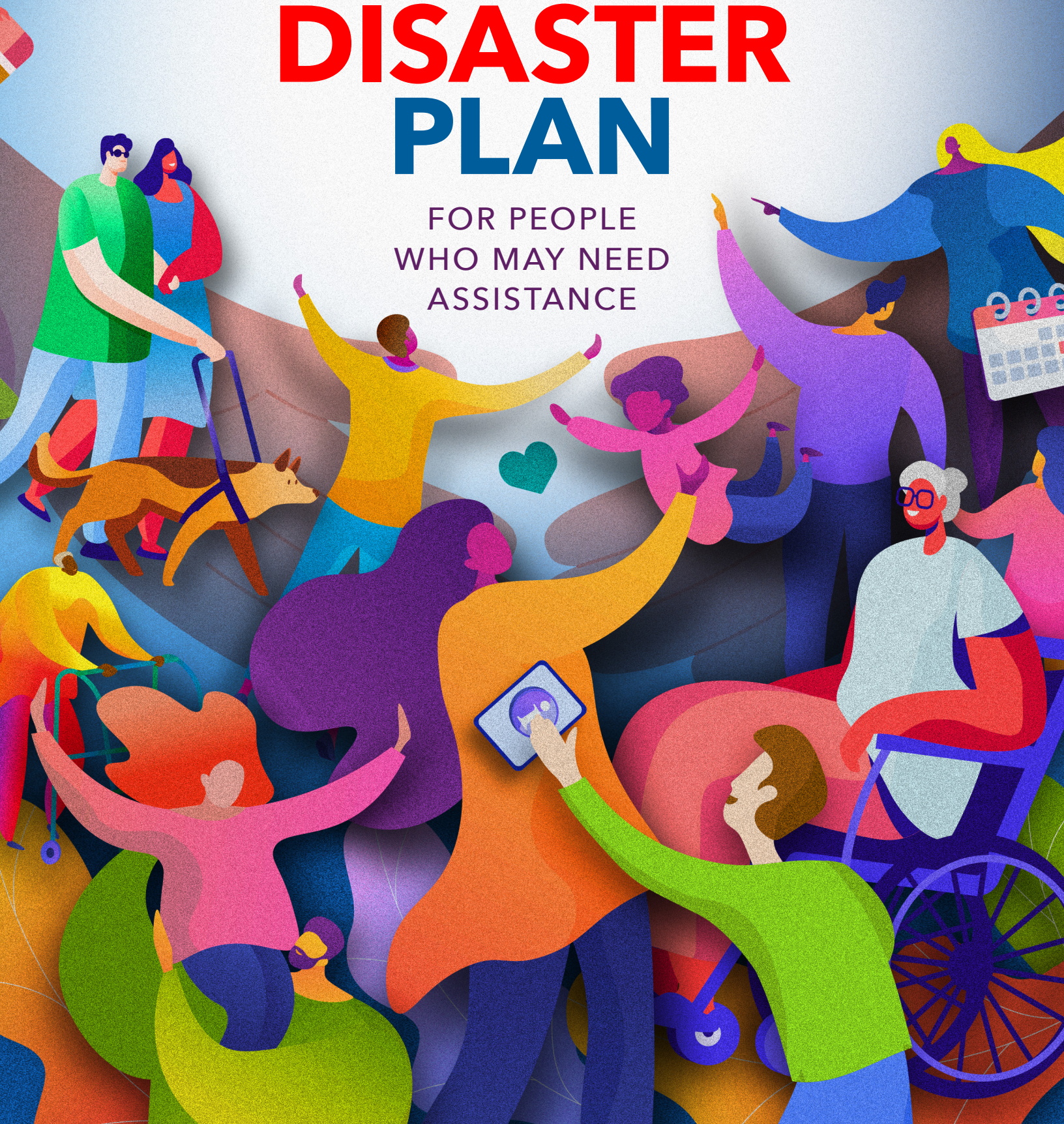
COUNTY OF SAN DIEGO OFFICE OF EMERGENCY SERVICES

PERSONAL DISASTER PLAN

FOR PEOPLE WHO MAY NEED ASSISTANCE



Introduction



This guide supports older adults, people with disabilities, caregivers, and others who may benefit from help when planning for disasters.



Emergencies can range from falls in the home to fires and earthquakes. Each person has unique abilities and needs during a disaster, and everyone can take steps to prepare.



This guide will help you evaluate your needs and make a personalized emergency plan so that you and your loved ones can be better prepared.





Steps to Prepare for any Emergency

GET CONNECTED

Preparedness is all about people.

Build your support network.



05

MAKE A PLAN

Know where to go, what to do, and who can help.

Share your plan with your support network.



13

GATHER SUPPLIES

Create a Go Kit with supplies you can easily take with you.

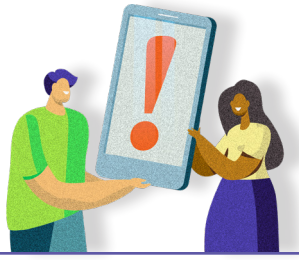
Assemble a Home Kit with supplies for sheltering in place.



37

STAY INFORMED

Get alerts and know your local resources.



45


Get Connected
The first step in disaster preparedness is building a support network of people who can help



Preparedness is all about People

Our social connections help us respond better to challenges during emergencies.



Social connections also provide physical and mental health benefits to improve your ability to react to disasters.

Think about the groups that you already belong to or could join:



- Volunteer groups
- Faith-based groups
- Co-workers
- School-based groups
- Neighborhood groups
- Exercise groups
- Support groups

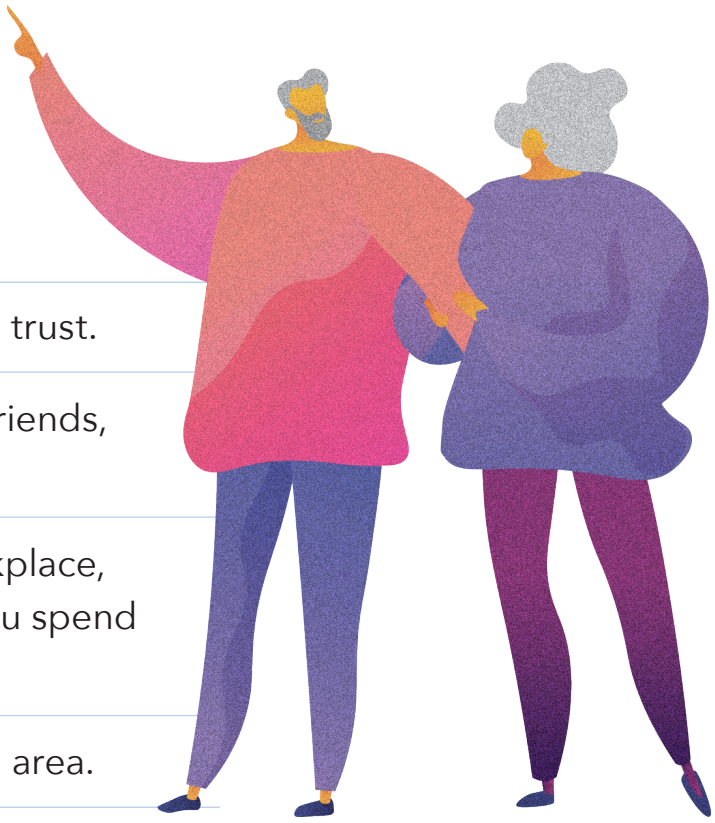




During an emergency or disaster, you and members of your community can come together to help each other.

