

TOWN OF LEESBURG CITIZEN PREPAREDNESS GUIDE



INTRODUCTION TO EMERGENCY MANAGEMENT

The Town of Leesburg established an official emergency management program in 2019. As part of this program the Town Manager appointed an Emergency Management Coordinator and Deputy Emergency Management Coordinator who are responsible for building the Town's capability in prevention, preparedness, response, recovery, and mitigation activities before, during and after a disaster. Standards are established and maintained for this program by the Town, Commonwealth of Virginia, Virginia Department of Emergency Management, and best practices within the field.

This guide was developed to help our community prepare for a disaster or an emergency. It provides information regarding the possible hazards you may face. While it is often difficult to think about a disaster affecting you or your loved ones, taking time to review this information and prepare will better position you to respond quickly to protect yourself, your loved ones, and your home in the event of an emergency or disaster. The Town of Leesburg in coordination with Loudoun County has taken the following steps to prepare for an emergency or disaster:

- Established an emergency management team to build the Town's capabilities before, during, and after an emergency or disaster make the Town more resilient.
- Development and enhancement of plans, policies, and processes, that guide the Town before, during, and after an emergency and disaster to help protect our citizens and community.

I've always said that Leesburg is the best place to live, work, play and visit, and I think it should be the safest, too!

With Leesburg recently distinguished as one of the Best Places to Live for Families, we want to ensure that we stay ahead of the curve with our Emergency Management efforts. We think this Citizens Preparedness Guide is just another tool we can add to our toolbox to do just that.

As recent national events have shown us, being prepared is the best way to be. I encourage you to give this guide a thorough read, and keep it accessible in your household or business to use as a quick reference when things don't go as planned, or just to remain vigilant.

A primary goal of the Town government is to ensure safety of those who call Leesburg their residential or business home, and also to ensure the safety of those passing through our streets and sidewalks and visiting one of our many destinations.

This Citizens Preparedness Guide is an important tool in ensuring our residents and businesses can be adequately planned for "unplanned" events, and identify possible hazards you may encounter on a daily basis.

Our Emergency Management team is consistently keeping abreast of all the latest tools available and ways to help safeguard the general public. I am very proud of their work so far, and look forward to continuing to enhance our Emergency Management efforts in Town. While you may not always see Emergency Management in action, know that our skilled Town staff is consistently working to keep the general public safe and informed.



Kelly Burk
Mayor



Kaj H. Dentler
Town Manager



Leesburgva.gov



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The Town of Leesburg - PARTNERS IN PREPAREDNESS

EMERGENCIES ONLY



CALL OR TEXT 911

WHEN CALLING FOR HELP START WITH THE FOLLOWING



WHAT IS THE ADDRESS OF THE EMERGENCY?



House?



Business?



Apartment?

WHAT IS THE PHONE NUMBER YOU'RE CALLING FROM?



(---) --- - ---

TELL THE OPERATOR EXACTLY WHAT HAPPENED



Accident?



Fire?



Medical?



Crime?

THE CALL TAKER NEEDS TO GET INFORMATION TO ASSIST EMERGENCY PERSONNEL FOR THE MOST ACCURATE RESPONSE



THE CALL TAKER WILL ASK A FEW SHORT QUESTIONS TO DETERMINE IF ANY PRE-ARRIVAL INSTRUCTIONS ARE REQUIRED



Cardiac?



Choking?



Childbirth?

ANSWER THE QUESTIONS TO THE BEST OF YOUR KNOWLEDGE AND FOLLOW ANY INSTRUCTIONS YOU ARE GIVEN



HELP IS ON THE WAY



TIP: Operators will get help started while they gather additional information for responders. It is essential to answer all questions to the best of your ability, so first responders know what to expect when they arrive.

BASIC FIRST AID

CPR EMERGENCY PROCEDURE



Check if alert & breathing.



Call 911.



CPR if needed. Push hard and fast in center of chest.



Continue until help arrives.

CHOKING



Verify if person is choking.



Give 5 back blows.



Give 5 abdominal thrusts.



Alternate giving back blows & abdominal thrusts.

HEAD, NECK, AND BACK INJURIES



Call 911.



Hold person still.



Watch for vomiting.



May have unequal pupils.

BLEEDING CONTROL



Call 911.



Apply direct pressure.



Elevate injured area.



Wrap with a bandage.



TIP: Place tourniquet as high above wound as possible if needed.

AIDING FRACTURES



Help/support area.



Check pulses & sensation.



Apply ice or a cold pack.



Immobilize the area.



Treat for shock.

HEAT EXHAUSTION



Move person to a cooler place.



Remove or loosen tight clothing & apply cool cloths to the skin.



Fan the person.



Give small amounts of cool water to drink.



If the person vomits or loses consciousness, call 911.

IMPORTANT ALERT SYSTEMS

It is important to know how the Town of Leesburg will notify the community before, during, and after an emergency. Below are some of the ways you can expect to find important emergency information.

WIRELESS EMERGENCY ALERTS (WEA)

Authorized government agencies can send short text-like alerts directly to your phone based on your current location. These alerts happen automatically and do not require you to sign up. To manage these alerts, check your phone's Messenger or notification settings. Though most new phones receive these alerts, they are not yet available on all devices. Learn more by visiting [ready.gov/alerts](https://www.ready.gov/alerts).

ALERT LOUDOUN

The Town of Leesburg partners with Loudoun County to leverage the Alert Loudoun System for emergency notifications. The Alert Loudoun System allows residents who sign up to receive messages through multiple methods, such as text message, phone call, and email. Learn more by visiting bit.ly/3EyrCGs.

COMMERCIAL MEDIA

Listen to local broadcast stations for the regional emergency alert information. Power failures are likely during a severe weather event; keep at least one battery-powered radio in your household.

SMARTPHONE ALERTS

Certain apps available on your smartphone have the capability of notifying you during a disaster or emergency. Make sure that you check your app preferences and have the alerts turned on so you will receive timely warnings.

