

FAMILY COMMUNICATIONS & EVACUATION PLANNING



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REC ●

**TURN ON THE
RECORDING!**



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AGENDA

- Emergency Notifications
- Family Communications Plans
- Evacuation Planning

ase, your car, your office, and your
p it up to date.

Neighborhood Meeting Place:

Regional Meeting Place:

School Information

School: _____

Address: _____

Phone: _____

EMERGENCY NOTIFICATIONS



Put AlertSCC in your phone address book:

AlertSCC – County: 408-808-7871

AlertSCC – City of Los Altos: 650-947-2800

(County Communications will send messages on behalf of Los Altos Hills)

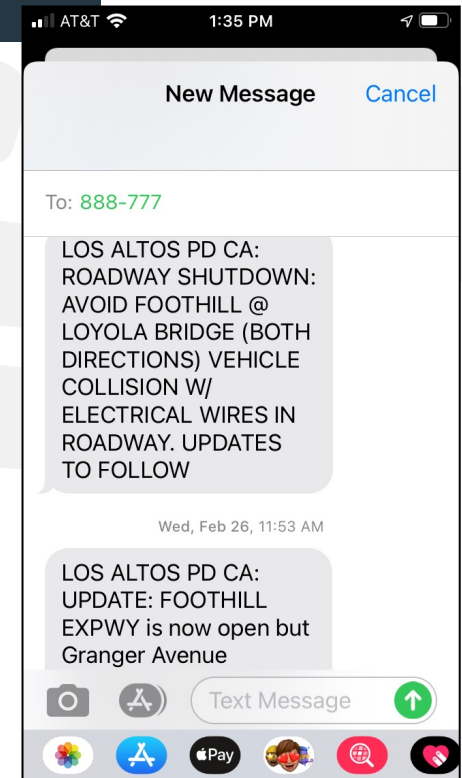
AlertSCC

- Local county emergency notification system sends alerts via voice, email and text messages
- Messages may be county-wide (like Shelter-in-Place notices!) or targeted by neighborhood
- www.alertscc.org
 - Register your home address and your contact info
 - Get everyone in your household registered
- Check your registration each year and update your contact info if needed

EMERGENCY NOTIFICATIONS

NIXLE

- Get local notices
 - Road closure due to an event or accident
 - Downtown Farmers Market closure
- Register:
 - Text your zip code to the “phone number” 888-777
 - You’ll get a response confirming you’re registered for NIXLE
 - You can enter up to 5 zip codes—one at a time
 - 94022
 - 94024
 - 95014
 - 95054



EMERGENCY NOTIFICATIONS

- Wireless Emergency Alerts (WEA)
 - You don't need to sign up
 - WEA messages go to a targeted geographic area
 - Government officials can send emergency alerts to WEA-capable mobile phones if their wireless carrier participates in the program
 - You *may* be able to block WEA alerts involving imminent threats to safety of life and/or AMBER Alerts. (Consumers cannot block emergency alerts issued by the President)
 - Please—don't!
- **Emergency Alert System**
 - The emergency alert system can be heard during a disaster by listening to a battery operated, solar, or hand crank radio
 - Advises about emergencies such as national security, natural, environmental, and public safety information



WIRELESS
EMERGENCY
ALERTS



FAMILY COMMUNICATIONS PLAN

- As a family, discuss...
- How will we communicate in a disaster/emergency?
- Who is our out-of-area contact?
- Where will we meet up if we were separated?
- If we're separated, who will take care of:
 - Our pets
 - Young children or children in school
 - Family members with special needs (languages, mobility, sight, hearing, etc.)
- What phone numbers do we need to have?

HOW WILL WE COMMUNICATE IN A DISASTER/EMERGENCY?

- Phone
- Text
- Amateur radio
- Notes
- Through someone else
- Voicemail
- Other?

Discuss your plans as a household/family
Everyone needs to know!

HOW WILL WE COMMUNICATE IN A DISASTER/EMERGENCY?

