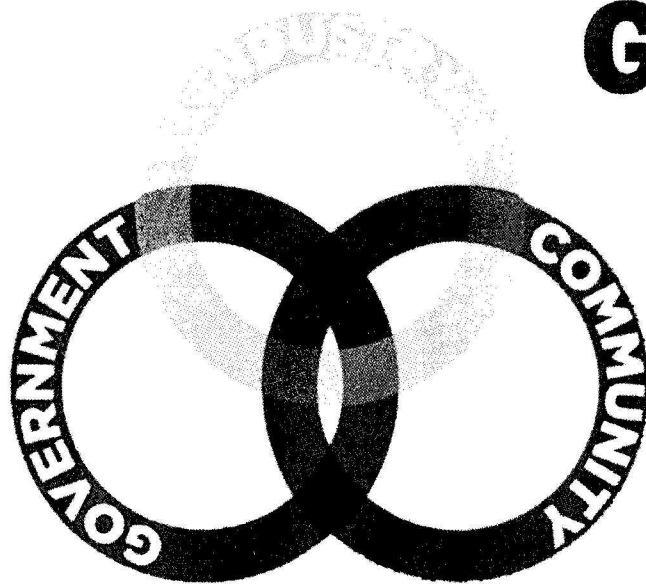


COMMUNITY PREPAREDNESS GUIDE



**SANDOVAL COUNTY
LEPC**

Local Emergency Planning Committee

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Local Emergency Planning Committees

The federal Emergency Planning and Community Right-to-Know Act (EPCRA) establishes Local Emergency Planning Committees (LEPCs) in each of the more than 3,000 designated local emergency planning districts. EPCRA's intent is to (1) encourage and support emergency planning for responding to chemical accidents and (2) provide local governments and the public with information about possible chemical hazards in their communities. Each LEPC must develop an emergency response plan, review the plan at least annually, and provide information about chemicals in the community to citizens. Plans are developed by LEPCs with stakeholder participation. The LEPC membership must include (at a minimum):

- Elected state and local officials
- Police, fire, civil defense, and public health professionals
- Environment, transportation, and hospital officials
- Facility representatives
- Representatives from community groups and the media

Required elements of a community emergency response plan include:

- Identification of facilities and transportation routes of extremely hazardous substances
- Description of emergency response procedures, on and off site
- Designation of a community coordinator and facility emergency coordinator(s) to implement the plan
- Outline of emergency notification procedures
- Description of how to determine the probable affected area and population by releases
- Description of local emergency equipment and facilities and the persons responsible for them
- Outline of evacuation plans
- A training program for emergency responders (including schedules)
- Methods and schedules for exercising emergency response plans

IMPORTANT NUMBERS

EMERGENCY..... 911

Sandoval County Regional Emergency Communications Center non-emergency lines - (505) 891-7226 **OR** (505) 898-7585

LAW ENFORCEMENT (Non-Emergency Numbers)

Sandoval County Sheriff's Office	(505) 867-7526
Rio Rancho Police Department	(505) 891-7226
Corrales Police Department (Admin)	(505) 897-1277
Cuba Police Department	(575) 289-9157
Jemez Springs	(575) 829-3345
San Ysidro Marshal Office	(505) 834-7481
Santa Ana Police Department	(505) 771-6730
Pueblo of Jemez Police Department	(575) 834-0468
New Mexico State Police District 5	(505) 841-9256

FIRE DEPARTMENT (Non-Emergency Numbers)

Sandoval County Fire Rescue	(505) 867-0245
Rio Rancho Fire Rescue	(505) 891-5912
Corrales Fire Department (Admin)	(505) 898-7501
Cuba Fire Department	(575) 289-3456
Jemez Springs Fire Department	(575) 829-3345
Santo Domingo Fire Department	(505) 465-0680
Cochiti Lake Fire Department	(505) 697-0484
Bernalillo Fire Department	(505) 771-7105

