

READY NEW YORK



For Seniors & People with Disabilities



Department for the Aging (DFTA)
Mayor's Office for People with Disabilities (MOPD)
Office of Emergency Management (OEM)

City of New York
Michael R. Bloomberg, Mayor

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Emergencies can present additional challenges for seniors and people with disabilities. Being prepared for any emergency takes planning. While the City responds to disasters, only you can take steps to identify the risks you may face and ensure your safety.

Plan to be self-sufficient for several days without help or emergency services. When a disaster occurs, your personal needs, such as replacing medications and equipment, may not be met right away. Work out a plan that fits your needs and is simple to put into action. By planning ahead, you will feel more confident about protecting yourself following any emergency, whether it is a house fire, power outage, hurricane, or terrorist attack.



Spencer T. Tucker



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GETTING STARTED

It's important to know how a disaster may affect you. Determine what resources and supplies you may need, and share this information with caregivers or emergency contacts. The steps outlined in this guide will help you better identify and assess your needs, and take control of your actions during disasters.

1) DEVELOP A DISASTER PLAN

Consider developing a disaster plan for each place you spend time – home, work, school, and in the community. Review your plan periodically to make sure all information is up to date.

- Establish a personal support network with family, friends, neighbors, and coworkers, and determine how you will help each other in any emergency. Do not depend on one person only.
- Ask those who form your support network to:
 - Know how to contact you anytime critical information becomes available.
 - Check on you immediately after an emergency.
 - Keep a spare set of important keys.
 - Know where your Emergency Supply Kit is kept (see page 4).
 - Have copies of important documents, such as information about medication and dosage, equipment, and other needs.
 - Learn about your personal needs and how to help you in an emergency.

- ❑ Decide where you will reunite with family, friends, or caregivers after a disaster. Identify two places to meet: one right outside your home and another outside your neighborhood, such as a library, community center, or place of worship.
- ❑ Make sure everyone in your support network knows the address and phone number of all meeting places.
- ❑ Know and practice all possible exit routes from your home and neighborhood.
- ❑ Designate an out-of-state friend or relative that family or friends can call if separated during a disaster. If New York City phone circuits are busy, long-distance calls may be easier to make. This out-of-state contact can help you communicate with others.
- ❑ Document important health and life-saving information. Fill out the **emergency health information card** located at the back of the guide. This card will help emergency responders if you are unable to communicate your needs. List medications and equipment you use, hearing or mobility difficulties, preferred treatment, medical providers and important contacts. Keep the card in your wallet or purse, and give a copy to members of your personal support network. Update the card regularly.
- ❑ Print copies of your disaster plan to distribute to members of your support network, as well as to keep in your wallet or purse and Emergency Supply Kit.

- ❑ Practice your plan with members of your support network.
- ❑ If you receive home-based care (e.g. homecare attendant, home health aide, visiting nurse service), include caregivers in developing your plan and familiarize yourself with your homecare agency's emergency plan.
- ❑ If you have a pet or service animal, also plan for his or her needs (i.e. temporary relocation, transportation, etc.).

Other Considerations:

- ❑ If you rely on home-delivered meals, always stock nonperishable food at home in case meal deliveries are suspended during an emergency.
- ❑ Have a plan with your doctor that addresses emergency prescription refills, if possible.
- ❑ If you receive dialysis or other medical treatments, find out your provider's emergency plan, including where your back-up site is located.
- ❑ If you rely on medical equipment that requires electric power, contact your medical supply company for information regarding a back-up power source such as a battery. Follow the manufacturer's directions when installing the equipment and the battery back-up. If you use a portable generator for emergency power, follow manufacturer's directions for safe operation, and check with local fire and building officials for

regulations governing generator and fuel use. Ask your utility company if the medical equipment qualifies you to be listed as a life-sustaining equipment customer.

- If you rely on oxygen, talk to your vendor about emergency replacements.

