BE INFORMED
BE PREPARED

VILLAGE OF LAKE ZURICH
COMMUNITY PREPAREDNESS GUIDE

BE INFORMED

EMERGENCY ALERT SYSTEM

The Village of Lake Zurich uses Everbridge Mass Communication Platform to enhance village-wide communication and emergency preparedness. With Everbridge Mass Notification, Village officials can quickly communicate with residents during time-sensitive situations, such as emergencies and unforeseen public safety matters.

This mass notification system allows officials to record, send, and track personalized voice messages, text messages, TTY / TDD, and emails to thousands of residents in just minutes. Village officials can target messages to specific groups or residents in a specific neighborhood, notifying only those that need to be aware of a situation.

How do I sign up for Notifications?

To receive messages by phone, email, text, cell phone, or voice over Internet Protocol (VoIP), residents are encouraged to include their relevant contact information in the notification system. It just takes a few minutes to complete the sign-up.

After Receiving a Notification

- Listen to the entire recorded message and follow all instructions provided if possible.
- In emergency situations, which warrant a call to notify residents when a situation has been resolved, the original message will advise residents that the system will send an all clear call when the situation is resolved and it is safe to return to normal activities.

GET CONNECTED

WEBSITE - www.lakezurich.org

The Village's website is always a great place to go for information. During emergencies, the Village will post pertinent information and/or instructions for residents and businesses. Make sure and check the website often for the latest updates!

BENCHMARKS

The Village provides information to residents, businesses and visitors in various formats including Benchmarks, our e-newsletter delivered directly to your email account. Please visit www.lakezurich.org to sign up.

PUBLIC ACCESS TV

The Village of Lake Zurich manages the programming shown on Comcast cable channel 4 and AT&T U-Verse channel 99. Programming currently includes rebroadcasts of government meetings and local religious services. Outside the times of those broadcasts, the channel displays informational notices of events and programs within the Lake Zurich Area.

SOCIAL MEDIA

The Village's Facebook & Twitter pages are great places to go for instant information and regular updates during local emergencies.

facebook @VillageOfLakeZurich

twitter @LakeZurichGov

BE READY

1 BUILD A KIT

One of the most basic ways you and your family can be ready for local disasters is by building emergency supply kits. These kits, filled with certain essential items, will give your family the ability to be self-sufficient during all types of emergency situations.

Basic Emergency Supply Kit

Every family needs to have a basic emergency supply kit filled with all of the items necessary to care for their basic needs for a minimum of three (3) days. Make building your kit a family activity and when complete, make sure and store it in a place where everyone can access it.

In the event that you have to evacuate, make sure your kit is also portable. Be sure to check expiration dates periodically. Here are a few items that every kit should have:

- Water (1 gallon of water per day per person with enough for at least 3 days)
- Non-perishable food (enough for at least 3 days)
- Battery-powered radio
- NOAA weather radio
- Flashlight
- First aid kit
- Whistle to signal for help
- Filter mask or cotton t-shirt to help filter the air
- Moist towelettes or hand sanitizer
- Wrench and/or pliers needed to turn off utilities
- Manual can opener
- Plastic sheeting and duct tape to shelter-in-place
- Garbage bags and plastic ties for personal sanitation
- Cell phone with a car or solar charger
- Family specific items (i.e. prescriptions medications, infant formula and diapers, clothing, important documents).

For a list of additional items, go to www.ready.gov, click on "Build a Kit."

Car Kit

Every family should also build a car kit for road emergencies and evacuation scenarios with the following.

- Jumper cables/Road flares
- Food (i.e. granola bars or energy bars)
- Local maps
- Extra clothing and sturdy shoes (seasonal)
- Rain gear
- Gloves
- Blankets
- Duct tape
- Small tarp
- Basic tools and small shovel
- Flashlight
- First aid kit
- Whistle to signal for help
- Battery-powered radio
- Emergency contact list

2 MAKE A PLAN

Every family needs to have a plan for dealing with local emergencies. Do you know what types of emergencies to plan for? Has your family discussed what to do if your house catches on fire or a tornado warning occurs? Take some time to learn about what emergencies you need to plan for in Lake Zurich and how to create Family Communication and Emergency Action plans. Then get your whole family involved in developing a plan to ensure you're prepared for the next emergency.

