

New York City's

GUIDE TO EMERGENCY PREPAREDNESS

**for Seniors and
People with Disabilities**



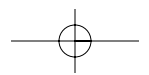
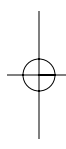
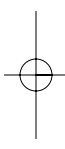
City of New York

Michael R. Bloomberg
Mayor

Mayor's Office for People with Disabilities (MOPD)

Office of Emergency Management (OEM)

Department for the Aging (DFTA)



**When the City activates an
Emergency Hotline, the number is
broadcast by all media.**

**The Hotline number is
1-888-6-OEM-NYC (663-6692).
TTY callers should use relay.**

**DO NOT CALL 9-1-1 FOR GENERAL INFORMATION
9-1-1 is for life threatening emergencies ONLY!**

Emergencies can be frightening – especially for people with disabilities and seniors. No one likes to feel they have lost control of their environment but emergency situations can do just that. This booklet is designed to help you cope. We hope you will use the tips in the following pages to prepare yourself just in case an emergency does happen.

Emergencies can be natural, technological or man-made.

Natural Emergency includes severe weather conditions such as heat waves, hurricanes, severe rain or snow storms.

Technological Emergency include utility disruptions such as phone or power outages or water main breaks.

Manmade Emergency includes transportation strikes or terror attacks.

Being prepared for an emergency makes it possible for you to take control and stay safe!

YOUR PERSONAL EMERGENCY PLAN

This booklet is designed to help you develop a personal emergency plan.

Being prepared for an emergency takes planning. Take the time to work out a plan that fits your needs and that is simple for you to implement. There is forewarning about weather-related emergencies but we cannot predict emergency situations such as water main breaks, blackouts or terror attacks.

Seniors and people with disabilities must be prepared for any one of these emergencies.

New York City has emergency plans, but each individual must be responsible for their own safety as best as they can. Every person must do their best to protect themselves and their families.

Some seniors and people with disabilities may wish to enlist someone to help develop the emergency plan.

STEP ONE: BE IN THE KNOW

Listen to the TV and radio for the latest information. If you are not able to do this, then have a friend or neighbor relay the information to you.

Your plan should include a communication system with designated friends and/or family members.

When the City activates its Emergency Hotline, the number is always broadcast by all media.

The Emergency Hotline will give you all the latest information you need. TTY callers should use relay. **DO NOT CALL 911** for general information.

STEP TWO: DEVELOP A PERSONAL EMERGENCY PLAN

Everyone needs to know what to do, who to call, and where to go during emergencies.

Develop a personal emergency plan for each place where you spend time – at home, work, school and in the community.

AT HOME:

If you have a home care attendant, include them in developing the plan.

Check with your home care agency to see how their plans will effect you. Be sure to include pets in your planning.

Every home should have a survival kit. It should include:

- toiletries
- flashlight with extra batteries
- portable radio with extra batteries
- first aid kit
- a 5-7 day supply of prescription medications
- non-perishable foods (canned or packaged)
- hand operated can opener
- water (1 gal. per person per day, for 5-7 days)
- childcare items (diapers, food/formula, etc.)
- portable cooler with ice
- cash, credit cards, checkbook, ATM cards
- auxiliary medical equipment (oxygen, medication, scooter battery, hearing aids, mobility aids, etc.)
- medical alert bracelet
- include provisions for service animals, food and extra water

Home Delivered Meals:

Check with your home-delivered meal provider for information about deliveries and always have some non-perishable food at home in case meal deliveries are suspended. Don't forget to inspect the expiration dates of the non-perishables you keep for emergencies and replace items as needed.

Medical Needs:

Be sure to have a continued care plan with your doctor that includes emergency prescription refills. If you receive dialysis or other medical treatments, find out your provider's emergency plan.

AT WORK:

The place where you work should have an emergency plan that includes evacuation. Find out where the evacuation routes are and what emergency policies and procedures are in place. Floor marshals are people assigned to implement any plan.

Let the floor marshals be aware of what special assistance you may need in an emergency.

- Make yourself familiar with the evacuation plan.
- Have a “buddy” if you need assistance in evacuating a building.
- Be sure that the evacuation drills are practiced, and that you are evacuated along with everyone else.

