



CITY OF  
**LA MESA**  
*JEWEL of the HILLS*

# CITY OF LA MESA SAFETY HANDBOOK

Crime Prevention and Emergency Preparedness  
Information for Residents







Chief Ed Aceves  
Police Department

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La Mesa Police Department  
8085 University Avenue  
619.667.1400  
Emergency: 9-1-1

Dear La Mesa Resident,

On behalf of the members of the La Mesa Police Department, I hope that you find this "Safety Handbook" a valuable resource for you and your loved ones. This important information is being provided in an effort to equip you with tips and tools to keep safe and to be prepared for emergency events.

The handbook is designed to be a key resource and reference guide for every member of our community. Our hope is that in addition to being a reference guide, you and your family will use it to periodically review the safety information contained inside.

The La Mesa Police and Fire Departments will be working to promote disaster preparedness through our existing Neighborhood Watch programs. I encourage you to participate or start a Neighborhood Watch program in your area.

We believe that working together to prepare our community in the event of an emergency or natural disaster, and to promote public safety, is of utmost importance. I hope that this handbook serves as a valuable resource to you for years to come.

Ed Aceves  
Police Chief



The new La Mesa Police Station.

Dear La Mesa Resident,

I am pleased to present this handbook that I hope you will find valuable. I especially want to make note of the information regarding community emergency preparedness. As professional firefighters and emergency medical service workers, we stand ready to serve you at all times. It is important to recognize that on some occasions such as catastrophic events, our resources will be limited and you may need to be self-sufficient or capable of dealing with an emergency without our help in the initial hours.

The City of La Mesa has made it a priority to provide our citizens with the tools to be prepared for everything from the small daily emergencies to the potential for a wide spread catastrophic event. This handbook is one example of a tool that is available. The City of La Mesa has also developed other tools to deliver community preparedness information in a variety of methods. We will provide information on our website, deliver presentations to community groups, utilize community notification systems and provide training such as Community Emergency Response Team (CERT).

It is our hope that this combination of tools will provide you, your family, your neighbors and our community the necessary information and training to help ensure your safety.

Mike Scott  
Fire Chief



Chief Mike Scott  
Heartland Fire and Rescue

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Fire Administration Building  
8054 Allison Avenue  
619.667.1355  
Emergency: 9-1-1



Fire Administration Building on Allison Avenue.



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## WHEN TO CALL 9-1-1

Dial 9-1-1 to receive police, fire, or medical assistance. When you dial 9-1-1, all calls are initially answered at the La Mesa Police Department because the majority of calls require police response; this includes some incidents requiring fire and medical. Dispatchers determine the needs of the caller and transfer to the Fire Department as needed. For incidents in progress that threaten life or property, dial 9-1-1 to contact police, fire, or medical assistance.

### EXAMPLES OF EMERGENCIES

Anaphylactic Shock	Homicide
Assault (in progress or just occurred)	Rape
Bleeding that will not stop	Robbery
Bleeding with weakness (shock)	See or smell smoke or fire
Bloody diarrhea with weakness	Serious burns
Bomb threat	Severe injury accident
Broken bones visible through an open wound	Shortness of breath
Burglary in progress	Smell gas or other suspicious odor
Chest pain	Stroke
Coma (unresponsive victim)	Sudden blindness
Drug overdose	Sudden slurred speech
Drunk drivers	Theft in progress
Heart attack	Uncontrolled nosebleed
Heat stroke	Vomiting blood
	Vehicle collision with injuries

## TIPS FOR CALLING 9-1-1

- Do not use 9-1-1 for non-emergencies.
- Be prepared to provide your exact location so that dispatchers can get help to you quickly.
- Describe your emergency briefly and answer all the dispatcher's questions. The dispatcher will ask as many questions as needed to send the appropriate help and prepare responders for what to expect on scene.
- Although the dispatcher may not tell you, assistance may already be en route.
- Stay on the line until you are told to hang up.
- If you dial 9-1-1 by accident stay on the line and notify the dispatcher of the error.

## 9-1-1 AND YOUR PHONE

When you call 9-1-1 from your cell phone, your service provider will calculate your approximate location using cell towers or satellite positioning. If they cannot locate you the call will likely default to the California Highway Patrol and then be transferred to the appropriate agency. Additionally, if you are close to the border of another city or unincorporated area of the County, the cell tower that carries your call may identify your location as in the adjacent jurisdiction and connect you with their dispatch center instead.

For these reasons it is always better, if you have the option, to call 9-1-1 on a landline. From a landline, the call will be routed to the appropriate agency, and the dispatcher can access your phone

number and address. If you do call 9-1-1 from your cell phone, be ready to accurately report your location to the dispatcher. For example, know the address or the store name and closest cross streets. Rather than saying, "I'm at the 7-11" be more specific: "I'm at the 7-11 on Parkway Drive and Baltimore Drive in La Mesa." Those details will help Police or Fire get to you faster.



Wireless carriers are required to complete 9-1-1 calls, even when the cell phone is not activated. Any phone that turns on and can receive a signal is capable of making a 9-1-1 call. Talk to the wireless carrier of the cell phone for specific model requirements to be able to receive a signal without activated service. If you use a phone that is not activated, there isn't a phone number assigned to it. That means if you are disconnected from the dispatch center, you must call 9-1-1 back. They will not have a way to call you. If you do not have an active landline at home, you can plug a phone into the jack you will be able to make an emergency 9-1-1 call.

If you have a VoIP phone or digital phone (AT&T U-verse, Vonage, etc.) your phone service may be terminated if the power goes out and/or you lose Internet connection. Check with your carrier for instructions on calling 9-1-1.

## NON-EMERGENCY CONTACT INFORMATION

La Mesa Police Department  
8085 University Avenue  
619.667.1400

La Mesa Fire Administration  
8034 Allison Avenue  
619.667.1355

## HEARTLAND FIRE AND RESCUE

On January 1, 2010, the cities of El Cajon, La Mesa and Lemon Grove entered into a joint exercise of powers agreement for management and delivery of fire protection and emergency medical services. Under this agreement, the shared management team, known as "Heartland Fire and Rescue" provides management for the three cities. The management team includes a fire chief, three deputy fire chiefs, three division chiefs, three battalion chiefs and four support staff.

This unique cooperative fire services agreement provides cost containment opportunities, maintains local control, ensures a high level of fire and emergency medical services delivery and maximizes resource utilization.

This cooperative service manages eight fire stations, nine engine companies, two truck companies, three paramedic transport units and one battalion chief. The joint powers agreement serves a population of 183,000 and responds to approximately 18,000 calls for service each year.

For more information on Heartland Fire and Rescue and La Mesa Fire Stations, please visit [www.cityoflamesa.com](http://www.cityoflamesa.com).



## REPORTING SUSPICIOUS ACTIVITY

La Mesa residents are the eyes and ears for the Police Department. If you see a crime being committed, or are a victim of a crime, do not hesitate to report it immediately.

For non-emergencies, dial 619.667.1400. Call the non-emergency number to report suspicious activity, report a crime that has already occurred, provide information to officers about an open case, or be transferred to other Police Department employees or units. This line is answered by the same dispatchers as 9-1-1 but allows incoming calls to be prioritized. You may be put on hold briefly to allow dispatchers to answer an emergency call. The dispatchers appreciate your patience and for not using 9-1-1 for non-emergencies.

### Suspicious activities include...

- Someone running from a car or residence.
- A person who seems to have no purpose wandering through the neighborhood, peering in windows of cars or residences.
- Strangers going into the side or backyard of a neighbor's home, especially when the neighbor is not home.
- Strangers carrying property from residences or closed businesses.
- Individuals attempting to forcibly enter a locked vehicle, especially at night or in a parking lot.
- A stranger in a car stopping to beckon a child.
- A child resisting the advances of an adult.
- Abandoned vehicles.
- A business transaction conducted from a vehicle. This could involve the sale of drugs and/or stolen property.
- Excessive traffic to and from a residence, especially during unusual hours.

When you witness either suspicious activity or a crime, write down everything you can remember. Do not rely on your memory. It is very easy to forget details – especially if you were the victim. Be as exact as possible and avoid guessing. Use the Suspect Information Worksheet on page 8 to help compile a description.

## TIPS FOR CALLING THE POLICE DEPARTMENT

- During a call you can tell the dispatcher that you wish to remain anonymous when reporting suspicious activity, possible criminal activity, or disturbances.
- Specify that you would or would not like to have an officer contact you at the resolution of an incident listed above. Ordinarily the responding officer may not contact you as the reporting party with additional information from the call unless you are directly involved in the incident. Clarify with the dispatcher before you hang up.
- Your name, address and contact information will never be disclosed during an officer's investigation of a crime.

### "Notify Me"

For information on events in progress, including helicopter activity, subscribe to La Mesa e-Gov, which includes various Internet-based communication services. Check out the "Notify Me" section to receive press releases from the Police and Fire Departments. For more information on La Mesa e-Gov, see page 36.

## ZIP CODE 91941 WARNING

Not all residents in zip code 91941 are part of the City of La Mesa. Although La Mesa may be part of your address, some streets south of SR-94 bordering Spring Valley and Lemon Grove and some east of SR-125 in the Casa De Oro/Mt. Helix neighborhood are part of the unincorporated areas of the County of San Diego. All residents in zip code 91942 are in the City of La Mesa. If you are unsure, call La Mesa City Hall at 619.463.6611 or the La Mesa Police Department at 619.667.1400 to verify your residency.

Although this handbook contains important information for everyone, if you live within the County's jurisdiction, please refer to the agencies listed below for all emergencies and public services.

### San Diego County Sheriff's Department

John F. Duffy Administrative Center  
9621 Ridgehaven Court, San Diego, CA 92123  
Emergencies: 9-1-1  
Non-emergency Dispatch: 858.565.5200  
Non-emergency Administration: 858.974.2222  
[www.sdsheiff.net](http://www.sdsheiff.net)

### San Miguel Consolidated Fire Protection District

2850 Via Orange Way, Spring Valley, CA 91978  
Emergencies: 9-1-1  
Non-emergency Administration: 619.670.0500  
[www.smgfire.org](http://www.smgfire.org)

### County of San Diego

1600 Pacific Highway, San Diego, CA 92101  
General County Information: 858.694.3900  
[www.sdcounty.ca.us](http://www.sdcounty.ca.us)



The La Mesa Police Department Communications Center



# Suspect Information Worksheet



Call 619.667.1400 to report suspicious activity. Call 9-1-1 for crimes in progress that threaten life or property. Keep this worksheet accessible so you can efficiently report suspicious activity.

## DESCRIPTION OF PERSON

Sex \_\_\_\_\_  
Race \_\_\_\_\_  
Age \_\_\_\_\_  
Height \_\_\_\_\_  
Weight \_\_\_\_\_  
Hair \_\_\_\_\_  
Eyes \_\_\_\_\_  
Complexion \_\_\_\_\_  
Scars \_\_\_\_\_  
Weapon \_\_\_\_\_  
Clothing \_\_\_\_\_  
Build \_\_\_\_\_  
Location last seen \_\_\_\_\_  
Direction of travel \_\_\_\_\_  
Unusual characteristics \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## GENERAL DESCRIPTION OF EVENT

\_\_\_\_\_  
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## DESCRIPTION OF VEHICLE

Make \_\_\_\_\_  
Model \_\_\_\_\_  
2 dr or 4 dr \_\_\_\_\_  
Year \_\_\_\_\_  
Color \_\_\_\_\_  
License \_\_\_\_\_  
State \_\_\_\_\_  
Identifying marks (dents, bumper stickers, etc)  
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## Number of people in the vehicle and descriptions

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Location last seen \_\_\_\_\_  
Direction of travel \_\_\_\_\_



Whether at home, at work, or out on an errand, take a few simple precautions to help you avoid becoming a victim of crime. It is important to **BE PREPARED**:

- Educate yourself on crime prevention tactics.
- Review the tips below and think about how you would react in a negative situation. Have a plan for your reactions.
- Always be alert and observant of the people around you.
- Be aware of locations and situations that could possibly make you vulnerable to crime, such as alleys and dark parking lots.

## IN YOUR HOME

- Lock your doors and windows, even if you are home or are only leaving for a few minutes.
- If you would like fresh air, lock doors and windows in an open position.
- Keep the garage door secured even when you are home. While you are inside the house, even for a minute, someone can easily take your property from the garage without your knowledge.
- Never open the front door immediately after a knock. Use a 180 degree peephole to see if you know the person. You can always talk to the visitor through the door.
- Verify the identity of repair or delivery people. If you did not request a service call, use the phone number in the phone book or on your bill to contact the company. Make the visitor wait outside while you call. Do not use a number provided by the individual.
- Do not open your door to give money to solicitors. Solicitors must have a visible permit issued by the City of La Mesa. See Donating Safely on page 15.
- Do not allow strangers in your home to make a phone call. If necessary, offer to summon emergency assistance or make the call for them while they wait outside.



