



READY NEW YORK



MY

EMERGENCY



PLAN



NYC



Office of Emergency Management
Department for the Aging
Mayor's Office for People with Disabilities
Michael R. Bloomberg, Mayor

There are three basic steps to being prepared for any emergency:



MAKE A PLAN



GATHER SUPPLIES



GET INFORMED

Think about how emergencies may affect you. Emergencies can range from house fires, to falls in the home, to hurricanes. Use this guide now to list what you might need during an emergency.

1 CREATE AN EMERGENCY SUPPORT NETWORK

You don't want to go through an emergency alone. Ask at least two people to be in your network—family members, friends, neighbors, caregivers, coworkers, or members of community groups. Remember, you will help each other in emergencies.

Your emergency support network should:

- Stay in contact during an emergency.
- Keep spare sets of your keys.
- Know where to find your emergency supplies.
- Know how to operate your equipment or help move you in an emergency.

Support network contacts:

Name/Relationship:

Phone (home/work/cell):

E-mail:

Name/Relationship:

Phone (home/work/cell):

E-mail:

Pick an out-of-state friend or relative who family or friends can call during a disaster. If local phone lines are busy, long-distance calls may be easier to make. This out-of-state contact can help you communicate with those in your network.

Out-of-state contact:

Name/Relationship:

Phone (home/work/cell):

E-mail:

2 DEVELOP A PLAN

Important health and life-saving information:

Allergies:	
Special medical conditions:	
Medications and daily doses:	
Eyeglass prescription:	
Blood type:	
Communication devices/Equipment:	
Health insurance plan:	
Preferred hospital:	
Individual #:	
Group #:	
Doctor/Specialist:	
Phone:	
Doctor/Specialist:	
Phone:	
Doctor/Specialist:	
Phone:	
Doctor/Specialist:	
Phone:	
Pharmacy:	
Address:	
City:	
Phone:	
Fax:	

Transportation

Be prepared to make other transportation plans if your subway or bus is not running.

I will call (friend):	
Phone (home/work/cell):	
Taxi service:	
Phone:	

Make a habit of learning exits whenever you are in a new location (e.g., shopping mall, restaurant, movie theater).

Include Communication in Your Plan

Take time **now** to plan how you will talk to friends or emergency workers in an emergency. During an emergency, your normal way of communicating may be affected by changes in environment, noise, or confusion. Know how and what you will need to communicate during an emergency.

- If you are Deaf or hard of hearing, practice communicating your needs through gestures, note cards, text messages, or other means.
- If you are blind or have low vision, be prepared to explain to others how best to guide you.



Prepare something now that describes your needs in short, meaningful phrases. You may not have much time to get your message across. Prewritten cards or text messages can help you share information during a stressful or uncomfortable situation. Phrases can include:

- I may have difficulty understanding what you are telling me. Please speak slowly and use simple language.
- I use a device to communicate.
- I am Deaf and use American Sign Language.
- Please write down directions.
- I speak [insert language].

Your cards should apply to emergencies in and outside your home. Be sure to keep them with you at all times. If you have difficulty creating cards, ask family, friends, or caregivers to help.

Below is space for you to write your own phrases:

Blank space for writing phrases, consisting of five horizontal light purple bars.

- Evacuate immediately if your life is in danger.
- Evacuate immediately if you smell gas, or see smoke or fire.
- Call 911 if you are stranded and need emergency assistance to evacuate your home.
- 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.

Meeting Place

Know where you will meet family, friends, or caregivers after an emergency. Pick two places to meet: one right outside your home and another outside your neighborhood, such as a library, community center, or place of worship.

Meeting place close to home:

Address:

Meeting place outside neighborhood:

Address:

Find out if you live in a hurricane evacuation zone by visiting the Hurricane Zone Finder at NYC.gov/hurricanezones or calling 311 (TTY: 212-504-4115).

I live in zone:



Pick friends or family with whom you can stay in case you cannot stay at home.

