



Riverside Fire Department



Office of Emergency Management

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# CITY OF RIVERSIDE COMMUNITY PREPAREDNESS NEWSLETTER

Spring 2012

Volume II, Issue I

## PREPARE TODAY

### Prepare today for tomorrow's emergencies.

Disaster can strike quickly and without warning. It can force evacuation from or confinement to your home or work place. What would you do if water, gas, electricity, or telephone service were cut off? How would you reconnect with family if you were at work? Being prepared can mean the difference between life and death. By following four basic steps— Get a kit, Make a Plan, Be Informed, Get

Involved, you can ensure your own well-being and that of your loved ones in the event of a disaster

1. **GET A KIT.** Following a major disaster, emergency responders won't be

able to reach everyone immediately. You may need to survive on your own; this means having your own food, water, and other supplies in sufficient quantity to last for at least 5 to 7 days. Also prepare a **"to go" kit** with items needed if you must evacuate. Assemble your kits well in advance of an emergency. You may **have to leave quickly and won't have time** to search for supplies you need.

2. **MAKE A PLAN.** Your family may not be together when a disaster strikes, so plan in advance how you will get to a safe place and contact one another to get back together. You will be better prepared to safely reunite during an emergency if you think ahead and communicate with others in advance.

3. **BE INFORMED.** Most communities may be affected by several types of hazards during a lifetime. Knowing what to do before, during, and after an emergency is a critical part of being prepared and may make all the difference when seconds count. Familiarize yourself with the local advance alerts and warnings and how you will receive them. Learning what to do in different situations will help you reduce the impact of disasters and may save lives and prevents injuries.

4. **GET INVOLVED.** In the face of disaster, people come together and ask, **"How can I help?"** Get Involved before disaster strikes! Participate in programs and activities to make

your family, home, and community safer from risks and threats. Get trained in the Community Emergency Response Team (CERT) Program and/or other Citizen Corps Partner Programs. With proper training, civilian volunteers can expand the resources available to local communities.

For information on the Riverside Fire Department - CERT Program visit: <http://www.riversideca.gov/readyriverside/cert/>. Taking steps to prepare now will go a long way to returning your community to normalcy and will help make your city a safer and better prepared place to live, work, and visit.

*Riverside Fire Department  
Office of Emergency Management  
[www.readyriverside.com](http://www.readyriverside.com)*



## Protect Yourself During a Heat Wave

A Heat Wave is a prolonged period of excessive heat. Extreme heat is defined as temperatures that hover 10 degrees Fahrenheit or more above the average high temperature for the region and that last for prolonged periods.

**Internal Thermostat.** Under normal conditions, the **body's internal thermostat produces perspiration that evaporates and cools the body.** In abnormal heat, evaporation is slowed and the body must work hard to maintain its normal temperature. The elderly, the very young, and those who are disabled are at risk from extreme heat. In addition, because men sweat more than women do, men are more likely to have difficulty with extreme heat because of dehydration.

**Heat-Related Illness.** Studies indicate that excessive heat that continues for periods longer than two days causes a significant rise in heat-related illnesses. Spending several hours each day in air conditioning, however, can reduce the risk of heat-related illness. People living in urban areas may be at greater risk from the effects of a prolonged heat wave than people living in rural regions may. Stagnant atmospheric conditions can trap pollutants in urban areas, and asphalt and concrete stay warm longer. This phenomenon is known as the "*urban heat island effect.*"

During a heat wave, you should:

- Seek air conditioning. If the home does not have air conditioning, persons should seek areas that do. Schools, libraries, shopping malls, community centers, and many other public places offer good refuges during extreme heat.
- Avoid strenuous activities during the hottest period of the day. Heat-related illnesses can strike quickly, especially for those who perform strenuous work during the heat of the day.
- Wear lightweight, light-colored clothing. Light

**colors reflect the sun's rays better than dark colors,** which absorb the heat. Protect the face and head by wearing a wide-brimmed hat.

- Check on people. Check on family members and neighbors who do not have air conditioning or who have medical problems that make them particularly susceptible to heat-related illnesses.
- Drink plenty of fluids. Dehydration can occur quickly and can be unnoticed or mistaken for other illnesses. Increasing fluid intake, even if not thirsty, can reduce the risk of dehydration. Remember, however, that persons who are on fluid-restrictive diets (e.g., those with kidney disease) should consult their doctors before increasing fluid intake.
- Take frequent breaks. Taking frequent breaks and seeking shade allows the body to cool down.