HOSPITALS and CLINICS (Non-Emergency Numbers)

Rust Medical Center – Rio Rancho	(505) 253-7878
UNM Sandoval Regional Medical Center – Rio Rancho	(505) 994-7000
Sandoval County Health Commons (Rio Rancho)	(505) 867-2291
PMS Health Center (Cuba)	(575) 289-3291
NM Department of Health (Cuba)	(575) 289-3718

EMERGENCY MANAGEMENT (Non-Emergency Numbers)

Sandoval County (505) 771-7197
City of Rio Rancho (505) 891-5856
Village of Corrales (505) 898-7501
Pueblo of Jemez (575) 834-7628

UTILITIES

PNM (888) 342-5766
NM Gas (888) 664-2726
Water & Sewer Rio Rancho (505) 891-5020
Water & Sewer Rio Rancho (After hours) (505) 975-1581

SCHOOLS

Rio Rancho Public Schools (District Office) (505) 896-0667
Bernalillo Public Schools (505) 867-2317
Cuba Independent Schools (575) 289-3211
Jemez Valley Public Schools (575) 834-7391
Albuquerque Public Schools (District Office) (505) 880-3713

OTHER NUMBERS

American Red Cross (Albuquerque) (505) 265-8514
Salvation Army (Albuquerque) (505) 881-4292
National Poison Control Center (800) 222-1222
Sandoval County Extension Office (Town of Bernalillo) (505) 867-2582

For more in-depth disaster-preparedness information, visit these websites.

Sandoval County Emergency Management

<https://www.sandovalcountynm.gov/fire/emergency-management/>

Rio Rancho Emergency Management

<http://ci.rio-rancho.nm.us/index.aspx?NID=91>

Village of Corrales -Fire Department

<https://www.corrales-nm.org/fire>

Pueblo of Jemez Emergency Management

<http://www.jemezpuablo.org/emergency-management-manager.aspx>

New Mexico Road Conditions

<http://nmroads.com>

National Weather Service

<https://www.weather.gov/abq/>

NM Dept. of Homeland Security and Emergency Management

www.nmdhsem.org

CodeRED SYSTEM

SECONDS COUNT IN AN EMERGENCY!

The County of Sandoval and all jurisdictions within Sandoval County have instituted the CodeRED Emergency Notification System - an ultra-high-speed telephone communication service for emergency notifications. This system allows us to telephone all or targeted areas of the County in case of an emergency situation that requires immediate action (such as a boil-water notice, missing child or evacuation notices). The system is capable of dialing 50,000 phone numbers per hour. It then delivers our recorded message to a live person or an answering machine, making three attempts to connect to any number.

THIS SYSTEM WILL ONLY BE USED FOR EMERGENCY PURPOSES.

Examples of times when the CodeRED system could be utilized: Drinking water contamination, Utility outage, Evacuation notice & route, Missing person, Fires or Floods, Bomb threat, Hostage situation, Chemical spill or Gas leak, and other emergency incidents where rapid and accurate notification is essential for life safety.



Emergency notification network to call you when emergencies occur near your home

Link to sign up for CodeRED System to receive notifications in your area:

<https://public.coderedweb.com/CNE/7A8E40D7EF62>

WHEN EMERGENCIES OCCUR

An emergency situation can occur quickly and without warning. The most important things you can do to keep yourself and your family safe in an emergency are to prepare, stay calm and follow instructions from local emergency officials. This guide will help you develop an emergency plan, put together a supply kit and to learn about what to do before, during and after many types of emergencies. It will also provide important information about how to obtain emergency assistance after the incident.

