

# READY NEW YORK

## PREPARING FOR EMERGENCIES IN NEW YORK CITY



New York City  
Office of Emergency Management  
Michael R. Bloomberg, Mayor



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**Being prepared for any emergency is as simple as planning ahead. Make sure everyone in your home works together to make a plan, gather emergency supplies, and understand the hazards they may face. Learn how your household can take control in an emergency.**



# PREPAREDNESS BASICS

## DISASTER PLAN CHECKLIST



Develop and practice a disaster plan with your household members to prepare for what to do, how to find each other, and how to communicate in an emergency.

- ☐ Decide where your household will reunite after a disaster. Identify two places to meet: one near your home and another outside your immediate neighborhood, such as a library, community center, or a friend's home.
- ☐ Practice using all possible exit routes from your home and neighborhood.
- ☐ Designate an out-of-state friend or relative who household members 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.
- ☐ Account for everybody's needs, especially seniors, people with disabilities, children, and non-English speakers.
- ☐ Buy the right insurance. If you rent your home, renter's insurance will insure the items inside your apartment. If you are a homeowner, make sure your home is properly insured – flood and wind damage are not covered in a basic homeowner's policy.
- ☐ Familiarize yourself with the emergency plans of buildings you visit often, such as your workplace and your child's school or daycare.

## GO BAG CHECKLIST



Every household member should assemble a Go Bag - a collection of items you can use in the event of an evacuation. Each Go Bag should be sturdy, lightweight and portable, such as a backpack. A Go Bag should be easily accessible and ready to go any time.

### Suggested items include:

- ☐ Copies of your important documents in a waterproof and portable container (insurance cards, birth certificates, deeds, photo IDs, etc.)
- ☐ Extra sets of car and house keys
- ☐ Copies of credit and ATM cards and cash
- ☐ Bottled water and non-perishable food, like energy or granola bars
- ☐ Flashlight
- ☐ Battery-operated AM/FM radio, and extra batteries
- ☐ List of the medications members of your household take and their dosages, or copies of all your prescription slips, with doctors' names and phone numbers
- ☐ First aid kit
- ☐ Lightweight raingear and Mylar blanket
- ☐ Contact and meeting place information for your household, and small regional map
- ☐ Child care, pet, or other special items

## EMERGENCY SUPPLY KIT CHECKLIST



Keep enough supplies in your home to survive for at least three days. Keep these materials in an easily accessible container or cupboard.

### Suggested items include:

- ☐ One gallon of drinking water per person per day
- ☐ Non-perishable, ready-to-eat canned foods and manual can opener
- ☐ First aid kit
- ☐ Flashlight
- ☐ Battery-operated AM/FM radio, and extra 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)
- ☐ Phone that does not require electricity
- ☐ Child care, pet, or other special items

**Q:** Where can I find these supplies?

**A:** Many supplies listed are available online, or at your local grocery, drug, or army supply store. Check and update these supplies at least twice a year, like during daylight saving times.

# EMERGENCY EVACUATION AND SHELTERING



## EVACUATION



In some cases, it may be necessary to leave your home or neighborhood. City officials will use direct warnings, TV, and radio to tell you when to evacuate. During a mandatory evacuation, the City highly recommends evacuees stay with friends or family outside the evacuated areas.

**Q:** When should I evacuate?

**A:** Evacuate if you are in immediate danger.

**A:** Evacuate when an emergency official tells you to.

### When you evacuate:

- If there is time, secure your home. Close and lock windows and doors, and unplug appliances before you leave.
- Wear sturdy shoes and comfortable, protective clothing.
- Take your Go Bag.
- Do NOT use an elevator during emergencies unless directed to do so by emergency officials.
- Remember, evacuation routes change based on the emergency so stay tuned to the local news, access [www.NYC.gov](http://www.NYC.gov), or call 311 (TTY: 212-504-4115) for the latest information.
- Go to the nearest safe place or shelter.

## DISASTER SHELTERING



For those who have no alternative place to stay, disaster shelters will be available. Shelter sites change based on the emergency, so stay tuned to the local news, access [www.NYC.gov](http://www.NYC.gov), or call 311 (TTY: 212-504-4115) for the latest information. Take your Go Bag to the shelter.

