

Provo City Family Emergency Preparedness Information Booklet

2014



The contents of this booklet serve as a reference guide to minimize and to prevent the social

disturbance associated with criminal and natural disasters. By incorporating the principles outlined herein, we will collectively reduce and even forestall unnecessary damage.

The opportunity to prepare is immediate. Our deliberate preparation will allow each community member to successfully protect each other from such crisis.

In an emergency, city personnel may be unable to meet the needs of individuals and families. Therefore, emergency preparedness is everyone's responsibility.

Become familiar with this booklet and act on these guidelines. When heeded, the information and advice in this booklet will give us greater confidence, security and peace of mind. Wisdom declares that "if we are prepared, we shall not fear."

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EMERGENCY PHONE NUMBERS

LIFE OR DEATH SITUATIONS.....	911
Provo Police	801-852-6210
Utah County Sheriff	801-343-4100
Utah Highway Patrol.....	801-374-7030
Provo Fire and Rescue	801-852-6300
Health Department.....	801-370-8700
Utah Valley Regional Medical Center.....	801-357-7850
Poison Control.....	1-800-222-1222

Public Utilities

Questar Gas (Stay on line for representative).....	801-853-7400
Emergency Calls	1-800-323-5517
Provo City Water (Weekdays).....	801-852-6780
Emergency Calls (After-hours).....	801-852-6789
Orem City Water (After-hours Emergency Calls).....	801-229-7070
(Non-emergency)	801-229-7015
Qwest Communications	
Home	1-800-244-1111
Business.....	1-800-603-6000
Business Repairs.....	1-800-954-1211
Utah Power.....	1-888-221-7070
Provo City Power	801-852-6868
(Non-emergency).....	801-852-6800
State of Utah Heat Assistance	801-229-3855
Community Action.....	801-373-8200

Other Important Numbers

American Red Cross	801-373-8580
Crisis Line	801-226-4433
Food and Care Coalition	801-373-1825
United Way Information and Referral	801-374-6400
Women and Children in Crisis.....	801-377-5500
Statewide Road Conditions (winter).....	1-800-492-2400

** Remember, telephone lines may not be working after a disaster. Use CB's and Ham Radios.

Other Resources

Facebook

Twitter

Mayor's Blog

311

Get to know both your Neighbors and your Neighborhood and share your resources when emergency response may be delayed.

At the very least, get to know your Neighborhood Chairperson!

Get Involved

There are many ways to get involved in your community. Some options include:

Medical Reserve Corps: Includes medical and public health professionals such as physicians, nurses, pharmacists, dentists, veterinarians, and epidemiologists. Many community members—interpreters, chaplains, office workers, legal advisors, and others—can fill key support positions.

Volunteers In Police Service: Provides support and resources for agencies interested in developing or enhancing a volunteer program and for citizens who wish to volunteer their time and skills with a community law enforcement agency. The program's ultimate goal is to enhance the capacity of state and local law enforcement to utilize volunteers.

Community Emergency Response Team: Educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

Mobile Watch: The mission of the Neighborhood Program is to facilitate effective, informed and representative participation of citizens in government and self-help initiatives. The Neighborhood program provides a channel for communication among citizens, elected officials and city department staff.

HAM Radios

What to do

If you want to get a ham radio license and become a Ham Radio operator you need a good solid foundation of some basic knowledge and skills of radio communication technique, theory, rules and regulations, procedures, and more

Then pass the General exam at the same time or later, and the whole world of ham radio awaits you! Go for the Extra license and receive even more privileges!
The exams are given by local Amateur Radio Operators in your area who want you to pass!

After you pass your exam, you will be issued an Amateur Radio License by the Federal Communications commission (FCC)...FREE!
(The FCC does not charge for Amateur Radio Licenses. The only cost to you is for the study materials and a small test fee and you usually get your license in about 2 weeks or less.)

YOU DON'T HAVE TO TAKE A CODE TEST FOR ANY HAM LICENSE!

Here is a complete introduction to the exciting world of ham radio.
Talk to your friends and neighbors across town or around the world from your own Amateur Radio station.
Set up your station in your house or take it with you in your car, on a camping trip, almost anywhere.

Use your home computer to talk to and exchange programs and messages with other hams on packet radio networks and NOT the internet!

USE A WALKIE TALKIE TO TALK AROUND THE WORLD ON THE NEW INTERNET RADIO LINKING PROJECT!

YOU WILL LEARN HOW, WHEN YOU BECOME A HAM!
It's not CB Radio... it's the real thing!

<http://www.hamuniverse.com/study.html>

Cost to become certified:

Study Guide.....\$8 - \$30 (Depending on where you get it from. Ie: Amazon, Ebay, Bookstore, etc.)
Written Test.....\$15 or less

Provo City Response in an Emergency

Objectives

Government responsibility in time of disaster is the same as in normal times: the protection of life and property and the continuation of essential public services. Emergency Preparedness is no accident. Cities, like individuals, must plan in advance for emergencies that threaten widespread harm to residents and disruption of City services. An Emergency Management Plan is required for each local government in Utah. The purpose of the plan is to provide legal framework for the management of emergencies. This emergency plan defines the critical roles and responsibilities that must be performed to enable essential City services to continue and to allow City Officials to ensure that critical functions will be carried out as quickly and as thoroughly as possible. Provo City's Emergency Management will strive to meet the following objectives:

- Plan for continuity of government
- Provide a basis for the direction and control of emergency operations
- Save lives and protect property
 - Life Safety
 - Property Preservation
 - Incident Stabilization
- Repair and restore essential systems and services
- Provide for the protection, use and distribution of remaining resources
- Coordinate operations with the emergency services of other jurisdictions

Support

Provo City's Emergency Management will support and be supported by the following emergency organizations:

Civil Government

- Other cities within Utah County and other cities outside of Utah County
- Utah County
- State of Utah
- Federal agencies
- Business and Industry
- Military Support
- American Red Cross

Provo City's emergency plan is an "all-hazards" plan, so it is not specific to any one type of emergency but prepares Provo City for **any** event that threatens its well being. This could include anything from natural disasters such as earthquakes and floods to technological threats, as well as other hazards such as airline crashes, fires or hazardous materials spills. Provo City will respond to any event that threatens widespread harm to residents or disruption of City services.