Family Communication Plan

Every family's emergency plan should start with information on communication. If your family isn't all together when an emergency occurs how will you get in touch with each other? Do your kids have your work numbers written down somewhere and do you know the number for your child's school? Do you have important phone numbers in one location such as your doctor, pharmacist, and insurance company? Making sure that all of this information is centralized and that every family member has access to it is a must!

Family Emergency Action Plan

Once your communication plan is complete, it's time to develop an Emergency Action Plan. This plan should focus on two primary scenarios: (1) an emergency that requires you to stay put (called sheltering-in-place), and (2) an emergency that forces you to evacuate and relocate.

Your Emergency Action Plan should account for small and large incidents and should be written down and discussed as a family.

Business Preparedness

Every business needs to have an emergency plan – and practice it regularly! Your plan should address not only what to do in the midst of an emergency, but also how you plan on staying in business following a disaster.

Visit www.ready.gov/business for resources to help you develop an emergency plan for your business.

JOIN US!

3 GET INVOLVED

Get involved and you can help make a difference when it matters most! During and immediately following a local emergency first responders and other Village personnel won't be able to provide residents with all of the services you have come to expect. For all but the most life threatening situations you may be forced, during a disaster, to rely solely on yourselves and your neighbors. So get involved! Learn how to be better prepared and volunteer to help your community in its time of need.

TRAINING OPPORTUNITIES

Citizen Police Academy

The Lake Zurich Police Department sponsors a Citizen Police Academy. The academy is conducted one night a week over a period of 10 weeks at the Police Department. The academy is free to Lake Zurich residents. Requirements are: A Lake Zurich resident, at least 21 years old, pass a criminal background check. Class is limited to a minimum of 12 and a maximum of 20. For more information, please contact the Criminal Investigations Division at (847) 719-1690.

VOLUNTEER OPPORTUNITIES

Community Emergency Response Team (CERT)

The Village of Lake Zurich Citizens Corps CERT is part of a regional team including the towns of Hawthorn Woods, Kildeer, Lake Zurich and Long Grove. The CERT is a field based operational unit. The training covers personal preparedness, search and rescue, first aid and victim removal to name a few. This team is designed to aid emergency personnel in situations where emergency services are already stretched beyond initial capabilities. Please contact Division Chief Michael Wenzel at (847) 540-5070 for more information.

CERT
COMMUNITY EMERGENCY RESPONSE TEAM

EXPLORER POSTS

Explorer Post 2

Explorer Post 2 teaches leadership and responsibility while giving its members the opportunity to serve their community. Explorers receive training in more than 40 topics including: Traffic direction, Traffic stops, Writing police reports, CPR, Domestic disputes, Leadership and more. A young man or woman must be 14 years old and a high school student in order to be considered for membership. For more information, contact Officer Denise Bradstreet at denise.bradstreet@lakezurich.org.

Explorer Post 343

Interested in firefighting or emergency medical services? Anyone ages 15-21 is welcome to join Explorer Post 343. You will train like a firefighter/paramedic and learn skills including advance hose, SCBA work, CPR/ First-Aid, EMT skills and train with tools and ladders. For more information, please send an e-mail to exploringfire@lakezurich.org.

CPR

Sign-up for CPR training and you could save someone's life! The Fire Department offers classes. For more information, please call (847) 540-5070.

SEVERE WEATHER

SEVERE WEATHER AWARENESS

General awareness is the key to dealing with severe weather. You can be better prepared just by monitoring local weather reports to determine when you need to take certain precautions.

Monitoring the weather has never been easier thanks to a variety of tools available, including the internet, television, mobile applications, and weather radios, that can help keep you up to date. Check out the following websites where you can monitor the weather and/or sign-up to receive weather alerts:

www.weather.gov
www.weather.com
www.wunderground.com
www.accuweather.com
www.weatherbug.com

FLOODING

Flood Insurance Riders

Have you considered how you will pay for home repairs or replace your belongings following a flood?

