

# COMMUNICATION—IN ANY DISASTER

## *When Disaster Strikes*

**Whatever you do, stay calm. STOP what you are doing. LOOK around you and carefully assess the situation. LISTEN for instructions by tuning in a radio &/or television news source:**

KZFR 90.1 FM;  
KPAY 1290 AM;  
KCHO 91.7 FM—Northstate Public Radio (NPR);

Northern California CBS—KHSL Channel 12;  
Northern California NBC—KNVN Channel 24;  
Northern California ABC—KRCR Channel 7

**For your own protection, cooperate fully with public safety officials and keep the streets clear for emergency vehicles.**

## *Prepare to Communicate Post-Disaster*

Designate an out-of-area contact person who is unlikely to be affected by the same disaster. Instruct family members in the affected area to contact this person with their status following a disaster. This person will act as a liaison between the family members affected by the disaster and others who need to be informed of your family's status.

**KEEP AT LEAST ONE STANDARD FIXED TELEPHONE IN YOUR HOME: PORTABLE PHONES RELY ON ELECTRICAL POWER AND WILL NOT WORK DURING A POWER OUTAGE.**

Display emergency numbers beside each telephone.

Learn how to use your mobile phone's text messaging feature. Text messaging uses a different part of the cell network and it might be possible to send and receive text messages when voice channels for mobile phones and land lines are jammed.

## *Public Resources*

24-Hour Emergency and Customer Service  
PG&E: (800) 743-5000 or [www.pge.com](http://www.pge.com)

Butte County Environmental Health: <http://www.buttecounty.net/publichealth/environmental/environmental.html>  
Contact Number: (530) 538-7281

Butte County Animal Control: (Unincorporated areas of county only)  
<http://www.buttecounty.net/publichealth/animal/animal.html>

Contact Numbers:  
Oroville (530) 538-7409  
Chico (530) 891-2907

Chico Animal Control (City Residents Only) 530-897-4960  
Animal Shelter (Humane Society, Chico) 530-343-7917  
Animal Shelter (Gridley/Biggs) 530-846-4825  
Animal Enforcement—Northwest SPCA (Oroville) 530-533-7636  
Animal Control (Paradise) 530-872-6275

## *When to Call 9-1-1*

Call 9-1-1 to request emergency medical, police or fire help.

During major disasters, 9-1-1 may be flooded with calls. Be prepared to wait.

Be ready to answer questions from 9-1-1 operators.

Stay on the line until the operator hangs up.



**BUTTE COUNTY PUBLIC HEALTH DEPARTMENT,  
EMERGENCY RESPONSE**

For the full "Could You Survive for 72-hours?" Emergency Planning Guide please visit  
[www.buttecounty.net/publichealth](http://www.buttecounty.net/publichealth)



Last Updated January 2010