During an emergency, responding City Departments (such as Fire, Police and Public Works) will be receiving requests for service, setting priorities according to most critical needs, and then responding accordingly. For that reason, residents should realize that they might be unable to receive the routine services that they would expect under normal conditions. Because emergency assistance may be delayed during a crisis, the City encourages all residents to be prepared to be self-reliant for up to 72 hours following a major emergency.

Emergency Organization

Direction and control of the emergency organization during a disaster will be the responsibility of the Provo City Administration, which includes the following personnel:

- Mayor
- Chief Administrative Officer (CAO)
- Department Directors as designated
- Emergency Management Coordinator
- Other staff/assistants as designated

Emergency Operations Center (EOC)

Provo's EOC is in the City Center. During emergencies, key officials will use the EOC to do the following:

- Keep informed of the extent and severity of the emergency.
- Carry out joint emergency planning for all city departments.
- Provide strategic planning & support for Emergency Response.
- Make necessary decisions and direct appropriate tasks to all pertinent city departments.
- Coordinate and verify Public Information releases.

The Provo City Emergency Management Office maintains and updates the City's Emergency Management Plan regularly. You may direct questions about the plan to the Emergency Management Coordinator at Provo City, 80 South 300 West Provo, UT, 84601, or by calling 852-6455 during city business hours.

EMERGENCY ALERT SYSTEM

- KBYU is the emergency communication station in the Provo/Utah County area. Turn to this station for information and instructions during an emergency. KBYU broadcasts on 89.1 FM or 89.5 FM, depending on coverage area.

KSL 1160 AM or 102.7 FM is the statewide communication source for the Emergency Alert System, and will broadcast messages on a statewide basis. If electricity is still available, KSL will also broadcast on KSLTV Channel 5.

- Notification of an evacuation will begin with activation of the Emergency Alert System and repeated announcements on all radio and television stations. The Emergency Alert System is available nationwide, and is used to alert citizens at the local level of impending emergency situations. It can be activated by Provo City, Utah County, the State of Utah, or the National Weather Service.
- Depending on the emergency and if time permits, fire and police personnel will travel streets with their vehicle sirens activated and give public address announcements.
- If a notification to evacuate comes, **DO NOT DELAY**. Do not try to take unnecessary items. Take only your 72-hour kit, if you can get to it quickly and without endangering your safety. Remember that material items can be replaced; your life cannot.
- In the event of flooding, three stationary, early warning sirens in the River Bottoms will be activated by the Provo 911 Communication Center. The sirens will emit an alert siren which indicates the need to turn on the TV and/or Radio, followed by a verbal message stating the existence of an emergency and the immediate instructions to be followed.

Provo City tests the emergency sirens in the River Bottoms area and at the City Center annually, on election day. The annual test lasts less than 15 minutes.

EMERGENCY PLANNING

If you're involved in a disaster, it is important to remain calm so that you will be able to put your disaster plan into action. Planning for an emergency in advance can minimize fear and stress. The following activities can help you and your family prepare for an emergency:

Create a Plan

- ✓ Meet with your family to discuss possible emergencies and how you will respond.
- ✓ Draw a floor plan of your home and mark two escape routes from each room.
- ✓ Post emergency telephone numbers near telephones.
- ✓ Conduct a home hazard hunt and look for items that may cause injury or damage. Remove fire hazards,
- ✓ Install smoke detectors, and learn how to use your fire extinguisher.
- ✓ Plan how to take care of your pets. They will not be permitted in a public shelter.
- ✓ Learn how to turn off water, gas, and electricity main switches (adults only).
- ✓ Check if you have adequate insurance coverage. Renters' insurance is available.

Practice

- ✓ Practice drills for each potential emergency, physically going through the movements. Review escape routes at home, school, and work.
- ✓ Practice turning off the water and electricity at main switches.

Plan to Reunite After an Emergency

- ✓ Choose one local and one out-of-state relative or friend for family members to call if separated by an emergency. All family members should know who the contacts are, their phone numbers and how to call them. These contacts can help family members know where the others are and how to reach them.
- ✓ Choose two meeting places to reunite after an emergency. One should be near your home and the other should be outside your neighborhood in case you cannot return home after the emergency.

<p>Family Disaster Plan</p> <p>Family Name and Address: _____</p> <p>Emergency Meeting Place Outside Home:</p> <p>Meeting Place Outside Neighborhood:</p> <p>Address: _____</p> <p>Phone : _____</p> <p>Family Contact : _____</p> <p>Day Phone () _____</p> <p>Eve. Phone () _____</p>
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FIRST AID KIT

Keep a smaller Disaster Supplies Kit in the trunk of each car. If you become stranded or are not able to return home, having some items will help you to be more comfortable until help arrives.

Keep items in airtight plastic bags. This will help protect them from damage or spoiling.

Replace stored food and water every six months. Replacing your food and water supplies will help ensure freshness.

Rethink your kit and family needs at least once a year; Replace batteries, update clothes, etc.

Ask your physician or pharmacist about storing prescription medications. It may be difficult to obtain prescription medications during a disaster because stores may be closed or supplies may be limited

This list of suggestions should be personalized to your family's needs: It is best to start with items you may have on hand, and add gradually to your family kit.

- Sterile adhesive bandages in assorted sizes
- 2-inch sterile gauze pads (4-6)
- 4-inch sterile gauze pads (4-6)
- Hypo allergenic adhesive tape
- 40" triangular bandages (3)
- 2-inch sterile roller bandages (3 rolls)
- 3-inch sterile roller bandages (3 rolls)
- Scissors and tweezers
- Epi pen (if allergic to bee stings)
- Sewing needles
- Moistened towelettes
- Antiseptic soap
- Antiseptic solution- Iodine compounds
- Antibacterial cream, such as Neosporin
- Thermometer
- Tongue blades (2)
- Tube of petroleum jelly or lubricant
- Safety pins in assorted sizes
- Benadryl (allergic reactions)
- Cleansing agent/soap
- Latex gloves (2 pairs)
- Sun screen
- Insect repellent
- Caladryl
- First Aid Manual

Non-prescription medications

- Aspirin or other pain reliever
- Anti diarrhea medication
- Antacid (upset stomach)
- Laxative
- Syrup of Ipecac
(use only if advised by
Poison Control Center)
- Personal items

72-HOUR KIT

******This list is just a general recommendation and should be personalized to your family's needs: It is best to start with items you may have on hand, and add gradually to your family kit.******

Water: Provo Water Department recommends a minimum of three gallons per person per day for three days. Provo City water does not require the addition of bleach for storage, but any stored water should be replaced annually. It is a good idea to have Bleach available to use for purifying water sources other than stored water. Water may be disinfected, or purified, by boiling for a minimum of 10 minutes and chlorinated with 8 drops of bleach for each gallon.

