



Naperville















# Emergency Preparedness Guide

Learn what to do before, during and after an emergency  
Create an emergency plan for your family  
Prepare a disaster supply kit  
Emergency resources



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*"The City Council and I, and all of the staff that work at the City of Naperville, consider the safety of our residents as the single most important aspect of our jobs. We urge you to read this document carefully, and save this guide with its helpful information as an indispensable reference for you and your family."*

Mayor A. George Pradel



Naperville

**The** City of Naperville has compiled this information for you, the resident and business owner, to allow you to prepare yourself and family in the event of a natural or man-made emergency. Homeland security starts at home and at work. The City of Naperville has spent considerable time and resources on planning, training and equipping first responders, staff and volunteers to manage emergencies of all types, including terrorism incidents. While the city has taken these special measures, it is the responsibility of each citizen to take informed steps to prepare their homes, businesses and families to cope with any disaster to the best of their ability.



## Before an Emergency

### Create a Family Emergency Plan:

The next time disaster strikes, you may not have much time to act. Prepare now for a sudden emergency. Learn how to protect yourself and cope with disaster by planning ahead. This checklist will help you get started. Discuss these ideas with your family, then prepare an emergency plan. Post the plan where everyone will see it — on the refrigerator or bulletin board — and practice it regularly.

- ☑ Meet with household members to discuss the dangers of fire, severe weather, floods and other emergencies. Explain how to respond to each.
- ☑ Find the safe spots in your home for each type of disaster.
- ☑ Discuss what to do about power outages and personal injuries.
- ☑ Draw a floor plan of your home. Mark two escape routes from each room.
- ☑ Show family members how and when to turn off the water, gas and electricity at main switches when necessary.
- ☑ Post emergency telephone numbers near telephones.
- ☑ Create a wallet-size index card of phone numbers for each member of the family.
- ☑ Teach children how and when to call 911, police and fire.
- ☑ Instruct household members to turn on the radio for emergency information.
- ☑ Pick one out-of-state and one local friend or relative for family members to call if separated during a disaster (it is often easier to call out-of-state than within the affected area).
- ☑ Teach children your out-of-state contact's phone numbers.
- ☑ Pick two emergency meeting places:
  - ☑ A place near your home in case of a fire.
  - ☑ A place outside your neighborhood in case you cannot return home after a disaster.
- ☑ If a neighbor or relative with a disability has asked you to assist them in the event of an emergency, obtain their plan.
- ☑ Take a basic first aid and CPR class.
- ☑ Keep family records in a water and fireproof container.





Scouts use the Family Emergency Kit list in the Emergency Preparedness Merit Badge Book page 26.



### Family Disaster Supply Kit:

Assemble supplies you might need in an evacuation. Store them in an easy-to-carry container, such as a backpack or duffel bag.

#### Include:

- ☑ A three-day supply of water (one gallon per person per day). Store water in sealed, unbreakable containers. Identify the storage date and replace every six months.
- ☑ A supply of non-perishable packaged or canned food and a non-electric can opener.
- ☑ A change of clothing, rain gear and sturdy shoes.
- ☑ Blankets or sleeping bags.
- ☑ A first aid kit and prescription medications.
- ☑ An extra pair of glasses.
- ☑ A battery-powered radio, flashlight and plenty of extra batteries.
- ☑ Credit cards and cash.
- ☑ An extra set of car keys.
- ☑ A list of family physicians.
- ☑ A list of important family information including the style and serial number of medical devices, such as pacemakers.
- ☑ Special items for infants, elderly or disabled family members.
- ☑ Response plan for seniors and people with disabilities in the event of movement, relocation and/or evacuation.
- ☑ Plan how to take care of pets.
- ☑ Install working smoke detectors on each level of your home, and replace the batteries semi-annually.