Build your Support Network

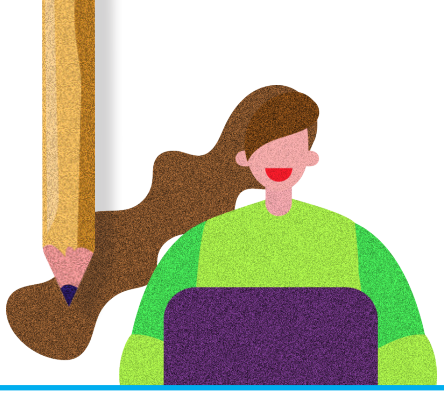
Your support network can include anyone who can provide help during an emergency.



- Include a minimum of three people you trust.
- Consider family members, neighbors, friends, coworkers, and personal attendants.
- Organize networks for your home, workplace, volunteer sites, and any other places you spend a lot of time.
- Include one contact that lives out of the area.
- Network members should know your capabilities and limitations.
- Disasters can be stressful and overwhelming. Include people that are supportive when you are under stress.







CONTACTS

Name/Relationship

Home Phone | Cell Phone

Other Phone | Email

Name/Relationship

Home Phone | Cell Phone

Other Phone | Email

Name/Relationship

Home Phone | Cell Phone

Other Phone | Email

OUT-OF-AREA CONTACTS

Name/Relationship

Home Phone | Cell Phone

Other Phone | Email

Name/Relationship

Home Phone | Cell Phone

Other Phone | Email

Planning with your Support Network

Communicating with Your Network Members

- Share your disaster plan with your support network.
- Ask your network to notify you when an emergency arises.
- Agree on how you will contact each other during an emergency.
- When possible, text instead of calling during an emergency.
- Consider giving a trusted member of your network keys to your home and car.
- Choose an emergency meeting place where you can reunite.
- Show members of your network how to operate your medical equipment and assistive devices.
- If you have a service animal, make sure it knows and trusts the people in your network.









To learn more about the **NET** program or to connect with a **NET** member in your area.

readysd@sdcounty.ca.gov

858-565-3490

- Join a **Community Emergency Response Team (CERT)**: ReadySanDiego.org/get_involved

Connect with your Neighborhood Evacuation Team

The **Neighborhood Evacuation Team (NET)** pairs trained **Community Emergency Response Team** members with individuals who may have difficulty evacuating during an emergency.

Neighborhood Evacuation Team members can help you:

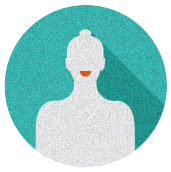
- Prepare and review your evacuation plan
- Identify emergency contacts
- Register for **AlertSanDiego** and learn about other emergency communication tools
- Connect you with other resources to help you better prepare for disasters



Call 2-1-1 to connect to resources

Free, 24 hour, confidential phone service in 200+ languages and a searchable online database. Trusted local, nonprofit organization providing access to 6000+ community, health, and disaster services such as:

- Food Assistance
- Housing & Utilities
- Disaster Relief & Prevention
- Financial & Legal Assistance
- Transportation
- Health, Nutrition & Primary Care
- Military & Veteran Services
- Enrollment Services



TALK



LIVE CHAT



SEARCH



ENROLL

If you have limitations hearing or speaking, a specially-trained **California Relay Service Communications Assistant** can relay telephone conversations for all of your calls. Dial **7-1-1** and ask to be connected with **2-1-1** at **(858) 300-1211**.



Facebook
211sandiego

Twitter
@211sd

Instagram
211sd





Food Assistance



Housing & Utilities



Disaster Relief
& Prevention



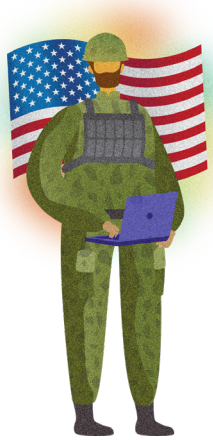
Financial &
Legal Assistance



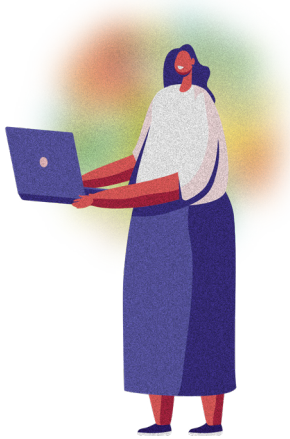
Transportation



Health, Nutrition
& Primary Care

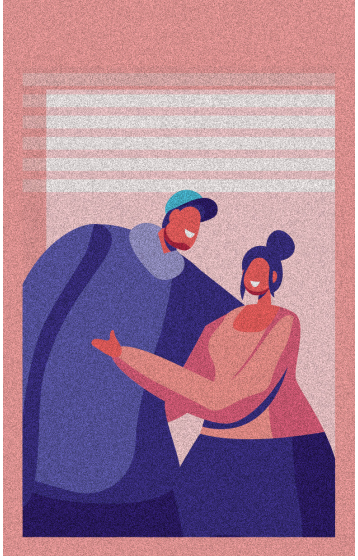


Military & Veteran
Services



Enrollment Services


Make
a Plan
NEWS
PASSPORT



Your Home

Emergency planning starts in your home

- Install smoke and carbon monoxide detectors on every level of your home and test regularly. If you are deaf or have hearing loss, install a system with flashing lights or vibrations. Call **2-1-1** if you need help installing smoke alarms.
- Know the location of utility valves and learn how to disconnect them during an emergency.

Write down the locations of utilities

Gas Valve: *

Water Valve:

Circuit Breaker:

Garage Door Manual Override:

Insurance Coverage

- Talk with your insurance agent to be sure that you have adequate insurance coverage. Typical homeowner's or renter's insurance may not provide full coverage for all hazards such as flooding, wildfires, or earthquakes.
- Inventory your possessions so you may claim reimbursement in case of loss or damage.

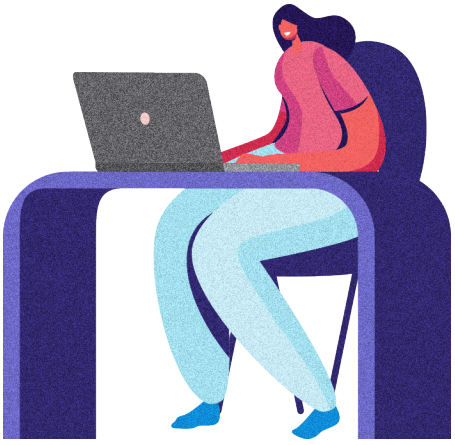


* *If you smell gas, hear a hissing sound, or suspect a leak, turn off the main gas valve, open windows, and leave the area immediately. Do not light candles or strike matches. Only shut off the gas if you suspect a leak, because only the gas company can restore service.*

Evacuation Plan

- **Know your evacuation routes.** Find the location of all exits, including doors and windows in each room.
- **Evacuate early.** If you have medical or mobility concerns, or pets or service animals, prepare to leave when an Evacuation Warning is issued instead of waiting for a mandatory Evacuation Order.
- **Plan for unique needs.** Consider the ability of you and your loved ones to evacuate, use stairs, and access transportation. Arrange help from your support network or call **2-1-1** for assistance before an emergency.
- **Meeting places.** Know where you will meet your friends and family after an emergency. Pick two places to meet, one right outside your home and meeting place outside of your neighborhood.