**Men sweat more than women do, so men are more likely to have difficulty with extreme heat because of dehydration.**

To protect against excessive heat in the home:

- Install additional insulation. Insulation helps to keep heat out in the summer as well as to keep heat in during the winter months.
- Protect windows and glass doors. Consider keeping storm windows installed throughout the year.
- Use attic fans. Because heat rises, attic fans can help clear the hottest air from the home.



*See next page for how to treat heat exhaustion and stroke.*

# Treating Heat-Related Injuries

There are several types of heat-related injuries:

**Heat Cramps.** Muscular pains and spasms resulting from heavy exertion, heat cramps are often the first signal that the body is suffering from excessive heat.

**Heat Exhaustion.** Heat exhaustion is a form of mild shock that typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating.

**Heat/Sun Stroke.** Heat or sunstroke is a life-threatening condition in which the victim's temperature control system that produces sweating to cool the body stops working. The body temperature can rise to the extent that *brain damage and death may result* if the body is not cooled quickly.

## HEAT EXHAUSTION

The symptoms of heat exhaustion are:

- Cool, moist, pale, or flushed skin;
- Heavy sweating;
- Headache;
- Nausea or vomiting;
- Dizziness; and
- Exhaustion.

A patient suffering heat exhaustion will have a near



***“If the victim is experiencing vomiting, cramping, or is losing consciousness, DO NOT administer food or drink.***

***Alert a medical professional as soon as possible.”***

normal body temperature. If left untreated, heat exhaustion will develop into heat stroke.

## HEAT STROKE

Heat stroke is characterized by some or all of the following symptoms:

- Hot, red skin;
- Lack of perspiration;
- Changes in consciousness; and/or
- Rapid, weak pulse and rapid, shallow breathing.

In a heat stroke victim, body temperature can be very high — as high as 105° F. *If an individual suffering from heat stroke is not treated, death can result.*

## TREATMENT

Treatment is similar for both heat exhaustion and heat stroke.

1. Take the victim out of the heat and place in a cool environment.
2. Cool the body slowly with cool, wet towels or sheets. If possible, put the victim in a cool bath.
3. Have the victim drink water, SLOWLY, at the rate of approximately half a glass of water every 15 minutes. Consuming too much water too quickly will cause nausea and vomiting in a victim of heat sickness.

If the victim is experiencing vomiting, cramping, or is losing consciousness, DO NOT administer food or drink. Alert a medical professional as soon as possible, and keep a close watch on the individual until professional help is available.





# HIGHLIGHTS AND UPDATES

## Hello, CERT Members!

Since our CERT Training Program began in August 2004, over 900 people have been trained. Each graduating CERT Class is asked to fill a seat with a family member, friend, co-worker, or classmate for the next CERT class. This helps to ensure that those around them will know how to respond should an emergency or disaster occur.

**If it's been a while since taking the CERT Basic Course training, it might be a good idea to come back for a refresher.**

In November 2011, Riverside CERT began using the new updated FEMA CERT curriculum.

The units are organized in the same way; however, edits were made to ensure that protocols are up-to-date and that the content is clear.



Riverside CERT Members are invited to comeback and attend refresher or advanced CERT trainings for free! Just give us a call and we will add you to the roster.

The Riverside CERT program is successful thanks to our CERT Volunteers. By participating in outreach events, you are helping

others be better prepared. By attending continued trainings you are practicing your skills and learning new things! Be sure to attend the CERT Advanced Training -RADIO COMMUNICATION IN DISASTERS on Saturday, June 23<sup>rd</sup> at Martha Mclean

Anza Narrows Park at 5759 Jurupa Avenue, from 9:00 am to 1:00 pm, (see page 5) *Our goal is to establish an*

***“The Riverside CERT program is very successful thanks to our CERT Volunteers.”***

*Amateur Radio Group consisting of CERT Members who can be called upon if needed during an emergency. As a newly licensed HAM Radio Operator myself, I recognize the important contributions Amateur Radio Communications can make during emergencies. So I'm calling*

*upon the expertise of experienced CERT HAM Operators for their help. In closing, keep checking our website for new training and volunteer opportunities.*

Looking forward to seeing you soon!