Stay Connected

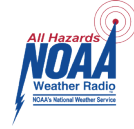


www.facebook.com/LeesburgVirginia



www.twitter.com/TownofLeesburg

ALERT SYSTEMS



[weather.gov/alerts](https://www.weather.gov/alerts)



FEMA

[FEMA.gov](https://www.fema.gov)



Prepare. Plan. Stay Informed.®

[ready.gov/alert](https://www.ready.gov/alert)



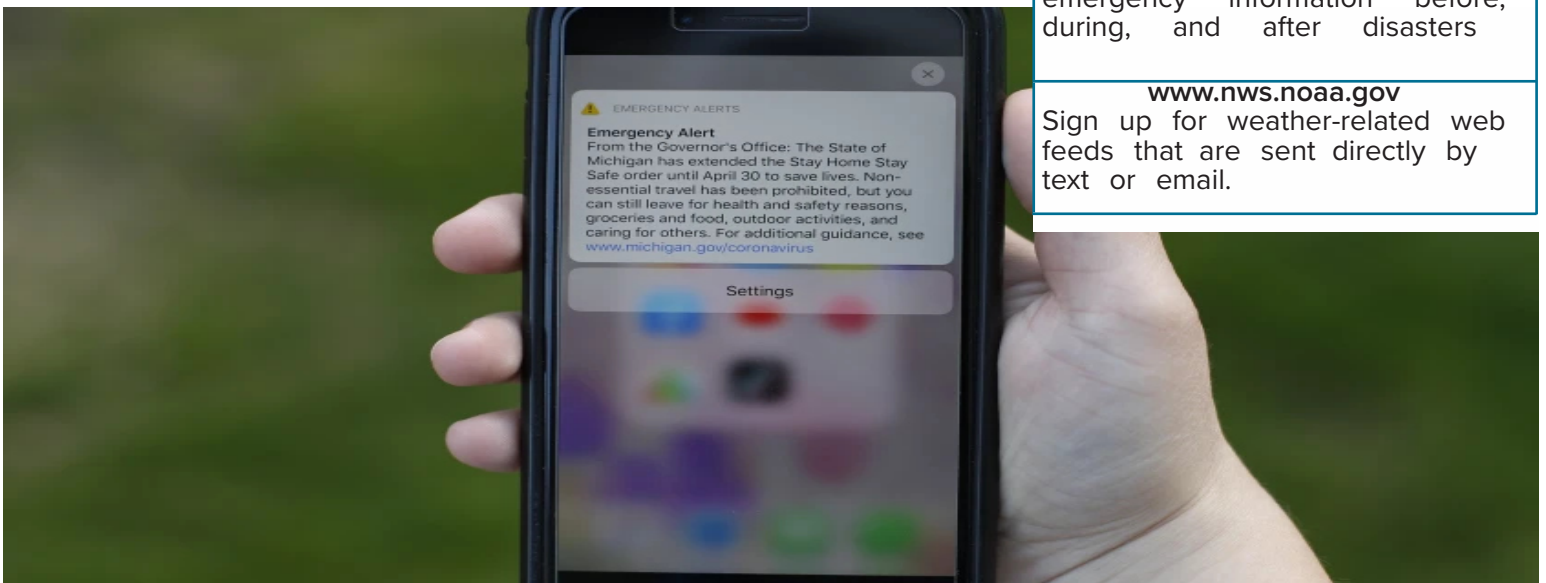
WEBSITES

www.leesburgva.gov

Look for Leesburg essential emergency information before, during, and after disasters

www.nws.noaa.gov

Sign up for weather-related web feeds that are sent directly by text or email.



ACTIVE SHOOTER RESPONSE

An active shooter is an individual engaged in attempting to kill people in a confined space or populated area. Active shooters typically use firearms and have no pattern to their selection of victims. Recent national tragedies remind us that the risk is real. Taking a few steps now can help you react quickly when every second counts.

BE PREPARED FOR AN ACTIVE SHOOTER



CAN HAPPEN ANYWHERE



CAN HAPPEN ANYTIME

CALL 911!



RUN



HIDE



FIGHT

TEXT 911 ONLY WHEN SAFE

RUN AND ESCAPE IF POSSIBLE



GETTING AWAY IS YOUR TOP PRIORITY



LEAVE BEHIND ANY BELONGINGS



HELP OTHERS IF YOU CAN, BUT YOU MUST ESCAPE



WARN OTHERS TO STAY AWAY FROM THE AREA

HIDE IF ESCAPE IS NOT POSSIBLE



Stay out of the shooter's view



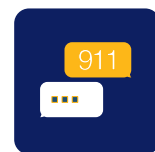
Silence your electronics



Block entrances & turn off lights



Groups should spread out when hiding



Text to 911 & text message others to silently communicate



Stay in place until given the all-clear signal

FIGHT AS A LAST RESORT



Commit to your actions. FIGHT. Do not hesitate



Rally others and attack together



Be prepared to inflict severe injury to the shooter



Throw objects or improvise weapons

INFORMATION TO GIVE TO 911

REMEMBER YOU CAN CALL OR TEXT



Tell the 911 operator any information about what is happening and answer their questions



TIP: The first officers on the scene will not stop to help the injured; their top priority is to end the incident. Rescue teams will move in after the first officers. They will treat and move the wounded to safety.

HAVE A PLAN

Having a plan ahead of time is key to help ensure you and your family members stay safe. Planning ahead is the number one way to stay safe in the event of a disaster. It is important to prepare for all hazards that could impact you in your community. Make sure to discuss your plan with all the members in your household.

Prior to a disaster, develop or update your **Family Emergency Plan**. Hold an annual meeting with your family to discuss what you will do in an emergency. Ask the following questions:

- WHAT IS YOUR PLAN?** When planning for emergencies, understand your safe areas and establish an evacuation route.
- DO YOU HAVE AN EMERGENCY SUPPLY KIT?** The kit should have enough supplies to last three days for every person in your family, including a plan for yearly maintenance (see pages 8-9).
- WHERE WILL YOU MEET?** Your family should have a set meeting location in the event that you become separated. Also, consider where you would meet if you evacuate.
- HOW WILL YOU COMMUNICATE WITH YOUR FAMILY IN THE EVENT OF AN EMERGENCY?** You cannot always count on your cell phone to work, especially if cell towers are down.
- WHO IS YOUR OUT-OF-TOWN CONTACT?** Pick someone that each of your family members can contact to check-in with and report their status.
- DO YOU HAVE A PLAN FOR YOUR ENTIRE HOUSEHOLD?** This includes children, pets, and individuals access and functional needs, who require additional assistance.
- DID YOU SHARE YOUR PLAN?** Your Family Emergency Plan should be shared with friends, co-workers, and out of town family members. Encourage them to develop Emergency Plans of their own. Disasters can affect everyone in the community!



EVACUATION CHECKLIST

EMERGENCY SUPPLY KIT

CASH AND CREDIT CARDS

CONTACT LIST

FAMILY PHOTOS



IMPORTANT DOCUMENTS

Social security card, drivers license, passport, medical and homeowners insurance documents



CHANGE OF CLOTHING

Enough for each member of your household



PERSONAL HYGIENE ITEMS

Toothbrush, toothpaste, shampoo, soap, lotion, deodorant, tissues, face coverings, and gloves



MEDICAL NEEDS

Wheelchair, canes, walkers, medications, hearing aids, medical devices, and extra batteries



BABY NEEDS

Diapers, wipes, formula, food, bottles, blankets, and change of clothing



PET CARE

Identification and immunization records, carrier or cage, muzzle, collar, leash, food, and water and bowls.