Planning For Outside The Home:

Get involved in emergency planning for all places you spend time, such as school, work, or senior centers. If there is no plan, encourage managers or administrators to develop one. Make sure they are aware of any needs you or those you care for may have. Also make sure you are included in decisions regarding equipment and procedures that might affect you.

2) ASSEMBLE AN EMERGENCY SUPPLY KIT

Keep enough supplies in your home to survive on your own for at least three days. If possible, keep these materials in an easily accessible, separate container or special cupboard. You should indicate to your household members that these supplies are for emergencies only. Check expiration dates of food, and update your kits when you change your clocks during daylight-saving times.

- One gallon of drinking water per person per day
- Nonperishable, ready-to-eat canned foods, and a manual can opener
- First-aid kit

- Flashlight, battery-operated AM/FM radio, and extra batteries. You can also buy wind-up radios that do not require batteries.
- Whistle
- Iodine tablets or one quart of unscented bleach (for disinfecting water ONLY if directed to do so by health officials) and eyedropper (for adding bleach to water)
- Personal hygiene items: soap, feminine hygiene products, toothbrush and toothpaste, etc.
- Phone that does not rely on electricity
- Emergency health information card

You may also consider additional supplies and equipment when compiling your kit, based on your special needs. These items may include:

- Back-up medical equipment (oxygen, medication, scooter battery, hearing aids, mobility aids, glasses, etc.)
- Style and serial numbers of medical devices (such as pacemakers) and usage instructions
- Supplies for pets and service animals (food, extra water, bowl, leash, plastic bags)
- Contact information for your doctors and pharmacist

3) PUT TOGETHER A GO BAG

Assemble a Go Bag – a collection of items you may need in the event of an evacuation. Your Go Bag should be packed in a sturdy, easy-to-carry container such as a backpack or small suitcase on wheels. A Go Bag should be easily accessible if you have to leave in a hurry.

- Copies of your important documents in a waterproof and portable container (insurance cards, Medicare/Medicaid cards, photo IDs, proof of address, etc.)
- Extra set of car and house keys
- Credit and ATM cards and cash, especially in small denominations. We recommend you keep at least \$50 to \$100 on hand.
- Bottled water and nonperishable food such as energy or granola bars
- Flashlight, battery-operated AM/FM radio, and extra batteries
- First-aid kit
- Medication and other essential personal items. Be sure to refill medications before they expire. Include a list of the medications you take, why you take them, and their dosages.
- Sturdy, comfortable shoes, heavy gloves, lightweight raingear, and a mylar blanket
- Contact and meeting place information for your household and members of your support network, and a small regional map

- Child care supplies or other special care items
- Instructions for any device you may use
- Notepad and pen
- Emergency health information card
- Aerosol tire repair kits to repair flat wheelchair or scooter tires and/or tire inflator
- Supplies for pets and service animals (food, extra water, bowl, leash, plastic bags)
- Back-up medical equipment

4) BE PREPARED TO EVACUATE

Evacuation should be addressed as part of your emergency planning efforts, both for your home and all places you spend time. City officials will tell you when to evacuate through the media and direct warnings. Evacuation is used as a last resort when a serious threat to public safety exists. If you must evacuate, your first plan should always be to stay with friends or family.

In a widespread evacuation affecting a large number of people, the City may open disaster sheltering facilities for those who are displaced.

Always have your Go Bag ready in case of an evacuation. You may not have time to get your belongings together, and you may not be allowed back until the danger has passed. Remember to tune into local radio and TV stations, access NYC.gov, or call 311 (TTY: 212-504-4115) for the latest emergency information.

