

EMERGENCY EVENT **INFORMATION**

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ARE YOU PREPARED?

Things to Consider:

- If a household member requires electricity for life support, contact the Fire Department in advance of a storm event.
- Develop a "[Family Disaster Plan](#)" to assist surviving the storm event
- Report downed electric wires to 911 then to 1-800-743-5000.

If roofing or building walls are damaged report it to (831) 454-3171. If walls or a roof has collapsed call 911, then (831) 454-3171. Building Inspectors and County Engineers are available to assist during storm events.

If a structure slides from the foundation, evacuate the building and immediately call 911, then call the County's Storm Safety Assessment Line at (831) 454-3171.

Maintain a List of Emergency Service Numbers (see below) that can be accessed quickly during a storm event and plan to download the Storm Damage Assessment Form immediately following a storm event

Priority will be given to situations where safety is greatly at risk

If emergency housing is required call the Red Cross at (831) 462-2881 or Office of Emergency Services at (831) 454-2188

During a storm:

- Drive cautiously and only if necessary, avoid driving through standing water
- Report broken gas or water mains or downed trees to 911
- Make arrangements for salvaging frozen food if power is estimated to be off over 24 hours
- Never use charcoal or propane for indoor cooking if power or heating disruptions occur
- Never touch, drive across or use chainsaws around ANY downed wires
- Never run generators indoors or near building vents
- Do not go outdoors unless necessary during an emergency event
- Do not interfere with emergency or safety crews during or after a storm event

STAY PREPARED DURING A STORM

Make only essential phone calls

Rest assured that your call will be responded to – the Planning Department’s emergency hotline is routinely checked during all emergency storm events

Try to remain calm and remember that time estimates for restoring any service disruptions are approximations only

EMERGENCY RESOURCE CONTACTS

IN CASES OF EMERGENCY, DIAL 911 IMMEDIATELY

COUNTY STORM SAFETY ASSESSMENT LINE: (831) 454-3171

PG&E HOTLINE: 800-743-5000

24-HOUR PUBLIC WORKS DISPATCH LINE: (831) 477-3999

COUNTY PLANNING DEPARTMENT: (831) 454-2580 (non-emergency)

SANTA CRUZ COUNTY SHERIFF: 911 or (831) 471-1121 (non-emergency)

SANTA CRUZ COUNTY EMERGENCY OPERATIONS (831) 454-2188

HELPFUL RESOURCES: Santa Cruz County Emergency SERVICES

Website <http://www.co.santa-cruz.ca.us/default.aspx?tabid=3251>

Santa Cruz County Flood Emergency Program

<http://sccoplanning.com/PlanningHome/Environmental/FloodInformation.aspx>

National Oceanic and Atmospheric Administration www.noaa.gov

FEMA <https://www.fema.gov>

American Red Cross <http://www.redcross.org/>

For real-time weather information, visit the National Weather Service at <http://www.weather.gov/>

AFTER THE STORM

Complete the Storm Assessment Damage Form (add Link here) and be prepared to speak to County staff regarding available priority permit services or assistance that is provided after a storm event.

Bring photos or other records to the Building Division that detail the pre-storm and post-storm appearance of your property, residence or business.

If you need non-emergency resources (clothing, housing, services, etc.) call 211.

STORM SUPPLY CHECKLIST

- Foods (canned goods and nonperishable foods) that do not need cooking
- Utensils, such as, a manual can opener, disposable plates, cups, forks, knives spoons, etc.
- Drinking water in non-breakable containers (one gallon per person per day)
- Special dietary food if required
- Identification, valuable papers, policies and photographs in a waterproof container
- Personal hygiene items, such as, soap, deodorant, shampoo, toothpaste, toothbrush, washcloth, towels, sanitary items
- Large tarps, strong adhesive tape, buckets
- First aid kit
- Thermometer
- Medications, prescription and over the counter, such as aspirin and antacid
- Specific medical information
- Personal aids, such as, eyeglasses, hearing aids, canes, etc.
- Infant care items, such as, diapers and formula
- Special items necessary for elderly
- Pet food/care items
- Reading materials -- books, magazines, toys
- Battery-operated radio
- National Oceanic and Atmospheric Administration (NOAA) weather radio
- Emergency Storm damage phone number
- Flashlight
- Extra batteries

- Matches
- Portable outdoor camping stove or grill with fuel supply
- Sleeping bag or blankets, sheets and pillows
- Change of clothing
- Rainwear
- Tool kit
- Cash
- Cell phone and charger/extra batteries