 **TIP:** Prior to evacuating, consider taking photos or videos of your residence to assist in documentation of property. This may help provide information for potential insurance claims.

BUILD AN EMERGENCY KIT



In the event of an emergency, you may need access to food and supplies for several days. Being prepared means having your own food, water, and other essential supplies to last for at least three days. To assemble a supply kit, store items in airtight plastic bags and put your entire supply kit into one or two easy-to-carry containers. In some disasters, you may be safer staying at home. In the event that you need to evacuate, make sure you bring your emergency supply kit with you.

MAINTAIN YOUR KIT

FOOD STORAGE: Store canned food in a cool, dry place and boxed food in plastic or metal containers.

CHECK AND REPLACE: Regularly check the date on items in your kit, such as food, medications, and batteries, and replace expired items as needed.

UPDATE: Re-think your needs every year and update your kit as your family's needs change.

PERSONAL ITEMS



Have Need

<input type="checkbox"/>	<input type="checkbox"/>	Sleeping bags and/or pillows and blankets
<input type="checkbox"/>	<input type="checkbox"/>	Clothing - weather appropriate
<input type="checkbox"/>	<input type="checkbox"/>	Sturdy closed-toe work shoes
<input type="checkbox"/>	<input type="checkbox"/>	Personal hygiene (toothbrush, toothpaste, soap, deodorant, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	Medications (prescription and non-prescription)
<input type="checkbox"/>	<input type="checkbox"/>	Spare eyeglasses
<input type="checkbox"/>	<input type="checkbox"/>	Personal medical equipment
<input type="checkbox"/>	<input type="checkbox"/>	Entertainment (cards, books, quiet games)
<input type="checkbox"/>	<input type="checkbox"/>	Baby/infant needs (diapers, formula, baby food, etc.)

BASIC TOOLS



Have Need

<input type="checkbox"/>	<input type="checkbox"/>	Basic tool kit (hammer, wrenches, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	Specialized tools (for water, gas valves, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	Plastic tarps or roll plastic sheeting
<input type="checkbox"/>	<input type="checkbox"/>	Assorted screws and nails
<input type="checkbox"/>	<input type="checkbox"/>	Duct tape
<input type="checkbox"/>	<input type="checkbox"/>	Canvas or leather work gloves
<input type="checkbox"/>	<input type="checkbox"/>	Plastic garbage bags
<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguisher

BASIC TOOLS & SAFETY EQUIPMENT



Have Need

<input type="checkbox"/>	<input type="checkbox"/>	NOAA weather radio
<input type="checkbox"/>	<input type="checkbox"/>	First aid kit with instruction book
<input type="checkbox"/>	<input type="checkbox"/>	Battery powered radio
<input type="checkbox"/>	<input type="checkbox"/>	Flashlights
<input type="checkbox"/>	<input type="checkbox"/>	Battery powered lanterns
<input type="checkbox"/>	<input type="checkbox"/>	Extra batteries and car Chargers for electronics
<input type="checkbox"/>	<input type="checkbox"/>	Whistle (to signal for help if needed)

FOOD SERVICE NEEDS



Have Need

<input type="checkbox"/>	<input type="checkbox"/>	Drinking water (one gallon per/day per person for 7 days)
<input type="checkbox"/>	<input type="checkbox"/>	Non-perishable food
<input type="checkbox"/>	<input type="checkbox"/>	Manual can opener
<input type="checkbox"/>	<input type="checkbox"/>	Juice/instant coffee or tea/dry milk
<input type="checkbox"/>	<input type="checkbox"/>	Lighter/waterproof matches
<input type="checkbox"/>	<input type="checkbox"/>	Pots/pans/cooking utensils
<input type="checkbox"/>	<input type="checkbox"/>	Aluminum foil
<input type="checkbox"/>	<input type="checkbox"/>	Disposable plates, cups, and cutlery
<input type="checkbox"/>	<input type="checkbox"/>	Plastic wrap/ziplock bags/garbage bags
<input type="checkbox"/>	<input type="checkbox"/>	Cooler for food and ice storage

BUILD AN EMERGENCY SUPPLY KIT

PET/SERVICE ANIMAL



Have Need

<input type="checkbox"/>	<input type="checkbox"/>	Water (one gallon/day per animal)
<input type="checkbox"/>	<input type="checkbox"/>	Food and treats
<input type="checkbox"/>	<input type="checkbox"/>	Food and water bowls
<input type="checkbox"/>	<input type="checkbox"/>	Medications
<input type="checkbox"/>	<input type="checkbox"/>	Vaccination and registration records
<input type="checkbox"/>	<input type="checkbox"/>	Collar or harness with id tag, rabies tag and leash
<input type="checkbox"/>	<input type="checkbox"/>	Plastic bags for pet waste / cat litter and tray
<input type="checkbox"/>	<input type="checkbox"/>	Current photo of you and your pets
<input type="checkbox"/>	<input type="checkbox"/>	Comfort items (toys, bedding)
<input type="checkbox"/>	<input type="checkbox"/>	Cage or carrier for each animal

MISCELLANEOUS ITEMS



Have Need

<input type="checkbox"/>	<input type="checkbox"/>	Spare keys
<input type="checkbox"/>	<input type="checkbox"/>	Pen/pencils and paper
<input type="checkbox"/>	<input type="checkbox"/>	Rubber gloves
<input type="checkbox"/>	<input type="checkbox"/>	Coins, cash, & credit cards
<input type="checkbox"/>	<input type="checkbox"/>	Maps and Evacuation Information
<input type="checkbox"/>	<input type="checkbox"/>	Bucket with lid for emergency toilet
<input type="checkbox"/>	<input type="checkbox"/>	Toilet paper / paper towels
<input type="checkbox"/>	<input type="checkbox"/>	Wet wipes and waterless hand sanitizer
<input type="checkbox"/>	<input type="checkbox"/>	Keepsakes, significant photos
<input type="checkbox"/>	<input type="checkbox"/>	Important phone numbers
<input type="checkbox"/>	<input type="checkbox"/>	Important documents (identification, insurance Policies, and account records saved Electronically or in a waterproof, portable Container)

ANIMAL PREPAREDNESS



Be sure all dogs and cats are wearing collars with securely fastened current identification that includes the telephone number, address, and are microchipped for extra safety.