### Shelter basics:

- Disaster shelters may be set up in schools, municipal buildings, and places of worship.
- If possible, bring clothing, bedding, and bathing supplies. Only water and basic food are provided.
- Alcoholic beverages, firearms, and illegal substances are not allowed in emergency shelters.

## SHELTERING IN PLACE



In some emergencies you may be asked to stay where you are. This could be as simple as remaining inside while officials clear hazards from a nearby area, or you may be asked to close windows and turn off ventilation systems to block out contaminated air. When City officials advise you to shelter in place, act quickly and follow instructions.

**Q:** How long should I shelter in place?

**A:** You will likely be asked to stay in place for a few hours. Listen for instructions from local officials.

**Q:** What if my children are at school?

**A:** Do not pick them up until the danger has passed and shelter-in-place orders have been lifted. School officials have shelter-in-place procedures. You will only endanger yourself and others by leaving a safe area during the emergency.

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

### Once inside:

- If there is time, close fireplace dampers, windows, and doors.
- When instructed by emergency officials, turn off ventilation systems and seal doors.
- Use your Emergency Supply Kit and Go Bag.
- Tune in to local radio or TV stations to receive updates.

# KNOW THE NEW YORK CITY HAZARDS



## WINTER WEATHER



New York City winters, which often bring extreme cold, heavy snow, ice, sleet, and freezing rain, can pose serious hazards.

### **When outdoors:**

- Dress warmly with layers and stay dry. Wear hats, scarves, and water-repellent coats.
- Cover your mouth to protect your lungs from extremely cold air.
- Stretch before you do strenuous activity and drink plenty of water. Avoid overexertion while shoveling snow.

### **Safe home heating:**

- Call 311 (TTY: 212-504-4115) for a fire inspection if you are unsure your heat source is safe.
- Use only portable heating equipment approved for indoor use.
- Do not use your stove or oven to heat rooms.
- Keep combustible materials, including furniture, drapes, and carpeting at least three feet away from the heat source. NEVER drape clothes over a space heater to dry.
- Always keep an eye on heating equipment. Never leave children alone in the room with a running space heater. Turn it off if you are unable to closely monitor it.
- Do not overload electrical circuits.

### **Q: What if I lose heat?**

**A:** If you do not have heat, contact your building manager or superintendent. If heat is not restored, contact the New York City Department of Housing Preservation and Development via 311 (TTY: 212-504-4115).





## SEVERE WEATHER



During severe weather, such as thunderstorms, flash flooding, and tornadoes, stay updated by watching TV or listening to the radio. The National Weather Service provides forecasts, warnings, and other weather information 24 hours a day.

### Tips for enduring severe weather:

- Shutter or board windows before a major storm.
- Secure outdoor objects such as lawn furniture or garbage cans that could blow away and cause damage or injury.
- Before potentially large storms, consider shutting off power and gas switches to prevent damage to your appliances.
- If you are a homeowner and your home is prone to flooding in heavy rain, consider installing a sump pump.

### Thunderstorms:

- Avoid handling metal, electrical equipment, and telephones. Do not use water faucets or any water connected to a plumbing system. Lightning can follow wires and pipes.
- If there is a severe thunderstorm, take cover in a building immediately. If you are caught outside, squat low to the ground and make yourself the smallest target possible. Do not lie flat on the ground. Do not take cover under trees.
- Stay clear of downed power lines.

### Flash floods:

- Seek high ground if you see or hear rapidly rising water.
- Never attempt to drive your vehicle through standing water. Do not cross flowing water that could be higher than knee deep.

### Tornadoes:

- Go to your basement or the lowest point of your home, or an interior wall away from windows. If you cannot find shelter, take cover in a ditch or a recessed area.



## COASTAL STORMS & HURRICANES

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Because of New York City's geography, population, and structural density, coastal storms can cause severe damage and hazardous conditions, especially in low-lying areas where flooding is more likely to occur.

