

READY NEW YORK

FOR SENIORS AND PEOPLE WITH DISABILITIES



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Emergencies can present additional challenges to seniors and people with disabilities, but everyone can plan for emergencies. It's important to know how a disaster may affect you. When an emergency like a fire, blackout, or severe weather occurs, your personal needs, such as replacing medications and equipment, may not be met right away. Every New Yorker should plan to be self-sufficient for several days.



GETTING STARTED

To make an emergency plan, you must assess your personal needs. Determine if the resources you use routinely will be adequate during emergencies like flooding, extreme heat, or major snowstorms. For example, think about whether you rely on caregivers, special medical equipment, medicine, or service animals. If you are a caregiver, help your clients evaluate their lifestyles and identify their essential resources.

THINK ABOUT YOUR NEEDS

- Discuss with your healthcare provider how to obtain emergency prescription refills (insulin, for example).
- If you receive home care or medical treatments, find out your provider's emergency plan, including where a back-up site is located.
- If you rely on medical equipment that requires electrical power, contact your medical supply company for information regarding a back-up power source. Follow the manufacturer's directions when installing the equipment and the battery back-up.
- Ask your utility company if the medical equipment qualifies you as a life-sustaining equipment customer, or determine if you are eligible to register for a priority power restoration program.
 - Con Edison: 800-752-6633
(TTY: 800-642-2308)
 - National Grid: 718-643-4050
(TTY: 718-237-2857)
 - LIPA: 800-490-0025
(TTY: 631-755-6660)
- If you rely on oxygen, talk to your vendor about emergency replacements.
- If you receive Social Security payments, consider signing up for direct deposits in case you cannot leave your home. Go Direct is a program that offers financial assistance for those who collect Social Security (www.godirect.org).

DEVELOP A DISASTER PLAN

Develop a disaster plan for each place you spend time - home, work, school, and in the community. Share your disaster plan with members of your support network. If you live with or near people who may need assistance, help them develop disaster plans.

- 1.** Establish a personal support network with at least two people. Include family, friends, neighbors, or coworkers, and determine how you will help each other in any emergency.
 - Ask those in your support network to:
 - Learn about your personal needs and how to help you in an emergency.
 - Know how to contact you or others in the network at any time.
 - Check on you immediately after an emergency.
 - Keep spare sets of keys.
 - Know where to find your emergency supplies.
- 2.** 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 addresses of all meeting places.
 - Practice using all possible exit routes from your home, neighborhood, and workplace.

- 3.** Designate an out-of-state friend or relative who family or friends can call during a disaster. If local phone circuits are busy, long-distance calls may be easier to make. This out-of-state contact can help you communicate with those in your network.
- 4.** Document important health and life-saving information. Fill out the emergency reference card located in this guide. This card will also help emergency responders if you are unable to communicate. Frequently update this information.
 - If you receive home-based care (e.g., home care attendant, home health aide, visiting nurse service), include caregivers in developing your plan and familiarize yourself with your home care agency's emergency plan. Identify neighbors or friends who can help you in case your caregiver is unable to reach you.
 - If you use a portable generator for emergency power, check with local fire and building officials for regulations governing generator and fuel use.
 - If you have a service animal, plan for its needs (e.g., temporary relocation, transportation, food).
 - Make a record of important possessions to help you claim reimbursement after a disaster.

PLAN FOR OUTSIDE THE HOME

If there is no emergency plan somewhere you usually spend time, like a community center, encourage administrators to develop one. Make sure you are involved in making decisions that affect you.