Meeting place close to home:

Meeting place outside of your neighborhood:



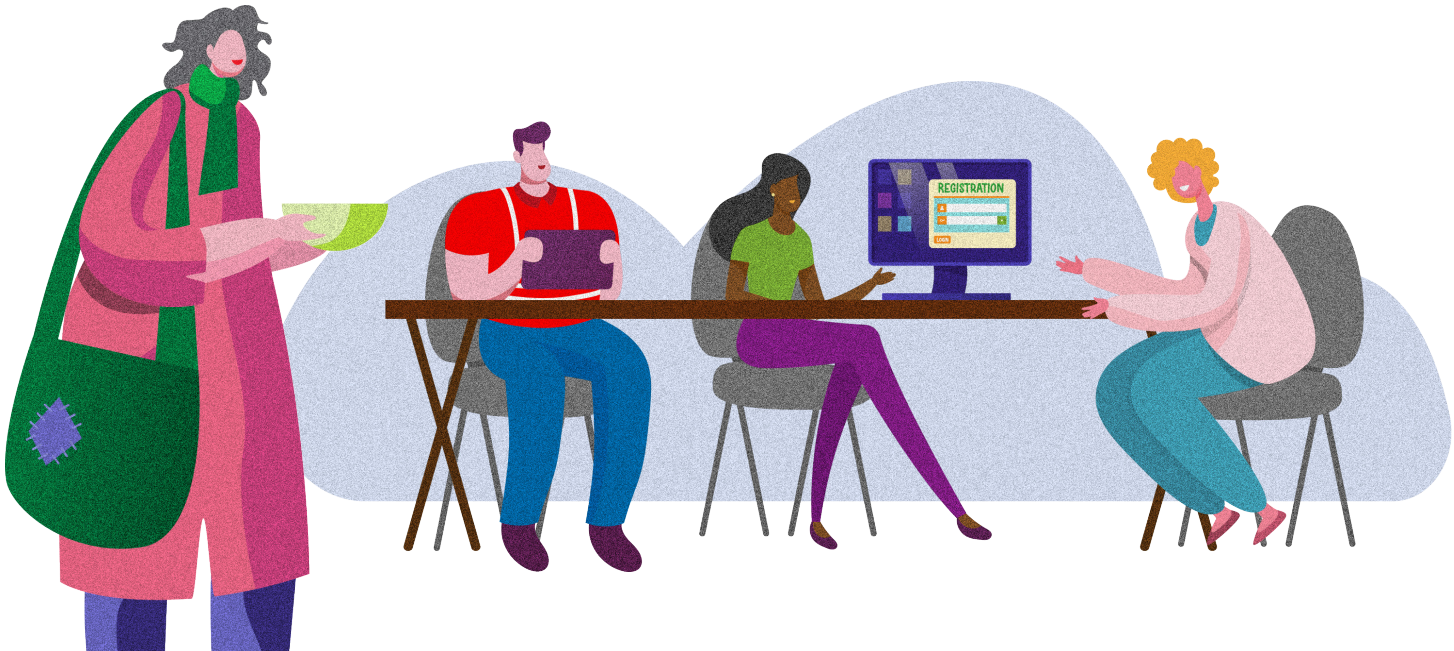
Emergency Shelters



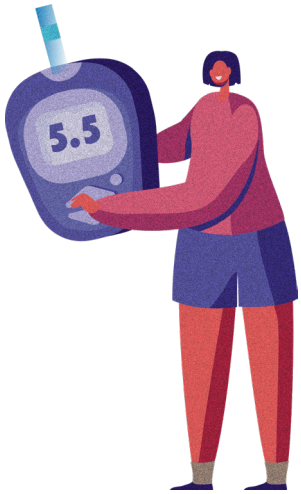
If an emergency requires you to evacuate, consider going to a hotel, a friend or relative's home, or a shelter. Emergency shelters may be set up in schools, community buildings, and places of worship.

- Shelters provide food, water, and basic supplies.
- Bring items you need, including medical equipment.
- Shelters will be accessible and can meet needs of people with different abilities. Service animals are allowed.
- Shelters follow public health safety recommendations, such as social distancing during the COVID-19 pandemic.
- Call **2-1-1** or visit **AlertSD.org** to find a shelter near you.





Planning for Your Medical Equipment



- Attach instruction cards on how to use and move each item in case of evacuation.
- Identify critical supplies (such as catheters, colostomy supplies, etc.) that must be taken.
- If you rely on electric medical equipment, ask your medical supply company about a back-up power source, and ask your utility company about programs you may be eligible for.
- If you depend on dialysis or other life-sustaining treatment, know the location of more than one treatment facility.





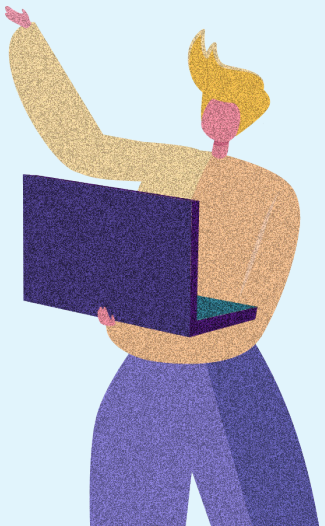
Vial of LIFE

The **Vial of LIFE** program has saved countless lives by providing emergency responders with life-saving medical information. Store the **Vial of LIFE** envelope on your refrigerator.

Each Vial of LIFE kit includes:

- **A medical information form.** List your medical conditions, medications, emergency contacts, insurance, and hospital preference.
- **A vinyl envelope and magnet.** Place the completed medical form in the envelope and store it on the outside of your refrigerator. Add a copy of your power of attorney for health care and health care directive.
- **A Vial of LIFE sticker.** Place on the door jamb of your front door or a front window. This informs emergency responders that you completed a **Vial of LIFE**.

- To request a free **Vial of LIFE** kit, please call: **1-800-339-4661**
- Fill out the medical information form included on the following pages or for a version with large print and different languages visit **readysandiego.org/make-a-plan/**
- Make copies and store in your wallet or purse. Share a copy with members of your support network.