BEFORE AN EMERGENCY STRIKES

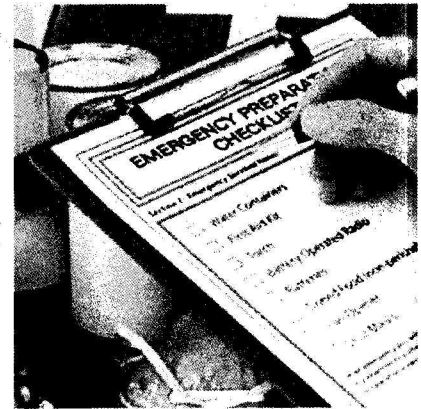
Know how to be prepared before an emergency occurs. Developing a family emergency plan and assembling a supply kit can help ensure your safety when the unthinkable happens. Before creating a household emergency plan, become familiar with types of emergencies that may affect your county, how you'll be notified when an event does occur and what plans are already in place to deal with these events. Recognize what

your community's warning system sounds like and what to do when you hear it. In Sandoval County we use the CodeRED System. Emergencies may strike when your family members are away from home, so find out about plans at your workplace, school or other places where you spend time.

CREATE AN EMERGENCY PLAN

Here are steps that you will need to follow in creating a household or business emergency plan:

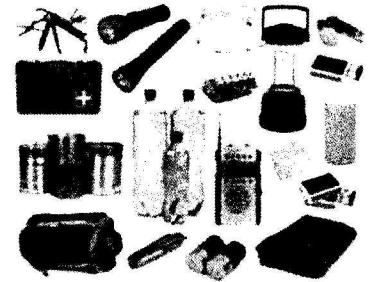
1. Schedule a family meeting to discuss the dangers of possible emergency events including fire, severe weather or hazardous spills. Discuss how you and your family will respond to each possible emergency.
2. Draw a floor plan of the structure you are in, highlighting both exits and safe areas.
3. Designate a family member to turn on the radio for emergency information.
4. Find out where all utility lines are and how to shut them off safely. Teach adults how to turn off the water, gas and electricity at main switches.
5. Discuss with your family or business associates the proper use of 9-1-1. Also teach your children how to dial 9-1-1.
6. Pick a meeting place outside the structure if the situation is fire-related and choose safe areas in the event of weather-related or wildfire issues.
7. Keep all records, both personal and business in a fireproof safe and save computer information on a flash drive or at an offsite provider you can trust.
8. Take a basic first aid and CPR class.



YOUR FAMILY DISASTER SUPPLIES KIT

Electricity, water, heat, air conditioning or telephone service may not work in an emergency. Preparing supply kits in advance can save precious time in the event you must evacuate or go without utilities for an extended period of time.

Store items for a "go" kit in a container that is easy to carry, such as a backpack or duffle bag and keep the kit in a car or in the garage. The "home" kit can be stored in plastic tubs and kept in your home's safe place where you will take shelter.



Here is a short list of items you should have in each kit. Keep in mind that you should have a kit for EACH person in your household and in the business environment, each employee should have some sort of basic kit nearby just in case.

Keep in mind that every family and business situation is different so plan accordingly.

- Water for at least 5 days: 1 gallon per day per person and per pet.
- Non-perishable food for 5 days with non-electric can opener.
- Sleeping bags/bedding and pillows.
- A change of clothing, sturdy shoes & rain gear
- First aid kit
- Prescription medications and a list for each person along with physician information.
- An extra pair of glasses or contact lenses & solution
- Identification, credit cards, cash and photocopies or flash drive of important family documents. Pen & Paper. Ziploc bags to secure them
- Flashlights, batteries, battery powered AM/FM radio, NOAA Weather radio
- Basic household tools, car keys & house keys
- Charging cables for cell phones (vehicle chargers and wall chargers)

More information on building a kit: <https://www.ready.gov/kit>

Important Family Documents

Keep these records in a waterproof, portable container:

- Will, insurance policies, contracts deeds, stocks and bonds
- Passports, social security cards, immunization records
- Bank account numbers, Credit card account numbers and companies
- Inventory of valuable household goods, important telephone numbers
- Family records (birth, marriage, death certificates)
- Recent family photos for identification

Important Reminders

- Store your kit in a convenient place known to all family members. Keep a smaller version of the Disaster Supplies Kit in the trunk of your car.
- Keep items in airtight plastic bags.
- Change your stored water supply every six months so it stays fresh.
- Replace your stored food every six months.
- Re-think your kit and family needs at least once a year. Replace batteries, update clothes, etc.
- Ask your physician or pharmacist about storing prescription medications.