Sincerely,  
Gina Perez  
Community Preparedness/ CERT Coordinator  
Riverside Fire Department  
Office of Emergency Management  
[gperez@riversideca.gov](mailto:gperez@riversideca.gov)  
(951) 320-8112  
KJ6OPI



The Riverside Fire Department - Office of Emergency Management bids farewell to

CERT Volunteer Felicia A. Bradfield as Editor of our Community Preparedness CERT Newsletter. Felicia has contributed many hours of her time, talent and efforts to our newsletter and we are very appreciative.

Felicia completed her CERT Training in Oct. 2006 and in Dec. 2008 she was hired as a Volunteer for the Fire Department assigned to the Office of **Emergency Management. With Felicia's help, in April 2009, the first Community Preparedness CERT Newsletter was published. The newsletter has provided valuable**



## WE'LL MISS YOU FELICIA!

emergency preparedness information and resources and highlights the activities of the CERT Program.

Between her commitments serving as a Technical Sergeant in the US Air Force, Air National Guard, and CEO of her own firm we know she keeps busy. We are very proud of our newsletter and will continue it, thanks to the format Felicia created for us.

Thank you Felicia we are grateful for all your hard work, we will miss you!

Gina Perez & Staff  
Riverside Fire Department  
Office of Emergency Management

# Save the Date: CERT Activities and Classes

## CERT 20-Hour

### Basic Course Training

For Deaf and Hard of Hearing-  
Access & Functional Needs

We are partnering with Riverside County Fire Office of Emergency Services to offer FREE CERT Basic Course Training, with priority given to people who are deaf and hard of hearing or who have access and functional needs. This course includes translation services for American Sign Language.

#### Location:

Riverside City Emergency Operations Center (EOC)  
3085 St. Lawrence Street  
Riverside, CA 92504

#### Dates:

- ♦ Oct 5, 2012, Friday  
5:30 pm to 9:30 pm
- ♦ Oct 6, 2012, Saturday  
8:00 am to 5:00 pm
- ♦ Oct 7, 2012, Sunday  
8:00 am to 5:00 pm

You must attend all dates to receive the FEMA certificate. To sign up, call (951) 955-4700 or register online at: [www.rivcocert.org](http://www.rivcocert.org)

## CERT 20-Hour

### Basic Course Training

Prepare family, co-workers, and neighbors for disasters with the CERT Basic Course. To register call (951) 320-8109 or register online at: [www.riversideca.gov/readyriverside/cert/](http://www.riversideca.gov/readyriverside/cert/)

Location: Same as above

#### Dates:

- ♦ Nov 2, 2012, Friday  
6:00 pm to 9:00 pm
- ♦ Nov 3, 2012, Saturday  
8:00 am to 5:00 pm
- ♦ Nov 4, 2012, Sunday  
8:00 am to 5:00 pm

You must attend all dates to receive the FEMA certificate. Course registration fee \$15.00.

## 2012 Amateur Radio Field Day

Riverside County Amateur Radio Association, California Radio Amateur Civil Emergency Service (RACES), and Riverside Fire Department - Office of Emergency Management join together for the 2012 Amateur Radio Field Day Event on Saturday, June 23 at 11:00 am to Sunday, June 24 at 11:00 am at Martha McLean Anza Narrows Park, 5759 Jurupa Avenue, Riverside. THIS EVENT IS OPEN TO EVERYONE. Transmit for that day on a radio even without a license.

**CERT Volunteers Needed**  
Help spread the word about CERT/ Disaster Preparedness by volunteering to staff a display booth at Community events. At times we also need your help at Community events to make them run smoothly. Call (951) 320-8112 or e-mail Gina Perez at [gperez@riversideca.gov](mailto:gperez@riversideca.gov). Please volunteer for at least two hours; this still leaves time to enjoy the event.

## CERT Advanced Training *CERT Members Only*

Courses with fewer than 15 CERT Members registered will be cancelled.