## During an Emergency

### Notification

Depending on the type of emergency, Naperville can use several methods to alert the public of the situation and on-going developments:

- WFPF 1610 AM is the City of Naperville's AM radio station that can broadcast up to 15 minutes of continuous news in the event of a citywide emergency.
- The city's government access cable TV station message board will provide important information and details as the situation develops. The cable override function enables the city to pre-empt all cable channels and switch viewers to the government access channel (WOW - Ch. 6, Comcast - Ch. 10). Typically, this will mean that urgent non-weather-related information pertaining to Naperville is being communicated and the message will explain where to tune in order to receive more details on the situation.
- The city's Web site at [www.naperville.il.us](http://www.naperville.il.us) is another place where detailed information will be available.
- For life-threatening emergencies, all media, including radio and television, (see radio and television station listing on page 15) are notified to request that warning or instruction messages either be printed or broadcast for the public.
- City-owned electronic text message signs can be placed in any city location for motorists traveling Naperville streets.
- In severe weather situations, tornado sirens are activated to warn residents who are outdoors of approaching severe weather conditions (see Weather Events page 6).
- **During a real emergency, do not call 911 or the city's non-emergency numbers unless you need emergency assistance.** These lines need to be kept available to handle calls that involve threats to life, health and property. If a special phone number has been established to handle general information calls, this number will be communicated to the public through other modes of communication such as the city's Web site, 1610 AM or the government access cable television station.





## Weather Events

Keeping safe during a weather event involves assistance from agency experts, as well as personal preparedness and a dash of common sense. The following information is a breakdown of what the City of Naperville recommends that residents be aware of during weather-related situations:

### Local Radio and Television

Within the last 10 years, the Emergency Broadcast System has been replaced by the more sophisticated Emergency Alert System (EAS). When the National Weather Service issues a weather watch or warning, the Emergency Alert System is activated on both radio and television (whether you subscribe to cable television or not). On every channel, a message crawl is immediately transmitted across your television screen explaining the situation, and in some cases directing the viewer to tune to a different channel for more details. The EAS pre-empts local emergency notification systems. As a result, the City of Naperville does not use its cable television override (local notification on the government access channel) system or its radio station (1610 AM) for weather-related situations. The city will, however, use both mediums for other emergencies that occur in Naperville such as flooding, hazardous material spills, water boil orders, etc.

### Outdoor Sirens

The tornado warning sirens are activated whenever a confirmed sighting of a funnel cloud or tornado is reported to be in the Naperville area or if any part of the city is in the path of travel. The sirens are used to alert people who are outdoors of the immediate threat of a tornado. The sirens are all interconnected, meaning that when one is activated, all 25 sirens will sound. Residents who are indoors may not hear the sirens and should rely on other sources of information (such as radio and television broadcasts) to stay prepared. Weather alert radios are an excellent way

to stay informed and can be purchased for around \$20.

### All-Clear Notice

The City of Naperville does NOT issue an "all-clear" message or notice. The main reason for this is because the National Weather Service does NOT recommend that cities, towns or municipalities issue an "all-clear" message or notice due to the unpredictable nature of storms. Residents are reminded to listen to the duration of time the warning will last, and to use their best judgment when reemerging from the location where shelter was sought.

### System Testing

The City of Naperville tests the outdoor warning sirens at 10 a.m. on the first Tuesday of every month. The test consists of a steady siren sound for one minute, followed by a wailing siren sound for another minute.

As residents, we all have a responsibility for the safety of our families, ourselves and for the protection of our personal property. Part of that responsibility is to be especially mindful during the spring and summer months of changing weather conditions. The City of Naperville recommends that residents prepare for all types of severe weather conditions by completing the following checklist:

- Identify a place of shelter in your home.
- Place a flashlight with spare batteries in the shelter area.
- Place a portable radio with spare batteries in the shelter area.
- Monitor weather conditions on a daily basis.
- Be prepared to move to your shelter area if conditions warrant.

