



FONTANA
EMERGENCY
MANAGEMENT



Ready Fontana Guide



Your Local Guide for Emergency and Disaster Planning



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www.readyfontana.org

Preparedness is not about fear. It is about care. It means believing that we can face the unexpected with calm, kindness, and strength. Every plan we make and every bag we pack helps protect what matters most: our loved ones, our neighbors, and our community. The City prepares and responds, but in a major disaster, every household plays a vital role. All of us doing our part is how we keep Fontana ready.

A handwritten signature in black ink, appearing to read "Eva Terekhova".

**Eva Terekhova
City of Fontana
Emergency Services Coordinator**



Inside the Guide

SECTION 1: KNOW YOUR RISKS 4

Understand the disasters most likely to impact Fontana and learn how to assess your personal risk.

SECTION 2: STAY INFORMED 6

Find out how to sign up for alerts, track emergency updates, and stay connected—before, during, and after a disaster.

SECTION 3: MAKE A PLAN 8

Create a simple emergency plan with meeting places, communication strategies, and support for everyone in your household.

SECTION 4: PACK & PREPARE 9

Build your Go Bag and Stay Box, plan for pets and medications, and prepare for power outages, extreme heat, and wildfire smoke.

SECTION 5: RESPOND SAFELY 14

Know what to do during earthquakes, wildfires, and shelter-in-place situations, including how to act on evacuation alerts.

SECTION 6: RECOVER & REBUILD 21

Take safe steps after a disaster: check for hazards, document damage, and get help with insurance, repairs, or temporary housing.

SECTION 7: RESOURCES & SUPPORT 25

Quick links and contact info for local emergency services, alerts, training classes, and more.

SECTION 1: KNOW YOUR RISKS

WHAT HAZARDS COULD IMPACT FONTANA?

Many different emergencies can happen anywhere. The hazards listed here are those most likely to affect our community, based on local history and similar communities in our region. Knowing about them helps you take simple steps to stay prepared. Even small actions today can make a big difference when something unexpected happens.



EARTHQUAKES

Fontana is located in an active seismic zone near several major faults, including the San Andreas, San Jacinto, and Cucamonga faults. Earthquakes can strike without warning and cause intense shaking, damage to homes and roads, and trigger power outages, fires, gas leaks, and landslides. They can also disrupt communication, travel, and emergency services. Aftershocks may follow and can be just as dangerous. Secure heavy furniture, practice how to Drop, Cover, and Hold On, and plan for communication outages.



WINDSTORMS

Powerful Santa Ana winds can knock down trees and power lines, damage roofs and fencing, and create dust hazards. Unsecured outdoor items can become projectiles. High winds may lead to emergency power outages, Public Safety Power Shutoffs, and, in dry conditions, wildfires.



WILDFIRES

Hot, dry conditions and strong winds make Southern California at risk of wildfire. Flames can spread quickly, and windblown embers can ignite homes miles from the fire's edge. Even when wildfires are far away, smoke can reduce air quality and cause respiratory problems, especially for children, older adults, and people with health conditions. Learn how to sign up for and interpret emergency alerts later in this guide.



EXTREME HEAT

Heatwaves in Fontana can last several days and push temperatures well over 100°F. Prolonged exposure increases the risk of heat exhaustion, heat stroke, and dehydration. Children, seniors, outdoor workers, and people without air conditioning are most at risk. Check on neighbors and know where to find cooling centers in your area.



SEVERE WEATHER

Heavy rain, thunderstorms, and strong winds can cause localized flooding, debris flows, and power outages, especially in areas with poor drainage or recent burn scars near the foothills. Lightning can also pose a danger to people and property. Stay alert to changing weather conditions and follow official weather alerts. Never drive or walk through flooded roadways, and avoid low-lying areas during heavy rain..



OTHER EMERGENCIES

While less common, incidents such as hazardous material spills, public health emergencies, or major transportation accidents can also affect our community. Follow official instructions, stay indoors if advised, and monitor trusted information sources until the situation is resolved.

SECTION 1: KNOW YOUR RISKS

LEARN ABOUT HAZARDS IN YOUR AREA

Understanding what hazards affect your neighborhood is the first step in getting prepared. These tools and plans can help you assess your personal risk and take action to reduce it:

Statewide Hazard Lookup Tool

Enter your home or work address to see if you are in an earthquake fault zone, flood zone, fire hazard area, or landslide-prone region using the statewide hazard lookup tool: MyHazards.CalOES.CA.gov. You can also explore My Plan 2.0 for updated hazard data: CalOES.ca.gov/MyPlan-2-0.

City of Fontana Local Hazard Mitigation Plan (LHMP)

Learn how the City of Fontana identifies, prioritizes, and reduces risk from local hazards. The LHMP includes wildfire, earthquake, and flooding risk profiles, and outlines projects to keep the community safer. We welcome feedback! LHMP: www.FontanaCA.gov/LHMP Feedback: ready@fontanaca.gov.

Wildfire Readiness for Your Property

Get practical tips on creating defensible space, hardening your home, and preparing to evacuate. This County Fire guide follows the “Ready – Set – Go!” model to help residents prepare for wildfire season: SBCFire.org/ReadySetGoFire.

Countywide Emergency Planning Hub

San Bernardino County’s preparedness hub offers hazard-specific guidance, information on emergency alerts, sheltering, and recovery resources. It also includes the County’s preparedness app link and planning support for families, seniors, and people with disabilities: Prepare.SBCounty.gov.

Power Shutoff Alerts & Fire Risk Tools

Southern California Edison may shut off power during high fire weather through its Public Safety Power Shutoff (PSPS) program. Visit SCE.com/PSPS to check your fire risk area, view current or forecasted outages, and find tips and resources to prepare for a power shutoff.

CHECKLIST: ARE YOU RISK READY?



- I KNOW WHICH DISASTERS COULD AFFECT MY HOME, WORK, AND SCHOOL**
- I’VE REVIEWED FONTANA’S LOCAL HAZARD MITIGATION PLAN**
- I’VE VISITED CALOES MYHAZARDS TO CHECK RISKS AT MY ADDRESS**
- I UNDERSTAND WILDFIRE HOME PROTECTION BASICS**

SECTION 2: STAY INFORMED



Emergency Alerts

CodeRED: Local emergency alerts sent by phone, text, or email. Sign up at www.FontanaCA.gov/3256/Emergency-Alerts.