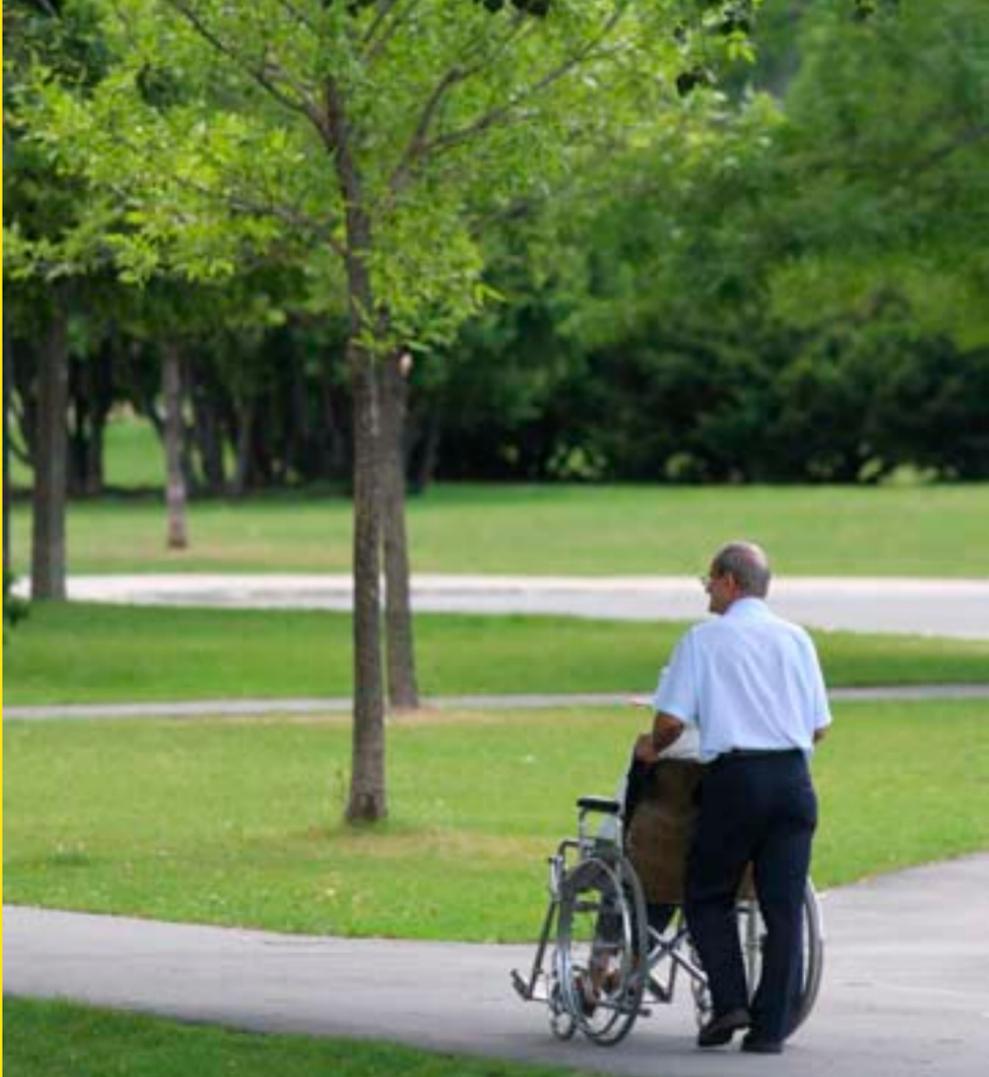
EVACUATION

Evacuation is 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. City officials will advise you when evacuation is necessary. Remember to tune in to local radio and TV stations, access NYC.gov, or call 311 (TTY: 212-504-4115) for the latest emergency information.

- Evacuate immediately if your life is in danger.
- Call 911 if you are stranded and need emergency assistance to evacuate your home.

BEFORE AN EVACUATION

- Determine if you will need assistance in an evacuation and how you will get to a safe place or shelter.
- Make a habit of identifying exits whenever you are in a new location (e.g., shopping mall, restaurant, movie theater).
- 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 your clients may need in an emergency.
- Determine whether you live in a hurricane evacuation zone by visiting the Hurricane Zone Finder at [NYC.gov/hurricanezones](https://www.nyc.gov/hurricanezones) or calling 311 (TTY: 212-504-4115).
- Make alternative transportation plans; the method you usually use may not be available.
- Practice plans regularly and consider different circumstances, such as blocked paths or exits.
- Teach members of your support network how to operate your equipment or help move you in an emergency. They may have to disengage gears of a power wheelchair or lift you to safety.
- If you are deaf or hard of hearing, practice communicating your needs through gestures, flashcards, or other means.
- If you are blind or have low vision, be prepared to explain to others how best to guide you.
- Include service animals in all drills so they become familiar with exit routes.



IN AN EVACUATION

- If there is time, secure your home: close and lock windows and doors, and unplug appliances before you leave.
- Let friends and relatives know where you are going.
- Wear sturdy shoes and comfortable, protective clothing, such as long pants and long-sleeved shirts.
- Do NOT use an elevator during a fire or other emergency unless directed to do so by emergency personnel.
- Evacuation routes change based on the emergency, so stay tuned to the local news, access NYC.gov, or call 311 (TTY: 212-504-4115) to get accurate information.
- Get to the nearest safe place as soon as instructed and bring your Go Bag (see pages 12-13).

DISASTER SHELTERING

If you are directed to evacuate, try to make arrangements to stay with friends or family outside the affected area. For evacuees who have no alternative shelter, disaster shelters may be set up in schools, municipal buildings, and places of worship. They provide basic food and water. If possible, bring foods for dietary constraints, clothing, bedding, sanitary supplies, medications, and things that might help you be comfortable in a community shelter. Shelters DO NOT have special equipment (e.g., oxygen, mobility aids, batteries). Be prepared to bring your own.

- Shelters are subject to change depending on the emergency. To find an accessible shelter near you during an emergency, call 311 (TTY: 212-504-4115).
- Family members or someone in your support network can accompany you to the shelter.
- Service animals are allowed.

SHELTER IN PLACE

In some emergencies you may be advised to stay where you are. When City officials advise you to shelter in place, act quickly and follow instructions.

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

- If there is time, close windows, doors, and fireplace dampers.
- Make use of your emergency supply kit and Go Bag.
- Tune in to local radio or TV stations to receive updates.

PUT TOGETHER A GO BAG

Assemble a Go Bag - a collection of items you may need if you have to leave in a hurry. Your Go Bag should be packed in a sturdy, easy-to-carry container such as a backpack or small suitcase on wheels. Take some time before a disaster to gather your most important belongings. These items will help you function during and after an emergency.