Food: Minimal—preferably no-cook, lightweight, palatable; manual can opener; cooking and eating utensils, pots, plates, cups, a utility knife; sugar, salt, pepper; aluminum foil and plastic resealable bags.

First Aid: Personal medications for three (3) days, First Aid Kit

Clothing: One change, extra shoes, rain and winter gear, leather gloves

Bedding: Sleeping bags and/or blankets for each family member, tarp

Personal: Toothbrushes, toothpaste, shampoo, lotion, chapstick, comb, brush, deodorant

Sanitation: Airtight bucket or portable toilet, toilet paper, newspaper, soap, hand sanitizer, towel and towelettes; disinfectant, bleach, liquid detergent; feminine supplies; heavy-duty plastic garbage bags/ ties.

Shelter: Tent or tarp, rope 1/4" x 36'

Fuel: For cooking, light, and heat

Tools: Pocket knife, small manual tools, axe, pointed shovel, needles and thread; pliers, shut-off wrench, tape; medicine dropper; plastic sheeting; small canister, ABC type fire extinguisher; compass, etc.

Light: Flashlights, batteries, candles, waterproof matches, an optional kerosene lantern

Communication: Radio, batteries, *one whistle per person*

Papers and Keys: Wills, testaments, securities, stocks, titles, certificates, insurance, current family pictures, personal I.D. cards and tags, house appraisal and photos, inventory of household items, pencil and paper, maps of area, phone lists of places you could go, address book, emergency manual, books, extra house and car keys, consent forms to treat minor children (available at police dept.)

Money: Cash, quarters for phone, charge cards

Special needs: diapers or formula, prescription medicines and copies of prescriptions, hearing aid batteries, spare wheelchair battery, spare eyeglasses, or other physical needs. Entertainment, such as games and books.

Store the items you will most likely need during an evacuation in an easy-to-carry container. Possible containers include a large trash container, bucket, camping backpack, or duffle bag. Keep your 72-hour kit in a cool, dark and dry location. Make sure everyone in the house knows where it is kept. Children over the age of 8 may enjoy participating by preparing their own personal backpack of emergency supplies. Children could store this under their beds, or with the family supplies.

FOOD STORAGE

If activity is reduced, healthy people can survive on half their usual food intake for an extended period of time. Unlike water, food can be rationed, except to children and pregnant women. Remember to store food your family will eat.

Store at least a three-day supply of nonperishable food in a dry place where the temperature is not above 70° F and not below freezing. Store food in tightly closed cans or metal containers so the food stays as fresh as possible and animals cannot eat it.

Select foods that require no refrigeration, preparation, cooking, and little or no water. If you must heat your food, pack a can of Sterno. Select food items high in calories and nutrition, which are also compact and lightweight. Consider the special needs of those in your household, such as infants or those on special diets, and include appropriate food items.

Remember to label food items with content and date. Use stored foods before they go bad and replace them with fresh supplies. Keep your kit(s) in working order by changing the food and water every six months and replacing batteries as necessary.

Suggested food items include the following:

- Ready-to-eat canned meats, soups, fruits and vegetables

- Canned juices and canned milk

- Staples—wheat, corn, beans, sugar, and salt

- Vitamins

- High energy foods—peanut butter, jelly, granola bars, trail mix, crackers

- Comfort/Stress foods—cookies, hard candy, sweetened cereal, lollipops

WATER STORAGE

Provo City Water Department recommends storing three to five gallons of water per day for each person in your household, and having a two-week supply of water for each household member. People in hot environments, extremely physically active people, nursing mothers, children and ill people will need more water.

The average person needs to drink at least eight glasses of water each day; however, four glasses a day are

okay for a short period. Water is also necessary for food preparation and sanitation. However, towelettes, hand sanitizer, wash rags and alcohol can be used for sanitation, enabling more water for drinking.

Store water in thoroughly washed plastic containers. Soft drink bottles work well. Avoid using containers that will decompose or break, such as milk cartons or glass bottles. Store out of direct sunlight to avoid the formation of algae. Use rope to join your water containers in case you are displaced from your home in an emergency. The rope allows you to carry the bottles over your shoulder. Keep your water supply away from sun, heat, gasoline and pesticides.

In the event of an emergency, you can also utilize alternative water sources, such as the hot water tank, the water in your pipes and the water in the reservoir tank of your toilet (not the bowl.)

To purify water, boil (with a rolling boil) it for a minimum of ten minutes and chlorinate it by adding two drops of bleach per quart of water (8 drops per gallon) or use purification tablets, such as iodine or halazone. Stored water that has been rotated annually should not have to be purified.

Provo City water may be stored without the addition of bleach, but should be rotated annually. Bleach should be available to use for disinfecting water sources other than stored water.

Fuel Storage

Fuel can be extremely dangerous, and should never be stored in a home. A good rule of thumb is to never store fuel in a building you could not afford to have burn down. Specific regulations on fuel storage vary by type of fuel, but here are some good general guidelines:

- Never store fuel in improper containers, like glass bottles or old milk jugs. Use only containers listed by agencies such as Underwriters Laboratories (UL) or the Department of Transportation (DOT).
- Never smoke in a fuel storage area, or while transferring fuel from one container to another.
- Always store fuel away from sources of heat, flames or sparks. Avoid areas where furnaces, water heaters or other appliances are installed, or where vapors could collect and reach a source of ignition.