Many people don't realize that standard homeowner's insurance policies don't cover flood damage. Check your homeowner's policy to make sure you know what is and is not covered. Then, talk to your insurance agent about adding a flood insurance rider to your homeowner's policy. A flood insurance rider can protect you and your family from tens of thousands of dollars worth of damage that can result from just a few inches of water in your home.

Flooding and Electrical Hazards

Do you know what types of electrical hazards exist when your basement floods?

The Village reminds residents that they need to be aware of the possibility of electrical equipment becoming energized when it comes into contact with water. Basement flooding has the potential to create a serious electrocution hazard for you and your family so here are some important safety measures to keep in mind:

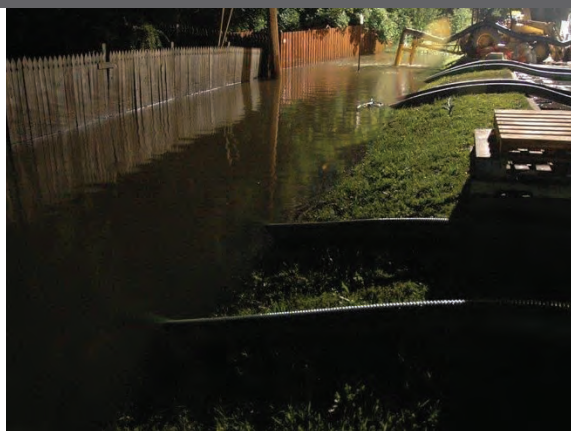
- Call 9-1-1 if your basement has flooded and you see or smell smoke.
- Do not step into a flooded basement, or other area of your home, if water is or might be in contact with electrical outlets, appliances, or cords.
- Do not attempt to turn off power at the breaker box if you have to stand in water to do so. If you cannot safely reach your breaker box, call ComEd to shut off power at the meter.
- Do not use electrical appliances or touch wires, switches, or fuses, if you are wet or standing in water.

My Basement has Flooded! How Should I Pump it Out?

Residents with water in their basement need to be extremely careful when pumping them out. Pumping the water out too quickly could cause structural damage and cause basement walls to collapse. Water must be drained slowly to equalize the pressure in your basement.

FEMA recommends that residents use the following procedures when pumping out their basement:

1. Start pumping when water is no longer covering the ground outside your house.



2. Pump out only one foot of water to start. Mark the water level and wait overnight.
3. Check the water level the next day. If the water level went back up (covered your mark) it is still too early to drain your basement. Wait another 24 hours, then pump out one foot of water again and check the level the next day.
4. Once the water level in your basement stops covering your mark, pump out between two (2) and three (3) feet and wait overnight again.
5. Repeat step 4 daily until all of the water is out of your basement.

Caution! Driving Through Standing Water

When street flooding occurs even a few inches of standing water can be potentially dangerous for drivers. Residents need to be cautious when driving following severe storms, keeping an eye out for street flooding. Residents should avoid, whenever possible, driving through standing water of any depth.

Nicor Gas

Act Fast! - Never try to find the leak yourself.

- **LEAVE** the area immediately, warning others in the area as you leave. Keep everyone away from the area until emergency assistance arrives.
- **AVOID** touching anything that may cause a spark. This includes lighters, matches, cigarettes, flashlights, light switches and telephones in the area of the suspected leak. Wait until you are a safe distance away before using your cell phone.
- **CALL** Nicor Gas at 888.Nicor4U (888.642.6748) and emergency responders at 911 once you are in a safe place, away from the area of the suspected leak. Stay away until emergency personnel indicate it is safe to return.

ComEd®

An Exelon Company

ComEd has enhanced its communication options beyond the existing 800/EDISON1 (800/334-7661) call in number. Two main enhancements for the reporting and tracking of power outages include a new mobile app and a texting feature.

ComEd Emergency

If you have an electric emergency, it is important to call ComEd immediately. Never email your emergency request. If you need to report an emergency situation, such as a fire, vehicle accident, electric contact/shock, or other potential danger, please call 911 to notify local authorities.

Storm Center

When the storms roll in, ComEd is ready to keep you up-to-date on our outage restorations. Visit the Storm Center at comed.com/storm to get the latest information on outages in the service territory, view our Outage Map, and report an outage.