*If you see broken windows or misplaced screens when you arrive home - do not enter the house!*



## Burglars do more than steal.

Burglars can commit rapes, robberies, and assaults if they are surprised by someone coming home or pick a home that is occupied.

- If something looks questionable – a slit screen, a broken window or an open door – do not go in. Call the police from a neighbor's house or other safe place.
- At night, if you think you hear someone breaking in, leave safely if you can, then call the police. If you cannot leave, lock yourself in a room with a phone and dial 9-1-1. If an intruder is in your room, pretend you are asleep.
- Guns are responsible for many accidental deaths in the home every year. Think carefully before you buy a gun. If you do own one, learn how to store it and use it safely.

## CASING

If the door bell rings, do not ignore it. Some burglars check to see if anyone is home before attempting to enter. If you answer the door and the visitor asks you odd questions or acts suspicious, they may be looking for an empty home to target. Your neighbor could be their next victim! Let the La Mesa Police Department know about suspicious activity in your neighborhood, call 619.667.1400. Call 9-1-1 for crimes in progress. See Reporting Suspicious Activity on page 7.

- As you arrive home, scan the perimeter to ensure everything looks normal and as you left it. Are screens in place? Are doors and windows closed?
- Trust your "gut", if you do not feel comfortable about entering your home, do not. If you suspect a window or door has been forced or broken in your absence, **DO NOT ENTER**. Immediately call the police and wait at a safe location until an officer arrives.
- If someone is prowling outside your home, make the prowler think that other people are with you. Call out "Dear, there is someone outside!" Call the La Mesa Police Department immediately by dialing 9-1-1 and follow the dispatcher's instructions.

## HOT PROWLERS

Very few burglars will enter a home when they believe people are there. Should you confront one, however, for your safety: **STAY OUT OF THE WAY. NEVER GET BETWEEN A BURGLAR AND THE EXIT, AND NEVER TRY TO STOP HIM/HER FROM LEAVING.**



## AWAY FROM HOME

- Always be alert to your surroundings and the people around you. Scan the area in front and behind you.
- Eliminate distractions like texting, phone calls, and wearing headphones.
- Minimize nighttime activities – run errands or exercise in the daytime.
- If possible, travel with a friend. Otherwise, tell someone when you are leaving and where you are going.
- Walk confidently and at a steady pace. Make eye contact with people as they pass.
- Stay in well-lit areas as much as possible. Avoid bushes, doorways, and alleys where someone could hide.
- Carry only the cash, credit cards, and personal items that you need. Avoid wearing eye catching jewelry or calling attention to your valuables.
- Carry a shoulder bag securely between your arm and your body. If you carry a purse, your personal safety may depend on not clinging to it. Although a purse snatcher's intent is to steal the purse, the grabbing and shoving that may take place can result in injuries.
- Do not respond to conversation from strangers on the street. Keep walking.
- When using an ATM, remain alert. When possible, use ATMs located inside financial institutions to benefit from increased security. If you see anyone or anything suspicious, cancel your transaction and go to another machine location. At night, make sure the ATM area is well-lit.

## IN AND AROUND PUBLIC TRANSPORTATION

- Try to avoid isolated bus stops.
- Stand away from the curb until the bus, train, or other public transportation arrives.
- Do not open your purse or wallet while boarding the bus. Have your bus pass or money easily accessible.
- During off hours, sit as close to the driver as possible.
- Stay alert and be aware of those around you.



- If someone bothers you, change seats and/or tell the driver.
- Keep your purse or bag in front of you and hold it close to your body with both hands.
- Check your purse or wallet if someone is jostling, crowding, or pushing you.
- Carry your wallet inside your jacket or front pocket.
- If you see any suspicious activity, tell the driver or notify the local law enforcement agency. See Reporting Suspicious Activity on page 7.

## OFFICE SECURITY

- Never leave your purse or wallet in plain view or in the pocket of a jacket that is left unattended.
- Personal property should be marked with your name or drivers license number.



- Do not leave cash or valuables at the office.
- When in an elevator with another person, stand near the control panel. If attacked, press the alarm and as many of the control buttons as possible.
- Be alert to pickpockets on crowded elevators.
- If you work alone or before or after normal business hours, keep the office door locked.
- Be aware of escape routes for emergencies.
- Post the emergency number (9-1-1) and the non-emergency line for the local law enforcement agency near the telephone.
- Report all suspicious persons and activities to the proper authorities, such as your manager, security, or the police. See Reporting Suspicious Activity on page 7.





The Todd House, one of the city's historic homes.

Protecting your home from crime doesn't always mean having to install expensive alarms – effective home security starts with properly locked doors and windows and visible, well-lit entryways. Adding home security measures enhances the perception of risk to offenders and denies access to targets.

## EXTERIOR DOORS

- All exterior doors should be either metal or solid wood.
- For added security, use strong door hinges on the inside of the door, with non-removable or hidden pins.
- Every entry door should be well-lit and have a wide-angle (180 degree) door viewer so you can see who is outside without opening the door.

## SLIDING GLASS DOORS

Sliding glass doors can offer easy entry into your home. To improve security on existing sliding glass doors:

- Install keyed locking devices that secure the door to the frame.
- Adjust the track clearances on the doors so they cannot be pushed out of their track.
- Put a piece of wood or metal bar in the track of the closed door to prevent the door from opening even if the lock is jimmied or removed.

## LOCKS

- Strong, reliable locks are essential to effective home security. Always keep doors and windows locked – even a five-minute trip to the store is long enough for a burglar to enter your home.
- Use quality keyed knobs as well as deadbolts – deadbolts can withstand the twisting, turning, prying, and pounding that a regular keyed knob cannot.
- Choose a deadbolt that extends at least one inch when in the locked position, to resist ramming and kicking, and hardened steel inserts to prevent the bolt from being sawed off. Install a reinforced strike plate with extra long mounting screws (3 inches) to anchor the lock effectively.
- Most deadbolts are single-cylinder; they operate from the

outside with a key and from the inside with a thumb latch.

- For glass panels near or in the door, apply security glazing or install shatter proof glass. This will help prevent intruders from breaking the glass and reaching through to unlock the door.
- The door leading from the attached garage to the house should have the same features as an exterior door in case garage security is breached.
- Leave spare keys with a trusted neighbor, not under a doormat, on a ledge, or in a planter or mailbox.

## WINDOWS



Most standard double hung windows have thumb turn locks between the two window panels. Do not rely on these – they can be pried open or easily reached through a broken pane. An easy, inexpensive way to secure your windows is to use the "pin" trick.

Drill an angled hole through the top frame of the lower window partially into the frame of the upper window. Then insert a nail or eyebolt. The window cannot be opened until you remove the nail. Make a second set of holes with the windows partly opened so you can have ventilation without intruders.

Ensure air conditioners and window fans are bolted to the house in such a way that they cannot be removed from the outside and the window cannot be raised.

## OUTDOOR SECURITY

- Trim bushes, shrubs, and trees so there is no place for someone to hide.
- A good rule of thumb: keep shrubs below three feet tall and trees trimmed up to six feet.
- Plant trees and bushes away from light fixtures so they do not block illumination on the ground.
- Eliminate dark areas around the house, garage and yard through lighting.



The Three Foot/Six Foot Rule.

- Lighting should be consistent to reduce contrast between shadows and illuminated areas.
- Every door should have a bright, working light. Lighting can be installed to either turn on automatically at dusk and off at dawn, or be triggered by motion.
- Ensure your house number is clearly displayed so police, fire and medical responders can find the house quickly.
- Use high-security padlocks on gate latches, garage doors, and shed doors. Install open fencing (i.e. wrought iron) unless solid walls are needed for privacy or street noise mitigation. Open fencing does not obstruct visibility, is harder to climb and is less susceptible to graffiti.



## OUTDOOR SECURITY CONTINUED

- Avoid horizontal elements on fences that a person can use to climb over. When building a wooden fence, install the cross beams on the inside, facing the center of the property. Wrought iron fences, coupled with thorny bushes, provide privacy as well as security.



- Grills, lawn mowers, and other valuables should be stored in a locked shed or secured to a stationary point. Secure bicycles with a U-bar lock or quality padlock and chain.

### Maintenance

Keep up on general maintenance for your home to ensure the effectiveness of security measures. Regularly trim or prune foliage. Test lighting fixtures and replace bulbs as necessary.

## PERSONAL PROPERTY

Inscribe an identifying number to all valuable items. Create, or update, an inventory of personal property. Include pictures and store a copy somewhere out of the house.

## CONSIDER AN ALARM

Alarms can be a good investment, especially if you have any valuables in your home, live in an isolated area or one with a history of break-ins.

- Check with several companies before you buy so you can decide what level of security fits your needs. Do business with an established company and check references before signing a contract.
- Learn how to use your system properly! Do not “cry wolf” by setting off false alarms. You will lose valuable credibility and put yourself in danger during a real emergency. You may also be fined.
- Some less expensive options: a sound-detecting socket that plugs into a light fixture and makes the light flash when it detects certain noises, motion sensing outdoor lights that turn on when someone approaches, or lights with photo cells that turn on when it’s dark and off when its light.

## SECURITY CAMERAS

- Research all surveillance options and services to decide what will fit your needs. Do business with an established company and check references before signing a contract.
- Your security camera should not point into any neighbors’ windows or yards.
- Review recorded footage regularly for suspicious activity.

- Footage should be retained for at least thirty days.
- Web-based hosting of footage is an easy way to manage footage volume.

## HOME SECURITY DURING VACATION

Vacation is a time for fun and relaxation. Do not let yours be ruined by crime.

- Program at least two light timers to turn the lights on and off in a logical sequence. You can even use a timer to control a radio as an audible deterrent.
- Ensure your alarm system has been activated and motion sensing lights are on when you leave.
- Arrange for newspaper and mail to be stopped or picked up by a trusted neighbor.
- Have a trusted neighbor keep an eye on your house and report suspicious activity.

## VACATION SECURITY CHECKS

Going on vacation? The Retired Senior Volunteer Patrol (R.S.V.P) conducts security checks on homes while residents are out of town. Visit [www.cityoflamesa.com](http://www.cityoflamesa.com) to print the Vacation Security Check form. Complete the process by filing the request at the Police Department at 8085 University Avenue.

## SPREAD THE WORD

After implementing new home security measures, take a few moments to review the changes with your family or roommates. In case of an emergency, everyone will need to know how to open doors and windows to evacuate.

## RESIDENTIAL SECURITY INSPECTIONS



The La Mesa Police Department would like to help you prevent future burglaries to your residence and in your neighborhood.

The Crime Prevention Unit offers free security inspections for residences. A Crime Prevention Specialist who has been trained in residential security practices can come to your home at a time convenient for you to conduct a survey of your home. The Crime Prevention Specialist will make recommendations and answer questions regarding home security features and practices. The survey takes about 45 minutes to complete and you are welcome to invite friends and neighbors.

If you are interested in scheduling a survey or would like more information, please call the La Mesa Police Department’s Crime Prevention Unit at 619.667.7545.



## THE CAR

- Park in well-lit areas.
- Take valuables with you. Otherwise, secure items in the trunk or hidden from view in the cargo area.
- Always lock your vehicle doors after entering and leaving the vehicle. Roll up all windows.
- As you approach your car, check around the outside and the backseat. Be aware of people sitting in their cars or larger vehicles parked next to you. If you feel uneasy, do not approach. Call the police or security personnel.



*Always park in well-lit areas.*

- Have your keys in your hands ready to use so you do not linger before entering your car.
- Do not burden yourself with too many packages or bags. Ask a store clerk or security guard to assist you if you have too much to carry.
- If you think you are being followed, drive to a well-lit public place that you know is open, and run inside for help.
- When being driven home, request the driver to wait until you are safely inside.
- Never leave your garage door opener inside your vehicle, especially if your car is parked in front of your house.

## ON THE HIGHWAY

- Keep your doors locked.
- Place your valuables out of sight.
- Know where you are going. If it is your first time driving to the destination, study the directions in advance of travel and take them with you. Call ahead for directions if necessary.
- Keep your vehicle in good working condition.
- Never allow gas to fall below a ¼ tank. For emergency preparedness purposes, you may need at least ½ tank of gas to prevent running out of gas during an evacuation.
- Have a charged cell phone. Any cell phone, with or without an activated service plan, can reach 9-1-1 for emergencies. See 9-1-1 AND YOUR PHONE on page 6.
- Know the number for roadside assistance and, if needed, keep change for a pay phone hidden from sight in the vehicle.
- Do not stop to help disabled motorists. Go to a phone to request help for them.

