



City of Cleveland Emergency Preparedness Guide



City of Cleveland
Mayor Frank G. Jackson

Dear Residents,

This guide book was created to help the residents of the City of Cleveland better prepare and respond to emergencies. Cities most vulnerable for terrorism or catastrophic events are those that mirror Cleveland in population and size. Resources are available to our public safety and public health forces to ensure a consistent, effective and timely response in the event of an emergency.

This information is not intended to alarm you, but it is important for you to **LEARN** what threatens your safety, know how to **PREPARE** for any type of emergency as best you can and most importantly to be ready to **ACT** when told by authorities.

This guide is an important tool for your family and your friends. Use it and pass it along. The best way to survive any emergency is to remain calm and to know what to do. This Guide Book is designed to help you do just that.



Frank G. Jackson, Mayor

Important Phone Numbers for City of Cleveland Residents

Aging

216-664-2833

Public Health

216-664-2324

Public Safety

216-664-2200

Police

216-623-5000

Fire

216-664-6800

Homeland Security

216-664-7171

Water

216-664-2444

Cleveland Public Power

216-664-3922

Waste Collection

216-664-3006

Street Operations

216-664-2510

Poison Control

1-800-222-1222

Cleveland City Hall

216-664-2000

Mayor's Action Center

216-664-2900

As always, for medical or
safety emergencies dial
911

What is **LEARN.PREPARE.ACT.**?

Learn.Prepare.Act. is a three-step process developed to help you prepare for an emergency. This guide is color-coded by sections for your convenience. Each section has information you will need to **Learn** about, **Prepare** for, and know how to **Act** when the time comes.

LEARN

- What threats exist for your community.
- What your community or City preparedness plan is.
- What you need to do to help protect your family and community.

PREPARE

- Develop a communication plan for your family.
- Attend training seminars in your community for emergency preparedness.
- Prepare a to-go kit of important resources for you and your family.

ACT

- Stay calm and listen for information about what to do and where to go.
- Follow instructions and advice.
- Sign up to be an Emergency Preparedness volunteer.

Learn.Prepare.Act.

Helping Cleveland Through Emergency Preparedness

TERRORISM

Terrorism is the use of threat or violence to scare governments into changing their policies. A terrorist can be an individual or a member of an organization. The attacks on the World Trade Center and the Pentagon on September 11, 2001 are examples of acts of terrorism.

What does the color-coded threat level system mean?

The Department of Homeland Security developed an advisory system to communicate with the public at-large what protective measures should be implemented to reduce the likelihood or impact of an attack.

Severe

- Listen to local emergency management officials
- Stay tuned to TV or radio for current information/instructions
- Expect traffic delays and restrictions

High

- Exercise caution when traveling, pay attention to travel advisories
- Expect some delays, baggage searches, and restrictions at public buildings

Elevated

- Ensure disaster supply kit is stocked and ready

Guarded

- Be alert to suspicious activity and report it to proper authorities

Low

- Continue normal activities but be watchful for suspicious activities



PANDEMIC FLU

A pandemic flu is a widespread outbreak of the flu (influenza). Pandemic flu is any new form of the flu virus that:

- is easily spread between people
- few people are immune to—if any

Compared to the yearly seasonal flu, pandemic flu can make many more people sick and may cause more severe illness.

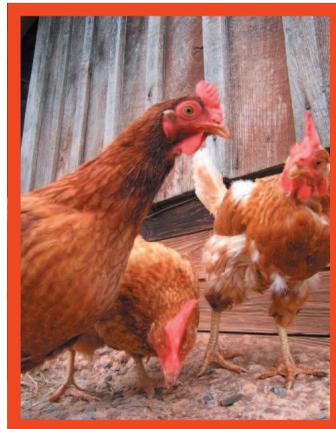
During a pandemic flu, the disease will:

- Spread quickly from person to person
- Affect many people in a short period of time
- Spread around the world in months—or days
- Cause serious illnesses and many deaths

Pandemic flu is not the same as the seasonal flu or the bird flu.

The seasonal flu goes around every year, usually in the fall and winter. It is not a completely new virus and generally:

- Affects fewer people
- May be prevented by getting a yearly flu shot
- Puts fewer people at risk for serious complications



POWER OUTAGE

Blackouts, or electrical power interruptions, are certainly not uncommon in Cleveland. In fact, they happen often during heavy storms and winter storms. It is important to learn more about how to react when the power goes out.

If the power is out for less than 2 hours, then the food in your refrigerator and freezer will be safe to consume. While the power is out, keep the refrigerator and freezer doors closed as much as possible to keep food cold for a longer period of time.