- Your phone might work... It might not... You might be able to text.
- Plan to recharge it: car charger, battery pack, solar charger, etc.
- If your phone works: your voicemail can be an important tool.

Voicemail

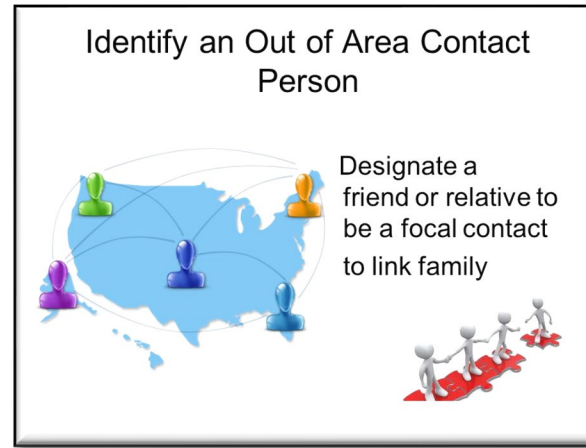
- Remote access to messages
- Change outgoing message

- Amateur Radio (“Ham radio”) will work!
- Get your ham license:
 - Ham radio will link you to the outside world
 - &... Volunteer with your community to support emergency communications if needed



For info:
www.laares.org

WHO IS YOUR OUT-OF-AREA CONTACT

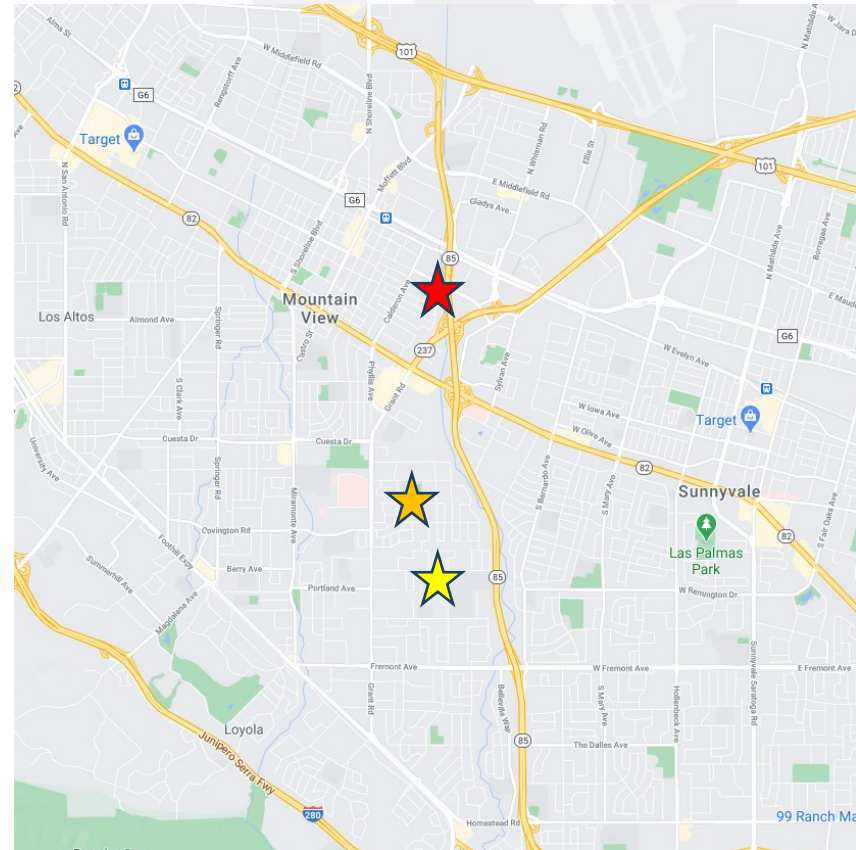


- Establish an Out-of-Area Contact
 - Telephone & cell phone service may be interrupted
 - Texting may not work
 - You MIGHT be able call or text outside the area
 - All household members need to have the same out-of-area contact
 - Make sure your out-of-area contact KNOWS!