- Portable heaters must be listed (with UL or DOT) and have a maximum fuel capacity of two (2) gallons. Carefully follow the manufacturer's directions for use.
- Never refuel heaters or appliances inside your home, garage or any other building.
- Always have a 2A-10BC rated fire extinguisher at minimum of ten (10) feet and a maximum of fifty (50) feet away from stored fuel.
- Always maintain adequate ventilation when dealing with or using fuels, to prevent buildup of deadly carbon monoxide gasses.
- LP gas can only be used on appliances that are specifically designed for it. Using LP gasses on appliances designed for other fuel sources will result in incomplete combustion, resulting in an accumulation of dangerous levels of carbon monoxide and the pooling of unburned propane fuel.
- It is recommended that you store no more than a maximum of five (5) gallons of flammable liquids (gasoline, Coleman fuel) or combustible liquids (kerosene, diesel fuel, charcoal lighter, lamp oil) or twenty-five (25) gallons of LP gasses (propane or butane) in an attached shed or garage. The safest place to store gasoline is in the fuel tank of your vehicle. Keep the tank between half and full to always have a reserve of rotated fuel.

DISABLED/SPECIAL NEEDS

People with disabilities should take extra precautions when preparing for a disaster. One of the most important things you can do is have a buddy, someone who can help you evacuate and take care of you. During an emergency, your usual care giver may not be able to help you. Make sure your buddy knows how to operate any medical equipment you use.

Extra supplies people with disabilities and special needs may require are:

- ✦ Prescription medications, and a copy of the prescription
- ✦ Prosthetic devices
- ✦ Extra eye glasses, and a copy of the prescription
- ✦ Hearing aids, batteries
- ✦ Emergency medical instructions
- ✦ Extra pillows, bedding
- ✦ Back-up power supplies or generators for heat or air-conditioning
- ✦ Extra wheelchair batteries
- ✦ Extra oxygen
- ✦ List of style and serial numbers of medical devices
- ✦ Medical insurance and Medicare card
- ✦ Age appropriate supplies, such as diapers or formula

HELPING CHILDREN

Children experience trauma and fear during a natural disaster. If they know what to do because they have practiced family disaster drills, they will likely be more calm. When parents are calm, children calm down more quickly.

Before a disaster, parents can prepare children.

- ♡ Develop and practice a Family Disaster Plan
- ♡ Teach children how to recognize danger signals
- ♡ Explain how to call for help (9-1-1)
- ♡ Help children memorize important family information
- ♡ Include children's toys and special foods in 72-hour kit

After a disaster, children are most afraid the disaster will happen again, someone will be hurt or killed, and they will be separated from family and left alone.

Parents can help minimize their children's fears.

- ♡ Keep the family together, do not leave children with relatives or friends—take your children with you
- ♡ Calmly and firmly explain the situation and your plans
- ♡ Talk to your children at eye level
- ♡ Encourage children to talk about the disaster and ask questions
- ♡ Include children in recovery activities by giving them chores that will help them feel they are helping things get back to normal.
- ♡ Reassure children with firmness and love. Sympathize with and resolve their anxieties.
Hold your children and spend more time with them.

PETS

You need to have an emergency plan and kit for your pets. Red Cross shelters cannot accept pets because of state health and safety regulations. Only service animals are allowed in the shelters. Safe places to keep your pets are the following:

- Hotels and motels outside of your immediate area that accept pets
- Homes of friends and relatives outside of the area
- Boarding facilities and veterinarians
- Local animal shelters (last resort)

Call ahead of time to confirm which places will be able to shelter your pets. Keep 24-hour phone numbers with the disaster supply kit for your pet.

Include these items in the disaster supply kit:

- Medications, medical records and photos in something waterproof
- Pet first aid kit with first aid manual
- Carriers and/or sturdy leashes or harnesses
- Food, can opener, potable water and bowls
- Cat litter pan, scoop and plastic bags for waste disposal
- Information on feeding schedules, medical needs, behavior problems, name and number of a veterinarian

If you receive warning of an impending disaster, you can:

- Call ahead to confirm shelter for you and your pets
- Have your pets' disaster supplies ready and near
- Bring all pets into the house where you can find them
- Identification tags for all pets with the phone number/address of your temporary shelter. Remember to evacuate your pets when you leave!

AVALANCHES

Before Avalanche

1. Check with maps and local authorities to find out the possibility of an avalanche and emergency evacuation routes.
2. Stay away from open, steep slopes, chutes and valleys where avalanches normally run.
3. Change your path if the snow cracks underneath your step and the crack enlarges.

During Avalanche

1. Stay calm and move quickly.
2. Get out of the avalanche's path by hooking on to tree trunks or shrubs.
3. If you get caught in an avalanche
 - a. Get rid of your equipment quickly.
 - b. Use a backstroke swimming action to remain on the surface.
 - c. Get into a half-sitting position on your back, facing downhill with your legs together and your knees bent.
 - d. Fight the avalanche all the way down. Keep mouth shut to keep snow out of your lungs.

After Avalanche

1. Make breathing room around your face.
2. Do not panic.
3. If you see another person buried by an avalanche
 - a. Mark the place where you last saw the victim.
 - b. If you are the only survivor, search by probing the avalanche with a pole or stick. Do not leave the victim unless help is a very short distance away.
 - c. If more than one person survives the avalanche, one should go for help while others search for the victim.

EARTHQUAKES

Before an Earthquake

1. Store water and food supply. Organize a 72-hour portable emergency kit.
2. Bolt down or provide strong support for appliances and water heater.
3. Consider earthquake insurance. Take a first aid course.
4. Identify safest place in each room, remember clear hallways are typically safe. Kitchens and garages tend to be more hazardous, with many stored items that can fall from shelves.



During an Earthquake

1. **STAY CALM. Duck** or drop down to the floor. **Cover** under a sturdy desk, table, or other furniture. **Hold** on to furniture and be prepared to move with it if necessary.
2. *Inside:* Stay inside, crouch under a desk or table and hold on, away from windows or glass dividers; avoid brick walls and chimneys. You may also cover against interior walls, protecting head and neck with arms.
3. *Outside:* Stand away from buildings, trees, telephone and electric lines.
4. *On the Road:* Drive away from underpasses/overpasses; stop in a safe area; stay in vehicle.
5. *In an Office Building:* Stay next to a pillar or column, or under a heavy table or desk. Hold on.