- Find out if you live in a hurricane evacuation zone before a hurricane. Access OEM's **Hurricane Evacuation Zone Finder** at [www.NYC.gov/hurricanezones](http://www.NYC.gov/hurricanezones), or call 311 (TTY: 212-504-4115).
- Pay attention to local weather forecasts and National Weather Service bulletins on local radio and television stations.
- In the event of a storm, secure outdoor objects, shuttering windows, and place valuables in waterproof containers.
- Help neighbors and friends with special needs prepare for storms.

To receive a copy of **Ready New York: Hurricanes and New York City**, call 311 (TTY: 212-504-4115) or download the guide at [www.NYC.gov/readyny](http://www.NYC.gov/readyny).



## EXTREME HEAT

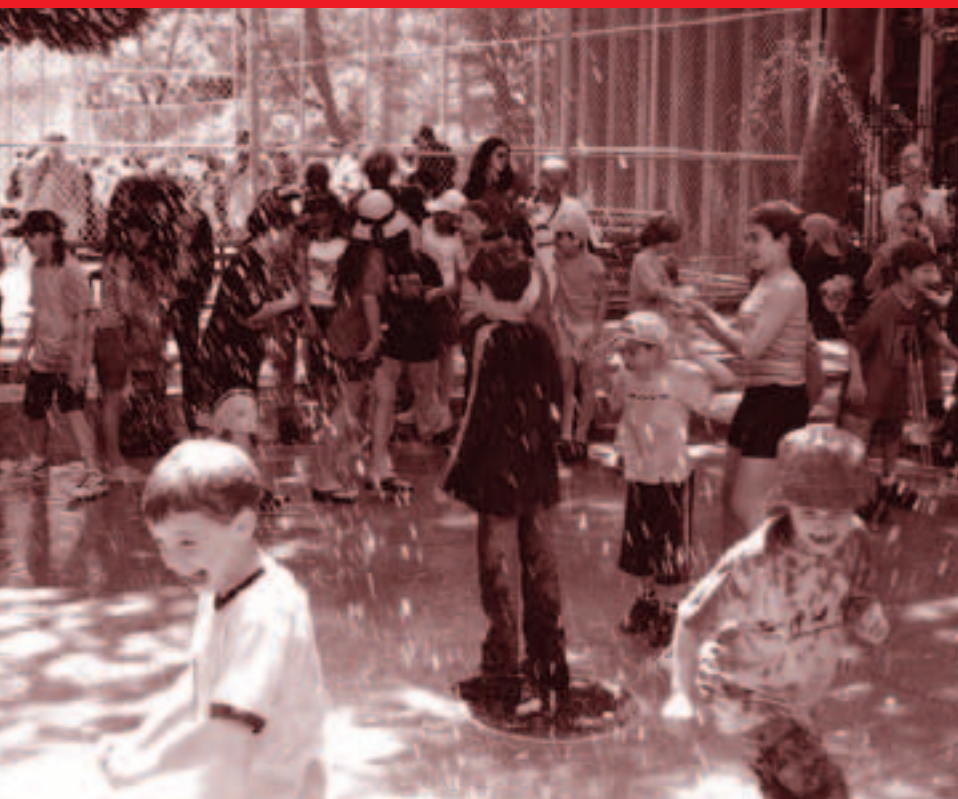


During the summer months, New Yorkers are vulnerable to heat-related illnesses, such as heat cramps, heat exhaustion, and heat stroke. Be sure to check on neighbors who may need assistance during heat waves, including children, seniors, and people with chronic health issues or special needs.

### Take precautions to avoid heat-related illnesses:

- Stay out of the sun and use shade or awnings. When in the sun, wear sunscreen that is at least SPF 15.
- Wear lightweight, light-colored, loose-fitting clothes that cover as much skin as possible to prevent sunburn.
- Avoid strenuous activity.
- Drink plenty of water. Avoid alcoholic and caffeinated beverages.
- If you have an air-conditioner, set it no lower than 78 degrees during a heat wave.
- Never leave children, pets, or those who require special care in a parked car in intense summer heat.
- Consider going to public pools and air-conditioned stores.
- When the heat index is predicted to be dangerously high, New York City opens **cooling centers** in air-conditioned public facilities to offer relief from the heat. Call 311 (TTY: 212-504-4115) or access [www.NYC.gov/oem](http://www.NYC.gov/oem) during a heat emergency to find a local cooling center or pool.