- ♦ June 23, Saturday  
Radio Communication in Disasters  
Martha McLean Anza Narrows Park (Gazebo Area)  
5759 Jurupa Avenue  
Riverside, CA 92504  
9:00 am to 1:00 pm

### June 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### October 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

### November 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

- ♦ October 20, 2012, Saturday  
Disaster Search Dogs and the CERT volunteer  
Riverside Fire Department-EOC  
3085 Saint Lawrence Street  
Riverside, CA 92504  
8:00 am to 12:00 pm
- ♦ November 4, Sunday  
*Final Drill Exercise*  
**Be an "injured" victim for the**  
Basic Course Training  
Riverside Fire Department-EOC  
2:00 pm to 4:00 pm

To Register go to:  
[www.riversideca.gov/readyriverside/cert/](http://www.riversideca.gov/readyriverside/cert/)



# Congratulations CERT Class Number 40!

## *CERT Class # 40 Graduates*

*In alphabetical order:* William Dallman, Melvin Dawson, Jay Duman, Clifford, Fish, Arturo Garcia, Andrea Gramckow, Karen Gregg, Sharon Gutierrez, Richard Huerta, Dimitri Lara, Lori Lopez, Emilio Lopez, Patrick McGaugh, James Meyer, Rudy Moreno, Marlene Odebralski, Vern Parker, Carla Reynolds, Gina Riggs, Carol Seers, Michele Serre, and Shelley Tamiso.



*Fire Capt. Peurifoy demonstrates head-to-toe assessment of a victim.*

*Firefighter Wayne Hess demonstrates how to lift heavy material off a victim during the Search and Rescue unit of learning.*



*CERT members practice finding victims during the final drill exercise.*

*During the final drill exercise, CERT members perform splinting.*





# Congratulations CERT Class Number 41!

## **CERT Class # 41 Graduates:**

*In alphabetical order:* Jose Aubert, David Camit, Richard Dauer, Edna Ernst, Elias Garcia, Susan Gregg, Mark Hanna, Eva Kasick, Katrina Kociemba, Tony Le, Dara Metzker, Charlotte Murphy, Burton Parker, Steve Putnam, Erik Ramirez, Sofia Robles, Neil Sachs, Sayra Sanchez, Jackie Sayer, Rick Schirmer, Lisa Schulz-Garcia, Amir Shahatit, Rami Shahatit, Thomas Slone, Peter Sellas, Chrisy Turner, Paul Van Doren, Jan Vejchar, Phil Wojtalewicz, and Brandon Yanez

**CERT Refreshers:** Nicholas Esparza and Nader Shahatit - **CERT Victims for Final Drill Exercise:** Robert Connerly and Jo Ann Snodgrass



← Cert Member Nick Esparza assists Paul Van Doren, Director of Community Access Center of Riverside, in the PASS (Pull, Aim, Squeeze, Sweep) method for using fire extinguishers. CERT is proud to announce that Paul Van Doren is the first blind Riverside CERT Member! See page 13 for access to low vision and screen reader versions of CERT Participant Manuals.



Deputy Chief Mike Esparza welcomes CERT Basic Course Class Number 41.

*Fire Capt. Peurifoy instructs Susan Gregg and Eva Kasick on the PASS (Pull, Aim, Squeeze, Sweep) method.*



## Emergency Operation Center Training Exercise



representatives and coordinating agencies are able to work in support of a large disaster or emergency. The facility provides centralization of City response to major events. The EOC allows for City departments to work closely together to make recovery more efficient for the community.

On December 9, 2011, CERT Members Santiago Arteaga, Rick Barrionuevo, Joe Hamlin, and BJ Ratiff assisted Emergency Operations Coordinator Phil McCormick in an Office of Emergency (EOC) Training Exercise.



What is an Emergency Operation Center?  
The EOC is a secure facility where City department

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## CERT Members Receive CPR Certification

On February 4 and April 14, 2012, CERT (CPR & AED) Cardiopulmonary Resuscitation and Automated External Defibrillator classes were held.

24 CERT Members received certification! Training was conducted by Fire Captain John Peurifoy with assistance from CERT Coordinator Gina Perez.

Useful training, CERT Members!