Safety tips for various weather situations and comprehensive information on a variety of weather topics is available by visiting [www.noaa.gov](http://www.noaa.gov).

# Terms to Remember

**Usually** there is a progression of events that occurs when severe weather is anticipated. Although the events usually occur in order, there are times that sudden atmospheric changes can result in rapid changes with little or no warning from the National Weather Service. The events, which are all made known to the public, are as follows:

## **Weather Advisory:**

Occurs several hours (8-12) before a condition is expected to occur.

## **Weather Watch:**

Occurs a few hours (2-4) before a condition is expected to occur. The most common are severe thunderstorm, tornado and flood watches. A tornado watch means that weather conditions are right for the formation of tornadoes. Residents should listen to local radio and TV for weather update information. During a tornado watch, keep a battery-operated radio or television set nearby and listen to weather advisories even if the sky is blue.

## **Weather Warning:**

Occurs within minutes (10-20) before a condition is expected to occur. At this time of the year, the most common are severe thunderstorm, tornado and flood warnings. Severe thunderstorms have the capability of transitioning into conditions that can spawn tornadoes.

## **Tornado Warning:**

Occurs within minutes (4-10) before a condition is expected to occur. A tornado warning means that a tornado has been spotted. Pay attention to where it was seen, the direction of travel, and the time the warning lasts. If the path of travel covers part of Naperville, the outdoor warning sirens will sound for three minutes with a steady tone. Do not call the Fire, Police, Emergency Management Departments or 911 to find out what the sirens mean. Take cover at once, seek shelter inside (in a storm cellar, basement or reinforced building) and stay away from windows and outside walls even in the basement. Do not stop to open any windows in your home; this will not lessen the damage to your home. Curl up so that your head and eyes are protected. Take a flashlight, battery-operated radio or TV with you and listen for updates on the storm's activities.





## If Disaster Strikes

- Remain calm and be patient.
- Follow the advice of Naperville emergency officials. Listen to your radio or television for news and instructions. (See During an Emergency page 5.)
- If a disaster occurs, and you are able to lend assistance to others, check for injuries. If possible, provide first aid and get help for seriously injured people.
- Check for fires, fire hazards and other household hazards.
- Sniff for gas leaks, starting at the water heater. Do not light matches or candles or turn on electrical switches. If you smell gas or suspect a leak, turn off the main gas valve, open windows and get everyone outside quickly.
- Shut off any other damaged utilities.
- Confine or secure your pets.
- Call your family contact — do not use the telephone again unless it is a life threatening emergency. This is recommended in order to reduce overload of the phone system and enable emergency calls to get through.
- Check on your neighbors, especially those who are elderly or disabled.

### Evacuation

If Naperville officials ask you to leave your home, they have a good reason to make this request, and you should heed the advice immediately. Listen to your radio or television and follow the instructions of local emergency officials and keep these simple tips in mind:

- Take your disaster supply kit (See Family Disaster Supply Kit page 4).
- Lock your home.
- Use travel routes specified by Naperville officials — don't use shortcuts because certain areas may be impassable or dangerous.
- Stay away from downed power lines.
- Take a battery-powered radio with you.
- If you're sure you have time:
  - Shut off water, gas and electricity before leaving, if instructed to do so.
  - Post a note telling others when you left and where you are going.
- Make arrangements for your pets. Take your pets with you; do not leave them behind. Because pets are not permitted in public shelters, follow your plan to go to a relative's or friend's home, or find a "pet-friendly" hotel.







## In-Place Sheltering

During an accidental or deliberate release of toxic chemicals or other emergencies where air quality is threatened, in-place sheltering will help keep you out of danger. In-place sheltering means to stay indoors — in homes, schools, businesses or public buildings. It includes additional precautions, such as turning off air conditioners and ventilation systems and closing all windows and doors.