## CARJACKING

This is a violent, random form of auto theft. A driver of any vehicle can be a target of someone with a weapon. It can happen

anywhere, day or night. Here are some precautions:

- Keep your doors locked.
- Park in well-lit, busy areas.
- Be alert to people approaching your vehicle.
- Stick with the traffic. Avoid lightly traveled streets, especially after dark.
- Keep car and house keys on separate key chains. Do not attach a tag with your name and address to your key ring. If lost or stolen, the tag will lead the thief directly to your car and home.
- Keep the garage door opener in your purse or briefcase.
- Drive in the inside lane avoiding the curb or sidewalk.
- When stopped, allow room between your vehicle and those around you to maneuver in case of an emergency.
- Do not argue or fight with a carjacker. Allow him or her to take the vehicle and call 9-1-1 as soon as possible. However, do not allow yourself to be kidnapped. Either drop the keys or throw them away from the car as far as you can. When the carjacker goes for the keys, run away.

## ANTI-THEFT DEVICES

- When buying a car, check the manufacturer's list of anti-theft options, such as interior hood and trunk releases or locking steering columns.
- Consider the purchase and installation of security devices, such as:
  - Interior hood lock release.
  - Second ignition switch or "kill switch."
  - Fuel switch to cut off the gas supply.
  - Locking gas cap.
  - Locking devices for batteries, wheels, or connecting steering wheel and brake pedal.
  - Alarm device to activate a siren, horn, and/or lights to frighten the thief away.
  - Tracking device to locate the vehicle if stolen.



*Do not leave valuables in plain sight in your car. Take them with you or secure in the trunk.*



## Information for Customers

Business owners can take measures to make sure their stores or offices are less tempting to robbers and burglars. As a customer or witness, it is in your best interest to stay alert for any suspicious activity while you are out in public and report it to management or the appropriate law enforcement agency.

### COMMERCIAL BURGLARY

Burglary is the unlawful entry of a structure to commit a felony or theft. Burglary can occur during or after business hours. If you suspect a business has been burglarized or witness a possible theft, contact the police. By reporting activity as soon as possible you increase the chances of catching the criminal.

#### Tips for Customers

- Contact the police if:
  - You see broken or damaged doors or windows.
  - Hear an audible alarm.
  - Witness someone running from a business or office.
  - Witness someone moving items out of a business or office at odd times or in a suspicious manner.
- Alert an employee or management and the police if you witness someone shoplifting. Do not confront the person yourself.



Simulation of shoplifting.

### COMMERCIAL ROBBERY

Robbery is the unlawful act of taking property from a person in his presence by means of force or fear of injury. Robbery is a violent crime and may include the use of a weapon. What you do during and after a robbery can affect your safety and the chances of catching the criminal.

#### Tips for Customers

- Before entering the business, make observations to ensure it looks safe.
- Cooperate with the robber; do not argue or reason with him or her.
- Tell the robber of any moves you must make to comply before moving.
- Do not distract the robber or draw attention to yourself.
- If the robber(s) claim to have weapons, believe it.
- If the robber(s) display weapons, act as if they are real.



- Try to remain calm and make note of:
  - Physical characteristics of the suspects such as race, age, build and hair.
  - Details about how the robbers operate: weapons used, demands, methods of entry and exit.
  - Any conversation between robbers or between robber(s) and victims.
- If possible, identify a getaway vehicle and make note of a general description and direction of travel.
- Be a good witness, but do not put yourself in peril in order to observe.
- After the robber(s) have left, dial 9-1-1.

### REMEMBERING EVENT DETAILS

- Write down as much information as possible rather than relying on your memory or guessing. This will assist Police in their investigation.
- See Contacting Emergency Services on page 6 for more information on when to use 9-1-1 and the La Mesa Police Department's non-emergency line, 619.667.1400.
- Review the Suspect Information Worksheet on page 8 for details to remember to help you compile a complete description.

### FOR BUSINESS OWNERS

Whether you own your own retail location or operate out of an office space, take measures to prevent or deter commercial burglary and robbery. For more information on protecting yourself and your business view the Crime Prevention Video for Businesses at [www.cityoflamesa.com](http://www.cityoflamesa.com).

### COMMERCIAL SECURITY INSPECTIONS

The Crime Prevention Unit offers free security inspections for businesses. A Crime Prevention Specialist who has been trained in commercial security practices can come to your business at a time convenient for you to conduct a survey. The Crime Prevention Specialist will make recommendations and answer questions regarding commercial security features and practices.

If you are interested in scheduling a survey or would like more information, please call the La Mesa Police Department's Crime Prevention Unit at 619.667.7545.



## HOW TO PREVENT ID THEFT

Identity theft occurs when someone uses your name, Social Security number, credit card number or other personal



information without your permission to commit fraud or other crimes. Identity theft not only poses possible out-of-pocket expenses when thieves take money from bank accounts, but also additional costs to

correct erroneous information and reclaim your identity. Thieves may also use your information to take over your identity completely, commit crimes in your name, and incur vast debts. These situations can be extremely expensive to rectify. For these reasons, it's important to protect your personal information.

- Do not give out your personal information on the phone or by E-mail even if the caller or E-mail seems to be from your financial institution. Call the number on your statements to verify any request.

- Shred all documents with personal or banking information.

- Make a list of all credit card and banking information with customer service numbers and keep in a safe place. Keep a copy in a second, secure location in case the original is lost or stolen.



*Carry only the cash or cards that you need for an outing.*

- Do not put your Social Security number on checks.

- Cancel credit cards that are not in use.

- Take note of any unusual mail activity. For example, an expected credit card never arrives or a bill is received for a credit card you do not have.

- Pay attention to all statements and bills for transaction accuracy. Report any discrepancies to the institution immediately.

- Before using an ATM, examine the machine for evidence of tampering. Skimmers, installed on ATMs by criminals, save account information and security codes for all users of the machine while the skimmer is functioning. Use ATMs located inside financial institutions to benefit from increased security.

- Use anti-virus software or firewalls on your computer.

- Create complex or hard-to-guess passwords. Use at least three of the following four characteristics: lower case, upper case, number and special character (e.g. @, #, \$, or %). Never use "password" or your name as a password.

- Use only encrypted websites. Look for "https" at the beginning of the web address (displayed in the address bar) before entering personal or account information. "S" stands for secure.
- Order your credit report annually and review it carefully.

## AVOID ONLINE SCAMS

International scam artists use clever schemes to defraud millions of people around the globe each year, generating substantial profits for criminal organizations and common crooks. Be vigilant online to recognize potential scams and help minimize your chance of being defrauded. For descriptions of specific scams, check out [www.onguardonline.gov](http://www.onguardonline.gov).

- Do not send money to someone you do not know. Do business with sites you know and trust. Use a payment option that provides protection, like a credit card. Do not send cash or use a wire transfer service and do not pay upfront fees for the promise of a big pay-off.

- Do not play a foreign lottery. It is illegal and if you send money, you will not get it back, despite promises.

- Wiring money is like sending cash. It is nearly impossible to reverse the transaction or trace the money. Do not wire money to strangers, to sellers who insist on wire transfers for payment, or to someone who claims to be a relative in an emergency (and wants to keep the request a secret).

- Do not agree to deposit a check from someone you do not know and then wire money back, no matter how convincing the story. By law, banks must make funds from deposited checks available within days, but uncovering a fake check can take weeks. You are responsible for the checks you deposit. When a check turns out to be a fake, you will be responsible for paying back the bank.

- Remember there's no such thing as a sure thing. If someone contacts you promoting low-risk, high-return investment opportunities, stay away. When you hear pitches that insist you act now, guarantees of big profits, promises of little or no financial risk, or demands that you send cash immediately, report them at [www.ftc.gov](http://www.ftc.gov).

- Know where an offer comes from and who you're dealing with. Try to find a seller's physical address (not just a P.O. Box) and phone number. Do an Internet search for the company name and website and look for negative reviews. Check them out with the Better Business Bureau at [www.bbb.org](http://www.bbb.org).

## DONATING SAFELY

Given the current economic climate, increased costs, and loss of government funding, charities are asking for more donations in higher quantities. Donors must take care when making charitable contributions to ensure their money is actually going to help the cause the charity claims to support.



## DONATING SAFELY CONTINUED

The California Attorney General, [www.oag.ca.gov/charities](http://www.oag.ca.gov/charities), and the Better Business Bureau (BBB), [www.bbb.org/us/charity](http://www.bbb.org/us/charity), have compiled information on their websites about specific charities. California law requires charities and commercial fundraisers to register with the Attorney General's Office and to file financial disclosure reports. The BBB Wise Giving Alliance has conducted their own evaluation of charitable organizations and provides details of those evaluations at the website listed above. Both sites recommend fully researching a charity before contributing: check out the website, call the local office, determine where your money will go, and talk with a financial advisor about the size and tax implications of your donation.



### Quick Tips

- Do not give cash; make contributions by check.
- Make the check payable to the organization, not to the individual collecting the donation.
- Keep detailed records of all contributions for tax purposes.
- Beware of organization names similar to well known charities.
- In the wake of a natural disaster or another crisis, give to established charities rather than one that seems to have sprung up overnight. Pop-up charities probably do not have the infrastructure to get help to the affected areas or people, and they could be collecting the money to finance illegal activity. Check out [www.ftc.gov/charityfraud](http://www.ftc.gov/charityfraud) to learn more.

## SOLICITORS

- A solicitor license is required for individuals or organizations that wish to engage in door-to-door sales or future sales marketing in the City of La Mesa. Carrying a solicitor license does not imply the City's endorsement of the charity or business.
- Other jurisdictions' licenses are not transferable to La Mesa.
- Do not donate or buy products impulsively.
- Do not relent to pressure tactics such as intimidation, threats, or harassment.
- Call the La Mesa Police Department's non-emergency line, 619.667.1400, if you are approached by a solicitor without a license or to report suspicious or inappropriate behavior.

## WHAT TO DO IF YOU ARE A VICTIM

It's important to take certain steps quickly to minimize the potential damage from identity theft if your information is accidentally disclosed or deliberately stolen:

### Immediate Action

- Place a "Fraud Alert" on your credit reports, and review those reports carefully. Notify all three nationwide consumer reporting companies. See What is a Fraud Alert? on page 17.
- Look for inquiries from companies you have not contacted, accounts you did not open, and debts on your accounts that you cannot explain.
- Close any accounts that have been tampered with or established fraudulently. Keep a list of all of your credit card companies and banks with customer service numbers somewhere in your home. Do not put your account numbers on these lists in case someone steals it. If you have such a list, you can refer to it to warn every one of your creditors that your identity has been stolen. This should also be done by phone and it should be done quickly. If you have the opportunity, go to your main financial institution in person to have the situation noted and sign any documents.
- File a police report with the La Mesa Police Department by calling 619.667.1400.
- Report the theft to the Federal Trade Commission:
  - Online at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).
  - By phone at 877.ID THEFT.
  - By mail: Consumer Response Center FTC, 600 Pennsylvania Ave N.W., Washington D.C. 20580.
- Keep detailed records of the people you speak with, contact information, any instructions or next steps, and what that representative will be doing for you.
- Notify the Social Security Administration if you believe your Social Security number has been compromised. It will put a flag on your Social Security number that will track all activity associated with that number. Contact the D.M.V. to see if anyone has tried to obtain a drivers license in your name.

### Long-Term Actions

- Monitor every piece of credit you have by watching your statements when they come in the mail, and stay in touch with all of your creditors and the credit reporting agencies to start the process of reclaiming your identity.
- Keep detailed records of everything that happens regarding your Social Security number and credit accounts, and you might also want to retain the services of an attorney who is experienced in helping people reclaim their identity.



## WHAT IS A FRAUD ALERT?

There are two types of fraud alerts: an initial alert, and an extended alert.

- An initial fraud alert stays on your credit report for at least 90 days. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft.
  - An initial alert is appropriate if, for example, your wallet has been stolen.
  - With an initial fraud alert, potential creditors must use what the law refers to as "reasonable policies and procedures" to verify your identity before issuing credit in your name. However, the steps potential creditors take to verify your identity may not always alert them that the applicant is not you.
  - When you place an initial fraud alert on your credit report, you're entitled to order one free credit report from each of the three nationwide consumer reporting companies, and, if you ask, only the last four digits of your Social Security number will appear on your credit reports.
- An extended fraud alert stays on your credit report for seven years. You can have an extended alert placed on your credit report if you have been a victim of identity theft.
  - With an extended fraud alert, potential creditors must contact you, or meet with you in person, before they issue you credit.