*Learn and Live*



# FEMA Canine Search Evaluation Exercise

## THANK YOU CERT VOLUNTEERS!

- Lena Barraza
- David Bell
- Regina Brown
- Carol Crouch
- Greg Crouch
- Fran Ferard
- Misty Finney
- Kay Graham
- Lauren Grecian
- Anna Hauldren
- Ingrid LeMasters
- Marlene Odebralski
- Jason Rossi
- Nancy Stimmel
- Virginia Werly
- D. Yanire Zayres

The Riverside Fire Department - FEMA California Urban Search & Rescue Task Force (CA-TF6), Chief Evaluator Peter Sellas, CERT Coordinator Gina Perez, and the Office of Emergency Management would like to say THANK YOU to CERT Volunteers.



CERT Members volunteered their time at the FEMA Canine Search Evaluation Exercise held on Saturday and Sunday, January 21 and 22, 2012, at the Philadelphia Recycling Mine in Mira Loma. Handlers and their dogs came from as far away as Arizona, Washington, and Nevada, and Evaluators came from as far away as Boston and Indiana. Each dog had 20 minutes to search a 10,000-square foot pile and another 20 minutes to search an 11,000-square foot pile to find live victims played by Riverside Fire Explorers. Riverside CERT Volunteers assisted with various tasks, including front gate sign-in.



CERT Volunteers; Marlene Odebralski, Ingrid LeMasters, Virginia Werly, Misty Finney and Anna Hauldren

Urban Search and Rescue is a "multi-hazard" discipline, that may be needed for a variety of emergencies or disasters. CA-TF6 is one of 28 National Task Forces and one of eight in California that respond as either Federal Emergency Management Agency (FEMA) or as a California EMA resource during emergencies requiring highly skilled search and rescue personnel. Although Urban Search and Rescue Task Forces are FEMA resources, they also work for, and in support of, local response agencies.

Source: <http://www.riversideca.gov/fire/specialprograms/usar/>.



# CERT RESPONDER - DEAF SENSITIVITY TRAINING



On February 15, 2012 Lisa Price, Regional Director of CODiE and a

CERT Member, was our instructor at the CERT Advanced Training on *CERT Responder - Deaf Sensitivity*. She emphasized the importance of CERT Volunteers communicating with a deaf or hard-of-hearing neighbor or co-worker during an emergency.

Lisa provided different methods to communicate:

- Do whatever you need to communicate.
- Write notes composed of short, brief phrases; add drawings.
- Use hand gestures and body language.
- Face the deaf person and speak slowly; do not assume deaf people can read lips.

- Look for signs of misunderstanding in facial expressions or body language; make sure the deaf person understands you.
- Children should not be used as interpreters for their deaf **parents or guardians, unless it's absolutely necessary.**



***“Center on Deafness - Inland Empire (<http://codie.org>) is a non-profit community based service agency whose mission is to enable deaf, hard-of-hearing, and deafened adults to live independent, productive lives, with full access to the services and opportunities available to people who hear.”***

- Whenever possible seek out the help of an Adult Interpreter.



Some additional information on communicating was also provided. When writing notes, do not write narratives with extraneous words; be specific. Call attention to things or actions. Other extra words, such as **“the,” is not a “thing or an action”** so there is no need to write it in a note.

Use your CERT Disaster Psychology training to understand that during a disaster, a Child of Deaf Adult(s) (CODA) is also going to be experiencing his or her own trauma. Relying on him or her for help in translating can add to the trauma.

Lisa also taught some basic signing skills that could be used in an emergency. CERT Members practiced signing for correct form.

The training we received was very informative, and CERT Members learned valuable skills that will be useful during an emergency when helping someone who is deaf or hard of hearing. So we thank Lisa Price and her staff for a great presentation.



Center on Deafness –  
Inland Empire  
3576 Arlington Ave.,  
Suite # 211  
Riverside, CA 92506  
(951) 801-5674 VP  
(951) 275-5000 Voice

By  
Gina Perez,  
Community  
Preparedness/  
CERT Coordinator





# Habitat for Humanity and ReSTORE



*CERT Member David Bell works the Red Cross booth.*

The Habitat for Humanity and ReStore Emergency Preparedness Event was held on March 7, 2012. Thank you to the CERT volunteers who made this possible.

The Mission of Habitat for Humanity Riverside is to build and renovate homes in partnership with the community.