In-place shelter can be used when there is little time to react to an incident, and it would be more dangerous to be outside trying to evacuate than it would be to stay where you are. It is the responsibility of Naperville officials to issue orders for in-place sheltering during chemical emergencies; these orders may be received directly from Naperville authorities or through a media outlet.

### Sheltering at Home

- Quickly bring everyone inside, including your pets.
- Close and lock all doors to the outside.
- Close and lock all windows.
- Turn off all heating systems.
- Turn off all air conditioners, and switch the inlets to the "closed" positions.
- Close fireplace dampers and stove vents.
- Close as many interior doors as possible.
- Move to interior spaces if possible. Some gases are heavier than air.
- Seal any remaining cracks or openings with available materials, such as towels, blankets, plastic sheeting, duct tape, etc.
- If necessary, cover your nose and mouth with a wet cloth.
- Tune to the Emergency Alert System station on your radio or television for further information and guidance.
- Wait for the all-clear signal from the emergency response authorities before you go outside again.
- Remember, in-place shelter is not a long-term strategy. Oxygen depletion will occur while you are in a sealed room. It is important to have a radio or other means of communication with you in order to learn when it is safe to emerge from the in-place shelter location. If at any time, you begin to experience difficulty breathing due to lack of fresh air, unseal your shelter immediately.

### Sheltering In a Car or Truck

- Stay in your car or truck.
- Close all windows, manual vents, air conditioning and ventilation systems.
- If possible, drive away from any visible gas or smoke clouds.
- Follow the orders of law enforcement or public safety personnel directing traffic.
- Tune to the Emergency Alert System station on your radio for further information and guidance.
- Stay in your car or truck and wait for the all-clear signal before you leave your car or open windows or vents.





## Food and Water in an Emergency

### If the Electricity Goes Off...

**FIRST**, use perishable food and foods from the refrigerator.

**THEN**, use the foods from the freezer. To minimize the number of times you open the freezer door, post a list of freezer contents on it. In a well-filled, well-insulated freezer, foods will usually still have ice crystals in their centers (meaning foods are safe to eat) for at least three days.

**FINALLY**, begin to use non-perishable foods and staples.

If disaster strikes, you might not have access to food, water and electricity for days, or even weeks. By taking some time now to store emergency food and water supplies, you can provide for your entire family. Having an ample supply of clean water is a top priority in an emergency. A normally active person needs to drink at least two quarts of water each day. Hot environments can double that amount. Children, nursing mothers and ill people will need even more. You will also need water for food preparation and hygiene. State and federal guidelines recommend to store a total of at least one gallon per person, per day. You should store at least a three-day supply of water for each member of your family. If supplies run low, you should not ration water. Drink the amount you need today, and try to find more for tomorrow.

### How to Store Water

Store your water in thoroughly washed plastic, glass, fiberglass or enamel-lined metal containers. Never use a container that has held toxic substances. Plastic containers, such as soft drink bottles, are best. You can also purchase food-grade plastic buckets or drums. Seal water containers tightly, label them and store in a cool, dark place. Rotate water every six months. Water, in proper containers, can be purchased at the grocery store.

### Emergency Outdoor Water Sources

If you need to find water outside your home, you can use these sources: rainwater, streams, rivers and other moving bodies of water, ponds and lakes, melted snow and natural springs. Be sure to purify the water before drinking it through boiling, disinfection or distillation. Avoid water with floating material, an odor or dark color. Use saltwater only if you distill it first. You should not drink floodwater.

### Hidden Water Sources in Your Home

If a disaster catches you without a stored supply of clean water, you can use the water in your hot-water tank, pipes and ice cubes. As a last resort, you can use water in the reservoir tank of your toilet (not the bowl). Do you know the location of your incoming water valve? You'll need to shut it off to stop contaminated water from entering your home if you hear reports of broken water or sewage lines. To use the water in your pipes, let air into the plumbing by turning on the faucet in your house at the highest level. A small amount of water will trickle out. Then obtain water from the lowest faucet in the house. To use the water in your hot-water tank, be sure the electricity or gas is off, and open the drain at the bottom of the tank. Start the water flowing by turning off the water intake valve and turning on a hot-water faucet. Do not turn on the gas or electricity when the tank is empty.