To receive a copy of Ready New York: Beat the Heat, call 311 (TTY: 212-504-4115) or visit [www.NYC.gov/oem](http://www.NYC.gov/oem).





## UTILITIES DISRUPTIONS



Know what to do when you lose function of essential utilities in your home.

### **If there is a power outage:**

- Call your power provider immediately to report the outage.  
ConEdison 24-hour hotline: 800-752-6633 (TTY: 800-642-2308)  
National Grid/KeySpan 24-hour hotline: 718-643-4050 (TTY: 718-237-2857)
- Turn off all appliances that will turn on automatically when service is restored.
- You may lose cordless and internet phone service during a power outage. Keep a phone on hand that does not require electricity.
- To prevent food spoilage, keep refrigerator and freezer doors closed as much as possible.
- Always treat downed and dangling power lines as dangerous.
- Do not burn charcoal indoors.
- Do not use your stove or oven to heat rooms.
- Do not use generators indoors. They can create dangerous levels of carbon monoxide.

### **During phone service outages:**

- Call your provider from a cellular phone to report the outage.
- Remember that cordless phones may not function during power outages.

### **During gas leaks:**

- Evacuate immediately. Then call 911.
- Do NOT smoke, or light lighters or matches.
- If the odor is very strong, do not use your phone or operate any light switches or electrical devices – any spark could cause a fire.

### **For water and sewer-related problems:**

- If you see water coming up from the ground or roadway, or suspect a water main break, call 311 (TTY: 212-504-4115) to reach the Department of Environmental Protection (DEP).
- If you have no water or very low water pressure, call DEP via 311 (TTY: 212-504-4115).
- If there is a concern about drinking water quality, authorities will explain which actions to take, such as boiling or treating the water.
- If there is a drought, authorities will advise you to conserve water. If the drought worsens, mandatory drought restrictions may be imposed.



## **BUILDING COLLAPSES & EXPLOSIONS**



Building collapses or explosions can result from structural damage, a gas leak, or sabotage.

### **If you are in a building collapse or explosion:**

- Get out as quickly and calmly as possible.
- If you can't get out of the building, go under a sturdy piece of furniture.

### **If you are trapped by debris:**

- Cover your nose and mouth with a dry cloth or clothing.
- Move around as little as possible to avoid kicking up dust, which is harmful to inhale.
- If possible, use a flashlight so you can see your surroundings.
- Tap on a pipe or wall so rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort.

### **If you clean up debris:**

- Wear gloves and sturdy shoes.
- Sort debris by type (wood, appliances, etc.).
- Do not touch debris that contains utility wires.
- Do not move debris that is too large or heavy. Ask for help from neighbors, friends, and recovery workers.

## **EARTHQUAKES**



Although earthquakes are uncommon in New York City, New Yorkers should be prepared for occasional tremors.

### **In the event of an earthquake:**

- Drop to the floor and cover your head and neck with your arms.
- If possible, take cover under a solid piece of furniture or next to an interior wall.
- Hold on to a sturdy piece of furniture and be prepared to move with it. Stay where you are until the shaking stops.
- Be prepared for aftershocks, which often follow an earthquake.





## FIRE



If your smoke detector goes off or if you see a fire, remain calm. Do not try to fight a major fire.

### Plan ahead:

- Keep a portable ABC dry chemical fire extinguisher in your home. Wet Class K extinguishers are recommended for stove top fires.
- Install smoke and carbon monoxide detectors in the kitchen and within 15 feet of each bedroom entrance.