After an Earthquake

1. Wear sturdy shoes and leather gloves. This is for your personal safety.
2. Check for injuries. Provide first aid. Assess self first, then those in closest proximity to you next.
3. Check for fires; gas, water, sewage breaks; downed electric lines; building damage and potential problems during after shocks, such as cracks around fireplace and foundation. Turn off interrupted utilities as necessary.
4. Clean up dangerous spills.
5. Tune radio to an emergency station and listen for instructions from public safety agencies. KSL 1160 AM, 102.7 FM and KBYU (89.1 FM and 89.5 FM) and are the primary and secondary Emergency Alert Stations. Along with KSLTV Channel 5
6. Use the telephone only for emergencies.
7. As soon as possible, notify family that you are safe.
8. Do not use matches or open flames until you are sure there are no gas leaks.
9. Don't turn light switches off and on. Sparks created by the switch contacts can ignite gas fumes.
10. In public buildings, follow evacuation procedures immediately and return only after the building has been declared safe by the appropriate authorities.

Tips

1. Know how, where and when to turn off electricity, gas and water.

A. (Only shut gas off IF you can smell it! Once turned off, Call the Gas Company to have them come turn the Gas back on so that they can also check to make sure pilot lights are working, etc.)

3. Do not place mirrors or glass frames above beds.
4. Secure shelves and furniture that could fall over.
5. Plan and practice a family drill at least once a year.

Some additional Earthquake Safety tips (for specific locations:)

Duck, Cover, and Hold Tips

1. If you're in a **HIGH-RISE BUILDING**, and you are not near a desk or table, move against an interior wall, and protect your head with your arms. Do not use the elevators. Do not be surprised if the fire alarm or sprinkler systems come on.
2. If you're **OUTDOORS**, move to a clear area, away from trees, signs, buildings, or downed electrical wires and poles.
3. If you're on a **SIDEWALK NEAR BUILDINGS**, duck into a doorway to protect yourself from falling bricks, glass, plaster, and other debris.
4. If you're **DRIVING**, pull over to the side of the road and stop. Avoid overpasses, power lines, and other hazards. Stay inside the vehicle until the shaking is over.
5. If you're in a **CROWDED STORE OR OTHER PUBLIC PLACES**, do not rush for exits. Move away from display shelves containing objects that could fall.
6. If you're in a **WHEELCHAIR**, stay in it. Move to cover, if possible, lock your wheels, and protect your head with your arms.
7. If you're in the **KITCHEN**, move away from the refrigerator, stove, and overhead cupboards.
[Anchor appliances and install security latches on cupboard doors to reduce hazards NOW.]
8. If you're in a **STADIUM OR THEATER**, stay in your seat and protect your head with your arms. Do not try to leave until the shaking is over. Then leave in a calm, orderly manner.

****AFTER AN EARTHQUAKE, BE PREPARED FOR AFTERSHOCKS, AND PLAN WHERE YOU WILL TAKE COVER WHEN THEY OCCUR. ****

GAS LEAKS

Emergency Control of Gas

1. Wear heavy shoes in all areas near broken glass or debris. Keep your head and face protected from falling debris. This is for your personal safety.
2. Check house piping, appliances and vents for damage.
3. Check for fires or fire hazards.
4. Do not use matches, lighters or other open flames.
5. Do not operate electrical switches, appliances or battery-operated devices if you suspect natural gas leaks. This could create sparks that could ignite gas from broken lines.
6. If gas line breakage is suspected, shut off the gas at the meter.
7. If no gas leaks are found, turn on a battery-operated or car radio to receive disaster instructions. KSL 1160 AM and KBYU (89.1 FM and 89.5 FM) are the primary/secondary stations for information.
8. Do not use your telephone except in extreme emergency situations.
9. Only shut gas off IF you can smell it! Once turned off, Call the Gas Company to have them come turn the Gas back on so that they can also check to make sure pilot lights are working, etc.

FIRES

Before a Fire

- Make sure home is free of unnecessary combustible materials.
- Do not store flammable liquids inside the home.
- Do not run wires under carpets or rugs.
- Do not store matches or cigarette lighters where children can get them.
- Do not leave cooking unattended.
- If you smoke, do not smoke in bed or in other positions where you may doze. Also, have many large ashtrays in the home.
- Know avenues of escape. Always have two ways out of every room.
- HAVE A PLACE TO MEET so no one tries to go back into a burning building to look for someone needlessly.
- Have fire extinguishers near the kitchen and the garage.
- Have escape ladders for all windows higher than eight feet off the ground.
- Install a smoke detector in every bedroom, in every hallway outside of a bedroom, and at least one on every level of the house. Test the smoke detectors monthly. Change the batteries in the smoke detectors in the fall when you change your clocks.
- Plan and practice a family fire drill on the first of each month. A good plan will have a place to meet and two exits out of every room.

During a Fire

- If you are outside, **STAY OUTSIDE**. Do not return for anything. Do not reenter the building until appropriate authorities have given permission.
- If you are inside, **GET OUT**. Go to the nearest house or building and call Provo Fire and Rescue by dialing 911. Report the address and type of fire. Listen to and follow instructions. Go to a family meeting place.
- If you are inside and have time, make sure everyone is out.
- If you are in a closed room or office, do not open the door without first feeling it or the door knob. If it is warm or hot, do not open it, but unlock it to help rescue or fire personnel.
- If there is smoke, get under the smoke, no matter how low it is, and leave the building.
- If you cannot use the door or other means of escape to exit and if there is smoke, use clothes, sheets, etc. to stop the smoke from coming in. Go to the window and yell or blow a whistle.
- If you are at home and there is a window, stay close to the floor and exit through the window, using the escape ladder if necessary.
- If you catch on fire, do not run. **STOP** where you are. **DROP** to the ground and cover your face. **ROLL** over and over to smother the flames.
- If you see someone on fire, use a coat or blanket, etc., but not your bare hands, to smother the flames.
- Watch to see that **no one** goes back inside to rescue anything or anyone.
- Turn off the utilities, if possible, from outside of the house as long as it can be done safely.
- In a public building, know two ways out. If you hear a fire alarm, immediately exit the building regardless of what you are doing. Follow the established evacuation instructions.