TENS: Countywide phone and text alerts for major incidents (Telephone Emergency Notification System). Learn more at OES.SBCounty.gov/Stay-Informed.

Other Alerts: Find alert sign-up options for other California counties and cities at CalAlerts.org.

Wireless Emergency Alerts (WEA): Free text messages that notify mobile users about serious emergencies. WEAs appear like an Amber Alert, no app required, but your phone must have alerts enabled and be within range of a cell tower. These alerts are only sent for life-threatening situations. For updates after a disaster, such as when it is safe to return home, sign up for City and County alerts like CodeRED and TENS.

Emergency Alert System (EAS): Alerts on TV and radio coordinated by the Federal Emergency Management Agency (FEMA), the Federal Communications Commission (FCC), and the National Weather Service (NWS).

Official Social Media

City of Fontana

Website: fontanaca.gov

X: @CityofFontanaCA

Instagram: @city_of_fontana_ca

Fontana Police

X: @FontanaPD

Instagram: @fontanapd

San Bernardino County Fire

X: @SBCOUNTYFIRE

Instagram: @sbcountyfire

San Bernardino County Office of Emergency Services

https://oes.sbccounty.gov

X: @SBCounty

Instagram: @readysbccounty

Real-Time Assistance

Dial 2-1-1: For information on major emergencies and available resources.

Tune in to KFI AM 640 or KFRG 95.1: Local emergency broadcast alerts.

Free Mobile Apps

Ready SB County App – Get local real-time alerts, evacuation maps, safety check-ins, and preparedness resources. This app includes the ones below.

MyShake App (UC Berkeley) – Receive early earthquake warnings and report shaking.

Watch Duty (Nonprofit) – Track wildfires and evacuation info.

CalTrans QuickMap – View road conditions and closures.

SECTION 2: STAY INFORMED



TYPES OF ALERTS

EARTHQUAKE EARLY WARNING

California's system uses seismic sensors to detect waves that travel ahead of strong shaking, giving you a few seconds to Drop, Cover, and Hold On. Alerts may come through the MyShake app or a wireless alert on your phone (WEA). More information: Earthquake.CA.gov.

EVACUATION ALERTS

Evacuation alerts may be sent to phones as a WEA or TENS. Terminology can vary by state, but in California we use Evacuation Warning and Evacuation Order. **More on pg. 14.**

SHELTER-IN-PLACE NOTICES

Issued for hazardous materials incidents, police activity, public health emergencies, or chemical spills. These tell you to stay indoors and possibly to seal your space or lock your doors.

BOIL WATER NOTICES

Sent when the water supply may be unsafe to drink due to contamination, broken water lines, or flooding. Notices are issued by local water agencies in coordination with public health authorities.

POWER OUTAGE AND PUBLIC SAFETY POWER SHUTOFF (PSPS) ALERTS

Sent by Southern California Edison for planned or emergency outages and during periods of high fire risk. To receive them, update your contact information in your SCE account and on SCE.com/PSPSalerts.

MISSING PERSONS, AMBER, SILVER ALERTS

Sent by law enforcement through the Wireless Emergency Alerts (WEA) system to help locate abducted children or missing vulnerable adults.

WEATHER WARNINGS

Issued by the National Weather Service for extreme heat, high winds, Red Flag conditions, flash flooding, and severe thunderstorms.

CHECKLIST: STAY CONNECTED



- I'VE SIGNED UP FOR CODE RED AND TENS ALERTS
- MY PHONE'S WEA ALERTS ARE ENABLED
- I FOLLOW TRUSTED LOCAL SOURCES ON SOCIAL MEDIA
- I'VE DOWNLOADED AT LEAST ONE EMERGENCY ALERT APP

SECTION 3: MAKE A PLAN



BUILD YOUR PLAN

Disasters may separate families or disrupt communication. A good emergency plan helps you act quickly and stay connected.

STEP 1: CHOOSE A HOUSEHOLD MEETING PLACE

Pick a spot near home and another outside your neighborhood where everyone can reunite. Choose places that are familiar, easy to find, and safe to access on foot if possible. Make sure all household members, including kids, know the exact locations and how to get there.

STEP 2: CHOOSE AN OUT-OF-AREA CONTACT

Pick a trusted person who lives outside the region for your family to call or text during an emergency. When local phone lines are jammed, it's often easier to reach someone out of the area. Everyone can check in with that contact instead of trying to reach each other directly. **Make sure everyone has that contact's name and number written down and saved in their phone.**

STEP 3: MAKE A COMMUNICATION PLAN

- Send texts instead of calling when networks are busy.
- Teach kids how to text and memorize key phone numbers.
- If your phone battery is low, turn it off and check it hourly.

STEP 4: KNOW EMERGENCY PROCEDURES AT KEY LOCATIONS

Ask about emergency plans at schools, workplaces, and care facilities ahead of time. Know how they handle lockdowns, evacuations, and reunification.

STEP 5: PLAN FOR DIFFERENT NEEDS

Make sure your plan includes household members who may need extra help, such as:

- People with disabilities, access, or mobility needs
- Those who use medications or medical devices
- Anyone with language, hearing, or vision needs

CHECKLIST: IS YOUR PLAN READY?



- WE PICKED TWO POTENTIAL MEETING PLACES**
- EVERYONE KNOWS HOW TO REACH OUR EMERGENCY CONTACT**
- WE MADE A LIST OF SPECIAL NEEDS, MEDS, OR SUPPORT ITEMS**
- I SCANNED AND SAVED COPIES OF VITAL RECORDS**

SECTION 4: PACK & PREPARE

WHAT IS A GO BAG?

A Go Bag is a lightweight backpack or suitcase with emergency supplies that you can grab if you need to evacuate. Many of people already have the beginnings of a go-bag in their work bag, car, and in the office. Think about what else you would need if you had to leave home quickly.