### In the event of a fire:

- If a fire breaks out in your house or apartment, get everyone out as soon as possible and close (do not lock) the door behind you.
- If your clothes catch on fire, **stop** where you are, **drop** to the ground, and **roll** over and over to smother the flames. Cover your face to protect your lungs from smoke.
- If you live in a high-rise residential building and the fire is not in your apartment, stay inside rather than entering smoke-filled hallways. Keep your windows closed, especially if the fire is in the apartment below.
- If you live in a non-fireproof building (generally six stories or fewer), and a fire breaks out anywhere in the building, leave the building as soon as possible. Close all doors behind you.
- Feel doors with the back of your hand before you open them. If they are hot, find another way out, such as a fire escape.
- Stay as close to the floor as possible – smoke and heat rise and the air is clearer and cooler near the floor.
- Call 911 from a safe place, such as a neighbor's house.
- If you are unable to get out for any reason, stay near a window. Close the door and fill cracks with wet cloth to block out smoke.
- If you feel you are in danger, signal for help by waving a cloth or sheet out the window.
- For more fire safety information, visit the FDNY website at [www.NYC.gov/fdny](http://www.NYC.gov/fdny), or call 311 (TTY: 212-504-4115).



## **CARBON MONOXIDE**



Dangerous levels of carbon monoxide (CO) – a colorless, odorless gas – can be produced from improperly vented furnaces, plugged or cracked chimneys, water heaters, space heaters, fireplaces, stoves, and tail pipes. Symptoms of carbon monoxide poisoning are flu-like and may include headache, dizziness, fatigue, chest pain, vomiting, and possible death.

### **If you suspect carbon monoxide poisoning:**

- Open windows.
- Move yourself and other victims to fresh air immediately.
- Call 911.
- Call your local utility provider.

### **CO safety tips:**

- Install a carbon monoxide detector in your home and check it regularly to make sure the battery is working. NYC law requires owners to provide and install at least one approved carbon monoxide alarm within 15 feet of the primary entrance to each sleeping room. CO detectors should also be installed in areas where fuel is burned.
- Make sure your heating system is kept clean and properly vented.
- Kerosene heaters are dangerous and illegal in New York City. Do not heat your home with a gas stove or oven.
- Never use a charcoal grill or a Hibachi indoors.
- Vehicle exhaust contains carbon monoxide. Open your garage door before starting your car and do not leave the motor running in an enclosed area. Clear exhaust pipes before starting a car or truck after it snows.

## HAZARDOUS MATERIALS, CHEMICAL SPILLS & RADIATION EXPOSURE



We use hazardous materials in our homes and businesses every day. It is important to store, use, and dispose of them safely. If someone in your home ingests a poisonous substance, consult the **Poison Control hotline at 212-POISONS (764-7667), [www.NYC.gov](http://www.NYC.gov), or call 311 (TTY: 212-504-4115).**

In the event of a major chemical spill or unsafe levels of radiation in New York City, City officials will advise New Yorkers on the best course of action. Always follow emergency officials' instructions.

### Remember:

- If there is a hazardous material spill, leave the area, and move upwind of the material. If you have to pass through the contaminated area, cover your mouth and nose with a dry cloth.
- If a chemical or radiation incident happens indoors, get out of the building without passing through the contaminated area.
- If the event occurs outdoors, move as far away from the event as possible and shelter in place. Turn off any ventilation.
- If you were near the event, leave the contaminated area and remove your outer layer of clothing, and wash yourself with soap and water.
- In some circumstances, after being exposed to hazardous materials, it may be necessary to be decontaminated by trained emergency personnel.
- If you feel sick, seek medical attention as soon as possible.

### Three principles will help minimize radiation exposure:

**Time:** Radioactive materials become less radioactive over time. Stay inside until local officials announce the threat has passed.

**Distance:** The greater the distance between you and the source of the radiation, the safer you are. Local officials may issue an evacuation of people from areas close to the release.

**Shielding:** Put as much heavy, dense material between you and the source of the radiation as possible. Authorities may advise you to stay indoors or underground for this reason. Close and seal your windows and turn off any ventilation. If you have to pass through the contaminated area, cover your mouth and nose with a dry cloth.





## DISEASE OUTBREAKS & BIOLOGICAL EVENTS



New York City regularly monitors and responds to disease outbreaks and biological events.