## Boiling Water

Boiling is the safest method of purifying water. Bring water to a rolling boil for 3-5 minutes, keeping in mind that some water will evaporate. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by pouring the water back and forth between two clean containers. This will also improve the taste of stored water.

## Short-Term Food Supplies

Even though it is unlikely that an emergency would cut off your food supply for two weeks, you should prepare a supply that will last that long. The easiest way to develop a two-week stockpile is to increase the amount of basic foods you normally keep on your shelves.

## How to Cook If the Power Goes Out

For emergency cooking, you can use a fireplace, a charcoal grill or camp stove that can be used outdoors. You can also heat food with candle warmers, chafing dishes and fondue pots. Canned food can be eaten right out of the can. If you heat it in the can, be sure to open the can and remove the label first.

## Shelf Life of Foods for Storage

Here are some general guidelines for rotating common emergency foods.

**Use within six months:** Powdered milk (boxed); dried fruit (in metal container); dry, crisp crackers (in metal container); and potatoes.

**Use within one year:** Canned condensed meat and vegetable soups; canned fruits, fruit juices and vegetables; ready-to-eat cereals and uncooked instant cereals (in metal containers); peanut butter; jelly; hard candy and canned nuts; and vitamin C.

**May be stored indefinitely (in proper containers and conditions):** Wheat; vegetable oils; dried corn; baking powder; soybeans; instant coffee, tea and cocoa; salt; non-carbonated soft drinks; white rice; bouillon products; dry pasta; and powdered milk (in nitrogen-packed cans).





## After an Emergency

If a federal disaster declaration is issued, federal recovery programs are initiated, state and federal recovery staffs are deployed and recovery facilities are established.

### Individual Assistance

The FEMA Tele-registration System is activated so that disaster victims may register by phone for federal disaster assistance. Federal, state and Naperville personnel conduct follow-up damage assessments. State and federal outreach programs for disaster victims are initiated. Individual assistance activities for citizens and businesses may continue for months. Individual assistance is provided directly to individuals, families and business owners in the form of:

- low-interest loans
- cash grants
- housing assistance
- veterans benefits
- tax refunds
- excise tax relief
- unemployment benefits
- crisis counseling
- free legal counseling

### Public Assistance

Public assistance is provided to repair or rebuild public facilities affected by a disaster, including buildings, state or local roads and bridges, water supply and sewage treatment, flood control systems, airports and publicly-owned electric utilities. Public assistance is also available to repair or rebuild schools and public recreation facilities. While these grants are aimed at governments and organizations, their final goal is to help a community and all its citizens recover from devastating natural disasters.





# Preparedness for People with Disabilities

## Self-Help Networks

Self-help networks are arrangements made between individuals with disabilities and people who agree to assist during an emergency. Discuss with a relative, friend, neighbor and/or co-worker your needs for assistance. Provide them with plans and contact methods as well as information as to how they may obtain access to your home.

## Prepare an Emergency Plan

- Identify people who are willing to assist you in the event of an emergency.
- Identify how you will contact other people and what action will be taken.
- Prepare a written emergency plan and share with relatives and neighbors.
- As people with disabilities often need more time than non-disabled people, include necessary preparation information in the emergency plan.
- Some disabilities are aggravated by stress. Include in the plan any instructions to assist you in the event normal medications and equipment (such as oxygen, respiratory devices) are unavailable.
- People with disabilities often have rigid medication regimes, which they may be unable to communicate during an emergency. Include medication regime information in the emergency plan as well as keep a copy on your person when outside of your home.