- ❑ Determine if you will need assistance in an emergency evacuation, including how you will get to a safe place or shelter.
- ❑ Determine all usable exits from each room and your building. Make a habit of identifying exits whenever you are in a new location (i.e. shopping mall, restaurant, movie theater, etc.).
- ❑ Determine whether you live in a hurricane evacuation zone by accessing EMOLS (see page 12) or calling 311 (TTY: 212-504-4115).
- ❑ Know evacuation plans for all places you spend time. Often buildings have floor marshals who are responsible for evacuation plans. Be sure to let floor marshals know what special assistance you or those you care for may need in an emergency.
- ❑ Make alternate transportation plans; the means of transportation you usually use may not be available.
- ❑ Practice plans through regular drills. People who practice escape drills can evacuate with greater ease than those who are unfamiliar with the procedures.
- ❑ Practice dealing with different circumstances and unforeseen situations, such as blocked paths or exits.
- ❑ Teach members of your support network how to operate your equipment in an emergency (e.g. how to disengage gears of a power wheelchair and how to best lift or transfer you).

- If you are deaf or hard of hearing, practice having members of your support network – both at home and at work – communicate important information to you through pre-designated gestures, flashcards, or other means.
- If you are blind or have low vision, have members of your support network practice guiding and directing you.
- Include service animals in all drills so they become familiar with exit routes.

Evacuate Immediately If You:

- Are directed to do so by an emergency official.
- Are in immediate danger.

When You Evacuate:

- If there is time, secure your home: close and lock windows and doors, and unplug appliances before you leave. Authorities will tell you if it is necessary to turn off utilities.
- Let friends and relatives know where you are going.
- Wear sturdy shoes and comfortable, protective clothing such as long pants and long-sleeved shirts.
- Bring your Go Bag with you.
- Do NOT use an elevator during a fire or other emergency unless directed to do so by emergency personnel. If power goes out or is shut off, you could become trapped.

- Evacuation routes change based on the emergency, so stay tuned to the local news, access NYC.gov, or call 311 (TTY: 212-504-4115) for the latest information.
- Get to the nearest shelter or safe place as soon as instructed.

Disaster Sheltering:

If you are directed to evacuate, make arrangements to stay with friends or family outside the affected area whenever possible. For evacuees who have no alternative shelter, the City will open American Red Cross-managed shelters throughout the five boroughs. Disaster shelters may be set up in schools, municipal buildings, and places of worship. They provide basic food and water. If possible, bring clothing, bedding, bathing, sanitary supplies, medications, and your Go Bag to shelters.

- To find an accessible shelter during an emergency, call 311 (TTY: 212-504-4115).
- If needed, have someone in your support network accompany you to a shelter.
- Shelters DO NOT have special equipment (e.g. oxygen, mobility aids). Be prepared to bring your own.
- Service animals are allowed, but pets are not.
- Alcoholic beverages, firearms, and illegal substances are not allowed in disaster shelters.

- ❑ Shelter sites change based on the emergency, so stay tuned to the local news, access NYC.gov, or call 311 (TTY: 212-504-4115) for the latest information.

5) SHELTER IN PLACE

When evacuation to shelters is either inappropriate or impossible, you may be instructed to stay where you are. This could be as simple as remaining at home while officials clear hazards from a nearby area, or it could require more active measures during emergencies involving contaminated air.

Identify a room with few doors or windows to shelter in place. Ideally the room should allow at least 10 square feet per person.

When officials advise you to shelter in place, act quickly and follow instructions. Your main objective should be to get to a safe indoor location. Once inside:

- ❑ If there is time, close and lock all windows and doors, and close fireplace dampers.
- ❑ Turn off ventilation systems.
- ❑ Make use of your Emergency Supply Kit and Go Bag.
- ❑ Tune in to local radio or TV stations to receive updates from emergency officials.
- ❑ Only seal doors and windows when instructed to do so by emergency officials.

RESOURCES

Senior and Community Centers: Depending on the emergency, some senior and community centers may adjust hours of operation. For example, centers may stay open longer in a heat emergency. During snowstorms, they may close early because it may be dangerous to travel. For more information on center hours during an emergency, call 311 (TTY: 212-504-4115) or check with the senior or community center.