PREPARE YOUR VEHICLES

If you are evacuating an area or you are stranded in your vehicle, you should make sure your vehicle is prepared to help you survive. Use this checklist to help you create an emergency kit for each vehicle. Prepare now by storing these items in your vehicle and be sure to rotate the items periodically. Keep vehicles fueled and in good condition, and check weather and road conditions before a trip.

More information on building an Emergency Kit for your car: <https://www.ready.gov/car>

HOME HAZARD HUNT

Check for Electrical Hazards

- Repair or replace damaged cords and plugs.
- Remove cords under rugs or over nails, pipes or heaters.
- Use one plug per outlet; don't string surge protectors together.
- Put covers on outlets or electrical boxes.
- Repair/replace appliances that spark, smoke or overheat.

Check for Chemical Hazards

- Store flammable chemicals in approved containers and in a well-ventilated place outside your home and never in your garage.
- Store oily rags in covered metal containers.
- Limit quantities of household chemicals and store out of reach of children.
- Separate reactive chemicals like bleach and ammonia.

Safety Equipment

- Install a smoke alarm in each sleeping room, hallway, and level of your home.
- Test monthly and replace batteries yearly.
- Learn how to use your ABC fire extinguisher.

Check for Fire Hazards

- Eliminate combustibles (yard waste, papers, rags, old mattresses).
- Separate heat sources (appliances, candles, portable heaters, etc.) and combustibles.
- Keep chimneys, flue pipes, vents and vent connectors clean and in good repair.
- Keep portable heaters in low traffic areas.
- Anchor water heater, large appliances, tall or heavy furniture and pictures to studs in the wall.
- Install a flexible gas line on gas appliances.
- Store heavy objects on lower shelves; secure cabinet doors.
- Avoid placing beds under windows or heavy objects.
- Brace overhead light fixtures or fans.

Utilities

- Show responsible members of the family the location of utility shut-off valves and how to operate them.

EMERGENCY SANITATION

Lack of access to adequate and appropriate sanitation and hygiene can be chronic public health challenges contributing to the spread of disease in low- and medium-income countries. This situation can be made worse during environmental disasters and environmental and public health emergencies.

In response to disasters and emergencies, prevention of open defecation and waste containment are critical to reduce the spread of disease.

While planning for long-term waste management, immediate sanitation solutions are often needed to minimize the spread of disease during emergencies.

More information on Emergency Sanitation:

<https://www.cdc.gov/healthywater/global/sanitation/sanitation-emergency-response.html>

EVACUATION

Preparedness is important to minimizing your loss during an evacuation. Because you may not have advance warning when you have to evacuate your home or know how long you will be away due to an event, take a few extra steps to protect your family and yourself in case of an evacuation:



1. Have an idea where you will stay during an evacuation and how you will get there.
2. Have your emergency supply kit ready to go.
3. Never allow your vehicle fuel tank to be below half full.
4. Go over your plans with your family several times a year.

Several types of disasters may force you to be evacuated from your home. If you are told to evacuate, take the following steps:

- Listen carefully to instructions given by local officials. Evacuate immediately if told to do so.
- If you have time, grab your portable disaster (72-hour) kit. Make sure that you include any last-minute items, such as prescription medication, that you may need.
- Wear appropriate clothing and sturdy shoes.
- Lock your home.
- Use travel routes outlined by local officials. Do not take short cuts; they may be unsafe.
- Keep fuel in your car if evacuation seems likely. Gas stations may be closed during emergencies

Be prepared to leave your home if:

- Your area is without electrical power or water for an extended period of time.
- There is a chemical emergency affecting your area.
- Flood water is rising.
- A wildland fire is burning near your home.
- Your home has been severely damaged.
- Local officials tell you to evacuate.