## Mobility Considerations

To avoid injury from being improperly lifted, include transfer and carrying instructions in your plan. Determine ways to protect yourself and practice them;

such as locking the wheels and covering your head with your arms, finding areas where you will be protected from falling debris and methods of attracting attention in the event you are trapped.

## Hearing Considerations

During a disaster, telephone lines and teletypewriters may not be functioning. Include in your plan and practice alternative ways to communicate and be communicated with such as flashlights and pencil and paper. Store extra hearing aid batteries in your disaster kit.

## Vision Considerations

Have extra canes at home and work. Practice alternative escape routes in the event normal routes are blocked. Know where to go to take cover and practice going to such places on your own or with different people.

## Service Animal Considerations

Service animals may become confused or disoriented in a disaster. Include in your plans information as to how others should respond to you and your service animal in specific incidents including what should happen if you are separated from your service animal. Service animals are generally allowed in most shelter situations but check with the service animal provider. Have with you at all times duplicate information about your service animal including certification, identification, service description and feeding/health care.





## Winter Storms:

A major winter storm can be lethal. Preparing for cold weather conditions and responding to them effectively can reduce the dangers caused by winter storms.

### Before a Winter Storm Hits

- Be familiar with winter storm warning messages.
- Service snow removal equipment and have rock salt on hand to melt ice on walkways and kitty litter to generate temporary traction.
- Winterize your home.
  - Insulate walls and attics.
  - Caulk and weather-strip doors and windows.
  - Install storm windows or cover windows with plastic from the inside.
- Have safe emergency heating equipment available.
  - Fireplace with ample supply of wood.
  - Small, well-vented, wood, coal or camp stove with fuel.
  - Portable space heaters or kerosene heaters.
- Install and check smoke detectors.
- Contact your local emergency management office or American Red Cross chapter for more information on winter storms.
- Keep pipes from freezing.
  - Wrap pipes in insulation or layers of old newspapers.
  - Cover the newspapers with plastic to keep out moisture.
  - Let faucets drip a little to avoid freezing.
  - Know how to shut off water valves.
- Have disaster supplies on hand, in case the power goes out.
  - Flashlight and extra batteries.
  - Portable, battery-operated radio and extra batteries.
  - First aid kit.
  - Three-day supply of food (include items that do not require refrigeration or cooking in case the power is shut off).
  - Non-electric can opener.
- One-week supply of essential prescription medications.
- Extra blankets and sleeping bags.
- Fire extinguisher (A-B-C type).

### During a Winter Storm

#### IF INDOORS

- Stay indoors and dress warmly.
- Conserve fuel.
- Lower the thermostat to 65 degrees during the day and 55 degrees at night.
- Close off unused rooms.
- If the pipes freeze, remove any insulation or layers of newspapers and wrap pipes in rags.
- Completely open all faucets and pour hot water over the pipes, starting where they were most exposed to the cold (or where the cold was most likely to penetrate).
- Listen to the radio or television to get the latest information.

## IF YOU MUST GO OUTDOORS

- Dress warmly.
- Wear loose-fitting, layered, light-weight clothing. Layers can be removed to prevent perspiration and chill. Outer garments should be tightly woven and water repellent. Mittens are warmer than gloves because fingers generate warmth when they touch each other.
- If you go out to shovel snow, do a few stretching exercises to warm up your body. Also take frequent breaks.
- Cover your mouth.
- Protect your lungs from extremely cold air by covering your mouth when outdoors. Try not to speak unless absolutely necessary.
- Avoid overexertion.
- Cold weather puts an added strain on the heart. Unaccustomed exercise such as shoveling snow or pushing a car can bring on a heart attack or make other medical conditions worse. Be aware of symptoms of dehydration.
- Watch for signs of frostbite and hypothermia.
- Keep dry.
- Change wet clothing frequently to prevent a loss of body heat. Wet clothing loses all of its insulating value and transmits heat rapidly.
- Remember to help your neighbors who may require special assistance — infants, elderly people and people with disabilities.