VIAL OF LIFE

LIVE WELL SAN DIEGO
LIVEWELLSD.ORG

Information & Assistance
1-800-339-4661
Updated On
____/____/____

Name _____

☐ Blind ☐ Deaf ☐ Alzheimer's Disease or Related Dementia

Address _____ City _____ Zip _____

Phone # _____ Male ☐ Female ☐ Date of Birth _____

Social Security Number (last four digits) _____

Medicare Number (last four digits) _____

Other Insurance _____ Policy Number _____

Do you have an Advance Health Care Directive? Yes ☐ No ☐

If yes, location _____ Agent _____ Phone # _____

Do you have a "Do Not Resuscitate Order" Yes ☐ No ☐

Registered with Sheriff's "Take Me Home"? Yes ☐ No ☐

Emergency Contacts

Name _____ Relationship _____ Phone # and E-mail _____

Name _____ Relationship _____ Phone # and E-mail _____

Caregiver _____ Phone # and E-mail _____

Clergy _____ Phone # and E-mail _____

Pet's Information Name & Type _____

Veterinarian _____ Phone # _____

Medical Information

Primary Doctor _____ Phone # _____

Secondary Doctor _____ Phone # _____

Hospital _____ Phone # _____

Height _____ Weight _____ Blood Type _____

Normal Bood Pressure _____

Allergies to drugs or foods _____

Please list any medical conditions that apply (for example: cardiac, diabetes, hypertension, stroke) _____

Surgeries (type and date)

Do you?

Wear dentures?	Yes ☐	No ☐	Wear glasses?	Yes ☐	No ☐
Wear contacts?	Yes ☐	No ☐	Use Oxygen?	Yes ☐	No ☐
Wear hearing aids?	Yes ☐	No ☐	Wheelchair?	Yes ☐	No ☐

Other Important Emergency Information

Immunizations

Where do you keep your medications?

Medications
(Prescription, Over-the-counter Drugs, Vitamins, Herbal Supplelments)

Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose
Name	Dose-Frequency	Purpose

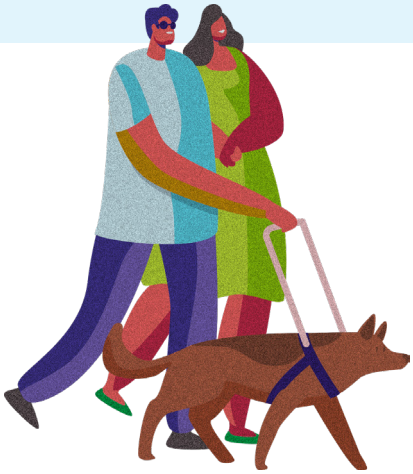
Please record all information in a manner easy to read by emergency medical personnel.

Planning for Different Circumstances



Disasters are challenging for everyone. We benefit from understanding our own needs and the unique needs of our friends, neighbors, and family members. Disaster preparedness is an individual and a community effort. Review the tips below to help prepare for a variety of circumstances.





People with Pets or Service Animals

- Get your pet an ID tag. Ask for a free or discounted microchip.
- Pack food, water, medicine, and proof of immunization.
- Dial **2-1-1** for local animal service resources.



Older Adults

- Clear your home of clutter to prevent falls.
- If you receive home care, ask about their plans for emergencies.
- If you live in a retirement community, learn about their emergency plan.
- Consider getting a medical alert system so you can call for help.



Rural Communities

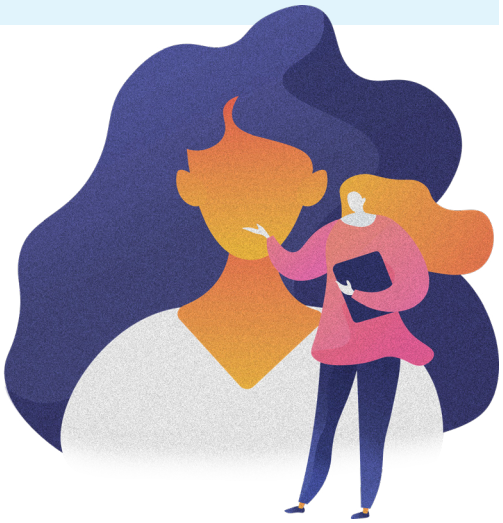
- Share alerts through phone trees and ham radio networks.
- Meet with neighbors to discuss collaboration.
- Plan for evacuating large animals.

People with Developmental Disabilities



- Practice your disaster plan with your support network to help you feel safe.
- Ask emergency responders to repeat directions if you don't understand.
- Practice how you might quickly describe your disability to a rescuer.

People with Speech/Communication Disabilities



- Carry an instruction card on how to communicate with you.
- Carry communication devices, phrase cards, or picture boards, like on page 43 and 44.
- Know how to replace your assistive device if damaged.

People with Mobility or Other Physical Disabilities



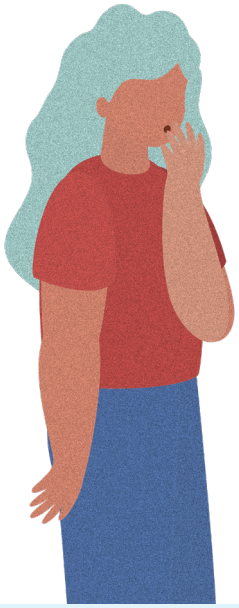
- Identify paratransit or accessible transportation options.
- Plan for damaged ramps, rails, or elevators.
- Bring an extra wheelchair battery, tire repair kit, and seat cushion.

People who are Blind or who have Low Vision



- Mark emergency supplies with Braille or large print.
- Keep a Braille or deaf-blind communication device in your emergency supply kit.
- Keep Braille/text communication cards for two-way communication.

People with Dementia



- Move to a quieter place to avoid agitation. Limit stimulation.
- Redirect the person's attention if he or she becomes upset.
- Find outlets such as taking a walk or engaging in simple tasks.
- Avoid elaborate explanations. Use concrete terms.

Pregnant women and families with infants



- Find out where to get prenatal or well-baby checkups if your doctor's office closes.
- Include baby care supplies in your **Go Kit**.
- Tell shelter staff if you have a baby or have issues with your pregnancy.

Transportation Challenged



- Arrange for rides with neighbors if you must evacuate.
- Call **2-1-1** to identify transportation service providers in your area.
- Ask if public transit or ride share services may be free after a disaster.

People who speak Limited English



- Find trusted community sources to talk to about safety options.
- Call **2-1-1** for information in over 200 languages.
- Ask a bilingual person to share safety steps with you.
- Know which of your media sources provide emergency alerts.

New Californians



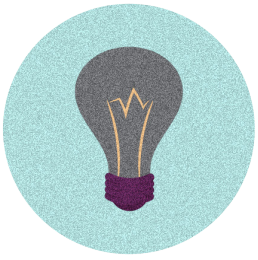
- Learn emergency system basics, like dialing **2-1-1** for non-emergencies and **9-1-1** for emergencies.
- Ask your community how disasters here are different.
- Find trusted sources in emergencies beyond the government.

Planning for Different Emergencies

In this section you will find tips on what to do in different disaster situations.