If you go to a shelter, notify staff of any access or functional needs you may have.

SHELTER-IN-PLACE

Shelter-in-place simply means staying inside your home or business. During an accidental release of toxic chemicals, or emergencies involving hazardous materials where air quality may be threatened, shelter-in-place keeps you inside a protected area and out of danger. If shelter-in-place is necessary you will be notified by local authorities.

More information on Shelter-In-Place: <https://emergency.cdc.gov/shelterinplace.asp>

STAY WEATHER AWARE

Sandoval County is vulnerable to many severe weather hazards including flash floods, hail, wind storms, ice storms, heavy snow and extreme heat. Severe weather can happen any time of year. It can happen any time of the day or night. Pay close attention to information that comes from National Weather Service for severe weather information.


It's important to think ahead so you'll be ready to deal with dangerous weather.

1. Think about what you'll do to stay safe long before severe weather arrives.
2. Have multiple ways to get National Weather Service Warnings, Watches, Advisories, and Outlooks.
3. Get a battery-operated NOAA weather radio and program it to receive warnings for your county. The alarm tone from a weather radio can alert you to dangerous weather even when you're sleeping, 24 hours a day.
4. Make sure your family understands what they need to do, given the situation, even if you're not at home.
5. Discuss and exercise your plan at least twice a year.

During any incident or severe weather we **STRONGLY** encourage everyone to listen to your local AM and FM radio stations for severe weather updates. These stations broadcast up to the minute information during storm events and emergency situations.

Don't forget that important information can be broadcasted over the NOAA weather radios such as severe weather, evacuation orders or amber alerts.

NATIONAL WEATHER SERVICE DEFINITION TABLE



What does it mean?

Warning	Watch	Advisory	Outlook
Weather hazard is occurring, imminent or likely	Risk of weather hazard in the near future	Weather hazard is occurring, imminent or likely	Risk of weather hazard in the next 7 days
Poses a threat to life/property	Could pose a threat to life/property	Could cause significant inconvenience	Could pose a threat to life/property
Take Protective Action	Have a Plan of Action	Use Caution	Prepare a Plan of Action

IDENTIFY YOUR SAFE PLACE

Before an emergency strikes, take time to identify the safest area at home, at work and at school. One of the best ways to prepare for any major event is to build or install a safe room or underground storm shelter in your home or workplace. Plan how to get to your safe place and practice with your family several times a year.

If you do not have access to a safe room, the safest place to ride out a storm is on the lowest level and most interior part of a secure building or a well-built home. Stay away from windows, exterior walls & doors. If you live in a mobile home, get to the nearest sturdy building. It is not safe to remain in a mobile home during a high wind events or tornadic storms. Make sure you allow plenty of travel time. A vehicle **IS NOT A SAFE PLACE.**

BUSINESS PREPAREDNESS

Business and industry are just as vulnerable to the effects of emergencies as anything else. There are basic steps that a business should take to prepare for an emergency.

For more information on Business Preparedness:

<http://www.nmsbdc.org/uploads/files/SBA%20Resouce%20Partners%20Disaster%20Preparedness%20Response%20%26%20Recovery%20Guide%208-5-19%20pdf.pdf>

PLANNING FOR ACCESS and FUNCTIONAL NEEDS

If any members of your household have access and functional needs or are elderly, find out what services may be available to aid in their care or evacuation in the event of an emergency. The local chapter of the American Red Cross may offer help and advice in your planning.

People with access and functional needs should take extra precautions when preparing for a disaster. One of the most important things you can do is have a buddy, someone who can help you evacuate and take care of you. During an emergency, your usual care giver may not be able to help you. Make sure your buddy knows how to operate any medical equipment you use. When planning for the care of those with access and functional, please review the following technical support materials:

<https://asprtracie.hhs.gov/technical-resources/62/access-and-functional-needs/0>

CHILDREN AND DISASTERS

Children experience trauma and fear during a natural disaster. If they know what to do during a disaster because they have practiced family disaster drills, they will be better off. When parents are calm, children will calm down more quickly.