GO BAG ESSENTIALS

- Copies of ID, insurance, and medical cards, important contacts
- Medications and prescriptions
- First aid kit
- Cash in small bills
- Phone chargers and power bank
- Clothing (at least 1 change per person)
- Water, snacks, and utensils
- Flashlight/headlamp and batteries
- Hygiene items (toothbrush, baby wipes, deodorant)
- Comfort items (photos, books, games, headphones)
- Printed and digital copy of your emergency plan



FIRST AID KIT ESSENTIALS:

- Tourniquet
- Adhesive bandages
- Sterile gauze pads and tape
- Elastic bandage (ACE wrap)
- Tweezers
- Scissors
- Thermometer
- Non-latex gloves
- Antiseptic wipes or saline solution
- Triangular bandages
- Emergency blankets
- Hand warmers
- CPR mask or face shield
- Medical mask (N95 or surgical)
- First aid manual or instruction card
- Notebook and pen
- Burn cream
- Eye wash

Over-the-counter medications: pain relievers (acetaminophen, ibuprofen), allergy medications (antihistamines), and stomach medications (antacids, anti-diarrheals).

SECTION 4: PACK & PREPARE

WHAT IS A STAY BOX?

A Stay Box is a container or bin stocked with essential supplies for sheltering at home during emergencies like power outages, wildfire smoke, earthquakes, public health emergencies, or chemical spills.

Store non-perishable food and water in your pantry, and use your Stay Box to keep other emergency items in one place, such as room-sealing supplies, hygiene items, pet food, a battery-powered radio, or small activities for kids.

Keep it in a cool, dry place and check it every six months to rotate expired items. In some emergencies, like a hazardous materials release, you may need to stay indoors for up to 12 hours. See the list below for what to include, and read the next section for how to use these supplies during different emergencies.

STAY BOX ESSENTIALS

Stock enough for at least 3 days. Store in a cool, dry place. Rotate items every 6 months.

Essentials for Any Emergency

These items apply to almost all types of emergencies and should always be included:

- Water — 1 gallon per person per day (plus extra for cleaning)
- Non-perishable food and snacks you already eat
- Manual can opener
- First aid kit and prescription medications
- Basic hygiene supplies: soap, hand sanitizer, wipes, toilet paper, and feminine products
- Blanket or warm layers
- Trash bags, gloves, and basic tools
- Books, games, or comfort items



Add for Specific Hazards

Power Outage:

- Flashlights and extra batteries
- Battery- or solar-powered lanterns or string lights
- Battery-powered or hand-crank radio
- Portable phone charger or power bank
- Inverter for vehicle use (to charge small electronics)
- Safe way to heat food without electricity
- A plan to keep food and medications cold
- Extra blankets or layers
- Generator or portable power station (for larger items)

Water Outage:

- Extra water for cleaning and sanitation
- Baby wipes or moist towelettes
- Unscented bleach or other water purification method
- Portable toilet and heavy-duty bags (and a shovel if needed)

Hazardous Materials (Shelter in Place):

- Pre-cut plastic for sealing windows, doors, and vents along with duct tape, scissors, and extra plastic sheeting.
- Half gallon of water per person, snacks, and hygiene items for 12 hours
- Comfort items, medications, flashlight/lantern



SECTION 4: PACK & PREPARE

HOUSEHOLDS WITH KIDS



- Let your child pack their own Go Bag with a few essentials like clothes, favorite snacks, a flashlight, a water bottle, and comfort items like a stuffed animal, family photo, or small toy.
- Include something to keep them busy, like coloring books, headphones, or a card game.
- Involving kids in preparedness helps reduce fear and gives them a sense of control during uncertain times. It also makes emergencies feel less scary and more manageable.
- Label their bag with your child's name and store it near your household's Go Bags so it's ready to grab and go.



PACKING FOR ACCESSIBILITY NEEDS

- Mobility aids (cane, walker, wheelchair, etc.)
- Backup batteries and chargers for assistive devices
- Communication tools (AAC devices, hearing aids, etc.)
- Visual aids (glasses, magnifiers, Braille materials)
- Medical support supplies (oxygen, syringes, portable refrigeration, etc.)
- A written list of needs in case of separation from caregiver
- Contact information for your Independent Living Center or service providers

PACKING FOR PETS

- At least 72 hours of food and water
- Food and water bowls
- Leash and collar with ID tag
- Crate or travel bag with ID tag and photo
- Vaccination and spay/neuter records
- Medications
- Waste bags or litter box & litter
- Blanket or toy for comfort
- Printed and digital photo of your pet next to you



SECTION 4: PACK & PREPARE

EARTHQUAKE PREP STARTS AT HOME

Most earthquake injuries happen when people move during shaking or are struck by falling objects. While you're storing water and supplies, it's also a good time to reduce hazards around your home. These simple steps can help protect your family and minimize damage during an earthquake.

Secure your space:

- Anchor tall furniture like bookcases and dressers to the wall.
- Use museum putty or gel to keep small items in place on shelves.
- Use closed hooks or earthquake-safe picture hangers for mirrors, frames, and wall art, especially over beds or couches.
- Install safety latches on cabinet doors to keep them from flying open.
- Move beds away from windows and items that could fall.
- Strap TVs and monitors with anti-tip devices or wall mounts.
- Secure your water heater and large appliances according to California safety codes.

Practice your plan:

- Identify safe spots in each room: under sturdy furniture or against interior walls.
- Doorways are **not** safe spots. They don't protect against falling or flying objects, and most modern doorways aren't structurally stronger than other parts of a building.
- Practice **Drop, Cover, and Hold On** during small earthquakes and teach your household.
- Teach kids how to protect themselves during shaking.
- Make sure everyone knows how to text your out-of-area contact.

Know where your tools are:

- Keep sturdy shoes, gloves, and a flashlight under your bed in case an earthquake causes broken glass or a power outage.
- Learn how to turn off your gas meter. Turn it off only if you smell or hear a leak. Only a professional from the gas company should turn it back on.
- Mark the location of your water and electrical shutoffs in case of damage.

📌 Take a LISTOS or CERT class to learn these skills!



Review your insurance.

Homeowners and renters insurance typically does not include earthquake coverage. Consider whether an earthquake policy is right for you.

SECTION 4: PACK & PREPARE

HEAT & POWER OUTAGE PREP

Fontana can experience extreme heat, strong winds, and planned power shutoffs during wildfire season. Southern California Edison may conduct Public Safety Power Shutoffs (PSPS) to reduce wildfire risk.