Fires



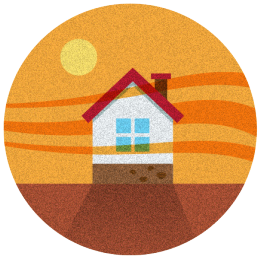
Power Outages



Tsunamis



Floods



Heat Waves

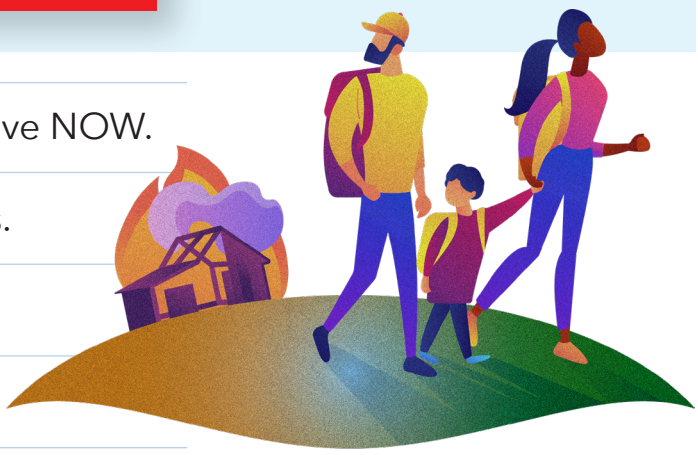


Earthquakes



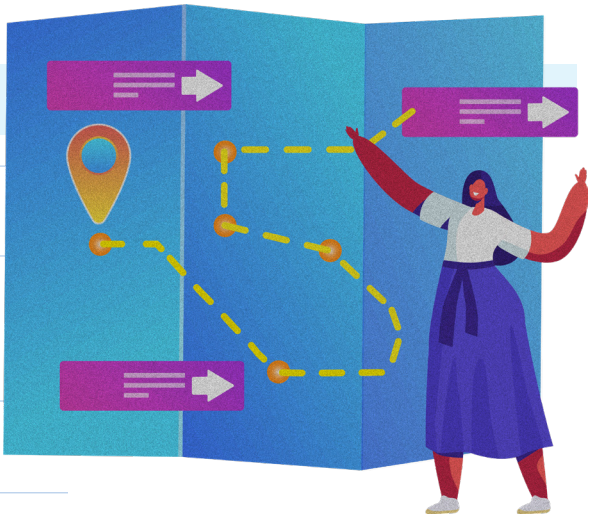
Fires

Before:



- Evacuation warning means prepare to leave NOW.
- Plan for no electricity. Do not use candles.
- Get a bandana or mask to protect lungs.
- Plan escape routes from each room.
- Clean gutters. Remove brush near home. Call **2-1-1** to see if local Fire Safe Councils can assist.

During:



- Evacuation order means you must leave NOW.
- Don't "wait and see." Leave immediately when ordered to evacuate.
- When a door feels hot, do not open it.
- If trapped, close doors and windows to keep smoke out.
- If your clothes are on fire, Stop, Drop and Roll.
- Leave smoky areas quickly. Stay low to the ground as smoke rises.





Earthquakes





Before:

- Secure furniture to walls.
- Identify safe spots in each room, like sturdy tables and desks.
- Identify dangerous spots near windows, mirrors, and hanging objects.
- Learn how to shut off gas, water, and electricity.

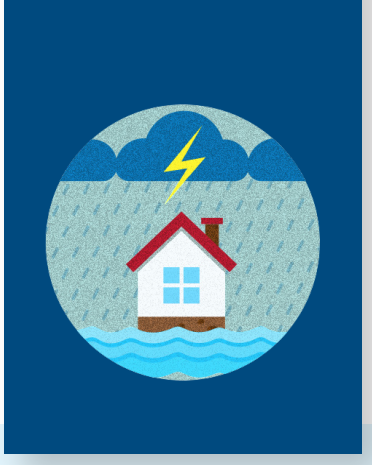
During:





- Don't rush outside. Get under a desk or table.
- If outside, move away from buildings, trees, streetlights, or powerlines.
- If driving, pull over and stop away from buildings and trees.
- Using a wheelchair: Go into a doorway, lock wheels, cover head and neck.
- Be ready for aftershocks.
- Watch for tsunamis on the coast.





Flooding

Before:

- Keep storm pipes and drains clear.
- Move valuables to higher floors.
- Monitor TV and radio for flood watches or warnings.
- Learn best escape routes to higher ground.
- Use sandbags to divert water.

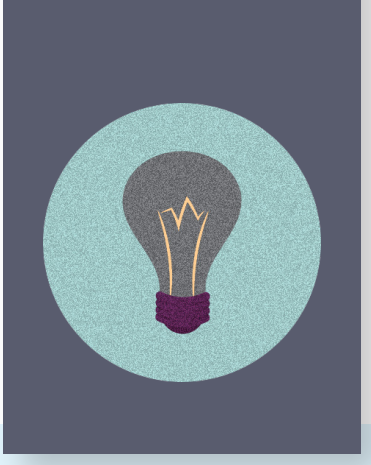


During:

- Don't "wait and see." Leave immediately when ordered to evacuate.
- Never walk, swim, or drive through moving water. Remember, Turn Around, Don't Drown.
- Watch for mudslides.
- Avoid downed powerlines.
- If instructed, turn off water and electricity and unplug appliances.







Power Outages



Before:

- Prepare flashlights – no candles.
- Keep an emergency backup phone charger.
- Buy food that won't spoil and doesn't need cooking.
- Keep car gas tank at least half full.



During:

- Unplug appliances/electronics to prevent damage.
- Leave one light plugged in.
- Keep your refrigerator and freezer door closed.
- Do not use your gas stove for heat.
- Use generators, camp stoves, and grills outdoors.





Be prepared for public safety power shutoff

San Diego Gas & Electric® (SDG&E®) sometimes turns power off in fire-prone areas during adverse weather conditions as a safety precaution. This is known as a **Public Safety Power Shutoff (PSPS).** While these events are more likely to occur in high fire-risk areas, all San Diegans could be affected and should be prepared. **SDG&E** aims to send early notifications via phone calls, text alerts, emails and other means before turning off power.

Stay informed during PSPS

Update Your Contact Information and/or Sign Up for Outage Notifications

Visit **sdge.com/notifications** or call **1-800-411-7343** to update your contact information and/or sign up to receive voice, text and/or email notifications, even if you don't have an **SDG&E** account.

Community Resource Centers

SDG&E may open **Community Resource Centers** near affected communities during a PSPS event. Visitors can receive preparedness materials, ice, water, snacks,

SDGE®

Follow SDG&E on social media and the NewsCenter for updates during a PSPS

Facebook: facebook.com/SanDiegoGasandElectric

Twitter: twitter.com/SDGE

Instagram: instagram.com/sdge

Nextdoor: San Diego Gas & Electric

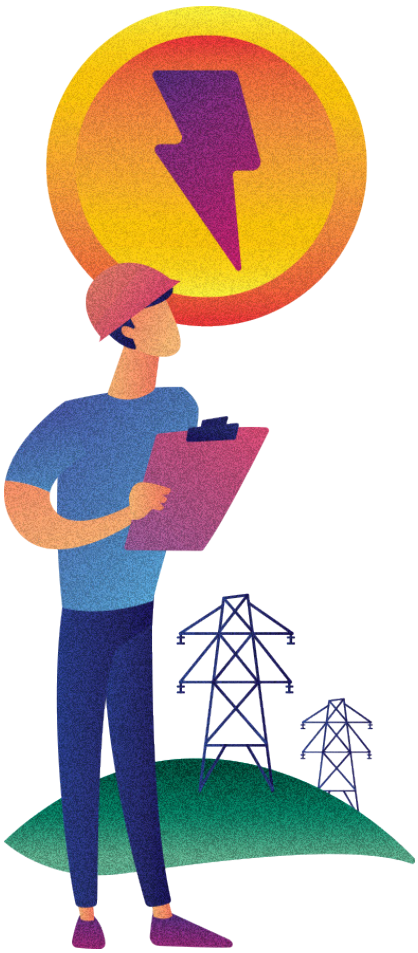
NewsCenter: sdgenews.com



charging for mobile devices, small solar powered batteries, radios and up-to-date information about the shutoff event. Public health protocols may also be in place including social distancing measures, routine deep cleaning and drive through service. Learn more at **sdge.com/resource-centers**.