## CREDIT REPORTING AGENCIES

Equifax  
800.525.6285  
www.equifax.com

Experian  
888.397.3742  
www.experian.com

Trans Union  
800.680.7289  
www.transunion.com



- When you place an extended alert on your credit report, you're entitled to two free credit reports within twelve months from each of the three nationwide consumer reporting companies.
- The consumer reporting companies will remove your name from marketing lists for pre-screened credit offers for five years unless you ask them to put your name back on the list before then.

To place either of these alerts on your credit report, or to have them removed, you will be required to provide appropriate proof of your identity that may include your Social Security number, name, address and other personal information requested by the consumer reporting company.

As mentioned, depending on the type of fraud alert you place, potential creditors must either contact you or take reasonable steps to verify your identity. This may cause some delays if you're trying to obtain credit. To compensate for possible delays, you may wish to include a cell phone number where you can be reached easily in your alert. Remember to keep all contact information in your alert current.

### What does a fraud alert not do?

While a fraud alert can help keep an identity thief from opening new accounts in your name, it is not a solution to all types of identity theft. It will not protect you from an identity thief using your existing credit cards or other accounts. It also will not protect you from an identity thief opening new accounts in your name that do not require a credit check – such as a telephone, wireless or bank account. And, if there's identity theft already going on when you place the fraud alert, the fraud alert alone will not stop it. A fraud alert, however, can be extremely useful in stopping identity theft that involves opening a new line of credit.



*Even with a fraud alert in place, remember to check your credit report annually and carefully inspect all account statements and bills.*



There are many more issues a parent must be concerned about now than any other time in the past. Improved media technology, increased awareness, and encouraged reporting, have made us aware of all types of crimes, but especially crimes against children. With education, awareness and open communication, we can help protect our children and keep them safe.

Pedophiles are attracted to areas children frequent. So any time your child is in an area such as a public park, or walking to and from school, be sure an adult is with them and able to keep visual contact with them at all times. Discuss



Maryland Avenue Elementary School students participating in National Walk to School Day with the La Mesa Kids Walk & Roll to School Safe Routes Program. For more information, visit [www.cityoflamesa.com](http://www.cityoflamesa.com).

options with your child. Many parents avoid talking to their children because they do not want to scare them. The reality is we talk to them about other scary things – what to do in a fire or, how and when to call 9-1-1. As calmly as possible we need to talk to them about abductions and sexual abuse. They need to feel comfortable talking to you about this issue and they need to know they have ways to stay safe.

- Be informed – not paranoid.
- Report any suspicious persons to Law Enforcement. See Reporting Suspicious Activity on page 8.
- Trust your instincts. If someone makes you feel uncomfortable – get away!
- Know where your children are and make sure they “check-in” if they will be late or change plans.
- Know the people your child spends time with.
- Listen to your children, especially if they tell you they do not want to spend time with someone.
- Be involved with your child’s activities. Attend their meetings. If someone makes you feel uncomfortable bring it to the attention of the sponsoring agency.
- 90% of child molestations are committed by someone the child knows. When you educate your child make sure to include inappropriate touching and uncomfortable feelings they get not only from a stranger, but also from someone they know.
- Screen babysitters and caregivers thoroughly. After they have been screened, show up unexpectedly. Ask your children how the experience went and listen to their response.
- Use outings to the park and mall as training for how to use a pay phone, what they should do if they cannot find mom or dad, locating adults who might be able to help them, and making

sure they ask for someone they know to accompany them to the restroom.

- Notice when someone shows a great deal of attention to your child and offers them gifts. Take the time to talk to your child and find out why this person is being so friendly.
- Evaluate any change in behavior.
- Above all, encourage open communication and become an active listener!

## MEGAN'S LAW

Megan’s Law is a means to track and publish photographs and addresses of convicted sexual offenders. Remember this is a great tool but it is limited to those individuals who have been convicted of a sexual crime. There are pedophiles who have not been convicted yet. Good sense and caution should be used with all new acquaintances and friends.

Convicted sexual offenders can be viewed on-line by visiting the Megan’s Law web site at [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov). This website also has a lot of helpful information for you and your child.

Information that you obtain from the website is for your use only, to keep your family safe. Information cannot be used for purposes of credit, housing, benefits, privileges, employment or any other use except to protect a person at risk.

### How do I avoid being overprotective?

When a parent is overprotective it often instills fear and a sense of helplessness in the child. Communication and education is much more productive. Teach your child the safe options they have in all situations. Be cautious, but do not allow yourself to become paranoid.

### If I suspect someone of abusing my child what should I do?

You should refer all suspicions of abuse to Law Enforcement. Your role should be to believe and support your child.

## CHILDREN AND TECHNOLOGY

Keep an open dialog with your child about using technology and staying safe. Set strict access limits to technology and follow through. Stay in step with your child by learning as much as you can about every website, Internet trend, slang term or electronic device used. The Internet is a globally accessed resource. You would not let your child go out in public alone; do not allow them to surf the Internet alone.



Keep computers in a common area of the home where children can be monitored.

- Limit time on the computer and the Internet.
- Only allow access to the Internet when an adult is home.
- Restrict computer access by requiring a password to log in.



## CHILDREN AND TECHNOLOGY CONTINUED

- Restrict any information or pictures your child posts to a website, including social networking sites. Pedophiles can obtain addresses and phone numbers within minutes using member profiles and other Internet services.
- Users of social networking sites create profiles to interact with other users. Users mutually agree to receive alerts when the other posts messages or pictures by becoming "friends." Create your own profile for every social networking site your child uses. Require your child be "friends" with you.
- Require knowledge of usernames and passwords for all sites to which your child has access, including Facebook, MySpace, Twitter, YouTube, email and instant messaging applications.
- Check computer history to find sites your child has visited. Review Internet temp files and download files stored in folders on your hard drive.
- Use parental controls on your computer or invest in software that limits access to certain sites.
- Explore a website on your own before allowing your child to access it. Research all the ways your child can:
  - Contact, or be contacted by, other users.
  - Receive information from the website.
  - Available privacy settings.
  - Terms of use.
- Talk to your kids about computer and Internet safety:
  - If you post a message online use a nickname that does not tell much about you.
  - Never correspond with anyone on the Internet who you have never met or who makes you feel uncomfortable.
  - Never open files, emails or websites sent by strangers. Delete them immediately!
  - Avoid commercial "chat" services. "Real time" chat rooms are not regulated.
  - Even if you think you are messaging your best friend, it could be someone else.

- Anything posted online can be seen and copied by anyone, including pictures and used for other purposes.

### Cell Phones

Limit access to cell phones with texting and the Internet until you have spoken with your child about cyber safety. Help your child develop a healthy respect for technology. Contact your service provider for cell phone and service plan parental control options. Review your child's text messages and cell phone browser activity. Compare bill details with text messages sent and received on the device.

Talk with your teens about texting or talking and driving as you would about drinking and driving. Set a good example for all your children when you drive – use a Bluetooth device or do not answer the phone at all.

### TV and Video Games

Features that require Internet access are now available on many newer televisions, Blue-Ray players, and game consoles (i.e. XBOX and PlayStation). Televisions and Blue-Ray players with Internet applications, similar to cell phone applications, can access streaming TV shows and movies as well as popular websites like Facebook, Twitter, and YouTube. The newer models of the Sony PlayStation also include these applications. Game consoles also provide a subscription service that uses the Internet to:

- Create a profile, similar to a social networking site.
- Send messages to other users, similar to email.
- Audio and video chat during games (additional hardware may be required).
- Randomly connect players of the same game to compete against each other.

Fully research all technology before purchasing. Be aware of how your child can access the Internet, what content is available, and parental control options.

### Electronic Messaging: Acronyms and Abbreviations

Communicating through text based messaging has increased radically. Whether by phone, email, social networking sites, or instant messaging applications, these messages have become more condensed over time. Messages are sent as fast as possible and with the fewest keystrokes by utilizing acronyms and abbreviations. Children and teenagers have created additional letter and number combinations to hide their intended meaning from parents. Review the acronyms and abbreviations below. For more examples and definitions visit [www.netlingo.com](http://www.netlingo.com).

:poof: -- I'm Gone	20 -- Location, EX: "What's your 20?"	F2F -- Face To Face	PBB -- Parent Behind Back
<3 -- Heart	2moro -- Tomorrow	G2G -- Got To Go	PCM -- Please Call Me
10Q -- Thank You	2nite -- Tonight	G8 -- Great	PIR -- Parent In Room
143 -- I Love You, "I" has one letter, "love" has 4 letters, and "you" has three letters.	9 -- Parent Is Watching	GAP -- Got A Pic?	plx -- pictures
1432 -- I Love You Too, see 143.	99 -- Parent Is No Longer Watching	JK -- Just Kidding	PLOS -- Parents Looking Over Shoulder
182 -- I Hate You, It was adopted in response to 143 and vaguely corresponds to how the numbers look and sound: "1" looks like "I," "8" sounds like "hate," "2" sounds like "you."	A/S/L/P -- Age/Sex/Location/Picture	LBR -- Later	POMS -- Parent Over My Shoulder
	A3 -- Anyplace/Anywhere/Anytime	LOL -- Laughing Out Loud, also used as a spoken word pronounced "law" or "loll" as in "lolling"	POS -- Parent Over Shoulder
	A1TR -- Adult In The Room	P&C -- Private and Confidential	PRW -- Parents Are Watching
	ATM -- At The Moment	P911/PA -- Parent Alert	QT -- Cutie
	BRB -- Be Right Back	PAL -- Parents Are Listening	RU/18 -- Are You Over 18?
	BTW -- By The Way	PAW -- Parents Are Watching	RU18 -- Are You Under 18?
	CUL8R -- See You Later		TTYL -- Talk To You Later



Emergencies, big or small, happen to everyone. You may not have a choice as to whether or not you are affected – but you can choose to do something to prepare so that your recovery is more manageable. History has shown us that you may need to survive on your own after an emergency. This means having your own food, water, and other supplies in sufficient quantities to last for at least 72 hours, or three days. Local officials and emergency responders will be on the scene after a disaster, but they cannot reach everyone immediately. You could get help in hours, or it might take days. In addition, basic services such as electricity, gas, water, sewage treatment and telephones may be cut off for days, or even a week or longer.

It is important to plan in advance, as a family, how you will contact one another, how you will reunite if separated, and what you will do in different situations. Preparedness is the key to recovery. The following general steps of Risk-Plan-Kit apply to most emergencies:



*Kids meet police officers and fire fighters at Kids Care Fest every September at Briercrest Park. Familiarize your children with police and fire personnel in preparation for emergencies. For more information on this free event visit [www.cityoflamesa.com](http://www.cityoflamesa.com).*

## RISK

- Know the disaster risks in your area. For La Mesa the top three natural disasters are fire (single family home fire as well as wildfire), flood and earthquake.
- Install smoke alarms to help detect the risk of fire.
- Create a 100 yard defensible area around your property.

## PLAN

- Develop a family/individual plan for those risks. Your plan should include:
  - o An evacuation plan. It should

include two ways to exit each of the following locations to prepare for various emergencies and possible evacuations.

- Each room of your house or apartment and workplace
- Your street
- Your neighborhood
- The City
- o A primary and alternate meeting place.
- o A communications plan – how will you communicate with one another if you are not together during the disaster?
- o Ask an out-of-state relative or friend to serve as the "family contact." After a disaster, it is often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person.
- o If you have school age children, know the school's disaster plan and child release regulations.
- At least once per year have a family get together to discuss and practice your family plan.
- If you or a family member has special needs, make sure your plan reflects those requirements.
- If you are a pet owner, make sure your plan includes your pets.
- Make sure your house number is visible from the street.
- Make sure your street sign is visible.
- Clearly mark all emergency water sources: pool, pond, well or fire hydrant.
- If you have an RV or trailer, keep it stocked with your disaster supplies. Use this as your alternate housing. You can park it in the shelter parking lot.
- Know where all of the utility shut-off mains are located and have the necessary tools available to turn off the utilities. **Note:** Do not turn off the gas unless you are instructed to do so or you suspect a gas leak; only an SDG&E representative can turn the gas back on.

- Get involved:
  - o Join a Neighborhood Watch or a Community Emergency Response Team (CERT) and become trained to help your community during an emergency. See Community Emergency Response Team on page 28. See Neighborhood Watch on page 32.
  - o Volunteer for an emergency response agency.