Each household member should put this name/number in their phone address book, and in their written communications plan

WHERE WILL WE MEET UP IF WE WERE SEPARATED?

- Make a reunification plan
 - House fire...
 - Area-wide disaster...
 - School evacuation...
- How would we find each other?
- Set a meeting point
 - Near your home
 - In your neighborhood
 - & outside of your city (just in case!)



IF WE'RE SEPARATED, WHO WILL TAKE CARE OF:

If no one is home...

If parents are at work...

Who takes care of vulnerable members of your household?

Make a plan!

- Pets
 - Neighbor with a key who knows the pets
 - Emergency supplies for the pets
- Young children or children in school
 - Know the school's evacuation and pick-up plans
 - Review the emergency contacts at the school
 - Do the contact people know?
 - Do your kids know?
 - How likely are your emergency contacts to be available and near the school when needed?
- Family members with special needs (languages, mobility, sight, hearing, etc.)
 - Make a plan
 - Have a back-up
 - Have a back-up for the back-up
 - Have emergency supplies and special equipment ready

IF WE'RE SEPARATED, WHO WILL TAKE CARE OF:

If no one is home...

If parents are at work...

Who takes care of vulnerable members of your household?

LOS ALTOS
BLOCK ACTION TEAM

Make a plan!

- Pets
 - Neighbor with a key who knows the pets
 - Emergency supplies for the pets
- Young children or children in school
 - Know the school's evacuation and pick-up procedures
 - Review the emergency contacts at the school
 - Do the contact people know?
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 - How likely are your emergency contacts to be available and near the school when needed?
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 - Have emergency supplies and special equipment ready

BAT –Block Action Team* leaders

Neighborhood groups vary in name between cities, but the principle is the same: build community spirit, help each other, + prepare

Neighbors can help

*Get to know your neighbors... Their capabilities... Their needs
And prepare together!*

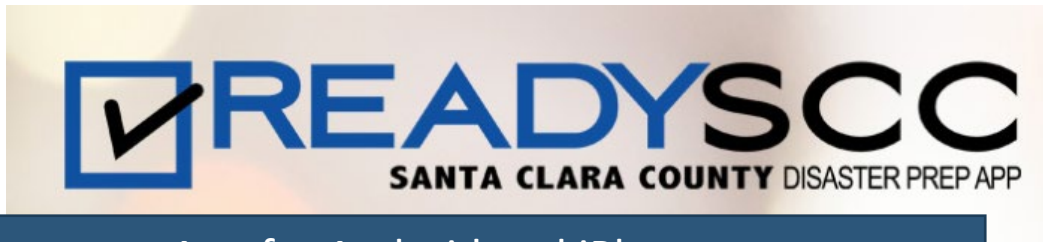
WHAT PHONE NUMBERS DO WE NEED TO HAVE?

- Number you may need to call
- Depends on your household!



WHAT PHONE NUMBERS DO WE NEED TO HAVE?

- Write down your plan
- There's lots of great tools to guide you and get you started!



App for Android and iPhone
Free from Santa Clara County
Step by step guide to preparedness, including your communications plan



<https://www.sccfd.org/education-and-preparedness-overview/emergency-preparedness/home-preparedness-planning>

losaltosca.gov/communicationplan
Webpage with links to resources

Family Communication Plan
Let them know you're OK!
Pick the same person for each family member to contact. It might be easier to reach someone who's out of town.

Emergencies can happen at any time. Does your family know how to get in touch with each other if you are not all together?
Before an emergency happens, have a family discussion to determine who would be your out-of-state point of contact, and where you would meet away from your home — both in the neighborhood and within your town.

Important Information
Fill in this information and keep a copy in a safe place, such as your purse or briefcase, your car, your office, and your disaster kit. Be sure to look it over every year and keep it up to date.

