



A PROUD & PROGRESSIVE  
VILLAGE FOR ALL PEOPLE

# EMERGENCY PREPAREDNESS GUIDE

## IMPORTANT TELEPHONE NUMBERS:

<b>EMERGENCY (Police, Fire, Ambulance)</b> .....	<b>911</b>
<b>Village of Glendale Heights, Non Emergency</b> .....	<b>630-260-6000</b>
<b>Glendale Heights Police, Non Emergency</b> .....	<b>630-260-6070</b>
<b>Glenside Fire Protection District, Non Emergency</b> .....	<b>630-668-5323</b>
<b>Bloomington Fire Protection District, Non Emergency</b> .....	<b>630-894-9080</b>
<b>Com Ed Emergency (Power Outage)</b> .....	<b>1-800-EDISON1</b>
<b>Nicor (Natural Gas)</b> .....	<b>1-888-NICOR4U</b>

## WEBSITES:

<b>Village of Glendale Heights</b> .....	<b>www.glendaleheights.org</b>
<b>Smart 911</b> .....	<b>www.smart911.com</b>
<b>Protect DuPage (County Emergency Website)</b> .....	<b>www.protectdupage.org</b>
<b>Ready Illinois (Emergency Preparedness)</b> .....	<b>www.ready.illinois.gov</b>
<b>Federal Emergency Management Agency (FEMA)</b> .....	<b>www.fema.gov</b>



Please tear out this section and keep for your reference in the event of an emergency.

## **Severe Storms:**

- Know what thunderstorm WATCHES and WARNINGS mean:
  - A thunderstorm WATCH means a thunderstorm is possible in your area.
  - A thunderstorm WARNING means a thunderstorm is headed for your area.
- Listen to NOAA Weather Radio, local radio and TV stations, or cable TV such as The Weather Channel for further updates.

## **Thunderstorms and Lightning**

- If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately! Move to a sturdy building or vehicle.
- Do not take shelter in small sheds, under isolated trees, or in convertible automobiles.
- If lightning is occurring and a sturdy shelter is not available, get inside a hardtop automobile and roll the windows up.
- Get out of boats and away from water.
- Telephone lines and electrical lines can conduct electricity. Avoid using hard-wired "landline" phones or any electrical appliances.
- Avoid showering or bathing. Plumbing and bathroom fixtures can conduct electricity.
- Secure outdoor objects that could blow away or cause damage.
- Shutter windows and secure outside doors. If shutters are not available, close window blinds, shades, or curtains.
- Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.



## **Tornado Watch or Warning**

- Know what tornado WATCHES and WARNINGS mean.
  - A tornado WATCH means a tornado is possible in your area.
  - A tornado WARNING means a tornado is headed for your area.
- A siren will sound if a tornado is active in the area.

### **If you are in a structure:**

- Sirens will not always be heard if you are indoors.
- Go to the basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Get under a sturdy table and use your arms to protect your head and neck.

### **If you are in a high-rise building:**

- Go to a small interior room or hallway away from windows.
- Do not open windows.

### **If you are in a vehicle, trailer, or mobile home:**

- Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter.
- Mobile homes offer little protection from tornadoes.

### **If you are outdoors, with no available shelter:**

- Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding.
- Do not get under an overpass or bridge. You are safer in a low, flat location.
- Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.

## **Winter Snow Storm Preparedness:**

### **Stay Tuned for Storm Warnings:**

- Know what winter storm WATCHES and WARNINGS mean:
  - WINTER STORM WATCH means a winter storm is possible in your area.
  - WINTER STORM WARNING means a winter storm is headed for your area.
  - BLIZZARD WARNING means strong winds, wind-driven snow, and dangerous wind chills are expected. Seek shelter immediately!
- Listen to NOAA Weather Radio, local radio and TV stations, or cable TV such as The Weather Channel for further updates.

### **When a winter storm WATCH is issued:**

- Be alert to changing weather conditions.
- Avoid unnecessary travel.

### **When a winter storm / blizzard WARNING is issued:**

- Stay indoors during the storm.
- If you must go outside, several layers of lightweight clothing will keep you warmer than a single heavy coat. Gloves and hats will prevent loss of body heat. Cover your mouth to protect your lungs.
- Understand the hazards of wind chill, which combines the cooling effect of wind and cold temperatures on exposed skin.
- Walk carefully on snowy, icy surfaces.
- After the storm, if you shovel snow, be extremely careful. It is physically strenuous work, so take frequent breaks to avoid overexertion.
- Avoid traveling by car in a winter storm, but if you must:
  - Have emergency supplies in the trunk.
  - Keep your car's gas tank full for emergency use and to keep the fuel line from freezing.
  - 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.



## **Flooding Preparedness:**

### **Before a Flood:**

- Create a plan for where you and your family will go in the event of a flood.
- Always be alert to changing weather conditions.
- Listen to NOAA Weather Radio, local radio and TV stations, or cable TV such as The Weather Channel for further updates.
- Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of streams, drainage ditches and other areas known to flood suddenly. Flash floods can occur in these areas with or without such typical warnings as rain clouds or heavy rain.
- Take photos or videos of your home and contents as you may need them later for insurance purposes.



### **If you must prepare to evacuate, you should do the following:**

- Secure your home. If you have time, bring in outdoor furniture. Move essential items to an upper floor.
- Turn off utilities at the main switches or valves if instructed to do so.
- Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.

