Know school's emergency plans, and emergency relocation sites.

## Place of Worship

Ensure that your place of worship is prepared for a major disaster.

Prepare to help other members of your community as the facility may be used as a shelter.



Plan for building evacuations with clear exits.



Prepare to help your congregation after a disaster.



Train staff in disaster readiness and response.



Prepare for a disaster with emergency supplies.



Identify additional threats including hate crimes, terrorism, and arson fires.



Consider preparedness at any neighborhood location, including schools.

# Mental Health and Stress after an Emergency

## 1. What are some common reactions people have after an emergency?

When an emergency strikes, it is common for people to worry about their safety and the safety of their homes/property, pets and those close to them. Our reactions to an emergency can affect the way we feel, think, and act, for example:

THINK	FEEL	ACT	
<ul style="list-style-type: none"><li>• Confused</li><li>• Nightmares</li><li>• Disoriented</li><li>• High or low level of alertness</li><li>• Can't concentrate</li><li>• Can't follow simple instructions</li><li>• Memory problems</li><li>• Poor problem solving</li><li>• Can't identify familiar objects or people</li></ul>	<ul style="list-style-type: none"><li>• Chest pain, difficult breathing, or fast heart rate (check with your doctor)</li><li>• Fatigue</li><li>• Nausea/vomiting</li><li>• Dizziness</li><li>• Sweating</li><li>• Headaches</li><li>• Vision problems</li><li>• Aches and pains</li><li>• Chills</li><li>• Clammy skin</li><li>• Anxiety</li><li>• Trouble hearing</li></ul>	<ul style="list-style-type: none"><li>• Guilt</li><li>• Grief</li><li>• Denial</li><li>• Severe panic (rare)</li><li>• Fear</li><li>• Worry</li><li>• Irritability</li><li>• Depression</li><li>• Sense of failure</li><li>• Feeling overwhelmed</li><li>• Blaming others or self</li><li>• Hopelessness</li><li>• Frustration</li><li>• Isolation</li></ul>	<ul style="list-style-type: none"><li>• Anger</li><li>• Withdrawal</li><li>• Can't rest</li><li>• Impulsive/risk-taking</li><li>• Argumentative or violent</li><li>• Distracted</li><li>• Higher use of tobacco, alcohol, or drugs</li></ul>

## 2. What can you do for yourself?

- Understand that it's normal to feel worry and stress after an emergency.
- Recognize that you did not have control over this situation. Remind yourself of the ways that you are gaining control of your situation and helping lower your anxiety. For example, "I am taking medicine and learning more about what to do."
- Turn to family, friends, and spiritual support, and talk about your experiences and feelings with them.
- Get back to the routines of your life as soon as you can.

### 3. What can you do for your child?

TIP	EXAMPLES
<p><b>Help your children feel safe</b></p>	<ul style="list-style-type: none"> <li>• Check in with them.</li> <li>• Let them talk about their fears and worries.</li> <li>• Stick to family routines that help them feel comfortable and secure.</li> <li>• Reassure them that parents, teachers, doctors, and government officials are doing their best to keep them safe and healthy.</li> </ul>
<p><b>Limit the time kids spend watching the news</b></p>	<ul style="list-style-type: none"> <li>• Kids may be frightened, overwhelmed, or traumatized by news reports.</li> <li>• Supervise what they watch on TV. Have a family discussion during and after viewing to let them express their fears and concerns.</li> </ul>
<p><b>Arm yourself with the facts</b></p>	<ul style="list-style-type: none"> <li>• Your kids will be less fearful if they see that you are not afraid and if you spend time with them answering all their questions</li> </ul>

If you or members of your family have trouble coping, ask for help. At work, you may be able to get help from your human resources department or your company’s Employee Assistance Program. Call a counselor or mental health professional at the **Department of Mental Health 1-800-854-7771**. You can also contact the Substance Abuse and Mental Health Services Administration’s (SAMHSA) **Disaster Distress Helpline at 1-800-985-5990 or text TalkWithUs to 66746**.

# 7 | Checklists

## Communication Plan

Record important contact information for members of your household and your out-of-state contacts:

Name	Phone	Email	Social Media

## Out-of-Area Emergency Contact Information

Primary Contact	Secondary Contact
Name:	Name:
Address:	Address:
Business phone:	Business phone:
Home phone:	Home phone:
Cell phone:	Cell phone:
Email address:	Email address:
Social media:	Social media:





# Emergency Contact Information

Contacts	Name	Phone Number	Address	Email	Social Media
Local personal emergency contact					
Nearest hospital					
Work					
School/childcare					
Home					
Family physicians(s)					
Insurance policy holder					
Employer contact and emergency information					
School contact and emergency information					
Religious/spiritual organization					
Gas utility					
Water utility					
Electric utility					
Veterinary contact					


# Important Documents Checklist

Keep a copy of all your important documents in a safe place and take them with you during an evacuation.