Event Duration/Backup Generation

A PSPS event will require power to remain out for as long as a threat to public safety and to the electric system continues. Before power can be restored, crews must inspect power lines and equipment and make any needed repairs.



You are encouraged to explore safe, alternative power sources to operate your critical equipment during PSPS events. For additional information on choosing a generator or an alternative back-up system, please consult a licensed electrician and **SDG&E**. Learn more at **sdge.com/generator**.

Medical Baseline Allowance program

If you or someone in your household has a qualifying medical condition or needs certain in-home medical equipment, you may be eligible for more electricity or natural gas at a lower rate. The person with the qualifying medical condition must live at the address on the application, and the medical equipment must be for home-use only. This program can also help by providing extra notifications in advance of a PSPS event. Learn more at **sdge.com/medicalbaseline**.

CARE and FERA programs

CARE and **FERA** are two **SDG&E** programs that can provide you with a monthly discount on your bill.



- **California Alternate Rates for Energy (CARE)**
  30% or more monthly bill discount.
- **Family Electric Rate Assistance (FERA)**
  18% monthly bill discount. **FERA** is only open to households with three or more people.

Learn more about qualifications, income guidelines, and apply to these programs at **sdge.com/CARE**.



Energy Savings Assistance program

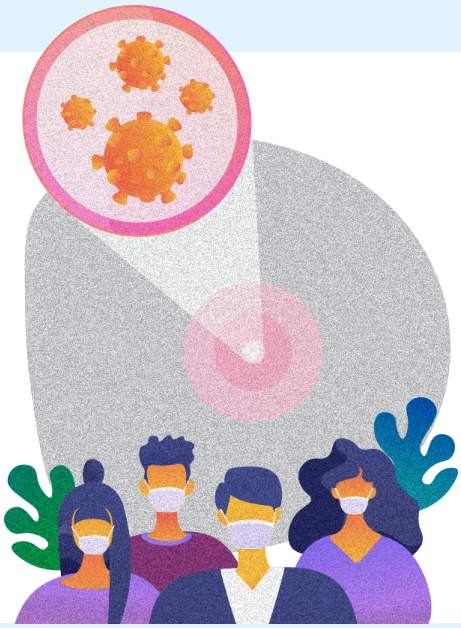
Energy-efficient home improvements can make your home more comfortable, save you money now, and for years to come. You may be eligible to receive low- or no-cost products and installation. Learn more and apply at **sdge.com/ESA**.

Access & Functional Needs (AFN) Resources

SDG&E and **2-1-1** San Diego partner to support individuals with Access and Functional Needs. Information and services are provided to increase preparedness and self-resilience during PSPS events and emergencies. Services may include assisted transportation, backup power, preparedness items, food security, temporary shelter and welfare checks. Learn more at **211SanDiego.org** or dial **2-1-1**.



Tips for other Emergencies



Pandemics and Public Health Emergencies

- Store a two-week supply of water and food.
- Keep prescription drugs on hand.
- Wash hands frequently.
- Cover coughs or sneezes.
- Stay home if you are sick.



Extreme Heat

- Seek air conditioning or a fan.
- Go to libraries, shopping malls, or call **2-1-1** to find a designated cool zone or visit **coolzones.org**.
- Take a cool bath.
- Drink cool, non-alcoholic, non-caffeinated beverages.
- If you feel ill, call a doctor or **9-1-1** immediately.

Extreme Cold



- Stay indoors.
- Wear warm, comfortable, dry clothing.
- Watch for frostbite, hypothermia, or overexertion.
- Do not use a charcoal or gas grill for heat inside your home.

Tsunami



- Move to higher ground, inland and/or to a higher floor.
- Listen to your radio or TV for emergency instructions.
- Leave immediately if ordered to do so.
- Do not go sightseeing – stay away from the coast.
- Do not return to the hazard zone until local safety officials give the "all clear."



Terrorism



- Report suspicious activities to authorities.
- Do not accept packages from strangers.
- Follow instructions from emergency officials.
- Be ready for instructions to shelter in place or evacuate.
- Remain calm, patient, and contact someone in your personal support network.

For more information on responding to specific emergencies, visit the County's preparedness website: ReadySanDiego.org

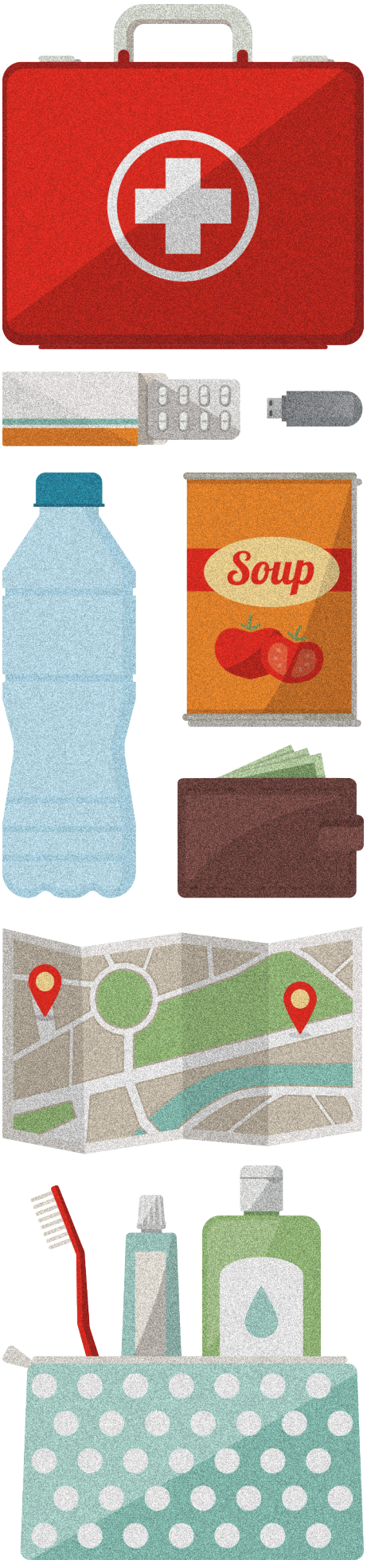
Evacuation Warning: The alerting of people in an affected area of potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected in the near future and prepares people for a potential Evacuation Order. Vulnerable populations such as people with disabilities, with access or functional needs, and/or large animals should leave now.