- To enhance early detection of disease outbreaks and bioterrorist attacks, the City's Department of Health & Mental Hygiene (DoHMH) uses a syndromic surveillance system that monitors emergency room visits, ambulance runs, and pharmacy sales.
- In a health emergency, the City may open Points of Dispensing, or PODs, which are special clinics to distribute antibiotics or vaccines. If PODs are activated, you can locate the one closest to you by listening to local media, calling 311 (TTY: 212-504-4115), or accessing [www.NYC.gov](http://www.NYC.gov).

### Pandemic flu

The Health Department tracks signs and symptoms that could indicate a flu pandemic. Flu outbreaks are prevented by the promotion of good, regular hygiene and flu shots for people whose immune systems are compromised. For more information, visit [www.pandemicflu.gov](http://www.pandemicflu.gov).

### During a pandemic, New Yorkers should:

- Cover coughs and sneezes.
- Stay home if experiencing cough or fever.
- Frequently wash hands with soap or an alcohol-based cleaner.
- Tune in to local TV and radio for health officials' announcements.

## TERRORISM



A terrorist's objective is to create fear. With accurate information and knowledge of emergency preparedness basics, you can fight back. Terrorism can take on the form of many hazards, so by preparing yourself for the hazards listed in this guide, you will also be more prepared for terrorist attacks.

It is especially important to be aware of your surroundings and report suspicious behavior or potential threats. If you have information about possible terrorism, call 311 (TTY: 212-504-4115) or 888-NYCSAFE (692-7233).

### Know the facts and be responsible:

- Confirm reports using reliable information sources, such as the government or media. Do not spread rumors.
- Do not accept packages or luggage from strangers and do not leave bags unattended in public areas.
- If you receive a suspicious package or envelope, do not touch it. Call 911 and alert City officials. If you have handled the package, wash your hands with soap and water immediately.
- If you see suspicious behavior, such as people entering restricted areas, people wearing clothing inconsistent with the weather, or people lingering in transportation or utility areas, report it to City officials.

# SPECIAL CONSIDERATIONS



## SENIORS & PEOPLE WITH DISABILITIES



Emergencies can present additional challenges for seniors and people with disabilities.

### **If you or someone in your household has special needs:**

- Develop a disaster plan for every place where you spend time – at home, work, school, and in the community.
- Establish a personal support network with family, friends, neighbors, and coworkers and determine how you will help each other during an emergency.
- Document important health and life-saving information including medications and dosages, allergies, special equipment, medical insurance, medical providers, and emergency contacts. Give copies of this document to everyone in your support group.
- Evaluate your capabilities, limitations, needs, and surroundings to determine how these might change during an emergency.
- If you receive home-based care, include caregivers in your planning process.
- If you rely on medical equipment that requires electric power, contact your medical supply company and power provider for information regarding a back-up power source and the life-sustaining equipment customer listing.
- If you rely on delivered meals or have special dietary needs, stock non-perishable food in case meal deliveries are suspended.
- If you have a pet or service animal, plan for his or her needs.

To receive a copy of Ready New York For Seniors & People with Disabilities, call 311 (TTY: 212-504-4115) or visit [www.NYC.gov/oem](http://www.NYC.gov/oem).



## MENTAL HEALTH



Most people exposed to disaster will experience one or more normal stress reactions, which vary from person to person. Common reactions include: anger, fatigue, sleeplessness, nightmares, depression, inability to concentrate, or increased alcohol/drug use.

Children are particularly vulnerable to emotional stress after a disaster and may exhibit excessive fear of the dark or being alone. Their stress reactions vary depending on age. Encourage them to talk about their fears, listen without passing judgment, and emphasize that they are not responsible for what happened.