Train both dogs and cats to feel comfortable being in a crate for faster transportation during a disaster.



Always bring pets indoors during the first sign or warning of a storm or disaster.



Keep an emergency pet kit with leashes, food, and bowls, and ensure that it is easy to carry and in an accessible place.



Have current photos of your pets in case they get lost during a disaster.



TIP: Identification microchips are highly recommended for all pets. For more information, visit <https://www.loudoun.gov/3280/Be-Prepared>

HOME SAFETY

Financial Preparedness

Americans at all income levels have experienced the challenges of rebuilding their lives after a disaster or other emergency. In these stressful times, having access to personal financial, insurance, medical and other records is crucial for starting the recovery process quickly and efficiently.

1. Gather financial and critical personal, household and medical information.
2. Consider saving money in an emergency savings account that could be used in any crisis. Keep a small amount of cash at home in a safe place. It is important to have small bills on hand because ATMs and credit cards may not work during a disaster when you need to purchase necessary supplies, fuel or food.
3. Obtain property (homeowners or renters), health and life insurance if you do not have them. Not all insurance policies are the same. Review your policy to make sure the amount and types of coverage you have meets the requirements for all possible hazards. Homeowners insurance does not typically cover flooding, so you may need to purchase flood insurance from the National Flood Insurance Program.
4. For more helpful financial preparedness tips, download the Emergency Financial First Aid Kit (EFFAK) to get started planning today. https://www.ready.gov/sites/default/files/2020-03/ready_emergency-financial-first-aid-toolkit.pdf

Avoid Scams

Scammers can create fake links to websites. Remember that the government will not call or text you about owing money or receiving economic impact payments.

Be aware that scammers may try to contact you via social media. The government will not contact you through social media about owing money or receiving payments.

Keep in mind that scammers may try to take advantages of financial fears by calling with work-from opportunities, debt consolidation offers, and student loan repayment plans.

Contact the Federal Trade Commission (FTC) at ftc.gov/complaint if you receive messages from anyone claiming to be a government agent.

Lithium Ion Batteries Safety

If a device or battery starts:

- Swelling, bulging or cracking case
- Won't hold a charge or recharge
- Odor of burning electronics
- Leaking
- Overheating or Burning

Do not risk your life or the lives of others. If you feel the situation may be unsafe, call 911 and move to a safe location.

If you can do so safely:

- Remove a swelling or hot battery from the device
- Move the battery or device outside and away from combustibles
- Move flammables and combustibles away from the battery or device

DO

- Buy manufacturer recommended NRTL-listed chargers and batteries for devices.
- Regularly inspect Batteries, chargers, and devices.
- Dispose of at appropriate facilities.

DON'T

- Charge batteries or devices that are excessively cold or hot (Below 32F or above 90F).
- Mix batteries of different types or manufacturers.
- Crush, drop, puncture, or otherwise damage them.

SEVERE WEATHER

THUNDERSTORMS AND LIGHTNING



Thunderstorms can develop in Leesburg at any time, but they are most frequent during the summer months. All thunderstorms produce lightning. If you hear thunder, lightning is close enough to strike. During a thunderstorm, you should take the following precautions:

- Go inside or seek shelter immediately
- Avoid objects that conduct electricity
- Get as far away from water as possible
- Avoid open areas and high ground

SEVERE THUNDERSTORM RISK CATEGORIES

Marginal Risk (MRGL)	Isolated severe thunderstorms possible	Limited in duration and/or coverage and/or intensity Wind to 40-60 mph, hail up to 1", and low tornado risk
Slight Risk (SLGT)	Scattered severe storms possible	Short-lived or not widespread, isolated intense storms One or two tornadoes Reports of strong winds and wind damage Hail -1", isolated 2"
Enhanced Risk (ENH)	Numerous severe storms possible	More persistent and/or widespread, a few intense A few tornadoes Several wind damage reports Damaging hail 1"-2"
Moderate Risk (MDT)	Widespread severe storms likely	Long-lived, widespread and intense Strong tornadoes Widespread wind damage Destructive hail, 2" or greater
High Risk (HIGH)	Widespread severe storms expected	Long-lived, very widespread, and particularly intense Tornado outbreak Derecho (widespread, long-lived wind storms)

TORNADOES



A tornado is a column of violently rotating air that extends from a thunderstorm to the ground. Lightning and hail are common in thunderstorms that produce tornadoes. The extent of destruction caused by a tornado depends on its intensity, size, path, and amount of time it is on the ground.

When conditions are right for a tornado, there are a few things you can do to protect yourself and your loved ones:

- Ensure you have multiple ways to receive weather alerts, warnings, and notifications (see page 5).
- Stay tuned to local weather or listen to your NOAA weather radio.
- Secure loose objects outdoors or move them inside.
- Go to the innermost hallway on the lowest floor of your home or workplace. Stay away from windows.
- Do not try to out run a tornado in a car. Seek sturdy shelter immediately.
- If you live in a manufactured home, seek other sturdy shelter immediately.
- Do not leave your shelter until the danger has passed.

TORNADO ALERTS

WATCH

BE PREPARED! Conditions are right for a tornado to form. Make sure you have a way to receive weather alerts and know your safe space.

WARNING

A tornado has been sighted in your area.
TAKE ACTION!

FLOODING



Flooding is the most common natural disaster in the United States. Many areas of Leesburg are in a FloodPlain, this means it is possible to suffer from a flooding incident in our area. The impact of heavy rains can vary depending on the amount of rainfall, wind intensity, rate of rainfall, and the saturation of the soil. Despite flood mitigation actions taken by the town flooding is still a real threat.

FLOODWATER FACTS

- 💧 Six inches of moving water can knock over an adult
- 💧 Two feet of moving water can carry away most vehicles
- 💧 Floodwater can be electrically charged and very dangerous if there are downed power lines
- 💧 Floodwater can contain debris, sharp objects, sewage, and microorganisms
- 💧 Floodwater can hide holes or other hazards under its surface

EVACUATION ZONES AND FLOOD ZONES ARE **NOT** THE SAME THING!

Evacuation Zones	Are calculated using many factors such as wave action, precipitation, drainage systems, and areas that could become isolated from emergency services.
Flood Zones	Geographic areas that FEMA has defined according to varying levels of flood risk. Flood zones are used for flood insurance ratings and building code requirements

URBAN FLOODING

Urban flooding is the accumulation of floodwaters that result when the inflow of stormwater exceeds a drainage system's capacity to infiltrate water into the soil or carry it away. Prolonged or sudden intense rainfall saturates the ground, and less rain can be soaked up by soil and drainage systems. You can help mitigate this by ensuring that grass clippings, mulch, and other debris remain clear of storm drains.