Before a Power Outage

- Charge phones and power banks
- Keep battery- or solar-powered lamps or string lights in multiple rooms
- Know how to manually open your garage door
- Plan ahead for refrigerated meds and powered medical devices



Stay Safe in High Heat

- Learn the signs of heat illness (take a CERT class!)
- Use air conditioning or visit a cooling center, mall, or library
- Drink water frequently, even if you don't feel thirsty
- Wear loose, light-colored clothing
- Avoid outdoor activity during the hottest parts of the day
- Check on neighbors, older adults, and those with health concerns
- Never leave children or pets in a parked car



Cooling Centers

When temperatures are predicted to reach 100 degrees or higher, City of Fontana community centers are activated as cooling centers. Hours may be extended to 12:00 p.m. to 6:00 p.m., depending on conditions, at the following locations:

- **Senior Center – 16710 Ceres Ave**
- **Jesse Turner Center – 15556 Summit Ave**
- **Heritage Center – 7350 W. Liberty Pkwy**
- **Cypress Center – 8380 Cypress Ave**
- **Don Day Center – 14501 Live Oak Ave**

Fontana's Community Centers are also open during regular business hours, which vary by site.

Cooling centers operated by San Bernardino County and other nearby communities can be found here: dph.sbcounty.gov/extreme-heat-information-and-resources.

Treat intersections without power as 4-way stops. To report downed trees or debris, call 3-1-1 or (909) 350-6760 . After hours, call Fontana PD at (909) 350-7700. You can also report these issues online at Fontana311.org.

CHECKLIST: ARE YOU PACKED AND READY?

- EVERY FAMILY MEMBER HAS A PACKED GO BAG**
- I'VE INCLUDED PET ITEMS AND COMFORT SUPPLIES**
- I HAVE EXTRA CHARGERS AND BACKUP BATTERIES**
- I'VE STORED A STAY BOX WITH 3-7 DAYS OF SUPPLIES AT HOME**
- I'VE PLANNED FOR DISABILITY OR MEDICAL NEEDS**
- OUR DOCUMENTS ARE STORED DIGITALLY AND IN PRINT**



SECTION 5: RESPOND SAFELY

KNOW WHEN TO LEAVE

Fontana follows California's standardized evacuation terminology. It's important to understand the difference between an Evacuation Warning and an Evacuation Order.

EVACUATION WARNING

There is a potential threat to life or property. Be ready to leave. If you need extra time or have pets, mobility challenges, or young children leave now.

- The best time to prepare for evacuation is before there's a threat. But if you receive an Evacuation Warning and aren't fully ready, use that time to get organized. Pack your Go Bag, gather important documents, medications, pet supplies, and anything else you'd need if you had to leave quickly. Think of it like packing for a two-week trip. Be ready to go as soon as the warning changes to an order.
- Once you're packed, stay alert and prepared. Keep your phone charged and on, and make sure your car is accessible and fueled. Have a plan for everyone in your home, including pets, children, or anyone with special needs, and check in with neighbors who might need help.
- You may choose to leave early if you have anything that could slow down your evacuation, such as animals, mobility challenges, or transportation limitations. Leaving early reduces stress, gives you more time to reach safety, and helps emergency responders by reducing congestion.

EVACUATION ORDER

There is an immediate threat. Leave immediately. Law enforcement will block access to the area once you evacuate.

KNOW THE DIFFERENCE



Evacuation Warning

Potential threat to life or property. Leave now if you need additional time to evacuate.



Evacuation Order

A lawful order to evacuate due to immediate threat to life or property.

Evacuation is easier when everyone knows what to do. Practice your plan, talk it through with others, and make sure your whole household, adults, kids, caregivers, and pets, can get out safely, no matter the situation. Planning ahead can make all the difference when every second counts.

SECTION 5: RESPOND SAFELY

SHELTER-IN-PLACE

Fontana's location near major highways and rail lines means there is always a small possibility of a hazardous materials release. While rare, a train derailment or roadway incident could release chemical fumes, smoke, or flammable gases into nearby neighborhoods with little warning.

Cut plastic sheeting several inches wider than the openings and label each sheet.

Cover all doors, windows, and vents with 2-4 mil thick plastic sheeting.



Roll a damped towel under the doors to tightly seal.

The best way to stay safe is to prepare now to **shelter in place for hazardous materials release**:

- **Learn how to turn off your home's air systems:** This includes central air, whole-house fans, and furnaces. Turning them off keeps outside air from circulating indoors.
- **Store plastic sheeting, duct tape, scissors, and towels** with your emergency supplies. These can be used to seal windows, doors, and vents in the event of a chemical spill.
- **Choose an interior room** with few or no windows to serve as your shelter space. Stock it with extra water, snacks, flashlights, medications, and comfort items from your Stay Box.
- **Keep N95 masks** and a portable air purifier in your home kit. These offer added protection during hazardous air quality events, such as chemical exposure or wildfire smoke.
- **Make sure every household member knows the plan**, especially how to quickly shut down air systems and move to the designated shelter room.
- **Sheltering in place is meant for short-term protection.** Stay sealed for no more than 12 hours unless directed by authorities, as air quality inside can deteriorate over time.

WHEN SHELTER-IN-PLACE IS LIFTED

You'll get the all-clear through CodeRED, Wireless Emergency Alerts, or official City updates. Open windows slowly to air out your home. Check for lingering odors or visible fumes before turning air systems back on.

SHELTER-IN-PLACE

- **Stay indoors. Lock doors and windows. Remain inside until you receive further instructions from authorities.**

SECTION 5: RESPOND SAFELY

DURING AN EARTHQUAKE

There's no warning for an earthquake, but your body can react faster than you think. Practicing these steps helps you stay calm and protect yourself when the ground starts to shake.



If no shelter is nearby, cover your head and neck with your arms and crouch near an interior wall away from windows.

DO NOT run outside during shaking. Falling debris is more dangerous than staying put.

IF YOU CAN'T CROUCH OR HAVE LIMITED MOBILITY:

- Sit down or stay seated and cover your head and neck as best you can.
- **If you're in a wheelchair:** Lock the brakes and cover your head and neck with your arms or a sturdy object.