Out-of-Town Contact Name: _____	Neighborhood Meeting Place: _____
	Regional Meeting Place: _____

do1thing
SMALL STEPS TOWARD BEING PREPARED FOR AN EMERGENCY

Family Communication Plan

THE GOAL: Have the ability to communicate with family members during a disaster.

Today we have more ways to speak with one another than ever before. We are used to staying in touch with cell phones, internet and email, but disasters can change things. These devices may be available. Cell phone towers quickly become overloaded with people trying to reach friends and family. If the power is out at your home, cordless phones, internet, and email will not work either.

CHOOSE ONE OF THE FOLLOWING THINGS TO DO THIS MONTH TO BECOME BETTER PREPARED:

- Have a phone with a cord and a car charger for your cell phone standing by in case of a power failure.

Phones with cordless handsets won't work in a disaster because they need more electricity than they can get from the phone jack. Old-fashioned phones with a cord connecting the

[Do1thing.com](http://do1thing.com)

http://do1thing.com/userfiles/resources/factsheets/d1t_07_communication.en.pdf

Communication Plans
Your family may not be together when a disaster strikes, so it is important to make a plan. Consider the following questions when developing a communication plan:

- How will I get in touch with loved ones if cell phones, internet and/or landlines aren't working?
- Where should my family meet after an emergency?
- How will my family/household get to our safe meeting place?
- How will my family/household receive emergency alerts and warnings?

Be Prepared - Make a Plan!
Below are some easy to use templates to help you get started.

- FEMA Family Communication Plan
- FEMA Family Communication Plan for Kids
- FEMA Emergency Supply Checklist
- FEMA Ready.gov/plan

Additional Resources
Below are some additional Emergency Preparedness guides for:

- Seniors
- Pets
- Access and Functional Needs

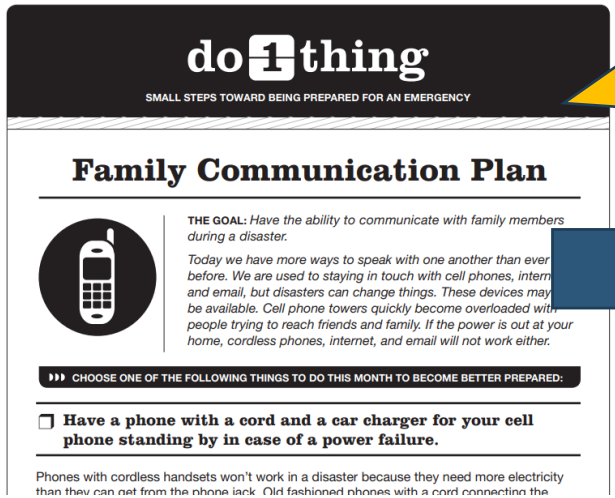
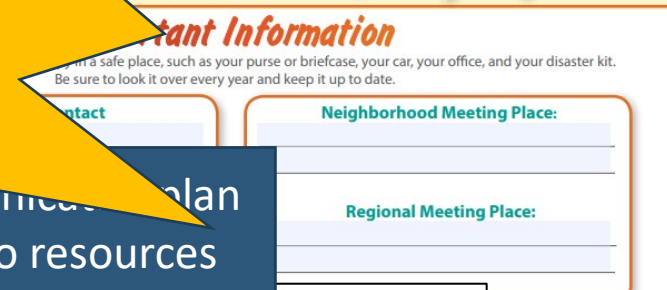
ReadySCC & AlertsSCC
ReadySCC is a free, high-quality mobile app that helps create a family disaster preparedness plan in just a few simple steps. Use ReadySCC to build up emergency supplies and store vital emergency contacts and links to resources. ReadySCC is free from the App Store or Google Play. For more information, see the ReadySCC website.

WHAT PHONE NUMBERS DO WE NEED TO HAVE?

- Write down your plan
- There's lots of great tools to guide you and get you started!