## Residents with Pets

Make arrangements for your pets as part of your household disaster planning. If you must evacuate your home, it's always best to take your pets with you. For health and space reasons, pets will not be allowed in public emergency shelters. If, as a last resort, you have to leave your pets behind, make sure you have a plan to ensure their care.

Emergencies that would occur in the Midwest do not allow much time when an evacuation is ordered unlike hurricane warnings along the south and east coasts. Consider the following steps in the event you have time to care for your pet in an emergency:

- Contact one of Naperville's animal shelters, the Humane Society, a veterinarian or the Emergency Management Office for information on caring for pets in an emergency. Find out if there will be any shelters accepting pets during an emergency. Also, see if your veterinarian will accept your pet in an emergency.
- Decide on safe locations in your house where you could leave your pet in an emergency.
- Consider easy to clean areas such as utility areas or bathrooms and rooms with access to a supply of fresh water.
- Avoid choosing rooms with hazards such as windows, hanging plants or pictures in large frames.
- In case of flooding, the location should have access to high counters to which pets can escape.
- Set up two separate locations if you have dogs and cats.
- Buy a pet carrier that allows your pet to stand up and turn around inside. Train your pet to become comfortable with the carrier. Use a variety of training methods, such as feeding it in the carrier or placing a favorite toy or blanket inside.
- If your pet is on medication or a special diet, find out from your veterinarian what you should do in case you have to leave it alone for several days. Try and get an extra supply of medications.
- Make sure your pet has a properly fitted collar that includes current license and rabies tags.
- Include an identification tag that has your name, address and phone number.
- If your dog normally wears a chain link "choker" collar, have a leather or nylon collar available if you have to leave him alone for several days.
- Keep your pet's shots current and the records available. Most kennels require proof of current vaccinations before accepting a pet.
- Contact motels and hotels in communities outside of your area, and find out if they will accept pets during an emergency.

### Pet Disaster Supply Kit

- Proper identification including immunization records
- Ample supply of food and water
- Muzzle, collar and leash
- A carrier or cage
- Medications





## Stay Tuned for Updates

Remember, at the onset of an emergency, the City of Naperville's radio station WFPF 1610 AM is a quick, reliable source that will contain a brief overview of the emergency and will broadcast important phone numbers and other methods Naperville residents can turn to for more detailed information. Residents in this area have many local radio and television options to obtain important information quickly during emergency situations:

### Radio:

WMAQ AM 670  
WGN AM 720  
WBBM AM 780  
WAUR AM 930  
WBIG AM 1280  
WKKD AM 1580  
WFPF AM 1610 (City of Naperville)  
WONC FM 89.1  
WDCB FM 90.9  
WYSY FM 107.9

### Television:

WBBM-TV Channel 2 (CBS)  
WFLD Channel 3 (FOX)  
WMAQ-TV Channel 5 (NBC)  
WLS-TV Channel 7 (ABC)  
WGN-TV Channel 9  
Naperville Government Access:  
    Channel 6 (WOW)  
    Channel 10 (Comcast)

### More Information:

[www.redcross.org](http://www.redcross.org) (American Red Cross)  
[www.fema.gov](http://www.fema.gov) (Federal Emergency Management Agency)  
[www.ready.gov](http://www.ready.gov) (The Department of Homeland Security)





## Emergency Resources

### Emergency - 911

#### National Capital Poison Center

Phone: (800) 222-1222 (Illinois)

Web site: [www.poison.org](http://www.poison.org)

### Additional Resources

#### American Red Cross

Phone: (312) 729-6100

Web site: [www.redcross.org](http://www.redcross.org)

#### Centers for Disease Control and Prevention

Phone: (800) 311-3435

Web site: [www.cdc.gov](http://www.cdc.gov)

#### DuPage County Emergency Management

Phone: (630) 682-7925

Web site: [www.dupageco.org/oem](http://www.dupageco.org/oem)