More information on Children and Disasters:

<https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/default.aspx>

COPING WITH DISASTER

Physical and emotional reactions often occur as a result of a natural emergency or traumatic event such as a terrorist attack. These reactions may happen immediately or weeks or months after an event. Traumatic stress reactions can happen to people of any age and can change a person's behavior, thoughts and physical health.

More information on Coping With Disaster: <https://www.ready.gov/coping-with-disaster>

ANIMALS AND DISASTERS

Find out whether potential shelters allow family pets. Some may not. If that's the case, you may want to make arrangements for pets before the event.

Animal Issues During and After a Disaster:

<https://texashelp.tamu.edu/browse/by-type/agriculture-disasters/animal-issues/>

Pets and Animals Disaster Preparedness:

<https://www.ready.gov/pets>

Disaster Preparedness for Pets:

<https://www.aspca.org/pet-care/general-pet-care/disaster-preparedness>

Protecting Livestock During a Disaster:

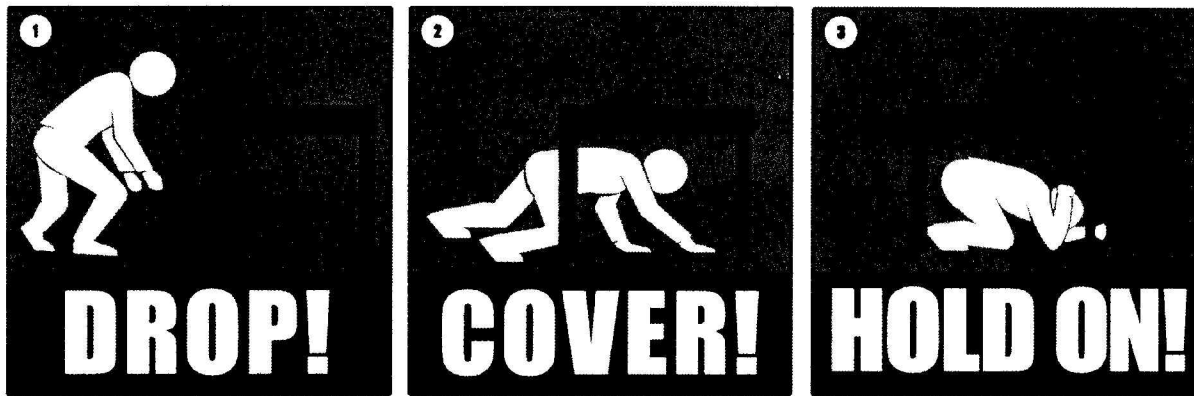
<https://www.aphis.usda.gov/aphis/ourfocus/animalhealth/emergency-management/protecting-livestock>

DURING AND AFTER AN EMERGENCY

During and after an emergency, it is important to stay calm. Even after an event, there may still be danger. What seems like a safe distance or location may not be. Stay tuned to your local radio stations and local television stations. Follow the advice of your local officials and trained personnel. Unless told to evacuate, avoid roads to allow emergency vehicles access. Do not go on the word of broadcasters to move anywhere unless it is being stated by a local official.

Disasters to be prepared for in Sandoval County

- Flash Flooding
 - Flash floods can be extremely dangerous because of strong, swift currents and rising water. They're even more dangerous at night when it's harder to see. **NEVER** cross a flooded roadway. "Turn Around Don't Drown"
- High Winds and Tornadoes
 - The violent winds in a tornado can damage buildings, knock down trees and power lines and destroy vehicles. But the main danger from a tornado is the flying debris thrown up by the storm. Small objects can inflict serious injuries when blown by tornadic winds. If a tornado warning is issued for your area or if you feel threatened, take action immediately!