WINTER STORMS

Before the Storm

1. Arrange for emergency heat supply in case of power failure.
2. Prepare auto, battery-powered equipment, food, heating fuel and other supplies.
3. Prepare a winter survival kit. Include the following items in your car kit: blankets or sleeping bags, flares, high energy foods (candy, nuts, raisins), first aid kit, flashlights, extra clothing, knives, compass, candles and matches, maps, jumper cable, tow chain, shovel, windshield scraper, sack of sand, and paper and pen to leave a note in case you evacuate your car.
4. Your car will help you keep warm, visible and alive if you get trapped in a winter storm. A lighted candle will help keep you from freezing, but remember to have a window open slightly for ventilation.
5. Keep car fuel tank above half full.

During and After the Storm

1. Dress warm. Wear multiple layers of protective, loose-fitting clothing, scarves, mittens and hoods. Cover your mouth and nose to protect lungs from extremely cold air.
2. Avoid travel. If you get stranded, stay in your vehicle and keep it ventilated. Bundle up, light a candle for warmth, occasionally change positions and *DON'T PANIC*.
3. Avoid overexertion. Heart attacks are a major cause of death during and after winter storms. Shoveling snow or freeing stuck vehicles can be extremely hard work. *Don't overdo it!*
4. Beware of the chill factor if winds are present. Keep dry. Change wet clothing frequently to prevent a loss of body heat.
5. Be prepared for isolation at home. Make sure you can survive for a week or two in case a storm isolates you and makes it impossible for you to leave.

*****If a warning is issued, the storm is imminent.***

Know winter words of warning.**

1. **WATCH:** A winter storm is approaching.
2. **FLURRIES:** Intermittent snowfall that may reduce visibility.
3. **SLEET:** Small particles of ice, usually mixed with rain. If enough sleet accumulates on the ground, it will make the roads slippery.
4. **HEAVY SNOW:** Four or more inches are expected within a 12-hour period.
5. **FREEZING RAIN OR FREEZING DRIZZLE:** Expected rain is likely to freeze as soon as it strikes the ground, putting a coating of ice or glaze on roads and everything else that is exposed. If a substantial layer of ice is expected to accumulate from the freezing rain, an **ICE STORM** is forecast.
6. **BLIZZARD:** The most dangerous of all winter storms. It combines cold air, heavy snow and strong winds that blow the snow and may reduce visibility to only a few yards. Winds are less than 35 mph; temperatures are 20 degrees F or less.
7. **SEVERE BLIZZARD WARNING:** Very heavy snowfall is expected, with winds of at least 45 mph or temperatures of ten degrees or lower.

A major winter storm can last for several days and be accompanied by high winds, freezing rain or sleet, heavy snowfall, and cold temperatures. People can become trapped at home, without utilities or other services. Heavy snowfall and blizzards can trap motorists in their cars. Attempting to walk for help in a blizzard can be a deadly decision. Winter storms can make driving and walking extremely hazardous.

Plan for a Winter Storm

Develop a winter storm-specific plan. Provo and Utah County areas are at risk for winter storms.

Assemble a Winter Storm Specific Disaster Supplies Kit for use in winter months

Winter Storm-specific supplies should include the following:

- A warm coat, gloves or mittens, hat and water-resistant boots for each member of the family.
- Extra blankets and warm clothing.
- Non-clumping kitty litter: Kitty litter will generate temporary traction. Rock salt will melt ice on walkways but can damage vegetation and concrete. Other, fewer damaging, ice-melting products are available from building supply stores.

How to Protect Your Property

- □ Make sure your home is properly insulated. If necessary, insulate walls and attic. This will help you to conserve electricity and reduce your home's power demands for heat. Caulk and weather-strip doors and windowsills to keep cold air out, allowing the inside temperature to stay warmer longer.
- □ Install storm windows or cover windows with plastic from the inside. This will provide an extra layer of insulation, keeping more cold air out.

•• To keep pipes from freezing

1. Wrap pipes in insulation or layers of old newspapers.
2. Cover the newspapers with plastic to keep out moisture.
3. Let faucets drip a little to avoid freezing.
4. Know how to shut off water valves.

Winter Driving

- **Have your car(s) winterized before the winter storm season.** Keeping your car(s) in good condition will decrease your chance of being stranded in cold weather. Have a mechanic check your battery, antifreeze, wipers and windshield washer fluid, ignition system, thermostat, lights, flashing hazard lights, exhaust system, heater, brakes, defroster, and oil level. Install good winter tires with adequate tread. All-weather radials are usually adequate for most winter conditions. Some roads may require vehicles to be equipped with chains or snow tires with studs.
- **If you have a cell phone or two-way radio available for your use, keep the battery charged and keep it with you whenever traveling in winter weather.**
- **Keep a phone charger in your vehicle, that can be run off of the cigarette lighter port.**
- **Keep a windshield scraper and small broom in your car for ice and snow removal.** This is part of the winter disaster kit for the trunk of each car used by members of your household. You should also bring a thermos of warm broth if you are on the road during a winter storm.
- **Keep your car's gas tank full for emergency use and to keep the fuel line from freezing.**
- **Plan long trips carefully.** Listen to the radio or call the state highway patrol for the latest road conditions. Plan to travel during daylight and, if possible, take at least one other person.
- **Let someone know your destination, your route, and when you expect to arrive.** If your car gets stuck along the way, help can be sent along your predetermined route.
- **Be aware of sleet, freezing rain, freezing drizzle, and dense fog, which can make driving very hazardous.** The leading cause of death during winter storms is from automobile or other transportation accidents. Avoid driving during sleet, freezing rain, freezing drizzle and dense fog - these serious conditions are often underestimated.