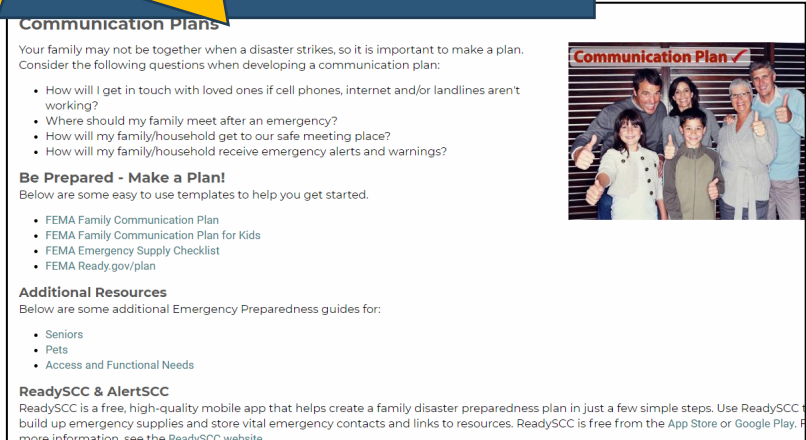


App for Android and iOS
Free from Santa Clara County
Step by step guide to preparedness, including communications plan



Do1thing.com

http://do1thing.com/userfiles/resources/factsheets/d1t_07_communication.en.pdf



EVACUATION PLANNING

Where ever you are... How will you get out?



EVACUATION ROUTES

- Know your evacuation routes
 - 2 ways out of your home
 - 2 ways out of your neighborhood

- Know when to go

House Fires



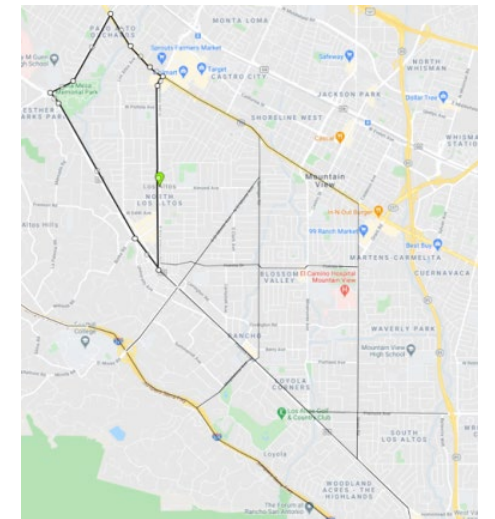
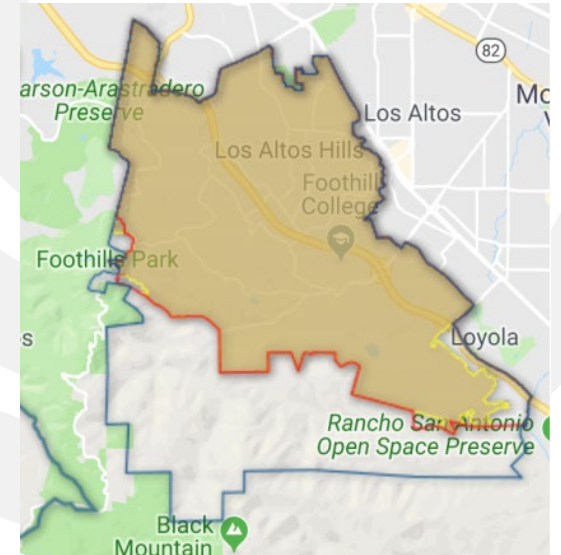
VIDEO TIME!



<https://www.youtube.com/watch?v=OAme517Wddc>

KNOW YOUR EVACUATION ROUTES

- 2 ways out of your neighborhood—at least!
- How would you exit the area?
 - Look on a map and identify multiple routes out of your neighborhood
 - Main roads
 - “The back way” avoiding main roads
 - Identify a few places where you could take refuge out of the area
 - Friends or family
 - Hotel
 - Consider your pets!
- Los Altos Hills evacuation plan
 - <http://www.losaltoshills.ca.gov/documentcenter/view/2322>
- City of Los Altos evacuation routes
 - <https://www.losaltosca.gov/police/page/los-altos-evacuation-routes>
 - Main roads may be blocked off for use of emergency vehicles!