Evacuation Order: Requires immediate movement out of an affected area due to an imminent threat to life.



Shelter in Place: Go inside. Shut and lock doors and windows. Prepare to self-sustain until further notice and/or contacted by emergency officials.


Gather Supplies
MEDICATION LIST
ID CARD
PASSPORT



Go Kit

Most disasters are unexpected and happen fast. You might not have time to shop or pack. Pack a "Go Kit" for when you must leave in a hurry.

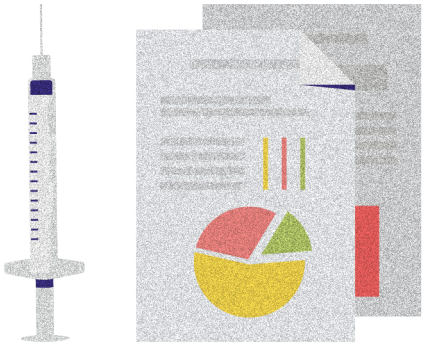
Check off items you have and add those you will need:

- ☐ Bottled water and nonperishable food, such as granola bars
- ☐ Copies and/or a USB flash drive of your important documents in a waterproof container (identification, insurance, photos of family and pets for identification)
- ☐ List of the medications you take, why you take them, and their dosages
- ☐ If any medication needs to be refrigerated, keep an extra ice pack in the freezer
- ☐ Contact information for your household and members of your support network
- ☐ Flashlight, hand-crank or battery-operated AM/FM radio, and extra batteries
- ☐ Cash, in small bills
- ☐ Notepad and pen
- ☐ Antibacterial wipes and hand sanitizer

- [ ] Face mask or bandana
- [ ] Back-up medical equipment (e.g., glasses, batteries) and chargers
- [ ] Aerosol tire repair kits and/or tire inflator to repair flat wheelchair or scooter tires
- [ ] Supplies for your service animal or pet (food, extra water, bowl, leash, cleaning items, vaccination records, and medications)
- [ ] Portable cell phone chargers
- [ ] This guide

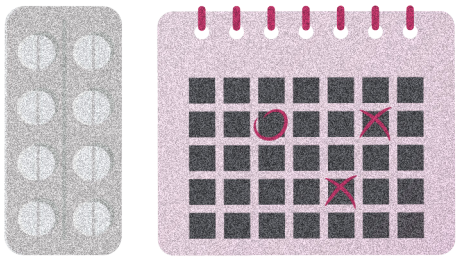
Other items you will need:













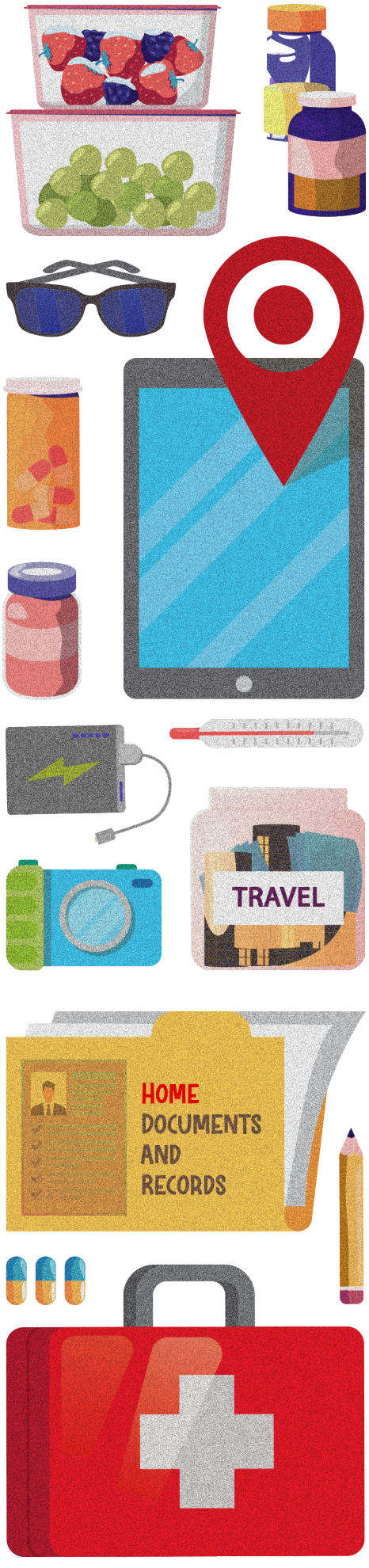
Home Kit

In some emergencies, you may be safer staying at home. You may not have water to drink or be able to flush the toilet. You may not have electricity to keep your food cold, turn on the light, or charge your phone. Prepare a "Home Kit" to survive for at least three days without water or electricity.

Check off items you have and add those you will need:

- ☐ One gallon of drinking water, per person, per day
- ☐ Food that won't spoil, like ready-to-eat canned foods, and a manual can opener
- ☐ First-aid kit
- ☐ Medications, including a list of the medications you take, why you take them, and their dosages
- ☐ Flashlight or battery-powered lantern, battery-operated AM/FM radio, and extra batteries, or wind-up radios that do not require batteries
- ☐ Whistle or bell
- ☐ Back-up medical equipment, if possible (e.g., oxygen, medication, scooter battery, hearing aids, mobility aids, glasses, facemasks, gloves)
- ☐ Style and serial numbers of medical devices (such as pacemakers) and usage instructions

Other personal items:



TIP: Your hot water heater is a source of water. Turn off the power and let the water cool. To get water, place a container underneath and open the drain valve on the bottom of the tank.

Communication Tools

During an emergency, your normal way of communicating may be impacted by changes in environment, noise, service disruptions, or confusion.

If you are blind or have low vision, practice explaining to others how to guide you.

If you are Deaf or hard of hearing, find alternate ways to communicate your needs, such as through gestures, note cards, or text messages. Keep communication cards in your emergency supply kits.