IF YOU'RE IN BED:

- Stay there. Cover your head and neck with a pillow and wait for the shaking to stop.

IF YOU'RE OUTDOORS:

- Move away from buildings, trees, streetlights, and power lines.
- Drop to the ground and protect your head until the shaking stops.

IF YOU'RE DRIVING:

- Pull over to a clear location and stop. Stay in the vehicle with your seatbelt on.
- Avoid bridges, overpasses, and power lines.

IF YOU ARE IN A HIGH-RISE BUILDING:

Stay where you are. Move away from windows and exterior walls. Do not use elevators. The fire alarms and sprinkler systems may activate. Don't evacuate until shaking stops.

IF YOU ARE IN A STORE OR PUBLIC PLACE:

Drop where you are and take cover under something sturdy, such as a checkout counter or interior wall. Avoid exits and heavy overhead items.

Get early warning alerts by downloading the MyShake App.

Find out more on <https://myshake.berkeley.edu/>.

SECTION 5: RESPOND SAFELY

WILDFIRE PREP

Adapted from the SBC Fire “Ready, Set, Go!” guide. Read the guide: <https://sbcfire.org/readystogofire>.

READY!

(Prepare now)

- Create a defensible space around your home
- Sign up for CodeRED and TENS alerts (City and County)
- Get battery backup for your garage doors
- Clear leaves and debris from gutters and rooftops
- Trim tree branches at least 10 feet away from your roof
- Back up important documents digitally (insurance, ID, prescriptions)
- Keep Go Bags near the door or loaded in the car during fire season
- Pack your Go Bag
- Plan two evacuation routes

Prepare
now

GET SET!

(Be alert and ready to leave)

- Monitor trusted sources for updates
- Move your car to face the street with a full tank
- Keep pet carriers and essential items near the door or in your vehicle
- Wear sturdy shoes and natural-fiber clothing
- If you don’t know what to pack, think as if you are going on a 2-week vacation or camping trip

Evacuation
Warning
or
nearby fire
activity

GO!

(Evacuate early)

- Leave as soon as an Evacuation Order is given—or earlier if you feel unsafe or need more time
- Follow designated routes
- Notify your out-of-area contact when you’re safe
- Do not return until officials say it is safe

Evacuation
Order
or
immediate
danger

If Time Allows: Last-Minute Fire Prep

- Close windows and doors (don’t lock them)
- Remove curtains or combustibles near windows
- Move furniture to the center of the room
- Shut off HVAC systems
- Place a ladder at the corner of the house
- Connect hoses and fill water buckets
- Leave some lights on and gates unlocked for responders

SECTION 5: RESPOND SAFELY

HOME FIRE SAFETY AT A GLANCE

Learn more at: <https://sbcfire.org/readystogofire>.

Most home fires start in the kitchen or are caused by heating equipment, electrical issues, or unattended candles. Prevention, early warning, and a family evacuation plan save lives.

SMOKE & CO ALARMS: KNOW WHERE THEY GO

Smoke Alarms

- Inside every bedroom
- In the hallway outside sleeping areas
- On every level of the home (including the basement, if you have one)
- Mount on the ceiling or high on the wall
- Test monthly and replace batteries as needed

👉 The American Red Cross offers free smoke alarm installation. Find out more at SoundTheAlarm.org/SoCal or call 714-481-5334.

Carbon Monoxide (CO) Alarms

- Outside each sleeping area & on every level of the home
- Don't install near vents or windows
- Use battery or plug-in models with backup power



P Pull the pin

A Aim the nozzle at the base of the fire

S Squeeze the handle

S Sweep side to side at the base of the fire until it is fully out

Only use a fire extinguisher if the fire is small, contained, and you have a clear escape route. If in doubt, evacuate and call 9-1-1.

FIRE EXTINGUISHERS: BE READY TO ACT

- Keep one near the kitchen, mounted and easy to reach
- Choose a 5-lb ABC extinguisher for home use, it works on most types of small fires
- Never use water on grease fires; smother with a lid and turn off the heat
- A fire extinguisher may spread burning grease
- Take LISTOS or CERT to learn proper use

PLAN TO GET OUT SAFELY

- Identify 2 ways out of every room
- Choose an outdoor meeting spot like a tree or mailbox
- Practice fire drills at least twice a year, day and night
- Never go back inside a burning building
- Keep hallways and exits clear of furniture or clutter

LIVE IN AN APARTMENT?

- Learn and practice your building's fire plan. Know where stairs and alternate exits are located. If the alarm sounds, leave immediately—do not use elevators. Don't use elevators!

SECTION 5: RESPOND SAFELY

EVACUATION CONSIDERATIONS

Evacuating during an emergency isn't always simple, and no two households are the same. That's why it's important to think through your situation before a disaster occurs and make a plan that works for you.

 **If you don't have access to a vehicle**, talk with family, friends, or neighbors in advance about how you might leave safely. In a true emergency, you can call 9-1-1 to request evacuation assistance. Make sure to clearly state your location and that you are under an Evacuation Order.

 If you or a member of your household has **mobility challenges**, uses a wheelchair, needs medical devices like oxygen, or would need help evacuating, register with your local Independent Living Center in advance for access to resources and assistance. For those with **chronic medical conditions or disabilities**, ensure you have spare medications, a list of prescriptions, and backup power sources for medical devices if needed. If someone in your home requires in-home care or a personal attendant, talk with your care provider about evacuation plans or alternate care locations. Engage available resources before a disaster strikes (see Section 7).

 If someone in your home speaks **limited English** or reads another language, plan ahead to make sure they understand evacuation alerts and instructions. Talk with family members now about what common emergency terms mean, like "Evacuation Warning" or "Shelter-in-Place," and help translate your family's emergency plan. You can also print copies of alerts or visual instructions in your preferred language from trusted sources. In a high-stress moment, even people who normally speak English well may struggle to process rapid instructions. Having a translated, printed plan can reduce confusion and delay.

 Parents should make sure they understand their children's **school or daycare evacuation and reunification procedures**. During a disaster, schools may shelter in place, relocate students, or initiate pickup protocols. Keep school contacts saved in your phone and written on your emergency contact sheet, and talk with your children about how and when you'll reconnect if something happens during school hours.