PROTECT YOUR PROPERTY

One dollar invested in protecting your home can save up to six dollars in damage expenses. Wind and flooding are the most common in our community. Below are some things you can do to address these hazards:

- 💧 Keep gutters and drains free of debris
- 💧 Elevate water heater, electric panel, and heating/cooling systems if susceptible to flooding
- 💧 Stockpile emergency protective materials
- 💧 Dry Flood proofing means making a building watertight through the use of waterproof membranes and other measures



MINIMIZE FINANCIAL HARDSHIP

Financial preparedness is critical. Take time to organize your financial documents and keep extra copies with your supply kit. Contact your insurance agent and ensure you are covered for wind and water hazards. **Flood insurance must be purchased separately!**





PLEASE NOTE: a flood insurance policy generally takes effect 30 days after purchase. Do not wait until the last minute to obtain this coverage! To obtain Flood Insurance call 877-336-2627 or visit www.floodsmart.gov

FACT: Homeowners and renters insurance does not typically cover flood damage.

FACT: Flood insurance will pay claims regardless of whether or not there is a Presidential Disaster Declaration.

WINTER WEATHER

WINTER WEATHER TIPS

-  Ensure all heating vents are clear of snow or other obstructions. Even if you don't see significant snowfall blowing snow can block heating vents. Blocked vents can lead to Carbon Monoxide buildup in the home.
-  Carbon monoxide is a deadly, colorless, odorless, poisonous gas. CO poisoning can mimic flu-like symptoms.
-  Take it easy while shoveling. Overexertion can let to a heart attack—a major cause of death during the winter.
-  Be a good neighbor. Check on elderly or special needs relatives, friends, and neighbors to make sure they are keeping warm safely and have sufficient food and water.



Preventing Falls on Ice

Walking on ice is extremely dangerous. Many people get injured in the winter from falling on ice-covered sidewalks, steps, driveways, and porches. Keep your steps and walkways as free of ice as possible by clearing snow before it has a chance to melt and re-freeze and applying de-ice or sand.



Safe Heating

Have working smoke and carbon monoxide detectors in your home.

Never use an “improvised” heat source like grill a or an oven, as they can be fire or carbon monoxide hazards.

Make sure snow and ice is not impeding the venting of carbon monoxide and clear it away if it is.

Keep anything that can burn at least three feet from any heat source.

WINTER STORM WATCH is issued when there is the potential for significant and hazardous winter weather within 48 hours. It does not mean that significant and hazardous winter weather will occur. It only means it is possible.

WINTER STORM WARNING is issued when a significant combination of hazardous winter weather is occurring or imminent - 5 inches or more of snow/sleet within a 12-hour period or 7 inches or more of snow/sleet within a 24-hour period







EXTREME COLD

FREEZE WARNING: Issued when temperatures are expected to drop below 32° F for at least two hours

HARD FREEZE WARNING: Issued when temperatures are expected to drop below 28° F for at least two hours

4 P's OF COLD WEATHER PREPAREDNESS

Protect Pets		Bring outdoor pets inside or provide a warm shelter for them.
Practice Fire Safety		Use safe heating sources indoors. Do not use fuel-burning devices such as grills; they release deadly carbon monoxide.
Protect People		Dress in warm layers and wear a hat and gloves.
Protect Pipes		Cover pipes and allow outdoor faucets to slowly drip to prevent them from freezing and breaking.

SEVERE WEATHER

WINTER TRAVEL



Check weather and road conditions before you leave.

Slow Down: Driving too fast on wintry roads is the leading cause of crashes.

Travel at a safe distance leaving plenty of room to stop.

Clear all snow and ice from the vehicle prior to travel.

Be aware of black ice on what appears to be bare pavement.

WINTER CAR KIT

Ice Scraper	Booster Cables	Flashlight	Spare Batteries	Phone Charger	Fix-a-flat
Shovel	Long Lasting Snacks	Shovel	Basic First Aid Kit	Blanket	Water
Rain Poncho	Roadside Triangles	Wipes	Reflective Vest	Hat, Gloves, Boots	Tow Strap

WARM WEATHER



EXTREME HEAT

HEAT ADVISORY: Issued when the heat index ranges between 108°F and 112°F for any duration of time

EXCESSIVE HEAT WARNING: Issued when the heat index reaches or exceeds 113°F for any duration of time



Hydrate by drinking water or sports drinks.



Offer to help those you know with limited access to air-conditioning.



Stay in an air-conditioned area during peak heat hours.



Avoid Unnecessary exertion.



Wear light, loose-fitting clothing.



Stay out of the sun if you do not need to be in it.

TROPICAL STORMS

Tropical disturbances, tropical depressions, and tropical storms are different types of tropical cyclones, classified by their maximum sustained surface wind speed. Tropical cyclones are rotating low-pressure systems that form over warm tropical water.



TROPICAL WEATHER ALERTS



WATCH

Tropical Storm or Hurricane conditions are possible within 48 hours in the Watch area. Monitor alerts, check your emergency supplies, and gather any items you may need if you lose power.

WARNING

Tropical Storm or Hurricane conditions are expected within 36 hours in the Warning area. During a Warning, complete your storm preparations and leave the area if directed to do so by local officials.

PASSWORDS



Passwords should be strong, different for each account, and difficult to guess. Passwords should be at least 10 characters long. To make it easier to remember consider using a passphrase or sentence instead like Where 0 Where has my little 1 gone. Avoid using birthdays, phone numbers, names, and simple obfuscation like P@\$\$wOrd

Disable features that allow websites or programs to remember passwords. Use a password manager instead.

Many online sites use password recovery or challenge questions. To prevent an attacker from leveraging personal information to answer challenge questions, consider providing a false answer to a fact-based question, assuming the response is unique and memorable.



Use multi-factor authentication (MFA) whenever possible. Examples of multi-factor authentication include secondary confirmation by phone/email, security questions, and app/device-based identification. Some forms of MFA, such as app/device-based identification, are more secure and should be used over less secure methods, such as confirmation phone/email.

If possible, use the cellular network (that is, mobile Wi-Fi, 4G, or 5G services) to connect to the Internet instead of public hotspots. If you must use public Wi-Fi, use a trusted VPN you install on your devices. This option can protect your connection from malicious activities and monitoring.

EMAIL



Avoid opening attachments or links from unsolicited emails. Exercise cyber hygiene; do not open unknown emails or click on their attachments or web links. Check the identity of the sender via secondary methods (phone call, in-person) and delete the email if verification fails. For those emails with embedded links, open a browser and navigate to the web site directly by its well-known web address or search for the site using an Internet search engine, but do not click the link.