If the power is out for longer than 2 hours, follow the guidelines below:

- Boiling water, when practical, is the preferred way to kill harmful bacteria and parasites. Bringing water to a rolling boil for 1 minute will kill most organisms.
- Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature. The refrigerator will keep food cold for about 4 hours if it is unopened.
- A full freezer will hold the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
- Discard any perishable food (such as meat, poultry, fish, eggs, and leftovers) that have been above 40 °F for 2 hours.

WINTER STORMS

In Cleveland, winter storms can be serious. Heavy snow can block roads and cause power lines to fall down. Learning more about winter storms reduces the risk of weather-related problems.

- Extreme cold can cause hypothermia (an extreme lowering of the body's temperature) and sometimes death. Dress appropriately and stay inside.
- Fireplaces, emergency heaters, and candles can cause household fires - never leave these items unattended.
- Hazardous road conditions can cause car accidents or people to get stranded in winter weather for long periods. Drive safely, keep adequate supplies in your car, and maintain at least 1/4 of a tank of gas at all times.
- Babies less than one year old should never sleep in a cold room because they lose body heat easier than adults and, unlike adults, babies do not produce enough body heat by shivering.
- Older adults often make less body heat because of slower metabolism and less physical activity. If you are over 65 years of age, check the temperature in your home often during severely cold weather and dress appropriately.
- Check on elderly friends and neighbors frequently to ensure that their homes are adequately heated and they have sufficient food and supplies.
- During emergencies, such as winter storms, the use of other sources of fuel or electricity for heating can cause carbon monoxide (CO) to build up in a home. Know the most common symptoms of CO poisoning: headache, dizziness, weakness, nausea, vomiting, chest pain, and confusion.

TERRORISM

Terrorist incidents usually happen without warning. Knowing the following safety tips will prepare you during a situation:

- ❑ Anytime you are in public be aware of your surroundings.
- ❑ Know where emergency exits are located.
- ❑ Never leave your shopping bags, briefcases, luggage, or other personal property unattended.
- ❑ Do not touch unattended items. Tell security.
- ❑ When traveling stay alert.
- ❑ Report suspicious behavior.

When there is concern about potential exposure to a chemical or other airborne hazard, local officials may advise you to "shelter-in-place" and "seal-the-room." To shelter-in-place and seal-the-room:

- ❑ Close and lock all windows and exterior doors.
- ❑ Turn off all fans, heating and air conditioning systems.
- ❑ Close the fireplace damper.
- ❑ Get your disaster supplies kit and turn on your battery powered radio. (Radio should AM & FM channels.)
- ❑ If directed by local authorities on the radio, use duct tape to seal all cracks around the door and any vents into the room. Tape plastic sheeting, such as heavy-duty plastic garbage bags, over any windows.
- ❑ Listen to your radio or television for further instructions. Local officials will tell you when you can leave the room, or they may call for evacuation in specific areas at greatest risk in your community.

PANDEMIC FLU

When preparing for a possible emergency situation such as “bird flu,” it is best to think first about the basics of survival; including fresh water, food and medical supplies. Because it may be necessary to protect yourself and others from spreading the flu virus, you may be asked to remain in your home for several days.

Here are a few steps on basic seasonal flu survival:

- Always wash hands with soap and water.
- Use an alcohol-based hand sanitizer.
- Cover coughs and sneezes.
- Don't share personal items.
- Practice food safety (cook meat thoroughly and clean surfaces).
- Get a flu shot every year.
- Teach children how to protect themselves.
- Check the news regularly.
- If you get sick, stay home.



For questions, call the Cleveland Department of Public Health at 216-664-3609.

POWER OUTAGE

Power outages can happen anytime. When there's an energy shortage, rotating outages may be necessary. Here are some steps you can take to prepare yourself in case the power goes out.

- ❑ Use a flashlight for emergency lighting. Never use candles!
- ❑ Turn off electrical equipment you were using when the power went out such as computers or televisions.
- ❑ Avoid opening the refrigerator and freezer.
- ❑ Do not run a generator inside a home or garage.
- ❑ If you use a generator, run it outside and connect the equipment you want to power directly to the outlets on the generator. Do not connect a generator to a home's electrical system.
- ❑ Listen to local radio and television for updated information.



Assemble essential supplies, including:

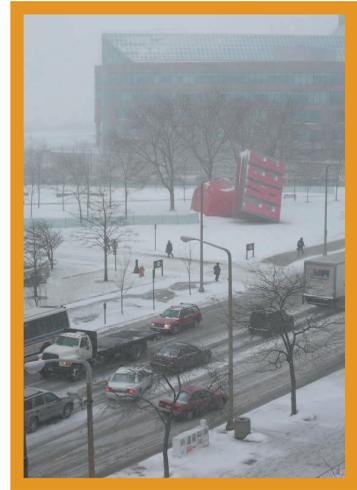
- ❑ Flashlight;
- ❑ Batteries;
- ❑ Battery operated portable AM/FM radio (small or portable TV);
- ❑ At least one gallon of water per person; and
- ❑ A small supply of food.