 Families with **pets or large animals** should plan for evacuation logistics ahead of time. Make sure you have carriers, leashes, crates, and extra food and water ready to go. If you have livestock or horses, consider working with a local boarding facility or animal network in advance to identify where you could temporarily house them. Keep important pet documents like vaccination records and photos in your emergency folder or stored online for easy access.

 If you're **pregnant** or living with someone who is, plan for extra time and flexibility during evacuation. Make sure hospital bags or maternity supplies are ready in case you need to leave on short notice. Learn the basics of home delivery to be ready in case of an emergency.

SECTION 5: RESPOND SAFELY

WHAT TO EXPECT AT A SHELTER

Emergency evacuation shelters are typically set up at community centers, schools, or partner facilities. They are safe places to go when staying at home is no longer possible due to fire, flooding, or evacuation orders. Free services at shelters often include meals, showers, blankets, cots, and basic medical support. Some shelters also have mental health and emotional support staff on hand. While you may not have the privacy or comfort of home, shelters are welcoming, supportive spaces where you can rest and begin to recover.

If you arrive in your own vehicle or RV, you may be directed to a designated parking area where you can stay while still receiving services. Many public shelters allow pets, but they may be kept in a separate pet care area rather than in the main sleeping quarters. Unlike an animal shelter, you will be required to care for your pets: feed them, walk them, and keep their crate clean. Be sure to bring your pet's leash, food, and medication.

Shelters are managed by trained volunteers and emergency personnel. While some people feel hesitant about going to a shelter, especially if they've never needed one before, it's important to know that shelters are for everyone. You don't need to bring paperwork, and you won't be turned away for not having supplies. If you or someone in your household has specific needs, such as mobility assistance, interpretation services, or medical concerns. Let staff know when you arrive so they can support you.



CHECKLIST: READY TO RESPOND



- I KNOW THE DIFFERENCE BETWEEN A WARNING AND AN ORDER
- I'VE REVIEWED THE READY – SET – GO! STEPS
- MY ROUTES AND SUPPLIES ARE READY
- I'VE IDENTIFIED POTENTIAL SHELTERS AND PET ACCOMMODATIONS
- I'VE CONSIDERED VOLUNTEERING OR TAKING A CERT CLASS

SECTION 6: RECOVER & REBUILD

AFTER AN EARTHQUAKE

- Expect aftershocks, they can happen minutes, hours, or days after the initial quake. Stay away from visibly damaged structures until they've been inspected.
- Use text messages to check in with loved ones and reduce strain on phone lines.
- Before re-entering your home, check for gas leaks (listen or smell), damaged wiring, or signs of water line breaks, and structural damage.
- If you smell or hear gas, open a window, exit the building, and call the gas company. Shut off your gas meter only if you know how. (Take a LISTOS or CERT class to learn!). Call the gas company to turn your gas back on, do not do so yourself.
- Report damage to public roads, power lines, or infrastructure to the City's 311 line or website.

AFTER A FIRE

- Expect visible damage like broken windows, holes in roofs, or torn walls. Fire crews may need to ventilate your home to check for hidden flames. Be cautious of smoldering hotspots that can reignite even hours after the fire is out.
- Do not begin cleanup or remove damaged belongings until your insurance company has documented the scene. Take photos of all visible damage before moving anything.
- When it's safe to begin repairs, save all receipts, invoices, and records of replacements—these may be needed for insurance claims or disaster assistance. If you need temporary housing, contact your insurer or local relief organizations like the Red Cross.

AFTER A DISASTER: DEBRIS & DAMAGE SAFETY

- Be cautious around damaged trees, fences, and fallen debris. Avoid piles of rubble or broken materials, which may hide sharp objects, nails, or unstable surfaces.
- Assume all downed power lines are live. Never approach or try to move them. Report them to Southern California Edison and call 9-1-1.
- Do not enter red-tagged or structurally unsafe buildings. These have been marked by inspectors as unsafe to occupy.
- Wear gloves, sturdy shoes, and long sleeves when handling debris. Wear a properly fitted N95 or KN95 mask when cleaning up dust or debris to avoid breathing in harmful particles such as asbestos, lead, or mold.
- Use caution with tools such as chainsaws or power equipment. Only operate them if you are trained and it is safe to do so.
- Separate and sort debris only when local officials provide guidance, since improper handling can slow pickup or create hazards.
- Debris removal on private property is typically the responsibility of the property owner. The City may coordinate curbside pickup or assist through disaster recovery programs when available.
- To report blocked roads, fallen trees, or public right-of-way damage, call 3-1-1.

SECTION 6: RECOVER & REBUILD

TAKE A BREATH—THEN TAKE ACTION

Disasters can be emotionally and physically exhausting. Your safety comes first. Once the immediate danger has passed, take things step by step. Prioritize shelter, clean water, medical needs, and safe re-entry. Don't be afraid to ask for help; recovery takes time, and support is available.

INSURANCE TIPS

- Contact your insurance provider as soon as it is safe to do so. The sooner you open a claim, the sooner an adjuster can begin assessing your loss. Work with your adjuster to file a Proof of Loss statement.
- Document all damage with photos or video, inside and outside, before cleaning, discarding damaged objects, or making emergency repairs.
- Save all receipts for emergency expenses, including hotel stays, food, gas, and temporary repairs.
- If your home was visited by fire crews, request an incident report from the Fire Prevention District.



PUBLIC ADJUSTER

Your insurance company will assign its own adjuster to evaluate your claim. A public adjuster is a licensed third-party professional who helps negotiate your insurance claim for a fee, often a percentage of your total settlement. You are not required to hire one. Verify licenses at Insurance.CA.gov before hiring.

IF YOU ARE UNINSURED

You may still qualify for help:

- Check City, County, State (Cal OES), and Federal (FEMA) disaster recovery programs. In major disasters, Local Assistance Centers (LACs) or Disaster Recovery Centers (DRCs) may be opened to connect you with multiple agencies in one place.
- Ask your tax preparer about casualty loss claims (IRS Publication 547).
- Reach out to local nonprofits or faith-based organizations for recovery support, debris cleanup, and housing referrals.