*CERT Member Marlene Odebralski distributes emergency preparedness items and CERT Information.*

The Habitat for Humanity Riverside ReStore is a non-profit, retail outlet committed to the success of Habitat for Humanity Riverside by providing on-going financial support through the sale of donated new and reusable home improvement products.



*CERT Member Kristii MacEwen -Marketing & Community Outreach Coordinator Habitat for Humanity Riverside & ReStore organized the ReStore - Emergency Preparedness Event.*



*Gina Perez, Riverside Fire Department Community Preparedness/CERT Coordinator, gives a presentation on emergency preparedness.*

## Meridian of Riverside Senior Living Community Event

The Meridian of Riverside Senior Living Community Event was on February 23, 2012.

Thank you to CERT volunteers: Ivan Cruz, Maria Egbert, Karen Jensen, Sheila McMahon, Angelina Robles and Angel Sanchez, Sr.



They distributed: free smoke detectors, File of Life packets, and emergency preparedness information.



*CERT Members Ivan Cruz, Angel Sanchez, and Angelina Robles help staff the CERT Emergency Preparedness booth.*



# CERT Backpacks and Participant Manuals



Urban Area Security Initiative (UASI) .

and Riverside Counties. The manuals were printed with Riverside UASI Project funding from the Federal Department of Homeland Security.

The CERT equipment was distributed to help enhance CERT Programs in San Bernardino



Greg Crouch, Joe Hamlin and Art Santore are CERT Members who volunteered on March 9, 2012. They conducted inventory on CERT backpacks and CERT Participant Manuals, which were purchased for the region through the Riverside



# 9<sup>th</sup> Annual Senior Conference at Janet Goeske Senior Center

On March 28, 2012, CERT volunteers distributed free smoke detectors and File of Life packets along with providing information on Emergency Preparedness & the CERT organization.

What is the File of Life? A red plastic folder that attaches magnetically to the refrigerator, the File of Life contains important medical information about you. I t

*CERT Volunteers Joe Hamlin, Angel Sanchez, Sam Hicks, Marlene Odebralski, and Angelina Robles serve at the Janet Goeske Senior Center.*



*CERT Volunteer Angel Sanchez (right in green vest) demonstrates the proper way to shut off the GAS following a disaster. Always shut off the GAS if you smell GAS.*



should be in plain view for any emergency response personnel. The file should contain information about:

- Physician and medical insurance;
- Medications taken;
- Allergies;
- Medical conditions;
- Blood type;
- Recent surgeries;
- Emergency contact information; and
- Living will.

# CERT Basic Training Participant E-Manual

Now available in a low-vision and screen reader versions, the *CERT Basic Training Participant Manual* can be found at [https://www.citizencorps.gov/cert/training\\_mat.shtm](https://www.citizencorps.gov/cert/training_mat.shtm). Braille Manuals have been requested for future CERT classes.

All versions of the *CERT Basic Training Participant Manual* contain the same nine units of the course and thirteen hazard annexes:

#### Course

1. Disaster Preparedness
2. Fire Safety
3. Disaster Medical Operations—Part 1
4. Disaster Medical Operations—Part 2
5. Light Search and Rescue Operations
6. CERT Organization
7. Disaster Psychology
8. Terrorism and CERT
9. Course Review and Disaster Simulation

Available in  
low-vision and  
screen reader  
versions.

#### Hazard Annexes

1. Earthquake
2. Fires and Wildfires
3. Floods
4. Excessive Heat
5. Hurricanes and Coastal Storms
6. Landslides and Mudflows
7. Severe Thunderstorms
8. Tornadoes
9. Tsunamis
10. Volcanoes
11. Winter Storms
12. Nuclear Power Plant Emergencies
13. Pandemic Influenza

Course Materials for Trainers and Program Managers is also available on this website. In addition, there is CERT Supplemental Training: Search and Rescue Tutorial and Animal Response Modules.

City of Riverside  
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Office of Emergency  
Management

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National website:  
[www.citizencorps.gov](http://www.citizencorps.gov)

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## IMPORTANT

Have you moved or changed your email address or phone number?



Give us a call (951.320.8112)  
or send an email  
([rivcitycert@riversideca.gov](mailto:rivcitycert@riversideca.gov))  
and update your contact  
information.