I need a translator

Necesito un traductor

Tôi cần một người phiên dịch

انا بحاجة الى الترجمة

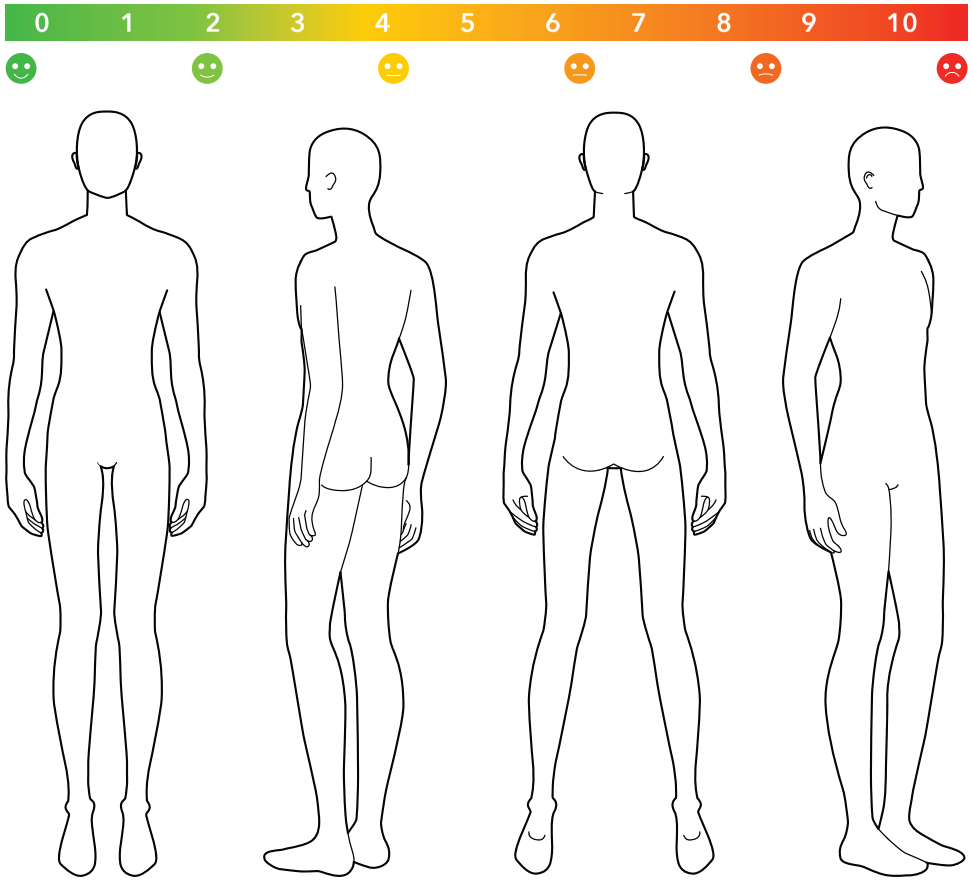
Kailangan ko ng tagasalin

我需要翻



A	B	C	D	E	F	G	H	I	J
K	L	M	N	Ñ	O	P	Q	R	S
T	U	Ü	V	W	X	Y	Z		
1	2	3	4	5	6	7	8	9	0
.	'	,	?	!	+	-	SPACE		

PAIN CHART | LEVEL OF PAIN




Dull


Sharp


Radiating

I want pain medicine


Shot


One pill


Two pills


Itches


Stings


Hurts/aches


Burns


Can't move/numb


How am I doing?


What day/time?


What is happening?


When is tube coming out?


IV


Remove restraints


Excercise


Massage


leave me alone

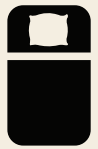

Don't leave


Come back later


Prayer


Bathroom

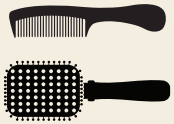

Cool cloth


Pillow/blanket


Glasses/Socks


Wash face


Shampoo/Bath


Comb/Brush


Teeth brushed

I AM


Short of breath


In pain


Choking


Feeling sick


Hungry/Thirsty


Cold/Hot


Tired


Dizzy

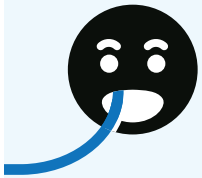

Angry

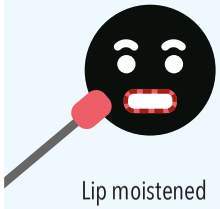

Afraid


Frustrated


Sad

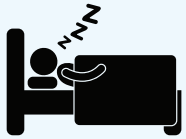
I WANT


To be suctioned


Lip moistened


Water/Ice


To be comforted


To sleep


TV/Video/DVD


Call light/Remote


It quiet


Lights Off/On

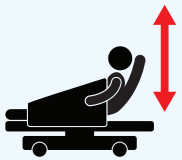

To go home


To sit up


To lie down


To turn left


To turn right

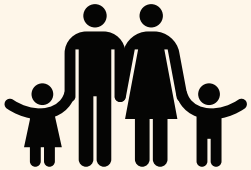

Head of bed up/down


Get out of bed

I WANT TO SEE


Doctor


Nurse


Family


Chaplain








Pen/Paper

Thank you

I Love you

For infection control purposes, please do not reuse this board between patients.


SD County Emergency
ReadySanDiego
Plan, Prepare
Emergency
Disaster Info, Maps, Shelters
Recovery
Resources, Assi
Disaster Info | Refreshed:
PT
Excessive Heat Warning Is
8/14/20,12:00 p.m. throug
Fri Aug 14, 2020 12:00 PM
Excessive Heat Warning
ued Today,
7/30/20,11:00 a.m. through 8/02/20, 9:00 p.m.
Thu Jul 30, 2020 11
M PDT ASL/Audio
Excessive He
ssued Today,
Stay Informed
SanDiegoCounty.gov
2 1 1

Stay Informed

ReadySanDiego.org
Prepare. Plan. Stay Informed.

AlertSanDiego
Get signed up. Get notified.

ACCESSIBLE AlertSanDiego
Get signed up. Get notified.

San Diego County

Twitter.com/ReadySanDiego

Facebook.com/ReadySanDiego

- County's preparedness website: **ReadySanDiego.org**
- Register your cell phone number, VoIP phone number and email at **ReadySanDiego.org/AlertSanDiego.** This is the County's emergency mass notification system used by first responders to send evacuation instructions and other disaster information through calls, text, and email.
- Download the free **SD Emergency App**, available in English and Spanish for iOS and Android mobile devices. Visit **ReadySanDiego.org/SDEmergencyApp**.
- During an emergency, visit **AlertSD.org** or the **SD Emergency App** for incident updates, shelter locations, evacuation areas, hazard perimeters, official social media feeds, and more.
- The main **Emergency Alert System** radio stations for San Diego County are ***KOGO AM 600*** and ***KLSD AM 1360***.
- For recovery information, visit **RecoverSD.org**.
- For non-emergency questions and updated disaster information, call **2-1-1**.
- If you are experiencing a life-threatening emergency, call **9-1-1**.

Getting Support

Disasters can be stressful and overwhelming. You may feel irritable, sad, or angry. You may experience headaches or not be able to sleep.

Talk to someone about your feelings, even though it might be difficult.

Look to your support network or seek help from a professional.

San Diego Access and Crisis Line

If you need support, experienced counselors are available 7 days a week/24 hours a day to provide you with a referral to meet your needs and help determine eligibility for mental health or substance use services.

- Call **(888) 724-7240** or visit our web site: **www.sandiegocounty.gov/hhsa/programs/bhs**

National Alliance on Mental Health (NAMI) San Diego

You can connect with a trained crisis counselor to receive free crisis support 24 hours a day.

- Text **NAMI** to **741-741** or call **(888) 523-5933**

National Suicide Prevention Lifeline and Veterans Crisis Line

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

- Call **(800) 273-8255** or call **9-8-8**



County of San Diego
www.sandiegocounty.gov
(800) 694-3900

Office of Emergency Services
www.sandiegocounty.gov/oes
(858) 565-3490

Listos California
www.listoscalifornia.org
(916) 845-8510

Thank you to the **County of San Diego Health and Human Services Agency**, Aging & Independence Services for their contributions to this guide. For aging resources, visit www.aging.sandiegocounty.gov

---

This document was prepared under a grant from Listos California, a program anchored at the Governor's Office of Emergency Services. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of Listos California or the Governor's Office of Emergency Services.