

JAMES G. FEATHERSTONE
General Manager

CITY OF LOS ANGELES

CALIFORNIA



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MAYOR

**EMERGENCY MANAGEMENT
DEPARTMENT**
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LOS ANGELES, CA 90012
TEL (213) 978-2222
TEL (213) 484-4800
FAX (213) 978-0517
www.emergency.lacity.org

Dear Resident:

In the aftermath of a catastrophic emergency, such as a large earthquake, brush fire, or flood, emergency communications services may be severely impacted and immediate help may be delayed. There is NO guaranteed timeframe for public safety agencies to reach your residence. To help individuals receive assistance from neighbors and/or other community resources following a catastrophic emergency, the City of Los Angeles is distributing the "Catastrophic Emergency Door Hanger." **The attached door hanger is for use ONLY after a catastrophic emergency and ONLY WHEN 911 ASSISTANCE IS UNAVAILABLE.** Please keep this letter attached to the door hanger until you need to display it.

The door hanger should be used to identify whether you are "OK" or if you need "HELP." The **red side** of the hanger identifies that you need **HELP**; the **green side** means you are **OK** and do not need assistance. If you elect to use the door hanger following a catastrophic emergency, please place it on the front door or in a window of your home so that it can be easily viewed from the sidewalk or street by neighbors and/or other community resources, like your local Neighborhood Watch representatives or Community Emergency Response Team (CERT).

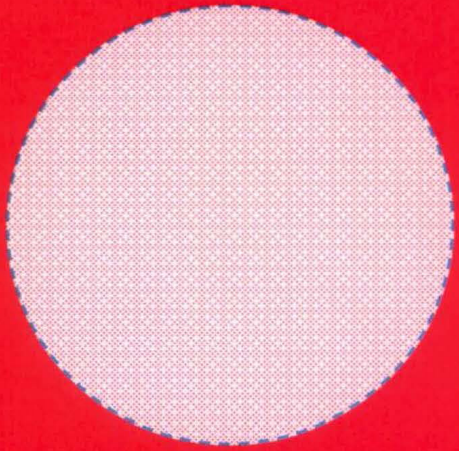
Please be aware that **this sign should not be used in place of actively seeking assistance** from neighbors or local emergency service providers, which are nearby to your residence and where you can attempt contact in person, in the event of a catastrophic emergency. Use of this sign is intended to provide an additional "tool" for neighbors to identify and provide assistance to fellow neighbors in need of help following a catastrophic event. The City of Los Angeles does not guarantee that you will be assisted by using this door hanger during a catastrophic emergency, nor is the City responsible for the actions taken by private citizens associated with the use of this door hanger. The door hanger is intended to provide residents, neighborhood groups, and first responders an additional means of communicating following a catastrophic emergency.

It is strongly suggested that this sign be used as part of a larger Neighborhood Emergency Plan that includes identification of neighbors with skills and/or equipment which may be useful following a catastrophic emergency, as well as maps detailing the locations of natural gas meters, propane tanks, and the homes of persons who may require additional assistance (i.e., older adults, persons with disabilities and others with access and functional needs, children alone, etc.) following such an event.

If you have any additional questions regarding the use of these door hangers, please contact the City of Los Angeles Emergency Management Department (EMD) at (213) 978-2222 Voice, (213) 978-0463 TTY or EMD's websites at www.emergency.lacity.org and www.ReadyLA.org.

Sincerely,

JAMES G. FEATHERSTONE
General Manager



**NEED
HELP
AYUDA**



OK