### **To relieve emotional stress, mental health experts suggest you:**

- Talk about your feelings with family, friends, and neighbors. Sharing common experiences can help people overcome anxiety and feelings of helplessness.
- Get back into daily routines as soon as you can, try to maintain a healthy diet, and get plenty of sleep.
- Exercise daily.
- If you feel your reactions are lasting too long or getting worse instead of better, consider seeing a mental health professional.
- For more information, a referral, or if you need to talk to someone, call New York City's confidential "LifeNet" 24-hour Mental Health Hotline.
  - English: 800-LifeNet (543-3638)
  - Spanish: 877-Ayudese (298-3373)
  - Asian languages: 877-990-8585
  - TTY: 212-982-5284

## SUBWAY PREPAREDNESS



If you are caught on the subway during any kind of emergency, follow the guidelines below:

- Listen carefully for instructions.
- Do not leave the subway unless you are instructed to do so. The safest place is usually in the subway car.
  - If you are escorted by emergency response personnel to exit onto the tracks, be careful to avoid the larger third rail, which carries a dangerous electrical current.
- The Subways Control Center is in constant communication with train crews. In the event that there is a problem with the public announcement system, the train crew will walk through the train to instruct passengers on emergency evacuation procedures.
- Only pull the emergency cord if someone is caught between closed car doors and is being dragged. If your train is between stations and you pull the cord, the train will stop, preventing medical or any other kind of assistance from reaching the train.
  - If an emergency occurs when you are between stations, instead of pulling the cord, notify a conductor or other transit official who can summon police and medical services to the next station.

## PET OWNERS



For many people, pets are part of the family. They should be included in your emergency plans.

### **Pet emergency planning tips:**

- Arrange for family or friends to shelter you and your pet in the event of an emergency.
- Identify a trusted friend, neighbor, or animal caretaker to look after your pet in case a disaster prevents you from returning home.
- See if your veterinarian, boarding kennel, or grooming facility provides shelter for animals during an emergency.
- Dogs and cats should wear collars, harnesses, rabies tags, and identification at all times.
- Know your pets' hiding places so you can easily find them in an emergency.
- When traveling, smaller animals should be transported in secure carriers.
- Assemble a pet Go Bag and add pet items to your Emergency Supply Kit. Include a current color photograph of you and your pet together, copies of medical records with vaccination dates, proof of ownership and identification, a collapsible cage, and a muzzle and leash.

To receive a copy of Ready New York For Pets, call 311 (TTY: 212-504-4115) or visit [www.NYC.gov/oem](http://www.NYC.gov/oem).





## GET INVOLVED



Once you and your family have taken steps to prepare, help others learn to prepare for and recover from emergencies.

### **Become a volunteer:**

It is best to affiliate with a recognized volunteer organization before a disaster happens.

- New York City's Citizen Corps Council is a clearinghouse of major organizations that have a role in disaster readiness, response, and recovery. To learn more about volunteer opportunities in the New York City area, visit the NYC Citizen Corps website at [www.NYC.gov/citizencorps](http://www.NYC.gov/citizencorps) or call 311 (TTY: 212-504-4115).
- New York City's Community Emergency Response Teams (CERT), which are made up of specially trained volunteers, support their local communities by assisting the emergency agencies that prepare for and respond to disasters. For more information about CERT, visit the CERT website at [www.NYC.gov/cert](http://www.NYC.gov/cert) or call 311 (TTY: 212-504-4115).
- Following a disaster, do not go directly to volunteer at a relief organization, hospital, or disaster site. New York Cares will post disaster volunteer opportunities on its website at [www.nycares.org](http://www.nycares.org).

### **Make a donation:**

- Giving money to a volunteer agency involved in disaster relief is often the most efficient way to help people in need after a disaster.
- Before donating goods, including food or clothing, wait for instructions from local officials or check with a specific organization. Unneeded items can overwhelm the recovery effort and may go to waste.

## MORE RESOURCES



**Federal Emergency Management Office (FEMA):** [www.fema.gov](http://www.fema.gov)

**U.S. Department of Homeland Security:**

800-BE-READY (800-237-3239) or [www.ready.gov](http://www.ready.gov)

**National Weather Service:** [www.weather.gov](http://www.weather.gov)

**New York State Emergency Management Office:**

518-292-2200 or [www.semo.state.ny.us](http://www.semo.state.ny.us)

**New York City Office of Emergency Management:**

[www.NYC.gov/oem](http://www.NYC.gov/oem)

**Notify NYC:** [www.NYC.gov/notifynyc](http://www.NYC.gov/notifynyc)

**NYC Service:** [www.NYC.gov/volunteer](http://www.NYC.gov/volunteer)

**American Red Cross in Greater New York:**

877-733-2767 or [www.nyredcross.org](http://www.nyredcross.org)