SUGGESTED ITEMS

- Copies of your important documents in a waterproof container (e.g., insurance cards, Medicare/Medicaid cards, photo IDs, proof of address, marriage and birth certificates)
- Extra sets of car and house keys
- Copies of credit and ATM cards and cash, in small denominations
- Bottled water and non-perishable food, such as granola bars
- Flashlight, battery-operated AM/FM radio, and extra batteries
- First aid kit
- List of the medications you take, why you take them, and their dosages
- Sturdy, comfortable shoes, lightweight raingear, and a Mylar blanket
- Contact information for your household and members of your support network, and a small regional map
- Notepad and pen
- Emergency reference card
- Aerosol tire repair kits and/or tire inflator to repair flat wheelchair or scooter tires
- Supplies for your service animal (e.g., food, extra water, bowl, leash, cleaning items)
- Back-up medical equipment

ASSEMBLE AN EMERGENCY SUPPLY KIT

An emergency supply kit should have enough supplies for you to survive in your home for at least three days. Keep these materials in an easily accessible container or special cupboard. Explain to your household members that these supplies are for emergencies only. Check expiration dates and update your kit when you change your clocks during daylight saving times.

- One gallon of drinking water per person per day
- Non-perishables, ready-to-eat canned foods, and a manual can opener
- First aid kit
- Flashlight, battery-operated AM/FM radio, and extra batteries, or wind-up radios that do not require batteries
- Extra blankets
- Whistle or bell
- Personal hygiene items
- Phone that does not rely on electricity
- Emergency reference card (next page)
- Back-up medical equipment (e.g., oxygen, medication, scooter battery, hearing aids, mobility aids, glasses, facemasks, gloves)
- Style and serial numbers of medical devices (such as pacemakers) and usage instructions
- Supplies for your animals (e.g., food, extra water, bowl, leash, cleaning supplies)

EMERGENCY REFERENCE CARD

Keep this card in your wallet or purse or on your refrigerator, and give a copy to members of your personal support network. Update the card regularly.

Date Updated:

Name:

Language:

Address:

City:

State:

Zip:

Day Phone:

Evening Phone:

Cell Phone:

E-mail:

Birth Date:

Blood Type:

Health Plan:

Individual #:

Group #:

EMERGENCY REFERENCE CARD

Emergency Contact:

Relationship:

Address:

City:

State:

Zip:

Day Phone:

Evening Phone:

Cell Phone:

E-mail:

Out-of-town Contact
and Phone Number:

Healthcare Provider:

Hospital Affiliation:

Address:

City:

State:

Zip:

Phone:

Fax:

Pharmacist:

Address:

City:

State:

Zip:

Phone:

Fax:

Special Conditions:

Medications:

Allergies:

Communication Devices/
Equipment/Other:

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 directly with the senior or community center.

Hurricane Zone Finder

This tool will help you determine whether you live in a hurricane evacuation zone and where there is an evacuation center near you. During a hurricane, residents can get up-to-date information on centers at [NYC.gov/hurricanezones](https://nyc.gov/hurricanezones) and via 311 (TTY: 212-504-4115).

Ready New York

The City's preparedness campaign encourages New York City residents to prepare for all types of emergencies. For more, free information about evacuation, specific hazards, sheltering, preparing for pets, heat, and general preparedness, call 311 (TTY: 212-504-4115) or visit [NYC.gov/readyny](https://nyc.gov/readyny).

RESOURCES

New York City

Unless otherwise noted, call 311 (TTY: 212-504-4115) or use NYC.gov to contact City agencies.

NYC 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

American Red Cross in Greater New York

877-RED-CROSS (877-733-2767),
www.nyredcross.org

Con Edison

800-75-CONED (800-752-6633)
(TTY: 800-642-2308), www.coned.com

LIPA

24-hour hotline: 800-490-0075
(TTY: 631-755-6660)

National Grid

24-hour emergency gas safety service:
718-643-4050, (TTY: 718-237-2857)

National Organization on Disability's Emergency Preparedness Initiative

202-293-5960, (TTY: 202-293-5968),
www.nod.org/emergency

LifeNet

For mental health information, a referral, or if you need to talk to someone, call New York City's confidential, 24-hour Mental Health Hotline.

- In Spanish: 877-AYUDESE (877-298-3373)
- In Mandarin, Cantonese, and Korean dialects: 877-990-8585
- English and all other languages: 800-LIFENET (800-543-3638), (TTY: 212-982-5284)



CONTACTING THE CITY

Call 911:

- When you are in immediate danger or witness to a crime in progress.
- For a serious injury or life-threatening medical condition.

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.

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.

Per ottenere una copia di questa pubblicazione in lingua italiana, chiamare il 311 (TTY: 212-504-4115) o recarsi all'indirizzo web NYC.gov/oem.

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。

רופט 311 (TTY: 212-504-4115) אדער באזוכט NYC.gov/oem צו זעהן דעם בראשור אין אידיש.