EMOLS: OEM’s Emergency Management Online Locator System (EMOLS) offers information about ongoing or potential emergencies in the City. For example, the EMOLS Hurricane Evacuation Utility will help you determine whether you live in a hurricane evacuation zone and how to evacuate safely. During a heat emergency, EMOLS provides information on City-operated Cooling Centers. To access EMOLS, visit NYC.gov/emols or call 311 (TTY: 212-504-4115).

Ready New York: For more information about evacuation, specific hazards, sheltering, and other general preparedness and response information, refer to “Ready New York: A Household Preparedness Guide.” To obtain a copy, download the guide from OEM’s website at NYC.gov/readynewyork or call 311 (TTY: 212-504-4115).

For more information on New York City emergency preparedness, access the following organizations via telephone or Internet (unless otherwise noted, call 311 (TTY: 212-504-4115) to contact resources):

New York City

NYC.gov

New York City Office of Emergency Management

NYC.gov/oem

Mayor's Office for People with Disabilities

NYC.gov/mopd

New York City Department for the Aging

NYC.gov/aging

New York City Fire Department

NYC.gov/fdny

New York City Police Department

NYC.gov/nypd

American Red Cross in Greater New York

877-REDCROSS (877-733-2767)

www.nyredcross.org

Con Edison

800-75-CONED (800-752-6633); TTY: 800-642-2308

www.coned.com

Federal Emergency Management Agency (FEMA)

800-480-2520 (to order FEMA publications)

www.fema.gov

KeySpan Energy Delivery

Brooklyn, Queens, Staten Island
800-698-2110; TTY: 718-237-2857
Rockaway Peninsula
800-930-5003; TTY: 631-755-6660
www.keyspanenergy.com

Long Island Power Authority

800-490-0025; TTY: 631-755-6660
www.lipower.org

National Organization on Disability's Emergency Preparedness Initiative

202-293-5960; TTY: 202-293-5968
www.nod.org/emergency

New York City American Society for the Prevention of Cruelty to Animals

212-876-7700
www.aspca.org

New York City Animal Care and Control

www.nycacc.org



Lem Peterkin

CONTACTING THE CITY IN EMERGENCIES

Call 911:

- When you are in immediate danger or witness a crime in progress.
- For a serious injury or medical condition.
- Any other situation needing urgent attention.
- Do **NOT** call 911 for non-emergencies or to report a power outage.

Call 311 (TTY: 212-504-4115):

- When you need access to non-emergency services or information about City government programs.
- Do **NOT** call 311 for emergencies.

Emergency Telephone Tips:

If you call 911, specify the type of emergency (fire, medical, police) and be prepared to answer questions. During a medical emergency, turn a light on so that emergency responders can find your home.

During emergencies, use the telephone only when absolutely necessary to keep the lines free for emergency calls.

NYC.gov provides access to a number of City resources, as well as up-to-date information about emergencies affecting New York City.

EMERGENCY HEALTH INFORMATION CARD

Date Updated: _____

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

E-mail: _____

Birth date: _____

Blood type: _____

Health Plan: _____

Individual #: _____ Group #: _____

Emergency Contact: _____

Relationship: _____

Address: _____

City: _____ State: _____ Zip: _____

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

E-mail: _____

Detach At Perforation



Department for the Aging (DFTA)
Mayor's Office for People with Disabilities (MOPD)
Office of Emergency Management (OEM)

City of New York
Michael R. Bloomberg, Mayor

EMERGENCY HEALTH INFORMATION CARD

Emergency Contact: _____

Relationship: _____

Address: _____

City: _____ State: _____ Zip: _____

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

E-mail: _____

Doctor's Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Fax: _____ E-mail: _____

Pharmacist's Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Fax: _____ E-mail: _____

Special Conditions:

Medications: _____

Allergies: _____

Communication/Devices/Equipment/Other: _____



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