## KIT

San Diego County Office of Emergency Services (OES) provides the following list of suggested items that the public should have available in the event of an emergency. Please keep in mind this is a starting list. Please consider and add any personal items that you or your family might need.

### Emergency Supply Kit

- Non-perishable Food (rotate as necessary):
  - o High-protein items, including energy bars, ready to eat soup, peanut butter, etc.
  - o Select foods that require no refrigeration, preparation or cooking and that need little or no water added.
  - o If you have food in cans, be sure to pack a non-electric can opener.
- Water (1 gallon per person per day, do not forget the pets)
- Cash in small dollar increments and Credit Cards
- Important documents (electronic copies on a CD or flash drive):
  - o Social Security Cards
  - o Drivers License
  - o Passport
  - o Medical records/health insurance cards
  - o Insurance information (including pictures or video of your valuable personal property)
- o Deeds/Titles
- o Most recent tax returns



*A first aid kit is an essential component of emergency supplies. Replace medications or ointments as they expire.*



## Emergency Supply Kit Continued

- Names, addresses and telephone numbers of doctors and pharmacists
- Change of clothing for each family member (including closed-toe sturdy shoes)
- Personal hygiene items:
  - o Toothbrush and toothpaste
  - o Shampoo
  - o Lotion
  - o Soap
  - o Deodorant
  - o Kleenex
  - o Essential medicines and eye wear
  - o Feminine hygiene supplies
  - o Other personal hygiene items (based on individual needs)
  - o Latex or Nitrile gloves
- Family photos on a CD or flash drive
- Baby items:
  - o Diapers
  - o Formula
  - o Food
  - o Change of clothing
- Special needs items:
  - o Wheelchair/Canes
  - o Medications or medical supplies (7 day supply; remember to rotate)
- Pet care items:
  - o Identification
  - o Immunizations
  - o Carrier or cage
  - o Muzzle or leash
  - o Food
  - o Water
- Other miscellaneous items:
  - o Flashlight with extra batteries
  - o Radio with extra batteries
  - o First aid kit
  - o Whistle
  - o Mylar blankets
  - o Car cell phone charger
  - o Dust masks
  - o Trash bags
  - o Paper towels
  - o Tools (include a multi-purpose tool)
  - o Heavy work gloves

- o Paper plates/plastic utensils other eating supplies
- o Duct tape
- o Plastic sheeting/tarp
- o Map/Thomas Brothers Guide

## Car Kit

In addition to your home supplies we recommend that you have a separate kit for your car. **Remember:** Secure all items left in your car in the trunk or cargo area.

- Non-perishable food (rotate as necessary):
  - o Items that will not perish in the heat/cold of your trunk.
  - o High-protein items, including energy bars, ready to eat soup, tuna in pouch, peanut butter, etc.
  - o Select foods that require no refrigeration, preparation or cooking and that need little or no water added.
- Water bottles
- Change of clothing (including closed-toe sturdy shoes)
- Personal hygiene items:
  - o Toothbrush and toothpaste
  - o Deodorant
  - o Kleenex
  - o Essential medicines and eye wear
  - o Feminine hygiene supplies
  - o Other personal hygiene items (based on individual needs)
  - o Latex or Nitrile gloves
- Other Miscellaneous Items:
  - o Flashlight with extra batteries
  - o Radio with extra batteries
  - o First aid kit
  - o Whistle
  - o Mylar blankets
  - o Car cell phone charger
  - o Dust masks
  - o Trash bags
  - o Paper towels
  - o Tools (include a multi-purpose tool)
  - o Heavy work gloves
  - o Paper plates/plastic utensils other eating supplies
  - o Duct tape

- o Plastic sheeting/tarp
- o Map/Thomas Brothers Guide

## Kids Backpack Kit

It is also a good idea for kids to have their own kit in a backpack kept somewhere near their bed in case they have to evacuate through their window. Kids should rotate their items every 6 months. Their kit should contain entertainment and comfort items.

- Entertainment items (age appropriate):
  - o Travel games
  - o Electronic games
  - o Coloring books with crayons
  - o Puzzles
  - o Books
  - o Cards
  - o Toys
  - o Paper and writing utensils
- Comfort items:
  - o Stuffed animal
  - o Piece of an old blanket or comfort fabric
  - o Family picture
- Snacks:
  - o Fruit snacks
  - o Juice boxes
  - o Water bottle
  - o Crackers, pretzels, etc.
- Change of clothes and sturdy shoes
- Family contact list



Put a contact information sheet and an extra snack in your child's school backpack in case an emergency occurs during the week.



## STAY INFORMED

- Register your cell phone with Alert San Diego at [www.readysandiego.org](http://www.readysandiego.org) to receive reverse 9-1-1 calls during emergencies. Visit Ready San Diego for more tips and information for seniors, persons with disabilities, additional items to include in supply kits and more disaster specific details and considerations.
- Sign up for the La Mesa e-Gov, online services at [www.cityoflamesa.com](http://www.cityoflamesa.com). See La Mesa e-Gov on page 36.
- Dial 2-1-1 for community and non-emergency disaster information.



The City of La Mesa is in the vicinity of several known active and potentially active earthquake faults, including the San Andreas, San Jacinto, Whittier-Elsinore, Rose Canyon, San Clemente, La Nacion and Coronado Banks faults. Each fault is capable of as large as a 6.9 magnitude earthquake. Historical records show that damaging earthquakes occurred in the San Diego region during the early to mid-1800s.

Earthquakes occur with no warning! In a major quake, you may experience gentle shaking at first and then more violent shaking within a few seconds. You may find it difficult to maintain your balance or even be knocked-off your feet. You may be shaken by a sudden and violent jolt. It may be difficult or impossible to move from one room to the next. Within seconds, you will feel the shaking stop.

## DO NOT PANIC

- Remain calm and reassure those around you.
- Act decisively; your action will set the tone for others.

### If inside...

- Duck, Cover and Hold:
  - Duck under a heavy desk, table, bench, or against inside walls.
  - Cover your head and neck with one hand.
  - Use the other hand to hold on to the table or desk above you and be prepared to move with it if the shaking causes it to move.
- Stay away from glass, particularly windows and glass doors.
- Do not use candles, matches, or other open flames during or after the tremor because of possible fires starting in debris and broken gas lines.
- If you are in a multi-floor building, do NOT use the elevator to evacuate.

### If outside...

- Move to an open area and away from buildings, streetlights, trees, utility wires and other objects that could fall.

### If in a vehicle...

- Safely stop the vehicle.
- Avoid stopping near trees and power lines or on or under overpasses or bridges.
- Stay in the vehicle until the shaking ends.

### If you become trapped in debris...

- Move as little as possible so that you do not kick up dust.
- Cover your nose and mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available.



- Shout only as a last resort.
- Do not be surprised if the electricity goes out.

## THE SHAKING HAS STOPPED – NOW WHAT?

Immediately after the quake, the greatest danger is from falling objects, followed by fire.

- Make sure you are safe and not injured.
- Remain calm.
- Check those around you, looking for those trapped or injured; administer first aid.
- Check for fires or possible fire hazards.
- If you suspect danger, evacuate the building.
- Take a head count to verify ALL family members are accounted for.
- Note if someone is missing.
- Turn on battery powered radios or a car radio to 600 AM KOGO for emergency information.
- Assemble emergency supplies, water, food and first aid supplies. See General Emergency Preparedness on page 20.
- Use the telephone for emergencies ONLY.
- Be prepared for aftershocks; they are usually not as strong as the initial earthquakes.
- Cooperate with public safety officials.
- Call 2-1-1 for up-to-date emergency information.

## PREPARE NOW BEFORE THE SHAKING STARTS

Your recovery from the emergency may greatly depend on your level of preparedness before the emergency happens.

- Become familiar with evacuation routes and establish a meeting place for family members.
- Discuss plans and know what to do; practice evacuation with all family members.
- Check areas for earthquake hazards and recommend measures to correct them.
- Brace or anchor high shelves, cabinets, or other things that could fall.
- Know where all of the utility shut-off mains are located, have the necessary tools available to turn off the utilities. **Note:** Do not turn off the gas unless you are instructed to do so or you suspect a gas leak; only an SDG&E representative can turn the gas back on.
- Be trained in CPR and first aid.
- Plan alternate routes of evacuation.
- Plan for disabled family members or neighbors.
- You may not be able to leave the premises for 72 hours, so keep a battery powered radio, extra batteries, flashlights, sturdy shoes, food, water, medication and first aid supplies on hand.
- In case family members are separated from one another during an earthquake (a real possibility during the day when adults are at work and children are at school); develop a plan for reuniting after the disaster.



Over 350,000 home fires occur every year in the US and more than 2,500 people a year die in these home fires. Odds are it will happen to you or someone you know. The following are additional tips specifically on fire safety and prevention.

- Smoke alarms save lives. Install a smoke alarm outside each sleeping area and on each additional level of your home. If people sleep with doors closed, install smoke alarms inside sleeping areas, too.
  - Use the test button to check each smoke alarm once a month. When necessary, replace batteries immediately.
  - Replace all batteries at least once a year.
  - Smoke alarms become less sensitive over time. Replace your smoke alarms every ten years.
- Consider having one or more working fire extinguishers in your home.
- Consider installing an automatic fire sprinkler system in your home.
  - If you have a reported fire in your home, the risk of dying decreases by about 80% when sprinklers are present.
  - People in homes with sprinklers are protected against significant property loss—sprinklers reduce the average property loss by 71% per fire.
- Determine at least two ways to escape from every room of your home. Consider escape ladders for sleeping areas on the second or third floor. Learn how to use them and store them



near the window.

- Select a location outside your home as the meeting point where everyone would reunite after escaping. Choose a location a safe distance from the house. Practice your escape plan at least twice a year.
- Once you are out, stay out! Call the fire department from a neighbor's home.
- If you see smoke or fire in your first escape route, use your second way out. If you must exit through smoke, crawl low under the smoke to your exit. If you are escaping through a closed door, feel the door before opening it. If it is warm, use your second way out.
- If your exit is blocked by smoke, heat, or flames stay in the room with the door closed.
  - If possible, stuff wet cloths around the door cracks and vents.
  - Signal for help using a bright-colored cloth at the window.
  - If there is a telephone in the room, call the fire department and tell them where you are.
- If your clothes catch on fire, you should – stop, drop, and roll – until the fire is extinguished. Running only makes the fire burn faster.

## FIRE EXTINGUISHERS

When using a fire extinguisher remember the acronym P.A.S.S.

**P**ull the pin or plastic ring.

**A**im the nozzle at the base of the fire.

**S**queeze the handle.

**S**weep from side to side.

## ESCAPE A FIRE

- Check closed doors for heat before you open them. If you are escaping through a closed door, use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and door frame before you open it. Never use the palm of your hand or fingers to test for heat - burning those areas could impair your ability to escape a fire (i.e., ladders and crawling).

Hot Door	Cool Door
Do not open. Escape through a window. If you cannot escape, hang a white or light-colored sheet outside the window, alerting fire fighters to your presence.	Open slowly and ensure fire and/or smoke is not blocking your escape route. If your escape route is blocked, shut the door immediately and use an alternate escape route, such as a window. If clear, leave immediately through the door and close it behind you. Be prepared to crawl. Smoke and heat rise. The air is clearer and cooler near the floor.

- Crawl low under any smoke to your exit - heavy smoke and poisonous gases collect first along the ceiling.
- Close doors behind you as you escape to delay the spread of the fire.
- Stay out once you are safely out. Do not reenter. Call 9-1-1.

- If you are with burn victims, or are a burn victim yourself, call 9-1-1; cool and cover burns to reduce chance of further injury or infection.
- If you detect heat or smoke when entering a damaged building, evacuate immediately.



- Simple ways that common electrical hazards can be reduced or eliminated include:
  - Avoid the "electrical octopus." Eliminate tangles of electrical cords. Do not overload electrical outlets. Do not plug power strips into other power strips.
  - Do not run electrical cords under carpets.
  - Replace broken or frayed cords immediately.
  - Maintain electrical appliances properly. Repair or replace malfunctioning appliances.
  - You should not enter a flooded basement to shut off the electrical supply, because water conducts electricity.



The Federal Bureau of Investigation defines terrorism as the “unlawful use of force against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in the furtherance of political or social objectives.” An act of terrorism could involve biological agents, nuclear technology, incendiary devices, chemicals or explosives.

Throughout the City of La Mesa, as well as the County of San Diego, there is a limitless number of potential terrorism targets, including government offices, public events and places, schools, utility infrastructures, transit stations or prominent individuals.