- Lightning
 - There is no place safe outdoors when a thunderstorm is nearby. Lightning can strike up to 10 miles away from the thunderstorm. If you are close enough to hear thunder, you are close enough to be struck by lightning. If you can hear the thunder roar you need to get indoors!
- Power Outages
 - NEVER use a generator inside your home, always place it outdoors.
- Winter Storms
 - Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion. Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice, and high winds.
- Heat Emergencies
 - Heat exhaustion is characterized by cool, moist, pale or flushed skin; heavy sweating; headache; nausea or vomiting; dizziness and exhaustion. Whereas, Heat Stroke is characterized by hot, red skin; changes in consciousness; rapid, weak pulse; and rapid, shallow breathing. Body temperature can be as high as 105 degrees. For either situation you should call 9-1-1 immediately for emergency response and move the person to a cool location.
- Wildfires
 - If a wildfire threatens your property, stay tuned to local radio or television for evacuation warnings. Have important items and documents ready to go. If instructed to evacuate by emergency responders, do so immediately. During an evacuation if there is smoke in the air, turn your cars heating and air condition to the recirculation mode so not outside air comes in. For more information: <https://www.ready.gov/wildfires>

- Hazardous Materials Incidents
 - A hazardous material is any substance or material in a quantity or form that may pose a reasonable risk to health, the environment, or property. Hazardous materials risks include incidents involving substances such as toxic chemicals, fuels, nuclear wastes and/or products, and other radiological and biological or chemical agents.
- Earthquakes
 - An earthquake is a sudden and rapid shaking of the ground caused by the shifting of rocks deep underneath the earth's surface. Earthquakes can happen without warning and result in injuries and damage to property and roads. Earthquakes can cause fires, tsunamis, landslides, or avalanches. While they can happen anywhere, such as along the Rio Grande Rift which follows the Rio Grande, but areas at higher risk for earthquakes include California, Oregon, Washington, Alaska, Hawaii, Puerto Rico, and the Mississippi Valley.
 - <https://www.ready.gov/earthquakes>
 - <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/earthquake.html>

FIRE - CALL 911 TO REPORT A FIRE

Protect your family from a house fire by installing and maintaining smoke detectors on every level and preferably in every room of your home. Change the batteries in the smoke detectors twice a year. Have your Chimney cleaned and inspected annually by a licensed and insured company. This is recommended to do when the time changes in the fall & spring. Smoke detectors need to be replaced every ten years or per manufactures recommendations. Plan an escape route from each room in the house and practice the routes with the entire family.

If there is a fire: exit the building immediately. Crawl along the floor if there is smoke. Use a wet cloth to cover your nose and mouth. Use the back of your hand to feel the upper, lower and middle parts of closed doors. If doors are not hot, brace yourself against it and open slowly. If the door is hot, do not open it. Look for another way out. Do not use elevators. If you catch on fire, do not run. Stop, drop, and roll to put the fire out. Designate a place for your family to meet up after escaping a fire. Never go back into a burning building. More info: <https://www.ready.gov/home-fires>

TERRORISM

Terrorism is the use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion, or ransom. Terrorists often use threats to create fear among the public. They try to convince citizens that their government is powerless to prevent terrorism, while seeking immediate publicity for their causes.

Acts of terrorism include threats of terrorism; assassinations; kidnappings; hijackings; bomb scares and bombings; cyber-attacks (computer-based); and the use of chemical, biological, nuclear and radiological weapons. High-risk targets for acts of terrorism include military and civilian government facilities, international airports, large cities, and high-profile landmarks. Terrorists might also target large public gatherings, water and food supplies, utilities, and corporate centers. Further, terrorists are capable of spreading fear by sending explosives or chemical and biological agents through the mail.