WINTER STORMS

Although periods of extreme cold cannot always be predicted far in advance, weather forecasts can sometimes provide you with several days' notice. Listen to weather reports often and check your emergency supplies whenever a period of extreme cold is predicted.

Prepare for extremely cold weather every winter—it is always a possibility. There are steps you can take in advance for wintertime safety in your home and in your car such as keeping a supply of emergency items:

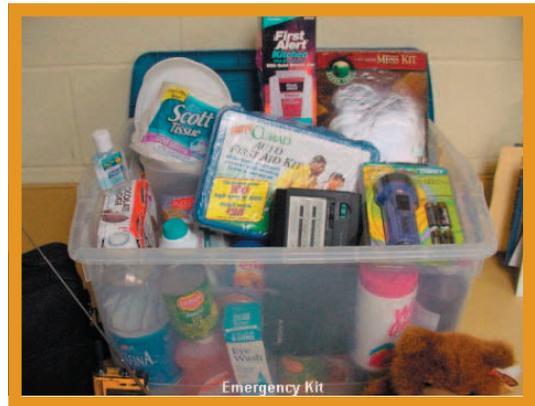
- ❑ Furnace fuel (coal, propane, or oil)
- ❑ Electric space heater with automatic shut-off switch and non-glowing elements
- ❑ Blankets
- ❑ Matches
- ❑ Battery powered AM/FM radio
- ❑ Battery powered clock or watch
- ❑ Extra batteries
- ❑ Manual or battery operated can opener
- ❑ Snow shovel
- ❑ Rock salt multipurpose, dry-chemical fire extinguisher
- ❑ First aid kit and instruction manual
- ❑ Flashlight or battery powered lantern
- ❑ Non-perishable food items and water



**It is important to have working fire detectors and carbon monoxide detectors at all times and to test them regularly.*

EMERGENCY KIT

- ❑ **Water** - one gallon of water per person per day for at least three days, for drinking and sanitation
- ❑ **Food** - at least a three-day supply of non-perishable food
- ❑ **Battery-powered or hand crank AM/FM** radio and a NOAA Weather Radio with tone alert and extra batteries for both
- ❑ Flashlight and extra batteries
- ❑ First aid kit
- ❑ Whistle to signal for help
- ❑ **Dust mask** to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- ❑ Moist towelettes, garbage bags and plastic ties for personal sanitation
- ❑ Can opener for food (if kit contains canned food)
- ❑ Prescription medications and glasses
- ❑ Infant formula and diapers
- ❑ Pet food and extra water for your pet
- ❑ Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container
- ❑ Sleeping bag or warm blanket for each person
- ❑ Complete change of clothing including a long sleeved shirt, long pants and sturdy shoes
- ❑ Toys for children



CONTACT LIST

Make sure your family has a plan in case of an emergency. Before an emergency happens, sit down together and decide how you will get in contact with each other, where you will go and what you will do in an emergency. Keep a copy of this plan in your emergency supply kit or another safe place where you can access it in the event of a disaster.

Out of town Contact Name: _____ Phone #: _____

Neighborhood Meeting Place: _____ Phone #: _____

Complete and maintain the following information for each family member.

Name: _____ SS#: _____

Date of Birth: _____ Medical Information: _____

Name: _____ SS#: _____

Date of Birth: _____ Medical Information: _____

Name: _____ SS#: _____

Date of Birth: _____ Medical Information: _____

Name: _____ SS#: _____

Date of Birth: _____ Medical Information: _____

Fill in the information your family will need to know.

Work Location One

School Location One

Address: _____ Address: _____

Phone#: _____ Phone#: _____

Work Location Two

School Location Two

Address: _____ Address: _____

Phone#: _____ Phone#: _____

Work Location Three

School Location Three

Address: _____ Address: _____

Phone#: _____ Phone#: _____

Doctor (s) Name _____ Phone # _____

Information for Pets _____

Medical Insurance Name _____ Policy _____

Other _____

STAY INFORMED

As always, being prepared at the time of an emergency means knowing where you are supposed to go and how to get there.

- Normal traffic patterns and routes may be altered depending on the type of emergency. You should become familiar with the downtown evacuation plan and any revisions here after, and be prepared to follow instructions given to you by authorities.

If a pandemic strikes, the situation may change from day to day. Authorities will let the you know if there is a pandemic. To help stay safer both before and during a pandemic, keep track of what's going on in your area and around the world.