Although La Mesa does not have a history of terrorist incidents, it is important to be prepared to take protective measures, in the event that a threat condition is assigned to our City or nearby jurisdiction. In addition, the City conducts periodic disaster exercises, involving response agencies and personnel, to prepare for terrorism. Prepare for possible terrorist attacks by following the guidelines in General Emergency Preparedness on page 20.

## NATIONAL TERRORISM ADVISORY SYSTEM

The Department of Homeland Security (DHS) has discontinued the color-coded alerts of the Homeland Security Advisory System (HSAS). A new system, the National Terrorism Advisory System (NTAS), will more effectively communicate information about terrorist threats by providing timely, detailed information to the public.

Through NTAS, DHS will coordinate with other federal entities to issue formal, detailed alerts when information about a specific or credible terrorist threat is received. The alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals and communities, businesses and governments can take. Individual threat alerts will be issued with a specified end date.

Alerts will be issued to the American public through both official and media channels—including a designated DHS webpage,

[www.dhs.gov/alerts](http://www.dhs.gov/alerts), on Facebook, [www.facebook.com/homelandsecurity](https://www.facebook.com/homelandsecurity), and via Twitter, @NTASAlerts.



## IDENTIFYING POSSIBLE TERRORIST ACTIVITIES

If you see or know about suspicious activities, like the ones listed below, please report them immediately to the La Mesa Police Department by calling 619.667.1400. If you have an emergency that requires an immediate law enforcement response, please dial 9-1-1. See Contacting Emergency Services on page 6 for more information.

- **Surveillance:** Anyone video recording, photographing or monitoring activities, taking notes, using maps, binoculars, etc., near key facilities/events.
- **Suspicious Questioning:** Anyone attempting to gain information in person, by phone, mail, email, etc., regarding a key facility or people who work there.
- **Tests of Security:** Any attempts to penetrate or test physical security or procedures at a key facility/event.
- **Acquiring Supplies:** Anyone attempting to improperly acquire explosives, weapons, ammunition, dangerous chemicals, uniforms, badges, flight manuals, access cards or identification for a key facility/event or to legally obtain items under suspicious circumstances that could be used in a terrorist attack.
- **“Dry Runs”:** Any behavior that appears to be preparation for a terrorist act, such as mapping out routes, playing out scenarios with other people, monitoring key facilities/events, timing traffic lights or traffic flow.
- **Deploying Assets:** Abandoned vehicles, stockpiling of suspicious materials or persons being deployed near a key facility/event.

# Pandemic

A disease epidemic occurs when there are more cases of that disease than normal. A pandemic is a worldwide epidemic of a disease. An influenza pandemic may occur when a new influenza virus appears against which the human population has no immunity. With the increase in global travel, as well as overcrowded conditions in some areas, epidemics due to a new influenza virus are likely to take hold around the world, and become a pandemic faster than before. The World Health Organization (WHO) has defined the phases of a pandemic to provide a global framework to aid countries in pandemic preparedness and response planning. Pandemics can be either mild or severe in the illness and death they cause, and the severity of a pandemic can change over the course of that pandemic.

## MAKE GOOD HYGIENE A HABIT

- Wash hands frequently with soap and water.
- Cover your mouth and nose with a tissue when you cough or

sneeze. Put used tissues in a waste basket.

- Cough or sneeze into your upper sleeve if you do not have a tissue.
- Clean your hands after coughing or sneezing.
- Use soap and water or an alcohol-based hand sanitizer.
- Stay at home if you are sick.



## FLU SUPPLIES

In the event of widespread illness, our healthcare system will be quickly overrun. Consider keeping a supply of simple items that we use to treat normal flu cases at home; ibuprofen, acetaminophen, thermometer, etc.

The City of La Mesa is working in partnership with the County of San Diego Health and Human Services Department on mass vaccination, if necessary, due to a pandemic.



Hazardous materials are any substance or combination of substances that may pose a risk to human health and safety, or the environment. Hazardous materials include toxic, corrosive, infectious, flammable, explosive and radioactive substances. Hazardous material incidents could occur on roadways and railways used to transport hazardous materials, or in facilities used to store and dispose of such materials. A hazardous material situation in the City of La Mesa would likely involve either transportation of chemicals by roadway or railroad, storage of hazardous materials at a business, or illegal dumping of chemical waste.



A nuclear explosion is comprised of intense light and heat. A damaging pressure wave and radioactive material radiate from the center of the explosion. The emanating radioactive material will contaminate the air, water and the ground for a certain distance,

depending on the size of the blast. Although the threat of a nuclear attack has diminished significantly since the Cold War, it is still possible that a terrorist could gain access to nuclear weapons. Experts predict a nuclear attack is less likely than other types; however, it is still important to know how to respond to this type of emergency.

A radiation leak or threat may present in various forms. For example, two possible scenarios could be an emergency at the San Onofre Nuclear Generating Station or a "dirty bomb" detonation. A dirty bomb is different than a nuclear explosion; common explosives are used to spread radioactive materials. The effects of a dirty bomb are more localized to the detonation site, but the radioactive material released may not be detected until trained professionals respond to the scene. For information on security measures, nuclear standards and emergency protocols developed for the San Onofre Nuclear Generating Station please visit the following websites: San Diego County Office of Emergency Services, [www.sdcountry.ca.gov/oes](http://www.sdcountry.ca.gov/oes); Southern California Edison, [www.sce.com](http://www.sce.com); United States Nuclear Regulatory Commission, [www.nrc.gov](http://www.nrc.gov).

## ADVANCED WARNING

If you receive advanced warning of a nuclear attack, radiation threat, or hazardous material incident listen to the radio or television for directions. Incidents could result in mass injury or death, large-scale evacuations, and sheltering-in-place. Pre-register your phone with Alert San Diego to receive notice of an emergency (see page 21).

## NO WARNING

- If you are outside...
  - o Take cover immediately.
  - o Go inside the nearest building, preferably made of brick or concrete.
  - o If, within a few minutes or less, you can reach a shelter better

suitable to protect you from exposure, such as a multi-story building or basement, go there immediately.

- o Find the location within the shelter that is either furthest underground or in the most center point of the building.
- o Put as much of a barrier between you and the radioactive material, whether it is concrete, brick or soil. Even one additional level further underground or one floor closer to the center of the building can significantly decrease your exposure level.
- If you are inside...
  - o Stay inside. Even if you are separated from family, do not leave your shelter.
  - o Radiation levels are the highest and extremely dangerous directly after a nuclear explosion, but levels will quickly reduce. Staying sheltered during this time can save your life.
  - o Unless otherwise instructed by authorities, stay inside for at least 24 hours after a nuclear explosion.
  - o If instructed to do so, follow shelter-in-place instructions on page 26.

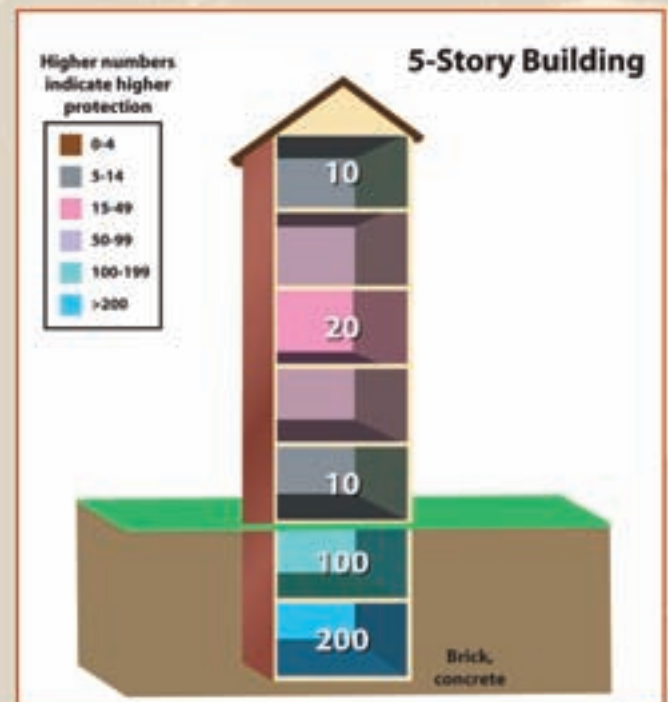


Illustration of the "dose reduction factor." The numbers displayed represent the factor by which exposure is reduced for a person sheltered in the room compared to a person fully exposed on the street. For example, a person in the sub-basement of the 5-story building would receive 1/200th of the exposure of someone out in the open. For additional building illustrations and building construction comparisons, please visit [www.ready.gov](http://www.ready.gov).



## SHELTER-IN-PLACE CONTINUED

While many emergencies require evacuation, some may require that you shelter-in-place which means staying inside until the emergency situation has passed. If you are instructed to shelter-in-place, please follow these instructions:



### At Home

- Close and lock all windows and exterior doors.
- If you are told there is danger of explosion, close the window shutters, shades, blinds or curtains.
- Turn off all fans, heating and air conditioning systems.
- Close the fireplace damper.
- Get your disaster supplies kit which should contain a radio and extra batteries. For a complete list of items to include in your emergency supply kit, see page 20.
- Go to an interior room without windows that is above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- Bring your pets with you, and be sure to bring additional food and water supplies for them.
- It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
- Keep listening to your radio (600 AM KOGO) or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

### In the Car

- If you are very close to home, your office or a public building, drive there immediately and go inside. Follow the shelter-in-place recommendations described above for the place you pick.
- If you are unable to get to a home or building quickly and safely,

then pull over to the side of the road. Stop your vehicle in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot, to avoid being overheated.

- Turn off the engine. Close windows and vents. If possible, seal the heating/air conditioning vents with duct tape.
- Listen to the radio (600 AM KOGO) regularly for updated advice and instructions.
- Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials.

Remember that instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen and you will suffocate.

## AFTER CONTAMINATION

- Act quickly. Always follow all decontamination instructions from local authorities.
- If you were outside during or after a nuclear explosion, it is important to get clean as soon as possible to remove any radioactive material on your body.
- Remove your clothing.
  - You can remove up to 90% of radioactive material by simply removing your outer layer of clothing.
  - If possible, put your clothing in a plastic bag and securely tie off the opening. Place the bag away from others to limit their exposure to the radioactivity.
- After radiation exposure, take a shower if possible.
  - Use lots of soap and water to remove the radioactive material.
  - Wash your hair with shampoo but not conditioner. The conditioner will bind the radioactivity to your hair.
  - Gently blow your nose and wipe your eyes and ears with a wet cloth.
  - If you cannot shower, use a washcloth or wipe to cleanse your skin that was not protected by clothing during and after the blast.
- Seek medical treatment for unusual symptoms as soon as possible. Do not self-medicate unnecessarily in an attempt to counteract exposure to radioactive materials. A doctor will prescribe the appropriate medications, if necessary, and explain any side effects. Review Basic First Aid on page 27.
- Advise everyone who comes in to contact with you that you may have been exposed to a toxic substance.

## PREVENT PANIC

The seriousness of the event, as well as long-term health affects, vary depending on the possible levels of an individual's exposure. Prevent panic by learning as much as you can about the current situation and by always following the instructions from the authorities.



Medical emergencies occur every day. The best way to make sure that you are prepared to deal with the emergency is to get trained in basic first aid and CPR. The following are some general guidelines to common non-life-threatening medical issues that frequently occur:

## NOSE BLEEDS

- Sit upright and lean forward.
- Pinch your nose.
- Seek medical attention if:
  - The bleeding lasts for more than 20 minutes.
  - The nosebleed follows an accident, a fall or an injury to your head, including a punch in the face that may have broken your nose.

## WOUNDS

A wound is a break in the skin, usually a cut or scrape. Proper care is important to prevent infections.

- Stop the bleeding.
- Clean the wound.
- Apply an antibiotic ointment.
- Cover the wound.
- Change the bandage daily.
- Get stitches if:
  - A wound that is more than 1/4-inch (6 millimeters) deep.
  - Is gaping or jagged edged and has fat or muscle protruding.
  - Adhesive strips or butterfly tape may hold a minor cut together, but if you cannot easily close the wound, see your doctor as soon as possible.
  - Proper closure within a few hours reduces the risk of infection.
- Watch for signs of infection.
- Get a tetanus shot if:
  - It has been more than 10 years since your last shot.
  - If your wound is deep or dirty and your last shot was more than five years ago, your doctor may recommend a tetanus shot booster.
  - Get the booster as soon as possible after the injury.

## BURNS

### First-degree burn

The least serious burns are those in which only the outer layer of skin is burned, but not all the way through.

The skin is usually red, with swelling, and pain sometimes is present.