SOCIAL MEDIA



Avoid posting personal information, such as addresses, phone numbers, places of employment, and other personal information, that can be used to target or harass you. Some scam artists use this information, along with pet names, first car make or model, and streets you have lived on, to figure out your answers to account security questions.

BACKUP

Backing up data refers to the process of making a copy of the information typically stored on your desktop or laptop computer, smartphone or tablet. This could include documents, photos, emails, address books, videos, machine images, operating systems and registry files. The goal of the backup is to deposit your data to a separate, secure location away from your devices where it can be retrieved when necessary.

Using a 3-2-1 backup strategy increases the likelihood that your data has been properly duplicated, and will be easily recoverable. The strategy consists of:

Three copies of your data; this includes your original data and two duplicate versions in case one of your backup options becomes corrupted, lost or stolen.

Two storage types being used in the event a failed backup or recovery is due to the specific kind of storage option.

One copy being stored offline and if possible away from your home or business in case there's a disaster that damages or destroys the property.



ABOUT SHELTERS

Shelters are a refuge of last resort and should only be considered if you need to evacuate and have no other options. If you can safely shelter in place, stay with friends or family, or stay in a hotel, it is recommended that you do so.

If your only option is to stay at a shelter you should bathe and eat before securing your home and relocating, if time permits. Citizens are encouraged to bring their own food, pillows, and bedding. Do not bring any valuables with you. Smoking and alcohol consumption are not permitted at any shelter. • **Do not go to a shelter until it has been announced that it is open, and be sure to pay attention to special instructions.**

GENERAL POPULATION SHELTERS



General population shelters are filled on a first-come, first-served basis.

PET-FRIENDLY SHELTERS



Pet-friendly shelters provide shelter to evacuees and their pets. Only household pets, including dogs, cats, birds, and rabbits are typically allowed in pet-friendly shelters.

What Should You Bring to a Shelter?

- ⑥ Air mattress, blankets, pillows, or other bedding
- ⑥ Food, water, and medication
- ⑥ Important papers
- ⑥ Your emergency supply kit (see pages 7-8)

SPECIAL MEDICAL NEEDS SHELTERS



A special medical needs shelter is a designated structure that has backup power and is capable of providing safe refuge for evacuees who have health conditions that require basic assistance or supervision from a medical professional during a disaster. A caregiver *must* accompany any individual requiring more than basic assistance

REMINDER: You must register with County of Loudoun Evacuation Assistance Registry (CLEAR) if you will need assistance to evacuate.

SPECIAL MEDICAL NEEDS REGISTRATION

If you have a disability and require assistance during a disaster, ensure your CLEAR profile is up to date. Visit Loudoun County website at <https://www.loudoun.gov/748/Preparedness-for-People-with-Disabilities> to complete the medical needs registration form online.

YOU MUST PRE-REGISTER

Registration in this program does not correlate to any other service offered or implied by Loudoun County or the Office of Emergency Management; such as snow removal, electricity restoration, etc



SHELTER IN PLACE

Sometimes it may be safer to stay where you are during an emergency than to evacuate. If you are asked by authorities to “Shelter-In-Place”, follow these helpful tips:

- Close and lock all windows and doors
- Turn off all fans, heating, and air-conditioning systems
- Close the fireplace damper
- For a severe storm, go to your basement or most interior room without windows
- With a chemical threat, an above ground location is better because most chemicals are heavier than air and may seep into the basement
- Turn on your battery powered radio and listen for further instructions
- Make sure you make plans to evacuate if the order is given by emergency authorities
- Ensure you have sufficient supplies (food & water) for up to 72 hours

POST DISASTER SAFETY TIPS

You should wait for public officials to announce that it is safe before you return home. Consider the following tips to stay safe after a storm.



AVOID DRIVING: Following a storm, traffic signals may not be working, or there may be downed power lines and trees. Only drive if necessary and with caution.



PROTECT YOURSELF: Wear appropriate protective gear, such as gloves and masks, to shield yourself from debris and airborne hazards.



AVOID FLOODWATERS: As they may be electrically charged, contain dangerous debris, or be covering places where the ground has washed away.



PREVENT FURTHER DAMAGE: Do what you can to prevent further damage to your home, such as placing a tarp over a hole in the roof or covering a broken window.



CHECK FOR DANGER: Check the outside of your home for loose power lines, gas leaks, or structural damage. Do not enter a building until it has been deemed safe.



AVOID ELECTRICAL EQUIPMENT: Do not use electrical equipment if it is wet or if you are standing in water.



THROW AWAY any food that was not maintained at a proper temperature or may have been exposed to floodwaters.



REMEMBER THE COIN IN FREEZER TRICK. If the coin is on top of the frozen cup of water, then the contents of your freezer stayed frozen and are safe for consumption. If the coin has moved, the contents may be questionable and should be thrown away.

POWER OUTAGES

Do's

- Keep refrigerator / freezer closed
- Have flashlight & batteries
- Use a generator in a safe outdoor location
- Disconnect appliances & electronics to protect from power surges
- Have alternate plans for power dependent medical devices and refrigerating medication
- Report the outage to your power company to assist with restoration

Don'ts

- Do not use a generator indoors
- Do not use a propane or charcoal grill indoors
- Do not use a gas stove or oven to heat your home
- Don't leave lit candles unattended



HOUSE FIRES

1	WINDOWS Ensure that windows are not stuck, screens can be taken out quickly, and that security bars can be properly opened.
2	ESCAPE ROUTE Find two ways to get out of each room (door or window).
3	CALL 911 If you can't get to someone needing assistance, call 9-1-1 for help.
4	SEAL DOORS & VENTS If unable to evacuate, shelter in place, call 9-1-1 to report your location, seal doors or vents if possible.
5	FEEL THE DOOR FOR HEAT Feel the doorknob with the back of your hand; if hot, leave the door closed and use another way out.
6	UTILITIES The fire department should see that utilities are either safe to use or are disconnected before they leave.
7	INVENTORY DAMAGES Maintain an inventory of damaged property and items. Protect valuable documents and records.



P.A.S.S.

Smoke Alarms



The Loudoun County Fire Department will provide a free smoke alarm assessment for any Leesburg resident living in a single-family or multi-family residence. The department will test alarms. Replace batteries if needed. They will install smoke alarms for homes that qualify at no charge. Smoke detectors help save lives by warning residents of a fire in time to escape.

For a free smoke alarm assessment contact Loudoun County Fire and Life Safety Hotline at 703-737-8093 or by visiting <https://www.loudoun.gov/819/Smoke-Alarms>.