Outage Alerts

Need to report an outage? Text the word OUT to 26633 (ComEd) and get updates until your power is restored. Visit comed.com/text for more information and to sign up.

Mobile App

Gain the flexibility and convenience of managing your ComEd Residential account on the go with ComEd's FREE mobile app for iPhone® and Android™ devices. Report an outage, make a one-time payment, and manage account features with the swipe of a finger. Learn more at comed.com/app. For more information, go to www.comed.com.

SEVERE

Outdoor warning sirens are located throughout the Village to notify the public of tornado warnings. Warning sirens are activated by the Village's 9-1-1 Dispatch Center, according to information issued by both the National Weather Service and a private weather service. The primary purpose of warning sirens is to notify individuals who are outdoors at the time of a threat of a probable or imminent tornado. Warning sirens are not designed to penetrate the walls of homes and businesses, which means you may not always hear them inside your home. For that reason, it is important to have a NOAA (National Oceanic and Atmospheric Administration) weather radio as part of your emergency preparedness plan.

What Should You Do When You Hear the Warning Sirens Activate?

If indoors at the time of activation:

1. Seek shelter immediately in the lowest level of your house, preferably in an interior room away from doors and windows.
2. Tune into radio or television stations for the latest information.
3. Remain in your place of shelter until the threat has passed.

If outdoors at the time of activation:

1. Seek shelter indoors, but not in a car or mobile home.
2. If there are no safe options indoors, lie flat in the nearest ditch or depression and use your hands to cover your head.

NOAA Weather Radios

Do you and your family have a plan to stay informed about severe weather alerts? How will you find out about impending weather in the middle of the night or when the power goes out? The answer is a weather radio!

The Federal Emergency Management Agency (FEMA) recommends every home have a National Oceanic and Atmospheric Administration (NOAA) weather radio so families can monitor severe weather and other dangerous storms. Weather radios transmit forecasts and severe weather warnings and watches from the National Weather Service (NWS) 24 hours a day. The NOAA radio network broadcasts information about thunderstorms, tornado warnings, floods, winter storms, and other severe weather. The best part is that a good weather radio can be tuned to the station closest to your home so you only get the alerts for your area!

WEATHER TIPS

POWER OUTAGES

Always Call ComEd to Report Power Outages

If you lose power to your home you should always call ComEd at 800/EDISON1 (800/334-7661) to report the outage. Reporting your outage ensures that ComEd has the most up to date information for restoring power to your area.

Generators and Generator Safety

Do you and your family have a plan for power outages? Have you thought about what you will do if you lose power for three days or a week? Have you considered purchasing a portable generator? A portable generator can keep some lights and a few essential appliances running in your home, making the situation more comfortable for your family .

While generators are great tools, they can also be hazardous when not used properly.

The following tips will help ensure the safety of you and your family when using a portable generator.

Portable Generator Safety Tips:

- Always use generators outside, away from doors, windows, and vents. NEVER use generators inside your home, garage, basement, crawl space, or any other enclosed area.
- Plug all appliances directly into the generator, or use a heavy-duty outdoor-rated extension cord.
- NEVER plug the generator into a wall outlet (known as back-feeding). This practice can cause an electrocution risk to utility workers and others served by the same utility transformer.
- If you must connect a generator to house wiring, make sure to have a qualified electrician install the appropriate equipment.
- Before refueling the generator, turn it off and let it cool. Fuel spilled on hot engine parts could ignite.

Electrical Service Damage: Do you Know Who is Responsible?

Following recent storms many residents became frustrated when power had been restored to their neighborhood, but their home was still without power.

What many residents did not realize was that damage sustained to their home's electric service was their responsibility to have repaired before ComEd could reconnect and re-energize their power.

Do you know which parts of your home's electric service are owned by ComEd and which parts you own? Distinguish between areas owned by ComEd and areas owned by the customer.

Check the ComEd website for diagrams and information on "Equipment Responsibility" under Customer Support when it comes to your electric service or call 1-800-EDISON-1 for any further questions.

VILLAGE OF LAKE ZURICH

70 E. Main Street • Lake Zurich, IL 60047
(847) 438-5141 www.lakezurich.org