HELPFUL REMINDERS

Roof Collapse

- The pressure and weight of severe rains, flooding and winds may cause roof tiles or materials to shift, become dislocated or fail during a severe storm event.
- Prior to an announced storm event, roof gutters and drains should be cleared of leaves, debris and other materials that add additional stress to structures.
- Relatively flat roofs are particularly vulnerable during a major rainfall event.
- In many other cases, roof water pooling or dams may form and lead to water build-up, and interior damage.
- Be on the alert for large accumulating rainfall build-up around older foundations. The use of wattles, sand berms or other surface barriers that divert the directional flow of water will prevent foundation erosion or failure during a storm event.
- Avoid working from ladders during a storm event, as ladder rungs tend to become slippery and cause a risk to human occupants. Metal ladders, rakes and tools conduct electricity if they come into contact with a power line.
- Protective headgear and eye protection is recommended.
- Exercise extreme care when on the roof to avoid potentially dangerous falls.
- Flat roof drainage systems should be kept clear to minimize the risk of excess roof ponding in the event of subsequent heavy rainfall.
- Severe rainfall can cause added stress on gutters, patio and porch covers and caution should be taken around areas that overhang walkways or pedestrian entrances.
- In the event of a roof collapse, development of large openings or other major damage to a roof during a storm event stay away from the area of collapse or opening. If you are able to safely place a bucket or other large receptacle on the ground beneath a roof opening, do so. If the roof is collapsed call the Emergency Hotline to report major damage and be prepared to evacuate the building.
- All of the above actions should only be performed by able-bodied adults. Roof surfaces are slippery during rainfall and the risk to occupants increased.

Structure Damage

- Wind pressure, flooding and rainfall may cause exterior stucco, siding, shingles or other building materials to shift, become dislocated or fail during a severe storm event.
- Prior to an announced storm event, loose, damaged or older wall materials should be carefully inspected by the homeowner or business owner to determine if storm preparation repairs or maintenance should be provided.
- Building shingles or areas where two or more walls are joined are particularly vulnerable during a major rainfall event.
- Be on the alert for large accumulating rainfall build-up around older foundations. The use of wattles, sand berms or other surface barriers that divert the directional flow of water will prevent foundation erosion or failure during a storm event.
- In the event that a building wall is buckling or collapses during a storm event, avoid efforts to repair the wall or go near the wall until Building Inspectors have been contacted and conducted an emergency inspection. Call the Emergency Safety Assessment Line at (831) 454-3171 and be prepared to evacuate the building.
- In the event that windows or doors are broken or damaged during a storm event, attempt to remove all glass or other window/door materials that are located indoors. Secure the window or door opening from inside of the building with a temporary tarp covering, blanket, wood or other material. Once the rainfall or winds have subsided, carefully inspect the exterior of the building and call the Emergency Safety Assessment Line at (831) 454-3171 to discuss further remediation steps. Avoid going out in an on-going storm to install windows or doors.
- Avoid working to repair building walls during a storm event, as ladder rungs tend to become slippery and cause a risk to human occupants. Metal ladders, rakes and tools conduct electricity if they come into contact with a power line.
- Protective headgear and eye protection is recommended

Loss of Power

Severe rainfall or winds have the potential to cause power outages to homes and businesses, or snap limbs and down trees, causing them to bring down power lines disrupting electrical service.

- The use of battery operated lights or flashlights is strongly encouraged while candle use is strongly discouraged.
- Ensure you have a well-stocked Emergency Supply Kit in case you lose power for an extended period. It should include a flashlight, portable radio, extra batteries, non-perishable food, bottled water, first aid kit, prescription drugs, etc.
- If utilizing an emergency generator, read, understand and follow the manufacturer's instructions. Always operate emergency generators outdoors and away from any open window or ventilation system. Make sure your generator is properly installed and grounded as you may be liable for damage or injury to other people and property that may result from improperly installed or operated equipment.

- Ensure that Smoke and Carbon Monoxide (CO) detectors are working correctly and have fresh batteries.
- Check your outside fuel and dryer exhaust vents, and make sure that they are not plugged by leaves or debris. Never use outdoor grills or propane tanks intended for outdoor use as a heat source or for indoor cooking purposes. Never use an oven as a heating source.
- Space heaters need adequate defensible space, so use them in a 3-foot circle of safety, free of anything that might catch fire. Space heaters are not designed to replace central heating systems, they are only designed to provide heat on a temporary basis. Make sure that they are not left unattended and turn them off when you go to bed at night.
- If you lose your heat, seal off unused rooms by stuffing towels in the cracks under the doors. If temperatures fall to near freezing levels, cover large picture windows with extra blankets or sheets.
- Be prepared when you go outside to inspect for damage after a storm. Downed or hanging electrical wires can be hidden by ground cover, trees or debris, and could be live. Never attempt to touch or move downed lines. Treat a downed wire as a live wire.
- Questions or issues should be directed to PG&E (800)-743-5000
- Be a Good Neighbor and check on the elderly or infirm who live around you.