### Second-degree burn

When the first layer of skin has been burned through and the second layer of skin also is burned, it is a second-degree burn. Blisters develop and the skin takes on an intensely reddened, splotchy appearance.

- Cool the burn. Hold the burned area under cool (not cold) running water for 10 or 15 minutes or until the pain subsides. Do not put ice on the burn.
- Cover the burn with a sterile gauze bandage. Wrap the gauze loosely to avoid putting pressure on burned skin. Bandaging keeps air off the burn, reduces pain and protects blistered skin.
- Take an over-the-counter pain reliever. These include aspirin, ibuprofen (Advil, Motrin, others), naproxen (Aleve) or acetaminophen (Tylenol, others).

### Third-degree burn

The most serious burns involve all layers of the skin and cause permanent tissue damage. Fat, muscle and even bone may be affected. Areas may be charred black or appear dry and white.

- Do not remove burned clothing. However, do make sure the victim is no longer in contact with smoldering materials or exposed to smoke or heat.
- Do not immerse large severe burns in cold water. Doing so could cause a drop in body temperature and deterioration of blood pressure and circulation.
- Check for signs of circulation (breathing, coughing or movement). If there is no breathing or other sign of circulation, begin CPR if possible.
- Elevate the burned body part or parts. Raise above heart level, when possible.
- Cover the area of the burn. Use a cool, moist, sterile bandage; clean, moist cloth; or moist towels.

- Seek medical attention immediately.
- Get a tetanus shot.

## SPRAINS, STRAINS, AND PULLED MUSCLES

One of the most common injuries is to sprain, strain or pull a muscle/ligament or joint. Most of these injuries can be treated at home, just remember the acronym R.I.C.E.:

- Rest the area of the injury but you do not have to completely avoid all activity.
- Ice the area as soon as possible following the injury. Apply for 10-15 minutes four times per day for the first 48 hours.
- Compression – Apply an elastic bandage or wrap.
- Elevate above your heart to help limit swelling.

## CHOKING

Choking occurs when something is blocking your airway. If someone is coughing because their airway is blocked, encourage them to continue coughing hard. If they are not getting any air in, give them abdominal thrusts:

- Stand behind the person (one leg between their legs and the other leg firmly planted slightly back).
- Wrap your arms around the waist.
- Tip the person forward slightly.
- Make a fist with one hand. Position it slightly above the person's navel.
- Grasp the fist with the other hand. Press hard into the abdomen with a quick, upward thrust — as if trying to lift the person up.
- Perform abdominal thrusts until the object is dislodged or the person becomes unconscious.
- Call or have someone call 9-1-1.
- **Note:** There are other important considerations for pregnant women, infants, obese people, etc. Please take a first aid/CPR class to learn all the techniques.



One of the most important things you can do to protect yourself, your family and your property is adequately prepare for the financial loss following an emergency. Below are some tips to assist during your difficult time. Discuss all options and decisions with your financial planner and/or insurance broker.

- Purchase homeowners or renters insurance.
- Update homeowner insurance coverage if you have made any additions to your home.
- Have your house reappraised periodically to ensure that you are not under insured.
- Create or update an inventory of your possessions.
- Review the adequacy of coverage you have for your home, vehicle and valuables and make sure you have proof to substantiate insurance claims.
- In addition to photos or video of the contents of your home, copies of professional appraisals of jewelry, works of art and collectibles should be included in your Emergency Kit.
- Check to see if your homeowner's policy includes Additional Living Expenses (A.L.E), coverage which pays for alternate living situation while your home is being repaired.
- Have your Family Emergency Plan and Emergency Kits ready.
- Include copies of important documents such as insurance policies and proof of property (photos or video) in your Emergency Kit.



## Community Emergency Response Team Program

Do you want to learn to take care of your family and help your neighbors in disasters? The Community Emergency Response Team (CERT) Program educates residents about disaster preparedness and the hazards that may impact the area where you live. These FREE CERT lessons will train you in basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical operations.

During large scale disasters we all need to be prepared to survive for at least 72 hours because emergency responders may not be able to get to you immediately. Using the training taught in the classroom and during drill exercises, CERT members will be better prepared to also assist others in their neighborhood or workplace following a disaster or other unexpected event when professional responders are not immediately available.

### TOPICS COVERED IN CERT ACADEMY

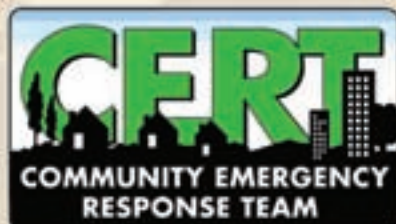
- Disaster preparedness/CERT Organization
- Disaster Medical/Triage
- Fire Extinguishers/Light Search and Rescue
- Disaster Psychology/Hazardous Materials/Terrorism
- All inclusive manipulative review and graduation

These classes are held on Saturday mornings from 8:30 a.m. to 12:30 p.m.  
To view class dates and availability please visit [www.heartlandfire.org](http://www.heartlandfire.org).

To register for an academy, call 619.441.1737. Leave your name and best contact phone number.



Left: A CERT drill at Parkway Plaza Mall.  
Below: CERT participants practice first aid techniques.





Seemingly random acts of gun violence continue to occur across the country. School shootings frequent the news headlines, notably at Columbine High School, Virginia Tech University, and here in San Diego County at Santana High School. Not all shootings occur at schools. The shooting near Tucson, Arizona in January 2011 demonstrated the improbability of guessing when and where a gunman will strike. Although it is a scary possibility, you must be prepared at school, at work, or while running errands to react in this situation. Review this information with your children.

## PROFILE OF AN ACTIVE SHOOTER

- An individual actively engaged in killing or attempting to kill people.
- In a confined and populated area.
- Usually use firearms.
- No pattern or method to their selection of victims.
- Active shooter situations are unpredictable and evolve quickly.
- Often over within 10 to 15 minutes, before law enforcement arrives on the scene.

Be prepared mentally and physically to deal with an active shooter situation!

### Good Practices for Coping with an Active Shooter Situation:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- You should never confront the shooter unless you have no choice. As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- Call 9-1-1 only when it is safe to do so.

## HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Follow the recommendations below in the order presented.

### 1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.



- Follow instructions from law enforcement.
- Do not attempt to move wounded people.
- Call 9-1-1 when you are safe.

### 2. Hide Out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.
- Prevent an active shooter from entering your hiding place.
  - Lock the door.
  - Blockade the door with heavy furniture.
- If the active shooter is nearby:
  - Silence your cell phone and/or pager.
  - Turn off any source of noise (i.e., radios, televisions).
  - Hide behind large items (i.e., cabinets, desks).
  - Remain quiet.



Determine in advance of an active shooter situation where you can hide at work, if necessary. Have a back up plan but be conscious of the variable nature of these situations.

### If Evacuation and Hiding Out Are Not Possible:

- Remain calm.
- Dial 9-1-1, if possible, to alert police to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

### 3. Take Action Against the Active Shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, and/or handguns.



## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES CONTINUED

- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands, and may push individuals to the ground for their safety.
- Remain calm, and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as attempting to hold on to them for safety.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.



The La Mesa Police Department's Special Response Team (SRT) vehicle.

### Information to Provide to Law Enforcement or 9-1-1 Dispatcher:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of shooter(s).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

## RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former

employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

### Indicators of Potential Violence by an Employee

Employees typically do not just "snap," but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism or vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Depression / withdrawal.
- Resistance and overreaction to changes in policy and procedures.
- Repeated violations of company policies.
- Increased severe mood swings.
- Noticeably unstable, emotional responses.
- Explosive outbursts of anger or rage without provocation.
- Suicidal; comments about "putting things in order."
- Behavior which is suspect of paranoia ("everybody is against me").
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence.
- Empathy with individuals committing violence.
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes.

See the U.S. Department of Homeland Security publication, *Active Shooter: How to Respond*, for more information on how to prepare your workplace for active shooter situations at [www.dhs.gov](http://www.dhs.gov).



The La Mesa Police Department's Special Response Team (SRT) and the El Cajon Police Department's Special Weapons and Tactics (SWAT) Team training together at a local facility.



## *"Keep Illegal Activity Off Rental Property"*



Crime Free Multi-Housing is a crime prevention program designed to reduce crime, drugs, and gangs on apartment properties. Developed by the Mesa Arizona Police Department in 1992, the program has been implemented in nearly 2,000 cities in 44 U.S. states and countries around the world.

Crime Free Multi-Housing is a free program run by the La Mesa Police Department's Crime Prevention Unit. Apartment managers and/or owners work directly with the Crime Prevention Specialist to receive detailed training on program tools, review security measures specific to the property, and host an annual social event with residents to promote crime prevention efforts in the community.

### PROGRAM CONTENTS

#### Phase I – Management Training Taught by the Police

- Crime Prevention Theory.
- Crime Prevention Through Environmental Design (CPTED) Theory (Physical Security Measures).
- Benefits of Resident Screening.
- Lease Agreements and Eviction Issues.
- Crime Free Lease Addendum.
- Gangs, Drug Activity and Crime Prevention.
- Legal Warnings, Notices and Evictions; Working Smarter with Police and Fire.

#### Phase II – CPTED – Survey by the Police

- Minimum door window and lock standards compliance inspection.
- Minimum exterior lighting standards evaluation.
- Key control procedures evaluation.
- Landscape maintenance standards compliance.

#### Phase III – Community Awareness Training

- Annual crime prevention social for residents. Crime prevention techniques are taught by property management and police.
- Community awareness and continuous participation is encouraged.

### PROGRAM BENEFITS

- A stable, more satisfied tenant base. Increased demand for rental units with a reputation for active management.
- Lower maintenance, repair costs, and increased property values.
- Improved personal safety for tenants, landlords, and managers.

### TELL MANAGEMENT

Tell your apartment manager or owner that you are interested in living in a Crime Free community.

### ENROLL NOW

For more information on the Crime Free Multi-Housing Program or to enroll in the next session of Management Training, call the Crime Prevention Unit at 619.667.7545.

### CRIME FREE AND NEIGHBORHOOD WATCH

Neighborhood Watch is an easy way to meet the annual social requirement. Neighborhood Watch helps residents get to know each other and creates a partnership between the apartment community and the Police Department. For more information on Neighborhood Watch see page 32.



*Multi-family housing development in La Mesa.*



*"A good neighbor is one of the most effective crime prevention tools ever invented."*



Neighborhood Watch teaches you the steps that you can take to help protect your home. It also organizes a neighborhood group which can make crime prevention part of every person's daily routine, just by watching out for each other. **Your job is to report suspicious activity to police. It is their job to apprehend criminals and investigate crime.**

The La Mesa Police Department continues to actively support the Neighborhood Watch Program. It is one vehicle by which we hope to conduct a sustained attack on crime through innovative crime prevention techniques.

## HOW TO START NEIGHBORHOOD WATCH

- Call the La Mesa Police Department's Crime Prevention Unit at 619.667.7545 to determine if there is a Neighborhood Watch group on your street.
- If not, the Crime Prevention Specialist will guide you through the process of starting a new group.
- You will receive flyers to help you promote Neighborhood Watch and advertise the first meeting.
- Choose the date, time, and location for the first meeting. The Police Department has meeting space available to the public for Neighborhood Watch meetings. Ask the Crime Prevention Unit for more details.
- Verify the date and time with the Crime Prevention Unit to officially schedule your meeting with the Department.
- Distribute the meeting invitation flyers.
- Attend the first meeting. The Crime Prevention Specialist and a representative from Heartland Fire and Rescue will present on the Neighborhood Watch program and emergency preparedness, respectively.

## WHAT DOES NEIGHBORHOOD WATCH INVOLVE?

- Neighbors getting to know each other and working in a program of mutual assistance.
- Citizens trained to recognize and report suspicious activities in their neighborhoods. If you see a crime or suspicious activity in your neighborhood, immediately report what you have seen to the police.
- Implementation of crime prevention techniques, such as home security, operation identification and others. Utilize crime prevention measures to make it much more difficult for criminals to perpetrate a crime in your community and at your home.
- La Mesa Neighborhood Watch **DOES NOT** include foot patrols, the apprehension of criminals, or frequent meetings.
- Live in an apartment or condo? You can start Neighborhood Watch in your community too!

## TIPS ON STARTING NEIGHBORHOOD WATCH

- Your Neighborhood Watch should include only the homes on your street.
- When you canvass your neighborhood for interest, discuss crime problems in your area and how neighbors working together can help to prevent crime. See Recommended Websites on page 35 for crime mapping website links.
- Be sure to mention that:
  - Neighborhood Watch does not require frequent meetings.
  - It does not ask that anyone take any personal risks to prevent crime.
  - Neighborhood Watch leaves the responsibility for the apprehension of criminals where it belongs—with the police.
- Plan the meeting far enough in advance to give everyone adequate notice.
- The meeting should be an informal and comfortable meeting. If possible, hold it in your home or a neighbor's home. The La Mesa Police Department has meeting space available to the public for Neighborhood Watch meetings.