If you do get stuck

- **Stay with your vehicle.** Do not leave the vehicle to search for assistance unless help is visible within 100 yards. Disorientation and confusion come very quickly in blowing snow. If you must travel and do become stranded, it is better to stay in the vehicle and wait for help.
- **Display a trouble sign to indicate you need help.** Hang a brightly colored cloth (preferably red) on the radio antenna and raise the hood (after snow stops falling).
- **Occasionally run engine to keep warm.** Experience has shown that running the heater for 10 minutes every hour is enough to keep occupants warm and will reduce the risk of carbon monoxide poisoning and conserve fuel. Turn on the engine for about 10 minutes each hour (or 5 minutes every half-hour). Use the heater while the engine is running. Keep the exhaust pipe clear of snow and slightly open a downwind window for ventilation.
- **Leave the overhead light on when the engine is running so that you can be seen.**
- **Do minor exercises to keep up circulation.** Clap hands and move arms and legs occasionally. Try not to stay in one position for too long. If more than one person is in the car, take turns sleeping. One of the first signs of hypothermia is sleepiness. If you are not awakened periodically to increase body temperature and circulation, you can freeze to death.
- **Huddle together for warmth.**
- **Use newspapers, maps, and even the removable car mats for added insulation.** Layering items will help trap more body heat.
- **Keep a window that is away from the blowing wind slightly open to let in air.**
- **Watch for signs of frostbite and hypothermia.** Severe cold can cause numbness, making you unaware of possible danger. Keep fingers and toes moving for circulation, huddle together, and drink warm broth to reduce risk of further injury.
- **Drink fluids to avoid dehydration.** Melt snow before using it for drinking water. Eating snow lowers your body temperature, increasing risk from hypothermia.

FLOODS

Before the Flood

1. Know the elevation of your property in relation to flood plains, streams and other waterways. Determine if your property may be flooded.
2. Plan what to do and where to go in case of a flood.
3. Store food, water and critical medical supplies.
4. Fill your car with gas in case you must evacuate.
5. Move furniture and essential items to higher elevation, if time permits.
6. Have a portable radio and flashlights with extra batteries.
7. Open basement windows to equalize water pressure on foundations and walls.

8. Secure your home.
9. Consider flood and earthquake insurance.

Evacuation

1. Listen to local radio or TV for weather information or dial the National Weather Service @ 1-801-524-5133, Tune radio to 162.55 VHS. Download the National Weather Service app. (Available on both iOS and Android devices)
2. If asked to evacuate, shut off utilities, and follow local evacuation plans and routes.
3. Do not attempt to drive over a flooded road: it may be washed out. While on the road, watch for possible flooding of bridges, dips and low areas.
4. Watch out for damaged roads, slides and fallen wires.
5. Drive slowly in water; use low gear.
6. Abandon your vehicle immediately if it stalls and seek higher ground.
7. Do not attempt to cross a stream on foot where water is above your knees.
8. Register at your designated Evacuation Center and remain there until informed you may leave.

After the Flood

1. Remain away from evacuated area until public health officials and building inspectors have given approval.
2. Check for structural damage before entering.
3. Make sure electricity is off; watch for electrical wires.
4. Do not use open flame as a light source because of the possibility of escaping gas. Use flashlights. Beware of dangerous sparks.
5. Do not use food contaminated by flood water.
6. Test drinking water for suitability with test kits.
7. Avoid walking in flood water. Do not let children play in flood water.

HOME ELECTRICAL CIRCUITS

1. Familiarize yourself and your family with the location of the electrical breaker panel.
2. Turn off breakers for areas of concern. If in doubt, shut off a main breaker, which could be inside or outside your home.
3. In cases of basement flooding:
 - a. Think before stepping in any water.
 - b. A shock hazard may exist even in an inch of water if an extension cord connection is on the floor.
 - c. If the electrical panel is upstairs, shut off all circuits.

- d. If the electrical panel is in the basement, determine whether it can be reached on dry ground. If not, refer to the next step.
4. Check your house electrical meter. If it is on your home, there may be a main disconnect switch (breaker) next to it. If the meter is on an underground service, it may be in front of your home; but there should be a main breaker where the line enters the home. Shut it off!

THUNDERSTORMS AND LIGHTNING

Protect Yourself

1. Get inside a home or large building when a storm approaches. Stay indoors and don't venture outside unless absolutely necessary. Listen to a battery powered radio for updated emergency information. If the power goes out you still have access to important information.
2. Stay away from open doors, windows, fireplaces, radiators, stoves and appliances. Avoid bathtubs, water faucets and sinks because metal pipes can transmit electricity.
3. Do not use plug-in electrical equipment—hair dryers, electric blankets or razors—during the storm.
4. Use telephones for emergencies only. Lightning may strike the telephone lines outside.
5. If you are outside, with no time to reach a safe building or vehicle, follow these rules:
 - a. Do not stand under a natural lightning rod such as a tall, isolated tree in an open area.
 - b. Stay close to the ground.
 - c. Get out of the water and off small boats.
 - d. Get away from tractors and other metal farm equipment.
 - e. Stay away from wire fences, clotheslines, metal pipes, rails, exposed sheds or anything that is high and could conduct electricity. Some of these items could carry electricity to you from some distance away.
 - f. Don't use metal objects: fishing rods, golf clubs, cleats, etc.
 - g. Stay in your vehicle if you are traveling.
 - h. Get off and away from motorcycles, scooters, golf carts and bicycles.
 - i. If buildings are not available, seek protection in a cave, ditch, canyon or under head-high clumps of trees. Be aware of potential flooding in low-lying areas.
 - j. If only isolated trees are nearby, your best protection is crouch in the open, keeping twice as far away from isolated trees as the trees are high.
 - k. When you feel an electrical charge—if your hair stands on end or your skin tingles (lightning is about to strike) —immediately bend forward putting your hands on your knees. Crouch on the balls of your feet. Do not lie flat on the ground.



to

1. If someone is struck by lightning, call 911 for medical assistance. When safe to approach, give first aid (rescue breathing and/or CPR).

HIGH WINDS & TORNADES

Before High Winds

1. Survey your property. Take note of materials stored, placed or used, which could become missiles and destroy other structures or be destroyed. Secure these items where they will still be accessible for day-to-day needs. This includes outdoor furniture, trash cans, tools, etc.
2. Keep radio and/or TV on and monitor for wind advisories.
3. If possible, board up, tape or shutter all windows, but leave some ventilation.
4. Store water in case water service is interrupted.
5. Have a supply of flashlights, batteries, candles, first aid equipment, medicines, etc., available for use.

During High Winds

1. Take shelter in hallways and closets; avoid windows.
2. Stay out of areas where flying objects may hit you or destroy your place of refuge.