**Community Emergency Response Teams (CERT):** [www.NYC.gov/cert](http://www.NYC.gov/cert)

**New York Cares:** 212-228-5000 or [www.nycares.org](http://www.nycares.org)

**Citizen Corps:** [www.NYC.gov/citizencorps](http://www.NYC.gov/citizencorps)

**The Salvation Army in New York:** [www.salvationarmy-newyork.org](http://www.salvationarmy-newyork.org)

**New York Blood Center:** [www.nybloodcenter.org](http://www.nybloodcenter.org)

## INSURANCE RESOURCES

**FEMA:** 888-379-9531 or [www.Floodsmart.gov](http://www.Floodsmart.gov)

**New York State Department of Insurance:** 212-480-6400 or  
[www.ins.state.ny.us](http://www.ins.state.ny.us)

**Neighborhood Housing Services of NYC:** 212-519-2500 or  
[www.nhsnyc.org](http://www.nhsnyc.org)

**Insurance Information Institute:** [www.iii.org](http://www.iii.org)

## FOR PARENTS AND KIDS

**Ready Kids (from the U.S. Department of Homeland Security):**

[www.ready.gov/kids](http://www.ready.gov/kids)

**Ready New York for Kids:** [www.NYC.gov/readynykids](http://www.NYC.gov/readynykids)

## CONTACTING THE CITY



### 911: Emergencies

Call 911 when you are in immediate danger or witness a crime in progress. Call 911 if you have a serious injury or life-threatening medical condition.

### Emergency Telephone Tips:

- If you call 911, specify the type of emergency (fire, medical, police) and be prepared to answer questions.
- During emergencies, use the telephone only when absolutely necessary. If you have broadband Internet access, use [www.NYC.gov](http://www.NYC.gov).

### 311: City Information

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. 311 outside of New York City is 212-NEW-YORK.

**EMERGENCY  
REFERENCE CARD**

**YOUR CONTACT & PLAN INFORMATION**

Name(s):

Date(s) of Birth:

Work/School/Other Address & Telephone Numbers:

Business/School/Other Evacuation Locations:

Homeowner's/Rental Insurance:

Home Meeting Place:

Neighborhood Meeting Place:

Out-of-State Contact:

**MEDICAL INFORMATION**

Medical Insurance:

Policy Number:

Doctor Names & Numbers:

Pharmacist & Number:

Llame al 311 (TTY: 212-504-4115) o visite NYC.gov/oem para obtener acceso a este folleto en español.

Pour recevoir une brochure en français, appelez le 311 (TTY/ATS: 212-504-4115) ou visitez notre site Web à l'adresse suivante: NYC.gov/oem

Rele 311 (TTY: 212-504-4115) oswa vizite NYC.gov/oem pou jwenn tiliv sa a an Kreyòl.

Telefonować pod nr 311 (teletext dla osób z upośledzeniem słuchu: 212-504-4115) lub wejść na stronę NYC.gov/oem, aby przeczytać broszurę w jęz. polskim.

Звоните 311 (TTY: 212-504-4115) или посетите NYC.gov/oem чтобы получить эту брошюру на русском языке.

한국어로 된 브로셔 입수를 원하시면 311 (TTY: 212-504-4115) 로 전화하시거나 또는 NYC.gov/oem 을 방문하십시오.

請致電 311 (TTY: 212-504-4115) , 或訪問 NYC.gov/oem , 查看中文版的手冊。

311 (TTY: 212-504-4115) پر کال کریں یا اردو میں اس کتابچہ تک رسائی کے لئے  
NYC.gov/oem ملاحظہ فرمائیں۔

اطلب هاتف رقم 311 (TTY: 212-504-4115) أو قم بزيارة موقع الإنترنت NYC.gov/oem  
لقراءة هذا الكتيب باللغة العربية.

বাংলায় তথ্যপুস্তিকাটি পেতে হলে 311 (TTY: 212-504-4115) নম্বরে টেলিফোন করুন অথবা  
NYC.gov/oem ওয়েবসাইটে আসুন।