#### Federal Emergency Management Agency (FEMA)

Phone: (202) 646-4600

Web site: [www.fema.gov](http://www.fema.gov)

#### Illinois Department of Public Health

Phone: (217) 782-4977

Web site: [www.idph.state.il.us](http://www.idph.state.il.us)

#### Naperville Emergency Management

Phone: (630) 420-6002

#### Naperville Police/Fire Non-Emergency

Phone: (630) 420-6666

#### U.S. Department of Health and Human Services

Phone: (877) 696-6775

Web site: [www.os.dhhs.gov](http://www.os.dhhs.gov)

#### Will County Emergency Management

Phone: (815) 740-8351

Web site: [www.willcountyeema.org](http://www.willcountyeema.org)

Some of the information in this brochure was obtained from The Federal Emergency Management Agency's (FEMA) Community and Family Preparedness Program, the American Red Cross Community Disaster Education Program and other government agencies from around the country. Other preparedness materials are available by calling 1-800-480-2520 or writing:

FEMA  
P.O. Box 2012  
Jessup, MD 20794-2012

Publications are also available on the World Wide Web at [www.fema.gov](http://www.fema.gov) and [www.redcross.org](http://www.redcross.org). Look for: *Are You Ready? An In-depth Guide to Citizen Preparedness and Are You Ready? Assemble a Disaster Supplies Kit.*

# Homeland Security Begins at Home

The American Red Cross recommends completing the identified actions at the lesser threat levels. Reviewing and practicing your Personal Disaster Plan, taking a Red Cross CPR/AED and first aid course and being alert to suspicious activity and reporting it to authorities are recommended throughout the system. The City of Naperville has procedures in place at each level of the color code system. The following is a summary of recommended actions for "Orange" and lower levels:



## Individuals

- Review your personal disaster plan.
- Ensure your disaster supplies kit is stocked and ready.
- Develop alternate routes to/from work/school and practice them.
- Exercise caution when traveling.
- Have in-place-sheltering materials on hand and review the procedures in *Terrorism: Preparing for the Unexpected*, a Red Cross Brochure.
- If a need is announced, donate blood at a blood collection center (800) GIVE-LIFE.
- Provide volunteer services and take advantage of additional training opportunities.

## Families

- Review your family disaster plan with all family members.
- Check items in your disaster supplies kit and replace items that are outdated. Be sure to include necessary items for family members with special needs, like young children or seniors.
- If not known to you, contact your child's school to determine their emergency notification and evacuation plans.
- Ensure the emergency communication plan is understood and practiced by all family members.
- Discuss children's fears concerning possible terrorist attacks.

## Businesses

- Review emergency plans, including continuity of operations and media materials on hand.
- Ensure that the emergency communications plan is updated and includes the purchase of needed emergency equipment as detailed in the *Red Cross Emergency Management Guide for Business and Industry*.
- Determine and need to restrict access to the business or provide security firm support/reinforcement.
- Contact vendors/suppliers to confirm their emergency response plan procedures.
- Ask the local Red Cross chapter to provide a *Terrorism: Preparing for the Unexpected* presentation at your workplace for employees.
- If need is announced, contact the nearest blood collection agency about organizing a blood drive.

## Neighborhoods

- Check on neighbors who are elderly or have special needs to ensure they are okay. Review their disasters plan with them.
- If a need is announced, contact nearest blood collection agency and offer to organize a neighborhood blood drive.

## Schools

- Review the school's emergency plan that was developed using the *Red Cross Emergency Management Guide for Business and Industry*.
- Ensure all emergency supplies are stocked and ready.
- Offer *Masters of Disaster Facing Fear: Helping Young People Deal with Terrorism and Tragic Events* lessons in grades K-12.

**Great Service - All The Time**

**Important Information  
Retain for Reference**



**Naperville**

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[www.naperville.il.us](http://www.naperville.il.us)