Free insurance guidance is available through nonprofit organizations like United Policyholders (uphelp.org), which offers consumer advice and sample claim forms. Their Roadmap to Recovery program is especially helpful after major disasters.

AMERICAN RED CROSS SUPPORT

- The American Red Cross can help after house fires, wildfires, floods, and other emergencies.
- Single-family fire: Temporary housing, disaster mental health, health services, and recovery referrals.
- Large-scale disaster: Emergency shelters, meals, health services, and casework.

📌 Debris cleanup and long-term housing referrals are typically handled by other organizations.

SECTION 6: RECOVER & REBUILD

EMOTIONAL RECOVERY MATTERS

After a disaster, it's completely normal to feel overwhelmed, whether it's fear during the event, anxiety about rebuilding, or grief over what was lost. You might feel jumpy, irritable, numb, exhausted, or like you're just going through the motions. These reactions are common.

For many people, those feelings ease with time, support, and routine. But if symptoms persist or begin to interfere with your daily life, it's okay to ask for help. Talking to a counselor, spiritual advisor, or trusted community member can be the first step toward healing.

You don't have to go through recovery alone.

Ways to care for your mental health after a disaster:

- Stick to a basic daily routine: meals, rest, hydration, and movement
- Limit your exposure to distressing news and social media
- Reach out to friends, family, neighbors, or support groups
- Try grounding activities: taking walks, journaling, gardening, prayer, or quiet time
- Don't hesitate to seek professional help if you feel stuck or unsafe

Key Resources:

- San Bernardino County Crisis Hotline (24/7):(888) 743-1478
- National Suicide Prevention Lifeline: 1-800-273-TALK (8255) or dial 988
- United Way 2-1-1: Free referrals to mental health, housing, and recovery support
- San Bernardino County Department of Behavioral Health: wp.sbccounty.gov/dbh

Everyone recovers differently. Be patient with yourself and others. Emotional recovery is just as important as physical recovery and it can take time.

TIP: Try box breathing to reduce stress: inhale for 4 seconds, hold for 4, exhale for 4, hold for 4, and repeat. It's a simple technique that can help you stay calm and focused in overwhelming moments.



SECTION 6: RECOVER & REBUILD

BUSINESS RECOVERY BASICS

Small businesses are the heart of our local economy and recovering after a disaster takes more than just reopening your doors. Whether you run a storefront, a food truck, or a home-based service, a few key steps now can make a big difference in how quickly and fully you bounce back.

Steps to help your business recover:

- Keep an updated inventory of your equipment, stock, furnishings, and digital assets. Take photos or video and store them in a cloud-based or offsite backup.
- Secure digital copies of important documents, like tax records, permits, insurance policies, vendor contracts, and customer lists.
- Plan for alternate work locations or remote operations in case your primary site is damaged or inaccessible.
- Understand your insurance coverage. Know what's included for business interruption, equipment replacement, and property damage and what isn't.
- Maintain an updated contact list for employees, service providers, suppliers, and alternate vendors.
- Keep clear records of any revenue loss, cleanup expenses, or temporary fixes for insurance claims or disaster relief documentation.

BUSINESS RECOVERY RESOURCES

Fontana Chamber of Commerce

(909) 822-4433 | www.fontanachamber.org

City of Fontana

Report damage: Fontana 311 App

Updates: www.fontanaca.gov

SB County Office of Emergency Services

oes.sbcounty.gov

SB County Economic Development

(909) 387-4700 | selectsbcounty.com

California Department of Insurance

(800) 927-4357 | insurance.ca.gov

FEMA – Disaster Assistance

disasterassistance.gov

WORKFORCE RECOVERY

SB County Workforce Development

(909) 941-6500 | workforce.sbcounty.gov

Employment Development Department

edd.ca.gov

CHECKLIST: RECOVERY READINESS

- I've contacted my insurance company
- I've documented damages and secured receipts
- I know my legal rights with adjusters and contractors
- I've checked in on my emotional health
- I've helped staff or loved ones begin recovery too



SECTION 7: RESOURCES & SUPPORT

ACCESS & FUNCTIONAL NEEDS RESOURCES

If you or a loved one have a disability, use medical equipment, or need communication or mobility support, it's important to plan ahead. Emergencies can disrupt services and routines, so make sure your plan accounts for transportation, medical needs, assistive devices, and backup support.

Include plans for accessible transportation, backup batteries for assistive devices, and alternate caregivers or support locations. Create a go kit with key medical information, medications, and tools like visual aids or communication cards. If you rely on interpreters, service animals, or power-dependent medical devices, be sure your emergency plan includes how to manage if systems go down. There are also resources for overwhelmed or isolated caregivers. Support is available for both the person receiving care and the person providing it. Many local organizations are here to help you prepare before a disaster strikes.

LOCAL PARTNERS

Rolling Start, Inc. (Independent Living Center)

- rollingstart.com | 909-890-9516
- Helps residents with disabilities prepare for and recover from emergencies.

Inland Empire Disabilities Collaborative

- www.iedisabilities.org
- Community-based support for people with functional needs.

SB County Aging & Adult Services

- hss.sbccounty.gov/aas | 909-891-3900

Southern California Edison

- Medical Baseline Program: www.sce.com/residential/assistance/medical-baseline
- Other Access & Functional Needs Resources: www.sce.com/wildfire/access-and-functional-needs

SECTION 7: RESOURCES & SUPPORT

HOTLINES & SERVICES

**Fontana Police
(Non-Emergency)**

(909) 350-7700

San Bernardino County Fire
(909) 386-8400

American Red Cross
(909) 888-1481

Salvation Army
(909) 888-1336

Social Security Administration
1-800-772-1213

Mental Health Crisis Line
(909) 421-9495

United Way / 2-1-1 Info Line
DIAL 2-1-1

LAW ENFORCEMENT

Fontana Police Department – Main Station

17005 Upland Avenue, Fontana, CA 92335

Non-Emergency: (909) 350-7700

More info: <https://www.fontanaca.gov/3577/Police-Department>

San Bernardino County Sheriff – Fontana Patrol Station

17780 Arrow Boulevard, Fontana, CA 92335

Phone: (909) 356-6767

More info: wp.sbccounty.gov/sheriff

UTILITY PROVIDERS

Fontana Water Company
(909) 822-2201

www.fontanawater.com

West Valley Water District
(909) 875-1804

www.wvwd.org

Southern California Edison
(800) 611-1911 (emergency
number)

www.sce.com

SoCal Gas
(800) 427-2200 (emergency
number)

www.socalgas.com

Burrtex Waste Industries
(909) 987-3717
www.burrtex.com

FIRE STATIONS

Operated by the San Bernardino
County Fire Protection District

More info:

<https://www.fontanaca.gov/634/Fire-Protection-District>

Fire Station 71

16980 Arrow Blvd
(909) 829-4471

Fire Station 72

15380 San Bernardino Ave
(909) 350-0145

Fire Station 73

14360 Arrow Blvd
(909) 822-6053

Fire Station 74

11500 Live Oak Ave
(909) 355-1098

Fire Station 77

17459 Slover Ave
(909) 428-7596

Fire Station 78

7110 Citrus Ave,
(909) 350-1470

Fire Station 79

5075 Coyote Canyon Rd
(909) 463-3998

Fire Station 81

16615 Casa Grande Ave
(909) 350-7600

SECTION 7: RESOURCES & SUPPORT

EMERGENCY ROOMS NEAR FONTANA

Kaiser Permanente Fontana Medical Center

Emergency Department

9961 Sierra Ave, Fontana, CA 92335

(909) 427-5000

healthy.kaiserpermanente.org

Open to Kaiser members and emergencies with stabilization needs.

Arrowhead Regional Medical Center

Emergency Room

400 N Pepper Ave, Colton, CA 92324

(909) 580-1000

arrowheadregional.org

Level II Trauma Center; open to the public.

Community Hospital of San Bernardino

Emergency Department

1805 Medical Center Dr, San Bernardino, CA 92411

(909) 887-6333

chsb.org

Community-based ER serving San Bernardino and surrounding areas.

URGENT CARE CENTERS

Call or check the website for hours

Kaiser Permanente Urgent Care – Fontana

9961 Sierra Ave, Medical Office Building 1, 1st Floor, Fontana, CA 92335

(909) 427-5000

healthy.kaiserpermanente.org

Dignity Health Urgent Care – Fontana

17051 Sierra Lakes Pkwy, Ste 102, Fontana, CA 92336

(909) 428-1800

optum.com

Sierra San Antonio Medical Plaza Urgent Care

16465 Sierra Lakes Pkwy, Fontana, CA 92336

(909) 434-1150

srah.org

West Point Medical Center – Urgent Care

7774 Cherry Ave, Ste A, Fontana, CA 92336

(909) 355-1296

westpointmedicalcenter.com

TIP: Confirm in-network urgent care and hospitals with your insurance provider ahead of any emergency.

CHECKLIST: STAY SUPPORTED

- I'VE TAKEN (OR REGISTERED FOR) CERT OR LISTOS**
- I'VE IDENTIFIED DISABILITY AND CAREGIVING RESOURCES**
- I'VE SAVED IMPORTANT HOTLINES AND WEBSITE LINKS**
- I KNOW HOW TO GET HELP FROM LOCAL AGENCIES**
- I'VE SHARED THIS GUIDE WITH MY NEIGHBORS AND FAMILY**



SECTION 7: RESOURCES & SUPPORT

GET TRAINED. STAY PREPARED.

Knowledge is power and peace of mind. Fontana offers free emergency preparedness courses to help you protect your loved ones and support your community. These trainings go beyond what we can fit in this guide and offer hands-on, practical skills for real-world emergencies. Take one or both to build confidence and readiness for any emergency.



LISTOS - Aware & Prepare

An 8-hour introduction to emergency preparedness. Perfect for beginners, families, or those looking for simple, life-saving steps. Learn how to make a plan, understand alerts, pack supplies, and stay safe during common disasters.



Community Emergency Response Team (CERT) Basic

A 24-hour course that teaches disaster response, fire safety, first aid, team organization, and light search and rescue. Ideal for residents who want to be ready to assist their family and neighbors when emergency services are overwhelmed.



**FIND UPCOMING PREPAREDNESS CLASSES AT
WWW.FONTANACA.GOV/CERT.**

READY FONTANA: EMERGENCY CONTACT SHEET

Cut out and keep this page on your fridge, in your wallet, or taped by the door.
Fill it out with your personal information before a disaster happens.

FAMILY INFORMATION

Home Address: _____ Cross Street _____
Phone Number(s): _____
Household Member(s): _____

MEETING PLACES

Near Home: _____
Out of Neighborhood: _____

EMERGENCY CONTACTS

Out-of-Area Contact

Name: _____ Phone: _____
Email: _____

Local Emergency Contact

Name: _____ Phone: _____
Email: _____

PET INFORMATION

Pet Name(s): _____
Vet / Microchip Info: _____

CRITICAL INFORMATION

Insurance Carrier: _____ Policy #: _____
Medical Conditions or Medications: _____
Primary Care Doctor: _____
School or Care Facility: _____

EMERGENCY NUMBERS

911 – Emergency	Mental Health Crisis Line: 909-421-9495
2-1-1 – United Way Community Services	SoCal Edison (Power): 800-611-1911
Fontana Police (Non-Emergency): 909-350-7700	SoCal Gas: 800-427-2200

BUILD YOUR SUPPORT CIRCLE

Emergencies are easier to face when you're not facing them alone. Use this page to map out your trusted contacts—people you can reach out to before, during, or after a disaster.

Transportation or Evacuation Support

Who could give you a ride or help get someone to safety?

Pet Care or Evacuation Help

Who could take your pets temporarily or help transport them?

Childcare or Family Support

Who could watch your kids, pick them up from school, or help your household?

Disability or Medical Support

Who understands your health needs or can check in regularly?

Tip: Add these names and numbers to your printed contact list—don't just keep them in your phone.



You're ready, Fontana!

Thank you for taking the time to prepare.

Whether you're packing a Go Bag, reviewing your evacuation plan, or helping a neighbor check their alerts, you're building a safer Fontana.

Stay informed. Stay connected. Stay READY.

READY FONTANA
Emergency Management Program