PULL



Pull the pin

AIM



Aim the nozzle or horn low at the base of the fire

SQUEEZE



Squeeze the handle to release the agent

SWEEP



Sweep from side to side at the base until the fire is out

PREPARE YOUR FAMILY AND HOME

- Install smoke detectors on every level of your home and test them at least every six months.
- Install carbon monoxide detectors and test the batteries regularly.
- Make sure everyone in your home knows how to use the fire extinguisher and knows where it is located
- Identify and practice escape routes from each room in your home.
- Make sure everyone in your home knows how to shut off the gas, water, and electricity at the main switches.
- Designate a rallying point to meet in the event of a house fire.
- Remember to include your pets in your plans.

BOIL WATER ADVISORY

If water is potentially unsafe to drink or use, the Town of Leesburg Utilities will issue a boil water advisory. This announcement advises residents to boil tap water before drinking. The Town of Leesburg Utilities Department will inform you when the water is safe to drink without boiling.

Boil Water Advisory This is used when your local water could have germs or bacteria that can cause illness, but boiling the water will make it safe to use.	Don't consume tap water. Only use bottled or boiled water to drink, cook, brush teeth and mix baby formula. Don't use ice from ice makers or trays. Give your pets bottled or boiled water as well.
Do Not Drink Advisory Local health authorities issue do not drink advisories when the community water could be contaminated and boiling the water will not make it safe.	Only use boiled water for cleaning food preparation and service items. If hand washing dishes soak in a mixture of 1 gallon of water to 1 tsp of bleach for 1 minute. If using a dishwasher ensure the rinse temperature is 150, or set to "sanitize"
Do Not Use Local health authorities issue a do not use when the community water could be contaminated and boiling the water will not make it safe.	If you are a healthy adult you can bathe or shower as normal, but do not swallow any water. Babies and young children should receive a sponge bath with boiled water after it has cooled to an appropriate temperature. If you have open wounds use boiled water to bathe.
	Use hand sanitizer to clean hands.

BOIL WATER SAFELY

1. Heat water until large bubbles come from the bottom to the top of the pot.
2. Let the water boil for at least 1 minute.
3. Turn off the stove and let the water cool.
4. Store the water in a clean container with a cover

Don'ts

1. Don't drink water that is not boiled or bottled
2. Don't Eat foods rinsed with water that hasn't been boiled
3. Don't use ice from makers or trays

AFTER THE BOIL WATER ADVISORY

Run all cold water faucets for 5 minutes

Flush ice makers by making and disposing of 3 batches of ice

Drain and refill hot water heater if the heater was set below 113F

Disinfectants

If you don't have clean, safe, bottled water and if boiling is not possible, you often can make water safer to drink by using a disinfectant, such as unscented household chlorine bleach, iodine, or chlorine dioxide tablets. These can kill most harmful organisms, such as viruses and bacteria. If the water is contaminated with a chemical, adding a disinfectant will not make it safe to drink.

To disinfect water using bleach:

Bleach comes in different concentrations. Make sure you know the concentration of bleach you are using before using it to disinfect drinking water. Typically, unscented household liquid chlorine bleach in the United States will be between 5% and 9% sodium hypochlorite. Use 1.8 teaspoon (8 drops) for every gallon. Stir well and let it sit for 1 minute.

If your water is cloudy, filter water through a clean cloth, paper towel, or coffee filter, or allow it to settle, then draw off the clear water and follow the steps above.

ACCESS AND FUNCTIONAL NEEDS



Preparing for a disaster is like getting ready for a camping trip. You will need to bring power, water, food, and supplies to stay safe. Be informed of the hazards and threats that may affect the area that you live. Understand the community warning systems. Identify the special assistance programs that may be available in the event of an emergency.



ADULTS

Complete a personal assessment and decide what you will be able to do for yourself and what assistance you will need during and after an emergency. This should include daily living skills and your ability to get around.

Ensure you plan for personal care, water service loss, personal care equipment, adaptive feeding devices, electricity dependent equipment, and transportation needs.

Create a support network to help you plan for an emergency. This support network can help you identify and get the resources you need to cope effectively and may also assist after a disaster happens.

If you have a communications disability include printed cards or a pen and paper in your kit. This way you can inform others of the most effective way to communicate with you.

Teach those who might assist you in an emergency how to operate any necessary equipment. Include laminated instructions on your equipment.

Register with CLEAR, this is Loudoun County's evacuation assistance register. If you use a personal care attendant obtained from an agency, check to see if the agency has special provisions for emergencies (e.g., providing services at another location should an evacuation be ordered).

If you live in an apartment, ask the management to identify and mark accessible exits and access to all areas designated for emergency shelter or safe rooms. Ask about plans for alerting and evacuating those with sensory disabilities.

Plan to have 7 - 10 days of medications on hand

CHILDREN

Practice with your family. Practice how to contact each other during an emergency. Practice how to evacuate your home. Practice opening and restocking your emergency kit with fresh medication and essential supplies.

Practice with schools. Include emergency instructions as part of your Individual Education Plan (IEP). Know how the school will help your child in an emergency. Learn how to communicate with the school and what to do to reunify with your child during a disaster.

Help your child stay calm. Talk on a level they can understand, give them the information they need, provide a comfort item. Keep routines and a regular schedule as much as possible. Avoid constant exposure to the news which creates emotional distress.

If you or your child is dependent on technology/equipment for life safety it is recommended that you create a support network of at least 5 people who are willing to check in on your family and assist in a disaster. This network should include individuals outside of your immediate residential location.



TIP: Register with CLEAR, Loudoun County's Evacuation Assistance Registry. <https://www.loudoun.gov/748/Preparedness-for-People-with-Disabilities>

TERRORISM

As we have seen over the last several years, terrorism remains a threat to our nation. People with political or social causes may use extreme violence to make a statement or achieve some other political goal. To combat the threat of terrorism, emergency service officials across all levels of government continue to work together to implement effective strategies for preventing and responding to incidents.

TYPES OF TERRORISM



ARSON



DESTRUCTION OF CRITICAL INFRASTRUCTURE



VEHICLE RAMMING



CYBERTERRORISM



SHOOTINGS



SUSPICIOUS PACKAGES

SEE SOMETHING, SAY SOMETHING!

OBSERVE SURROUNDINGS

Terrorists look for high visibility targets such as sporting events, political conventions, public mass gatherings, international airports, and high-profile landmarks.

REPORT THREATS

- Call or text to 911
- Submit a tip, lead or, threat to VA Fusion Center 804-674-2169
- NOVA Fusion Center 703-802-2746



TIP: Preparing for a terrorist attack is the same as preparing for fires, severe weather, and other emergencies.