The media will work with authorities to provide important information such as:

- Current flu related events - locally, nationally and globally
- Available services— such as what medical centers are open
- Signs and symptoms of an outbreak
- Actions to take to limit the effects of the flu
- What is expected to happen in the future

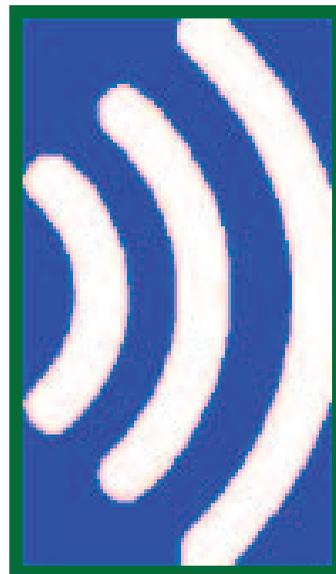


EMERGENCY ALERT

Above all— STAY CALM. Obey all instructions of the Police and Fire departments in the area. Remember, the key is that you leave the area of danger.

The radio and TV stations listed below will have Emergency Alert System (EAS) messages that will tell you about the emergency. It may be a flood, terrorist attack or snow storm. The message will tell you what to do.

Check on your neighbors; especially the elderly or those who have difficulty seeing or hearing. Make certain they have received the messages and know what to do.



Local Primary Radio Stations

WTAM	1100 AM	Cleveland
WCPN	90.3 FM	Cleveland

Television

WKYC	TV 3	(NBC)	Cleveland
WEWS	TV 5	(ABC)	Cleveland
WJW	TV 8	(FOX)	Cleveland
WOIO	TV 19	(CBS)	Cleveland
WVIZ	TV 25	(PBS)	Cleveland
WUAB	TV 43	(UPN)	Cleveland

EMERGENCY EVACUATIONS

If authorities ask you to leave your home, they have good reason to make this request and you should follow the advice immediately.

In the event the City of Cleveland should order an evacuation the following procedures will be used.

Procedures for Evacuation

- Listen for instructions on a local Emergency Alert System (EAS) station (see page 15).
- Prepare your home for a three-day absence; turn off small appliances, faucets, and lights. Turn down the furnace, if it is on. Be sure all air conditioners and fans are off. Lock windows and doors.
- Leave if evacuation is advised for your area. Use one car per family. Close all windows and vents. Listen to Emergency Alert System (EAS) stations for information.
- Use travel routes specified by local authorities.
- Stay away from downed power lines.
- Be patient, calm and respectful - there may be many other travelers on the road with similar feelings.
- Watch for, and listen to, authorities directing foot and vehicle traffic.



What Should I take with me?

- Needed medicines
- Baby food and formula
- Credit cards, checkbook, cash, and important papers
- Two changes of clothing per person
- Two blankets or a sleeping bag per person
- Toiletries
- Eyeglasses or contacts
- Battery-powered AM/FM radios
- Batteries
- Flashlight
- First aid kit
- This booklet
- Pets and pet supplies
- Water
- Food

The City of Cleveland anticipates a swift and timely response immediately following an event; however, circumstances beyond our control may make it difficult for us to respond as we normally would. Therefore, residents are encouraged to plan on maintaining themselves for 72 hours after an event.

SPECIAL CONSIDERATIONS

Pets

If you must evacuate, take your pets with you if possible. However, if you are going to a public shelter, it is important to understand that animals may not be allowed inside. Plan in advance for shelter alternatives that will work for both you and your pets.

- Make a back-up emergency plan in case you can't care for your animals yourself.
- Develop a buddy system with neighbors, friends and relatives to make sure that someone is available to care for or evacuate your pets if you are unable to do so.

A supply kit for your pet should include the following items:

- Extra food
- Water
- Medicine
- Carrier and leash
- Extra kitty litter



If you have Special Needs:

- Make sure someone knows where you keep your emergency supplies.
- Give someone you trust a key to your house or apartment.
- Have extra eyeglasses and hearing aid batteries.

- ❑ Have a medical-alert tag or bracelet to help identify your disability if you need medical attention.
- ❑ Make a list of prescriptions and nonprescription medicines, including how much you take.
- ❑ Create a list of your allergies, if any.
- ❑ Make copies of medical insurance and Medicare cards.
- ❑ Create a list of doctors, emergency contacts and family.
- ❑ Fill and cut out the card below and carry it with you.

Emergency Medical Information

My Medications: _____

What I take medications for:

Doctor's Name: _____

& Phone Number: _____





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Family Emergency Plan Emergency Contact

Name _____

Telephone _____

Out of Town Contact

Name _____

Telephone _____

Neighborhood Meeting
Place _____

Other Important Information

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