## WHAT IS NEIGHBORHOOD WATCH?

Neighborhood Watch is one of the most effective, least costly ways to prevent crime and reduce fear. It forges bonds among area residents, helps reduce burglaries and robberies, and improves relations between police and the communities they serve. To combat crime, the police need the eyes and ears of citizens like you. To help the police protect your property from criminals you must get involved.

The La Mesa Police Department would like you to start or join a Neighborhood Watch and learn what you can do to reduce your chances of becoming a victim of a crime. A Neighborhood Watch is easy to start and effective when implemented. By starting Neighborhood Watch in your area, you are taking the first step towards making your home, your neighborhood and your community a safer place to live.

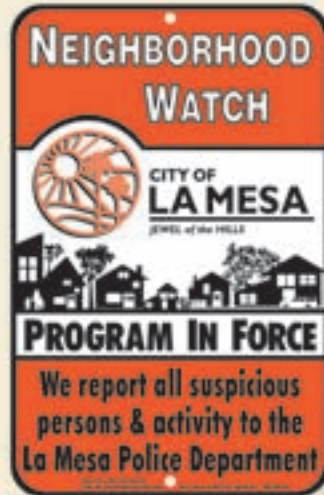


- As the meeting date approaches (two or three days before) remind people of the meeting.
- Do not be disappointed if everyone cannot attend. One hundred percent participation is desired, but is not a requirement for the program to work. Offer to update those who can not attend in the days following the meeting.

## THE FIRST MEETING

Have everyone sign in and provide contact information. The Crime Prevention Specialist and the patrol officer for your beat (if available) will explain:

- The Neighborhood Watch Program in general.
- Information about specific crime problems in your area.
- Effective crime prevention techniques for home and neighborhood safety.
- How to contact the Police Department and report suspicious and criminal activity.
- The partnership between Neighborhood Watch groups and the La Mesa Police Department.
- Answer any questions.



A representative from Heartland Fire and Rescue will also attend to present on emergency preparedness and how preparedness works hand in hand with Neighborhood Watch.

## EMERGENCY PREPAREDNESS

La Mesa Neighborhood Watch now includes Emergency Preparedness information. Neighborhood Watch is a great tool to motivate yourself and your neighbors to prepare for an emergency. In the event of a natural disaster or life threatening event, experts say citizens should be self sufficient for at least 72 hours. Police, fire, and medical personnel may not be able to reach you if you need assistance.

At your first, or next meeting, a representative from Heartland Fire and Rescue will present on what you and the neighborhood can do to prepare for an emergency and answer questions.

Read more about emergency preparedness on page 20. Learn about the Community Emergency Response Team Program and training on page 28. For more resources, review Important Phone Numbers on page 34 and Recommended Websites on page 35.

## NEXT STEPS

Now that your Neighborhood Watch is established, be sure that everyone understands and observes the following guidelines:

- Be suspicious. Report any unusual or suspicious behavior to the police, then alert your neighbors. Write down descriptions of the person(s) and license number of any vehicles. See Reporting Suspicious Activity on page 7.
- Look after your neighbor's house when they are away, and ask them to look after yours. This includes collecting mail, newspapers and other deliveries which would indicate at a glance that no one is home. It is important to leave that neighbor a way of reaching you if an emergency should arise.
- Above all, be concerned. It is the most effective way to reduce or prevent crime and make your neighborhood safe. Spending a few extra seconds watching strangers walking or driving through your neighborhood is enough to prevent crimes.
- And remember -- Your job is to report crime. The responsibility for apprehending criminals belongs to the police.

## STAY ACTIVE

There are different ways that you can keep neighbors active in Neighborhood Watch.

- As neighborhoods change it is important that you welcome new residents to the street and tell them about Neighborhood Watch. If there are many new people on the block who have not joined the program yet, set up a meeting. Contact the Crime Prevention Unit at 619.667.7545.
- Distribute a contact sheet or block map. Include a few details relevant to the Watch like your car descriptions and the number of people living with you.
- Set up an email group to send out updates.
- Utilize the neighborhood organization already in place to accomplish other projects in the neighborhood. Rotate hosting a regular potluck, child play dates, clean up days to beautify the neighborhood or assist a neighbor with yard upkeep. The better you know your neighbors, the better you can spot suspicious activity.

## REVITALIZE YOUR NEIGHBORHOOD WATCH

Remember your last Neighborhood Watch meeting? Maybe it was a few months or a few years ago. No matter how long it has been, now is a great time to organize your next meeting and reconnect with your neighbors.

## ARE YOU PART OF AN ACTIVE WATCH?

The La Mesa Police Department's Crime Prevention Unit emails crime alerts, prevention information, and special event details to Neighborhood Watch Captains to forward to their group. If your group does not currently receive these email notifications, contact the Crime Prevention Unit at 619.667.7545 to sign up.



# Important Phone Numbers



TOPIC	ORGANIZATION	PHONE NUMBER
Basic First Aid	American Red Cross, San Diego/Imperial Counties Chapter	858.309.1200
City Services	City Hall	619.463.6611
	Animal Control	619.667.1400
	Building Division	619.667.1176
	Business Licenses	619.667.1118
	City Planning Department	619.667.1158
	Code Compliance Officer	619.667.1189
	Community Center	619.667.1300
	Dog Licenses	619.667.1117
	Emergency Response	9-1-1
	Graffiti	619.466.3789
	Helix Water District	619.466.0585
	Police Department Crime Prevention	619.667.7545
	Police Department Non-Emergency Line	619.667.1400
	Public Works Streetlight Maintenance	619.667.1450
	Public Works Traffic Hotline	619.667.1144
	Public Works Traffic Signal Maintenance	619.667.1166
	San Diego Crime Stoppers	888.580.8477
Contacting Emergency Services	California Highway Patrol – El Cajon Office	619.401.2000
	California Highway Patrol – Statewide; Non-Emergency	800.TELL.CHP
	San Diego County Sheriff's Department (Non Emergency)	858.565.5200
	San Diego County Sheriff's Department (Administration)	858.974.2222
Emergency Preparedness	2-1-1 San Diego	2-1-1
	Federal Emergency Management Agency	800.621.FEMA
	California Emergency Management Agency (CalEMA)	916.845.8510
	Community Emergency Response Team Program	619.441.1737
	San Diego County Office of Emergency Services	858.565.3490
	United States Department of Homeland Security	800.BE.READY
Fire	San Diego Gas and Electric (SDG&E)	800.411.7343
	La Mesa Fire Administration	619.667.1355
Hazardous Material and Radiation	American Association of Poison Control	800.222.1222
	San Onofre Nuclear Generating Station	800.332.3612
	National Capital Poison Center	800.222.1222
	Nuclear Regulatory Commission	800.368.5642
Identity Theft	Equifax	800.525.6285
	Experian	888.397.3742
	Federal Trade Commission	877.ID.THEFT
	Trans Union	800.680.7289
Pandemic	California Department of Public Health	916.558.1784
	Centers for Disease Control and Prevention – 24 hour line	800.232.4636
	County of San Diego Health and Human Services	866.262.9881
Regional Transportation	San Diego Metropolitan Transit System (MTS)	619.238.0100



TOPIC	ORGANIZATION	WEBSITE	
Anonymous Crime Tips	San Diego County Crime Stoppers	<a href="http://www.sdcrimestoppers.com">www.sdcrimestoppers.com</a>	
Child Safety	Megan's Law	<a href="http://www.meganslaw.ca.gov">www.meganslaw.ca.gov</a>	
	Net Lingo	<a href="http://www.netlingo.com">www.netlingo.com</a>	
	Safety Net	<a href="http://www.safetynetcc.org">www.safetynetcc.org</a>	
City Services	City of La Mesa	<a href="http://www.cityoflamesa.com">www.cityoflamesa.com</a>	
Emergency Preparedness	2-1-1 San Diego	<a href="http://www.211sandiego.org">www.211sandiego.org</a>	
	Alert San Diego (Reverse 9-1-1)	<a href="http://www.readysandiego.org">www.readysandiego.org</a>	
	American National Red Cross, San Diego	<a href="http://www.sdarc.org">www.sdarc.org</a>	
	Burn Institute	<a href="http://www.burninstitute.org">www.burninstitute.org</a>	
	CalEMA	<a href="http://www.calema.ca.gov">www.calema.ca.gov</a>	
	Federal Emergency Management Agency (FEMA)	<a href="http://www.fema.gov">www.fema.gov</a>	
	Ready San Diego	<a href="http://www.readysandiego.com">www.readysandiego.com</a>	
	San Diego County Office of Emergency Services	<a href="http://www.sdcountyemergency.com">www.sdcountyemergency.com</a>	
	San Diego Gas and Electric	<a href="http://www.sdge.com">www.sdge.com</a>	
	The Red Guide to Recovery	<a href="http://www.theredguidetorecovery.com">www.theredguidetorecovery.com</a>	
	Financial Recovery	California Department of Insurance	<a href="http://www.insurance.ca.gov">www.insurance.ca.gov</a>
Fire	Cal Fire News	<a href="http://www.calfire.blogspot.com">www.calfire.blogspot.com</a>	
	Heartland Fire and Rescue	<a href="http://www.heartlandfire.org">www.heartlandfire.org</a>	
Hazardous Materials and Radiation	Southern California Edison	<a href="http://www.sce.com">www.sce.com</a>	
	United States Nuclear Regulatory Commission	<a href="http://www.nrc.gov">www.nrc.gov</a>	
Identity Theft	Better Business Bureau	<a href="http://www.bbb.org/us/charity">www.bbb.org/us/charity</a>	
	California Office of the Attorney General	<a href="http://www.oag.ca.gov/charities">www.oag.ca.gov/charities</a>	
	Equifax	<a href="http://www.equifax.com">www.equifax.com</a>	
	Experian	<a href="http://www.experian.com">www.experian.com</a>	
	Federal Trade Commission	<a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a>	
	Trans Union	<a href="http://www.transunion.com">www.transunion.com</a>	
	Other Agencies	California Highway Patrol	<a href="http://www.chp.ca.gov">www.chp.ca.gov</a>
Other Agencies	California Department of Motor Vehicles	<a href="http://www.dmv.ca.gov">www.dmv.ca.gov</a>	
	County of San Diego	<a href="http://www.sdcounty.ca.gov">www.sdcounty.ca.gov</a>	
	El Cajon Police Department	<a href="http://www.elcajonpolice.org">www.elcajonpolice.org</a>	
	San Diego County District Attorney	<a href="http://www.sdca.org">www.sdca.org</a>	
	San Diego County Sheriff's Department	<a href="http://www.sdsheriff.net">www.sdsheriff.net</a>	
	San Diego Superior Court	<a href="http://www.sdcourt.ca.gov">www.sdcourt.ca.gov</a>	
	San Diego Police Department	<a href="http://www.sandiego.gov/police">www.sandiego.gov/police</a>	
	San Miguel Consolidated Fire Protection District	<a href="http://www.smgfire.org">www.smgfire.org</a>	
	United States Department of Justice	<a href="http://www.justice.gov">www.justice.gov</a>	
	Pandemic	Centers for Disease Control and Prevention	<a href="http://www.cdc.gov">www.cdc.gov</a>
	Pandemic	County of San Diego Health and Human Services	<a href="http://www.sdcounty.ca.gov/hhsa/">www.sdcounty.ca.gov/hhsa/</a>
World Health Organization		<a href="http://www.who.int/en/">www.who.int/en/</a>	
Police Department Statistics	Automated Regional Justice Information System	<a href="http://www.arjis.org">www.arjis.org</a>	
	My Neighborhood Update	<a href="http://www.cityoflamesa.com">www.cityoflamesa.com</a>	
Terrorism	San Diego Association of Governments	<a href="http://www.sandag.org/cj">www.sandag.org/cj</a>	
	Federal Bureau of Investigations	<a href="http://www.fbi.gov">www.fbi.gov</a>	
Terrorism	United States Department of Homeland Security	<a href="http://www.dhs.gov">www.dhs.gov</a>	





**CITY OF  
LA MESA**  
JEWEL of the HILLS



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Top Left: La Mesa Police Department Retired Senior Volunteer Patrol (RSVP)  
Top Right: La Mesa City Hall  
Bottom Left: La Mesa Farmer's Market

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