- Birth/death certificates, marriage certificates, passports, and immigration documents** 
- Recent family photos** 
- Insurance policies**
- Property records, such as proof of address, deed or lease documents.** 
- Medical information** *like medical records, prescription information, doctors contacts, and health insurance*
- Financial records** *like recent tax return, paycheck stubs*
- Make copies of these documents and store them in a fire and water-proof safe**

Store documents electronically by taking photos of them and storing them on a thumb drive or in the cloud—or just email them to yourself and a trusted friend living outside the region.

# Disaster Supply Kit

- First aid kit** *know how to use the items inside* 
- Cash** *small denominations in both bills and coins*
- Medications and other health information** *know doses and have an emergency prescription handy*  
Expiration date: \_\_\_\_\_ 
- Any medical equipment your family may need** 
- Extra clothing** *including for inclement weather* 
- Sturdy shoes** *comfortable and durable*
- Flashlight** *with extra batteries* 
- Radio** *battery powered with extra batteries or solar-powered*
- Tools** *wrench or hammer for turning off utilities* 
- Water** *1 gallon per person per day, include children and pets* 
- Non-perishable or canned foods** 
- Manual can-opener** 
- Toiletries** *feminine products, deodorant, toothbrush/toothpaste, soap* 
- Personal health protective equipment** *such as masks, gloves and sanitizing wipes* 
- Personal comfort items** *such as games and books*
- Electronic chargers** 

**Note: Water is for drinking, cleaning, and sanitation.**

# Grab-and-Go Kit

Have a bag ready with your essential items in case you have to evacuate quickly for sudden emergencies.

- Important family documents**  
*i.e. birth and marriage certificates, driver's license, social security cards, emergency contact list, and medical information* 
- Personal travel-size toiletries** 
- Extra pair of eyeglasses or contacts** 
- Whistle** *to signal for help* 
- Masks/face coverings** 
- Hand sanitizer/soap** 
- Water or water purification method** 
- High-protein, high-calorie energy food** 
- Change of clothes** 
- Sanitation and hygiene supplies** 
- Blanket**
- Small entertainment games and books**
- Family photographs of each family member and pets**
- Pocket knife**
- Maps**

# Commuter Kit

Have an emergency kit while you commute.

- Cash** *small bills* 
- Important documents and emergency contacts** 
- Prescription medicines**
- First aid kit**
- Water**
- High-energy, non-perishable foods** 
- Flashlight with extra batteries and/or light sticks** 
- Battery-powered or hand-cranked radio** 
- Cell phone charger/ external battery pack**
- Hand sanitizer**
- Toothbrush, toothpaste, floss**
- Toilet paper/baby wipes** 
- Water filter**
- Whistle** *to signal for help* 
- Towel**
- Jacket/blanket/hand warmers** 
- Rain poncho**
- Comfortable walking shoes** 
- Masks/face coverings**
- Local maps**
- Pocket knife** 
- External battery pack**
- Car phone charger** 
- Fire extinguisher**
- Duct tape**
- Reflective vest**
- Jumper cables** 

# Under-the-Bed Kit

Have a personal safety kit under your bed if disaster strikes while you are asleep.

- Hard hat/bicycle helmet
- Sturdy shoes
- Work gloves
- Face masks
- Crowbar
- Whistle
- Flashlight
- Protective eyewear



# Workplace Kit

Have a kit at work in case you have to shelter there for several hours or a few days.

- Hard hat/bicycle helmet
- Sturdy shoes
- Extra clothing
- Hygiene items
- Medications
- Flashlight
- High calorie, high energy foods
- Work gloves
- Whistle
- Mylar blanket
- First-aid kit
- Hard copy of your work emergency plan



# Pet Preparedness

Try to have a 14 day supply of food and water supply. Keep items in an accessible place and store them in sturdy containers that can be carried easily.

- Blankets/towels**
- Leash, harness**
- Litter pan, plastic bags, and scooper**
- Pet carrier** *for easy transportation*
- ID tags and microchip numbers**
- A photo of you with your pet** *to establish you are the owner in the event you are separated*
- Familiar items** *toys, bedding, treats*
- Medical records**
- Copies of pet registration and/or adoption paperwork**



Remember pet supplies, photos, and records.







**READY YOUR LA  
NEIGHBORHOOD**

Contact EMD with questions

**ReadyLA.org**

 (213) 484-4800

 RYLAN@lacity.org



@ReadyLA