I can stay with:

Name/Relationship:	
Address:	
Phone (home/work/cell):	
E-mail:	
Name/Relationship:	
Address:	
Phone (home/work/cell):	
E-mail:	

Practice evacuating regularly and consider different situations you may face, such as blocked paths or exits. Include service animals in your drills so they become familiar with exit routes.

Sheltering

For people who have no other place to stay, emergency shelters may be set up in schools, City buildings, and places of worship. They provide basic food and water. 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).

Ask family members or someone in your emergency support network to go with you to the shelter.



Everyone in your household should have a Go Bag—a collection of things you would want if you have to leave in a hurry. Your Go Bag should be sturdy and easy to carry, like a backpack or a small suitcase on wheels.

Check off items you have and add those you will need:

- 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, copies of credit and ATM cards)
- Flashlight, battery-operated AM/FM radio, and extra batteries
- List of the medications you take, why you take them, and their dosages
- Contact information for your household and members of your support network
- Cash, in small bills
- Notepad and pen
- Aerosol tire repair kits and/or tire inflator to repair flat wheelchair or scooter tires
- Supplies for your service animal or pet (e.g., food, extra water, bowl, leash, cleaning items, vaccination records, and medications)
- Back-up medical equipment (e.g., glasses, batteries)
- Other personal items:





In some emergencies, like coastal storms and tornadoes, you may have to stay at home. An emergency supply kit should have enough supplies for at least three days.

Check off items you have and add those you will need:

- One gallon of drinking water per person per day
- Nonperishables, ready-to-eat canned foods, and a manual can opener
- Flashlight, battery-operated AM/FM radio, and extra batteries, or wind-up radios that do not require batteries
- Whistle or bell
- 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
- Other items:



Special Considerations

- If you rely on electric medical equipment, contact your medical supply company for information about back-up power.
- Ask your utility company if you qualify as a life-sustaining equipment customer, and see if you can sign up for priority power restoration.
- If you rely on oxygen, talk to your oxygen supplier about emergency replacements.
- If you receive treatments such as dialysis or chemotherapy, know your provider's emergency plan.

**ONCE YOU HAVE FILLED OUT THIS
GUIDE, YOU ARE A READY NEW YORKER!
CONGRATULATIONS!**



NEW YORK CITY RESOURCES

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

NYC Department for the Aging

NYC.gov/aging

Mayor's Office for People with Disabilities

NYC.gov/mopd

Ready New York Preparedness Info

NYC.gov/readyny

Hurricane Evacuation Zone Finder

NYC.gov/hurricanezones

STAY INFORMED

OEM on Facebook and Twitter

www.facebook.com/NYCemergencymanagement
@nycoem

Notify NYC

Register for emergency notifications by visiting NYC.gov/notifynyc, calling 311, or following @NotifyNYC on Twitter

GET INVOLVED: TAKE CLASSES OR JOIN THE PREPAREDNESS EFFORT

American Red Cross in Greater New York

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

NYC Community Emergency Response Team (CERT) Program

NYC.gov/cert

NYC Citizen Corps Council

NYC.gov/citizencorps

UTILITIES

Con Edison

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

LIPA

800-490-0075, (TTY: 631-755-6660)
www.lipower.org

National Grid

718-643-4050, (TTY: 718-237-2857)
www.nationalgridus.com

NOT-FOR-PROFIT SERVICE PROVIDERS

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.

English and all other languages: 800-LIFENET, (800-543-3638), (TTY: 212-982-5284)

In Spanish: 877-AYUDESE, (877-298-3373)

In Mandarin, Cantonese, and Korean: 877-990-8585

MY RESOURCES

Add your own important resources and phone numbers here.

THIS GUIDE IS ALSO AVAILABLE IN AUDIO FORMAT AND IN THE LANGUAGES BELOW.

CHINESE

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

HAITIAN CREOLE

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

ITALIAN

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

KOREAN

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

RUSSIAN

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

SPANISH

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

**FOR ADDITIONAL COPIES OF THIS GUIDE, CALL 311
OR VISIT NYC.GOV/READYNY**