More info on Terrorism:

<https://www.fema.gov/media-library-data/20130726-1549-20490-0802/terrorism.pdf>

9-1-1 DO's and DONT'S

DO: Verify the address of the emergency for the dispatcher or call-taker. This will not necessarily be your address.

DO NOT: program 9-1-1 into your auto-dial telephone. You won't forget the number.

DO: call 9-1-1 ONLY for an emergency. An emergency is any serious medical problem (chest pain, seizure, bleeding), any type of fire (business, car, building), or any life-threatening situation (fights, person with weapons, etc.).

DO NOT: call 9-1-1 to "test" your phone or the system. This needlessly burdens the dispatchers and system with non-emergency calls.

DO: call 9-1-1 to report crimes in progress, whether or not a life is threatened.

DO NOT: call 9-1-1 for a non-emergency. Use the non-emergency number for these situations.

DO: remain calm and be brief in your answers and answer all questions that you are asked to help provide as much information as possible to the responding agency or agencies

DO NOT: hang up from your call until you are told to do so by the dispatcher or call-taker. If you call was in error, stay on the line and explain to the dispatcher that you dialed by mistake and that you do not have an emergency. If you hang up, a dispatcher will call back to confirm that there is no emergency. If you don't answer, a police officer or deputy must be dispatched to confirm that you are OK. This will needlessly take resources away from genuine emergencies.

All calls to 9-1-1 are answered immediately by a dispatcher if one is available. However, if all call takers are busy on other calls, the 9-1-1 call may be answered by a recording, and then automatically routed to the first available call-taker. If you reach a recording, do not hang up and then call back. Stay on the line and your call will be answered in order. If you hang up and call back, your call will be delayed because you will be placed back at the end of the line of waiting calls.

Some helpful tips for to BE as helpful as you can to the dispatcher or call taker and the responders being sent to assist at your location.

BE: prepared to describe your location and the location of the emergency. Although an Enhanced 9-1-1 system will display your telephone number and location, the dispatcher must confirm the displayed address or may ask you for more specific location information about the victim or suspects.

BE: prepared to describe the persons involved in any incident. This includes their race, sex, age, height and weight, color of hair, description of clothing, and presence of a hat, glasses or facial hair.

BE: prepared to describe any vehicles involved in the incident. This includes the color, year, make, model and type of vehicle (sedan, pick-up, sport utility, van, tanker truck, flatbed, etc.). If the vehicle is parked the dispatcher will need to know the direction it's facing. If the vehicle is moving or has left, the dispatcher will need to know the last direction of travel.

BE: quiet and calm so you can listen to the dispatcher's instructions for assistance. If you are in danger yourself, they may tell you to leave the building, secure yourself in a room, or take other action to protect yourself.

BE: willing, if you are able and have training, to apply first aid to any patients who need it. Give the victim reassurance that help is on the way. Secure any dogs or other pets that may interfere with the emergency response. Gather any medications the patient is taking and which the medical crew will need to take with the patient.

PIPELINE AND UNDERGROUND UTILITY SAFETY

Dial 811 to call before you dig!

For locate request call: 811 or 505-260-1990 during regular business hours.

Statewide for New Mexico: Dial 811 or 800-321-ALERT (2537) during regular business hours.



By Fax: 505-260-1248 or 800-727-8809 24 Hours a day.

By Web at: Request a Line Spot 24 Hours a day. <http://www.nm811.org/>

Call 811 is a safety and damage prevention program designed to promote public awareness, provide a communication link between excavators and operators of underground facilities, and to eliminate potential hazards posed to excavators, the general public, vital underground facilities and the environment whenever excavation is done.

Dial 811 at least two business days prior to your planned excavation and your call will be routed to the 811 call center. The Call center will ask you a series of question in regards to what you plan to do and what type of work. In a matter of minutes affected local utilities will be notified and they should have the approximate location of their facilities marked within 2 business days so you can dig safely.



LOCAL EMERGENCY PLANNING COMMITTEE



LEPC

...safety in knowledge®