After Winds Subside

1. Inspect for structural damage. Document with pictures and notify insurance agents as needed.
2. Check all utilities for damage and proper operation. Check for gas leaks and blown fuses in your home.
3. Monitor radio and TV for advice and to find out where assistance is available.
4. Drive carefully. Watch for debris, damaged roads, bridges and dangling wires.
5. Call 9-1-1 to report emergency situations.



HAZARDOUS MATERIALS

Before

1. Survey home and premises to determine types and amounts of hazardous materials on hand.
2. Read labels and become familiar with potential dangers of materials used in the home.
3. Provide proper storage and safeguards for hazardous materials. Commercial fertilizers and petroleum products in proper proportions are components of plastic explosives. Never store in same storage area.
4. Most household cleaning agents are hazardous materials. Use, store and dispose of them properly.

5. Sort through your storage containers. If you don't remember what is in them or cannot read the labels, dispose of the containers.

After

Each situation with hazardous materials will call for a different response. Review sections on fire and poison control for those specific directions.

Remember that personal safety is of the utmost importance. Do not allow yourself or others to become part of the problem by endangering lives or property in an effort to gather information or control the situation without professional help.

Mail Handling Hazards:

Suspicious mail can be determined by:

1. Unexpected mail from someone you don't know or addressed to someone no longer at your address.
2. Handwritten, with no return address or a return address that is not legitimate.
3. Lopsided or lumpy. Sealed with excessive amounts of tape.
4. Marked 'personal' or 'confidential'.
5. Excessive postage.

Actions Recommended:

1. Do not handle letter or package. Isolate in area received.
2. Wash hands with soap and water. Change clothing, and shower if contaminated.
3. Notify local law enforcement.

POWER OUTAGES

Before Power Outage

1. Learn location of fuse or circuit breaker box.
2. Store candles, flashlights and extra batteries near a bed.
3. Have food and water supplies on hand.
4. Know the locations of all camping equipment: stove, lanterns, sleeping bags. Make sure equipment is operational and that you know how to use it. Use camping equipment requiring gasoline, propane, white fuel, Coleman fuel or charcoal briquettes only outside.
5. Keep refrigerator well defrosted.
6. Have at least one phone in your home that doesn't need to be plugged into a power outlet.
7. Consider locating backup power supplies for critical health equipment.
8. An application for customers with critical health equipment at home may be obtained at the Provo City Utility Office at 251 West 800 North. Program details are available on the Provo City Power "Help Line" at 852-6000.

During the Power Outage

1. Check your fuses or circuit breakers.
2. Check and see if your neighbors' power is out.
3. Call the Provo City Power "Help Line" at 852-6000 to report outages. If phone lines are busy, please try again. Report things you have seen or heard that may be helpful - such as a broken pole, a tree on a line, downed lines, a loud boom, or a flash of light.
4. Unplug all your appliances. The surge of power that comes when power is restored could ruin appliances.
5. Turn off all but one or two light switches so you will know when your service is back on.
6. Open refrigerator doors only to take food out, close as quickly as possible. A refrigerator or freezer will maintain foods for up to 12 to 48 hours or longer, depending on the room temperature and frequency of opening.
7. Use camping equipment outside, six feet away from everything. Use only a fireplace, properly installed wood stove or a new-style kerosene heater in a safe area with outside air coming into area.
8. Do not allow children to carry lanterns, candles or fuel.

After the Power Outage

1. When power is restored, plug in appliances.
2. Be patient. Provo City Power will repair major electric lines, which serve hundreds of customers before they can repair scattered outages. Emergency services, major communication facilities, and customers on life support equipment must also take priority.

3. Examine your frozen food. If it still contains ice crystals, it may be re frozen. If meat is off-color or has an odd odor, throw it away.

NUCLEAR SAFETY

During Nuclear Attack

1. If you have advanced warning, take your 72-hour kit and go to an approved shelter or your basement. Huddle close to the floor and as near to the south wall as possible. Get under a table for protection from falling objects.
2. Do NOT attempt to evacuate your shelter until advised.
3. If you see a nuclear flash and feel sudden heat, take cover INSTANTLY, within one to two seconds. Drop to the ground and curl up tightly, covering as many parts of your body as possible. Go to a shelter once the heat and blast effects have cleared.
4. Never look at the light of a nuclear explosion.

After Nuclear Attack

1. Take cover in an underground shelter, basement, etc.
2. Remove contaminated clothing.
3. Wash yourself thoroughly with soap and water. Wash your head and nose hairs especially well.
4. If the source of radiation is known and travel advisable, travel in the opposite direction and go up wind from radiation.
5. Remain in protective shelter for three days. Limit your exposure to contaminated areas.
6. If someone needs radiation sickness treatment, keep the victim calm, give emotional support and plenty of fluids.
7. Wipe food and water containers with a clean cloth to remove particles of fallout, which resemble sand or salt.

Provo's Situation

Since Provo is 45-75 miles away from Hill Air Force Base, Tooele Army Depot and Salt Lake City Airport, which are the nearest probable targets, most people in Provo will survive a nuclear attack. Follow instructions and stay calm.

POISONING

Before Poisoning

1. Place Poison Control number 1-800-222-1222 near the phone.
2. Do not leave children alone or unattended.
3. Be aware of all potential hazards in your home.
4. Teach children to ask before putting anything in the mouth.

5. Never call medicine “candy.”
6. Keep a bottle of ipecac on hand to use only if advised.

After Poisoning

1. Stay calm.
2. Call the **Poison Control Center at 1-800-222-1222.**

Inhaled Poisoning

Immediately get the victim to fresh air. Avoid breathing fumes. Open doors and windows wide. If the victim is not breathing, start CPR.

Poison on the Skin

Remove contaminated clothing. Call Poison Control Center. Flood skin with copious amounts of water for twenty minutes. Then wash skin gently with non abrasive soap and water and rinse.

Poison in the Eye

Flood the eye with lukewarm (not hot) water poured from a large glass two or three inches from the eye. Repeat process for 15 minutes. Have the victim blink as much as possible while flooding the eye.

Do not force the eyelid open.

Swallowed Poison

Call the Poison Control Center for instructions. Do not give any fluids to victims who are unconscious, having convulsions or cannot swallow.