AT SCHOOL:

Schools should also have an emergency plan in place. Ask the school’s administration and become familiar with the plan. Make sure they are aware of any needs you or your child may have.

Practice and Review the Emergency Plan

The most important step in knowing evacuation procedures in case of an emergency, is to practice the evacuation plan. You should practice the plan at least 2-3 times a year. If you have a home care attendant, include them. If you have a service animal, involve them.

Adjust your plan as necessary, such as making sure all phone numbers are up to date, and that the medication in your emergency kit has not expired or changed.

STEP THREE: BE PREPARED FOR EVACUATION

If your area must evacuate, your first plan should always be with friends or family. Emergency shelters are located in every corner of the city and these may be opened by the Office of Emergency Management (OEM). To find out where the nearest open safe and accessible shelter is located, check the Emergency Management Online Locator System (EMOLS) at our website, www.nyc.gov/oem. The media will broadcast telephone numbers.

Senior and Community Centers

Depending on the emergency, some senior and community centers may adjust hours of operation. For example, in a heat emergency centers may stay open longer. During the snow they may close early since it may be dangerous to travel.

For more information on center hours during an emergency, call the Department for the Aging's Hotline at (212) 442-1000 or check their website at www.nyc.gov/aging.

When Leaving your Home in an Emergency:

Before you leave your home, remember to do the following as they apply to your circumstances:

- Have the home survival kit packed and ready to go. *A backpack or suitcase with wheels makes travel easier.*
- Bring important papers such as valid identification with address, doctor information and list of current medications.
- Extra clothing for each family member.
- Hard soled shoes.
- Turn off the electricity at the main switch.
- Shut off gas valves at the appliance, not the main switch.
- Secure all windows, patio furniture and loose items outside of your house.
- Top off the gas tank in your car.
- Let friends and relatives know where you are going.
- Set-up a communication system with a designated friend or relative both in your area and outside your region.
- Bring a cell phone with charger.
- Get to the nearest shelter or area of refuge and leave as soon as instructed. **DO NOT** wait.

Service Animal and Pet Safety:

Service animals are allowed into City Emergency Shelters; pets are not.

- Be sure the animal has identification tags, proof of up to date vaccinations, veterinarian contact information.
- Proper identification for service animals can be obtained from The Department of Health at 212-676-2100.
- Do not leave the animal outside or tied up.
- Check ahead with pet shelters and animal hospitals to see if they house animals in emergencies.
- Have a carrier and leash.
- Store extra food and cat litter.
- If taking a service animal to a shelter, bring their food, medicines, water bowl and plastic waste bags.

STEP FOUR: PRACTICE MAKES PERFECT

Finally, **practice and review your emergency plan.** You should practice the plan at least two to three times a year. If you have a home care attendant, include him or her; if you have a service animal, make sure they are involved.

STEP FIVE: ADDITIONAL INFORMATION

For more information on New York City emergency preparedness and disaster information, access the following organizations via telephone or internet:

- New York City: Website – www.nyc.gov
- New York City Office of Emergency Management: Website – www.nyc.gov/oem
- Mayor’s Office for People with Disabilities: Phone – [212-788-2830](tel:212-788-2830); TTY – [212-788-2838](tel:212-788-2838); Website – www.nyc.gov/mopd
- New York City Department for the Aging: Phone – [212-442-1000](tel:212-442-1000); TTY – [212-442-3078](tel:212-442-3078); Website – www.nyc.gov/aging
- New York City Fire Department: Website – www.nyc.gov/fdny
- American Red Cross of Greater New York: Phone – [877-REDCROSS](tel:877-REDCROSS); Website – www.arc-gny.org
- American Red Cross: Website – www.redcross.org
- Federal Emergency Management Agency (FEMA): Phone – [202-566-1600](tel:202-566-1600); Website – www.fema.gov
- National Hurricane Center: Website – www.nhc.noaa.gov

Important Telephone Numbers:

**Being prepared
makes it possible
for you to take control
and be safe.**



City of New York

Michael R. Bloomberg
Mayor

Mayor's Office for People with Disabilities (MOPD)

Office of Emergency Management (OEM)

Department for the Aging (DFTA)