KEEP EMERGENCY SUPPLY KITS



LEARN HOW TO USE FIRE EXTINGUISHERS



PRACTICE EVACUATION DRILLS AND PROCEDURES



OBTAIN TRAINING IN CPR AND FIRST AID



ESTABLISH A FAMILY MEETING PLACE



CREATE AN EMERGENCY COMMUNICATIONS PLAN



CYBER CRIME

Technology is an ever-increasing part of our lives. While it makes many things more accessible, it also comes with risks. Protect yourself and your loved ones by taking the following steps:

KEEP A CLEAN MACHINE

- Keep software and operating systems up-to-date
- Be sure all internet connected devices are protected
- Scan USB drives with your anti-virus software before opening files
- Create backup files
- Protect your home Wi-Fi network, change the password regularly
- Use complex passwords that are at least twelve characters or longer



PROTECT YOUR IDENTITY

- Do not use the same password with multiple accounts or give out your password to anyone
- Use two-factor authentication when possible
- Be careful about asking websites to remember your passwords, especially on shared computers
- Watch for suspicious activity



RECOVERY ASSISTANCE

INFORMATION & REFERRAL HOTLINES

Town Customer Service

(703) 777-2420

www.leesburgva.gov

Town of Leesburg Emergency Management

(703) 771-6511

<https://www.leesburgva.gov/government/emergency-management-office>

United Way (211)

FREE Helpline: 2-1-1

Dial 211

<https://unitedwaynca.org>

United Way 211 helpline connects people of all ages and walks of life to essential health, human and social services. Operating 24 hours a day, seven days a week, the service connects callers for free to trained resource specialists who provide available information on over 1,200 community services and resources. United Way 211 is also a suicide intervention and prevention helpline.

For more information on 211 or to access the online database, visit unitedwaynefl.org/get-help. To get help now, dial 2-1-1, text HELLO to 211904, or call (202) 488-2000 on your cell phone or landline.

FOOD & SHELTER

American Red Cross

(800) 733-2767

(703) 584-8400

<https://www.redcross.org/get-help.html>

(Shelter Information)

Loudoun Hunger Relief

(703) 777-5911

www.loudounfeeds.org

The Salvation Army

(703) 771-3371

<https://salvationarmypotomac.org>

(Disaster Services, Seasonal Services, Casework Services)

VOLUNTEER OPPORTUNITIES

If you are an organization or group with volunteer interests, email United Way of the National Capital Region at ContactUs@uwnca.org. For individual volunteer opportunities, please visit <https://unitedwaynca.org/take-action/volunteer/>. Individuals interested in volunteering for disaster relief are encouraged to pre-register at the previously mentioned website and select: "Contact me in the event of a disaster."

MENTAL & BEHAVIORAL HEALTH SUPPORT

Disaster Distress Helpline

(800) 985-5990 (call or text)

988 Suicide and Crisis Help Line

Dial or Text 988

Behavioral Health Treatment Directory

(800) 662-HELP (4357)

Or visit FindTreatment.gov

FEDERAL EMERGENCY MANAGEMENT AGENCY

FEMA

(800) 621-FEMA (3362)

(800) 462-7585 (TTY)

fema.gov

PROPERTY DAMAGE AS A RESULT OF A Disaster:

Contact FEMA at the phone numbers listed above or visit disasterassistance.gov.

PROPERTY CLEANUP

Crisis Clean-Up Hotline

(800) 451-1954

- Free services (debris removal, muck-out work, and tree cutting) by volunteers
- Services are dependent on availability
- Call to register for services

UTILITIES

Dominion Power

(866) 366-4357

jdominionenergy.com

NOVEC

(888) 335-0500

Novec.com

Washington Gas

(800) 752-7520

washingtongas.com

Columbia Gas of VA

(800) 544-5606

columbiagasva.com

Leesburg Utilities - Water & Sewer

(703) 771-2713

leesburgva.gov/departments/utilities-water-sewer

CABLE TV & PHONE

Comcast

(800) 934-6489

AT&T

(800) 288-2020

Verizon

(888) 294-6804

FREQUENTLY ASKED QUESTIONS

IS IT REALLY OVER?

One should never rush out before making sure that the coast is clear and safe. A lull in activity should not be confused with the end, unless you've been told otherwise by the authorities.

IS IT SAFE TO RETURN HOME?

It can be dangerous to return home without knowing what kind of post-disaster conditions you'll encounter. Downed power lines, fallen trees, broken gas lines, and other forms of debris can present new dangers and should be left to the professionals. Your homeowners policy could cover some costs of relocation or temporary housing, so be sure to check with your insurance provider.

IF I DO NOT EVACUATE, CAN I STILL GET HELP?

Emergency responders may have difficulty reaching you during a disaster. Roads may be inaccessible due to water, debris, or other hazards. Emergency responders will follow mandatory evacuation orders and may not be able to help those who do not evacuate.

DOES HOMEOWNERS OR RENTERS INSURANCE COVER FLOOD DAMAGE?

No. Standard homeowners' or renters' insurance policies do not cover damages caused by flooding. A separate flood insurance policy is necessary to protect against flood losses. Flood insurance is available through the National Flood Insurance Program (NFIP). For more information on flood insurance, contact your insurance agent or the NFIP directly at 800-427-4661 or floodsmart.gov.

SHOULD I PURCHASE FLOOD INSURANCE? There is typically a 30-day waiting period following the purchase of flood insurance. Additionally, insurance policies cannot be written or modified once a storm impacts the Gulf of Mexico or western Atlantic. Contact your insurance agent today to ensure that you are covered.

HOW CAN I PROTECT MYSELF FROM FRAUD?

Only hire a licensed contractor. Be cautious of anyone coming to your home uninvited and offering to do repairs. Obtain a written estimate or contract for work to be completed. Do not pay in full before work begins or pay the final balance until work is completed to your satisfaction. Do not pull permits for the contractor, as this may be an indication that they are not properly licensed.

YOUR EMERGENCY INFORMATION

EMERGENCY MEETING PLACES:

In your neighborhood

Outside of your neighborhood

Out-of-town

OUT-OF-TOWN CONTACT:

Name

Home Phone #

Work Phone #

Email Address

IMPORTANT NUMBERS:

Primary Care Doctor

Phone #

Address

Pharmacy

Phone #

Address

Medications/Prescriptions

Veterinarian

Phone #

Address

TO REQUEST THIS GUIDE IN AN ALTERNATE FORMAT, PLEASE CONTACT THE OFFICE EMERGENCY MANAGEMENT AT (703) 771-6511.