### **If you have to leave your home, remember these evacuation tips:**

- Do not walk through moving water. Six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely. You and the vehicle can be quickly swept away. Six inches of water will reach the bottom of most passenger cars, causing loss of control and possible stalling.
- A foot of water will float many vehicles. Two feet of rushing water can carry away most vehicles, including sport utility vehicles and pick-up trucks.

### **What to do in the aftermath of a flood:**

- Return home only when authorities indicate it is safe.
- Listen for news reports to learn whether the community's water supply is safe to drink.
- Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.

- Avoid moving water.
- Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines, and report them to the power company.
- Stay out of any building if it is surrounded by floodwaters.
- Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- Service damaged septic tanks, cesspools, pits, and leaching systems as soon as possible. Damaged sewage systems are serious health hazards.
- Clean and disinfect everything that became wet. Mud left from floodwater can contain sewage and chemicals.

## **During a Power Outage:**

- To prevent carbon monoxide poisoning, use generators, pressure washers, grills, and similar items outdoors only.
- If the power is out longer than two hours, throw away food that has a temperature higher than 40°F.
- Check with local authorities to be sure your water is safe.
- In hot weather, stay cool and drink plenty of fluids to prevent heat-related illness.
- In cold weather, wear layers of clothing, which help to keep in body heat.
- **Check your fuse box**
  - The very first thing you should do is make sure that the power outage isn't limited to your own home. If you determine that a fuse or circuit breaker needs replacing, turn off and unplug all large appliances before you replace them. You can also check with your neighbors to see if they're without power. You'll want to call ComEd to report the power outage at 1-800-EDISON1.
- **Avoid power surges**
  - Sometimes when electricity is restored, the varying levels of electricity can damage your appliances. The best way to avoid this is to unplug all computers and major appliances, except for your refrigerator and freezer. Wait at least 15 minutes once power is restored to plug your appliances back in.
- **Stay away from power lines**
  - Downed power lines, poles and transformers are all dangerous and should be avoided at all times; even if they are not arcing, they can still be carrying power. STAY AWAY and call 911.



## **To Report a Power Outage:**

**Call ComEd at 1-800-EDISON1 and use the automated system to report your outage.**

## Have You Signed Up for CodeRED?



The Village of Glendale Heights utilizes the **CodeRED** high-speed telephone emergency notification service, which gives Village Officials the ability to deliver pre-recorded

emergency telephone notification/information messages to targeted areas or the entire Village. The system was invaluable during the flooding of 2013 to notify all residents and businesses about road closures and emergency services.

The system uses a database of published residential telephone numbers for Glendale Heights. If your telephone number is unpublished or if you use a cellular phone, you should assume that your number is not in the system and you will not receive notification. The system will also send emails and text messages to you, and now offers a mobile app.

To ensure you receive notification, residents and businesses should visit the Village's website, [www.glendaleheights.org](http://www.glendaleheights.org), and follow the **CodeRED** emergency notification link to the "CodeRED Residential and Business Data Collection" page. Those without Internet access may call the Glendale Heights Police Department at 630.260.6070, Monday through Friday, (7:00 a.m. to 10:00 p.m.) to give their information over the phone. Forms are also available at the Village Hall. Your information is confidential and only used for emergency notifications.

The Police Department also uses the system to automatically call and check on senior citizens during periods of extreme weather, using a pre-defined Senior Call list. Seniors may ask to be placed on this list by contacting the Senior Services Manager, Debbie McKenzie at 630.260.6050.

Questions about **CodeRED** should be directed to Sgt. Larry Pincsak, Glendale Heights Police Department, at 630.909.5432 or at [lpincsak@glendaleheights.org](mailto:lpincsak@glendaleheights.org).

## Community Emergency Response Team



**CERT** is a training program that prepares you to help yourself, your family, and your neighbors in the event of a disaster. During an incident, emergency services personnel may not be able to reach everyone right away. By

getting trained in **CERT**, you will have the skills to help emergency responders save lives and protect property.

**CERT** training promotes a partnering effort between emergency services and the people that they serve. The goal is for emergency personnel to train members of neighborhoods, community organizations, or workplaces in basic response skills. **CERT** members are then integrated into the emergency response capability for their area. If a disastrous event overwhelms or delays the community's professional response, **CERT** members can assist others by applying the basic response and organizational skills that they learned during training. These skills can help save and sustain lives following a disaster until help arrives. **CERT** skills also apply to daily emergencies.

As a member of **CERT**, you will receive ongoing training and may be called upon in the event of a large-scale emergency or disaster that impacts the Village of Glendale Heights. Join your neighbors who have already taken advantage of this quality training program. All equipment and course instruction is provided free of charge.

For more information, please contact Deputy Chief Dennis Schar at 630.909.5453 or [dschar@glendaleheights.org](mailto:dschar@glendaleheights.org).

### Home Emergency Supply Checklist:

- 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 radio and a NOAA Weather Radio with tone alert and extra batteries
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask to help filter contaminated air
- Plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Local maps
- 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
- Cash or traveler's checks and change
- Emergency reference material such as a first aid book or information from [www.ready.gov](http://www.ready.gov)
- Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate
- Complete change of clothing including a long sleeved shirt, long pants and sturdy shoes
- Fire Extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Mess kits, paper cups, plates and plastic utensils, paper towels
- Paper and pencil
- Books, games, puzzles or other activities for children