EXAMPLE

- Toyon Farms in Los Altos
 - Private roads
 - Large trees, little bit hilly
 - Block Action Team with BAT leader, 3 CERTs, 1 Ham
- Developed an Evacuation Guide for the Toyon Farm community
- Held an evacuation walk-through in 2019
 - Partnered with County Fire and Los Altos Police
 - Sent test AlertSCC notification
 - Walked the fire exit roads
 - Reviewed opening gates



WHEN DO I EVACUATE MY HOME?

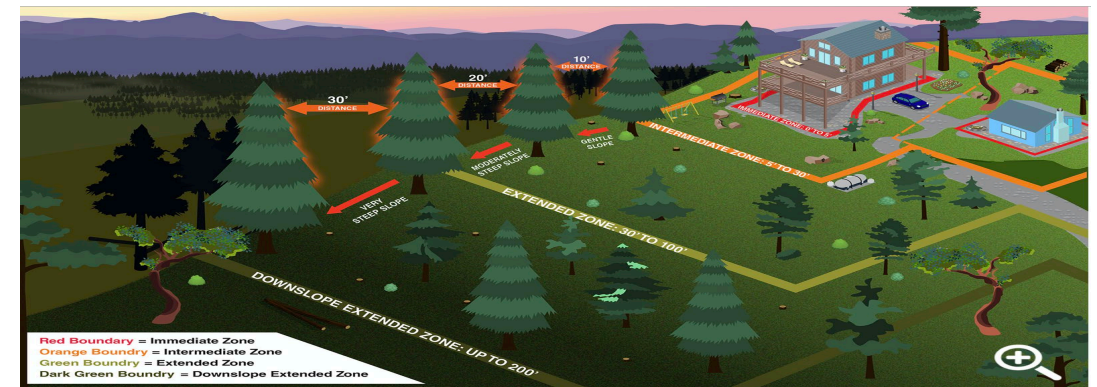
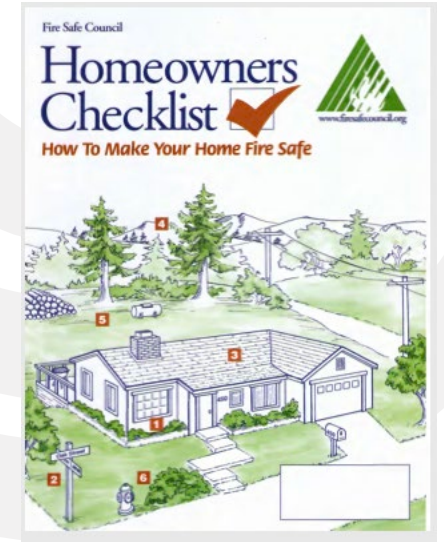
When...

- Local authorities advise evacuation
 - Evacuation Warning
 - Evacuation Order
 - Watch the Red Flag warnings (for fire)
- Structure is on fire or approaching the structure
 - In a wildfire: *go early, don't wait!*
- Structure is structurally unsound or threatened by downed trees or power lines
- If you feel unsafe or anxious about the situation
 - Better to leave while it's early, settle in a safe place and wait
 - Especially: if your household has special needs, or a difficult evacuation route!



WILDFIRE CONSIDERATIONS

- Defensible zone around house, fencing, decks and sheds
- Fireproof exterior of home:
Fire-resistive roofing
Stucco, aluminum siding, fire retardant paint, exterior vents
- Street access to alternate water:
Wharf hydrant from swimming pool
Water storage tank



WILDFIRE CONSIDERATIONS

- Backup electrical power:
 - Generator Natural gas (best), gasoline, propane
 - Solar charging
 - Batteries
- Considerations in evacuations:
 - Garage door openers
 - Emergency lighting



WILDFIRE CONSIDERATIONS

More Defensible Space Information:

Santa Clara County FireSafe Council:

<https://sccfiresafe.org/prepare/creating-defensible-space/>

<https://sccfiresafe.org/prepare/home-hardening/>

Santa Clara County Fire Department:

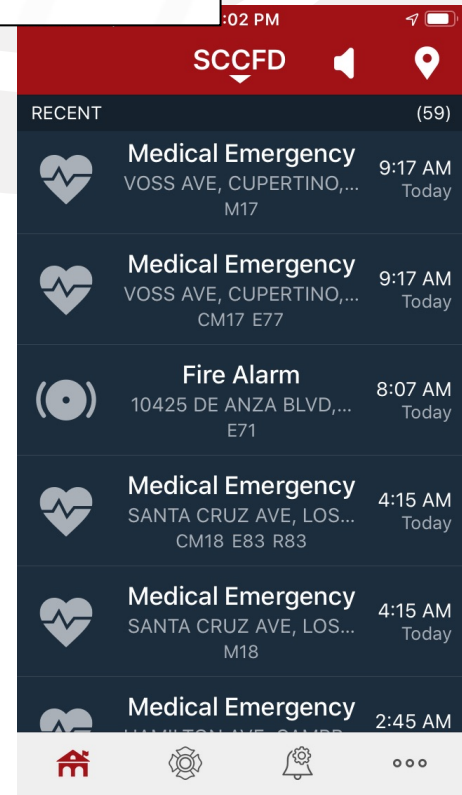
<https://www.sccfd.org/education-and-preparedness-overview/emergency-preparedness/wildland-urban-interface-preparedness>



OTHER GOOD INFO TO KNOW



- For **Fire Season**:
 - Check your contact info in AlertSCC
 - Watch the news for Red Flag warnings
 - And... If you hear sirens in the neighborhood!
 - Get on PulsePoint and look; check the news
 - Evacuate if you feel unsafe
- **PulsePoint app**
 - Download this app to follow local Fire Department
 - Tells you where/what the call for service is



RESOURCES

- Use Reliable sources of information e.g. <https://www.losaltoshills.ca.gov/DocumentCenter/View/4141/TrustedInformationSources>
- Emergency Preparedness information
 - City of Los Altos:
 - www.losaltosca.gov/emergencyprep
 - Los Altos Hills County Fire District:
 - <https://www.lahcfd.org/preparing-for-emergencies/>
 - Town of Los Altos Hills:
 - <http://www.losaltoshills.ca.gov/502/Emergency-Preparedness>
 - Do1thing.com
 - Ready.gov (FEMA)
 - And many more...

TRUSTED SOURCES OF INFORMATION FOR TOWN EMERGENCIES
You do not need a Twitter or Facebook account to access social media links.

Sheriff's Office	https://www.sccgov.org/sites/sheriff/Pages/sheriff.aspx https://twitter.com/sccosheriff https://www.facebook.com/sccosheriff/
Santa Clara County Fire	www.sccfd.org https://twitter.com/sccfiredept https://www.facebook.com/sccfiredept/
Town of Los Altos Hills	www.losaltoshills.ca.gov https://twitter.com/TownofLAH https://www.facebook.com/TownofLosAltosHills https://nextdoor.com (registration required)
Town Volunteers	Community Emergency Response Team (CERT) and Amateur Radios wear yellow and orange reflective vests that clearly indicate that they are Town Volunteer Emergency Services. May be in neighborhoods alerting residents of emergencies.
Los Altos Hills County Fire District	www.lahcfd.org https://twitter.com/AltosFire https://www.facebook.com/LAHCFD/?modal=admin_todo_tour
PG&E	www.pge.com https://twitter.com/pge4me https://www.facebook.com/pacificgasandelectric/?nr



THANK YOU!



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[LOSALTOSCA.GOV/EMERGENCYPREP](https://www.losaltosca.gov/emergencyprep)
[WWW.LAHCFD.ORG/](https://www.lahcfd.org/)

