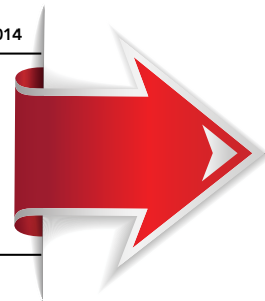




JOURNAL

**NYCHA
PREPARES**
FOLD OUT
POSTER
INSIDE



Are You Prepared?

Join the New York City Housing Authority in ensuring that all NYCHA residents and staff are well prepared in case of a storm emergency. Together we can make sure that everyone is safe when disaster strikes. Please use this Special Issue of the *Journal* as a resource to boost your own emergency

preparedness and encourage those around you.

You can do your part by making an evacuation plan for your family, gathering all of the supplies you might need in case of an emergency, and finding out if you live in a hurricane evacuation zone by calling **311** or visiting nyc.gov/oem and checking the Hurricane Evacuation Zone Finder.

Red Hook Houses residents Leonora Tucker (left) and daughter Augustine Tucker (center, in hat), along with Augustine's niece Heaven Jackson and her son Caleb Reed evacuated during Hurricane Sandy. Hear their reflections and emergency plans plus other preparedness info by searching for "NYCHANNEL" on YouTube, or visit on.nyc.gov/1pxmaDU.

“I’d move my car to a safer spot before a storm. I’d pack comfortable shoes, a warm jacket and snack.”

“I’m with my aunt a lot and am part of her family plan. I know where to find things in the dark in her house.”

“I’ve shopped for canned food, water. My son’s medicine is in my Go Bag.”

“If we evacuate it’s serious. I’d move faster and take my iPad and wrestling movie.”



Go to www.nyc.gov/oem for more details, including what should be in your "Go Bag" and Emergency Supply Kit.



Mayor Bill de Blasio visited Red Hook this summer to pack Go Bags with Joseph Esposito, Commissioner, Office of Emergency Management (left) and NYC Councilmember Carlos Menchaca and NYCHA Chair & CEO Shola Olatoye (top)

Six Things You Should Know for Hurricane Season

- 1** Discuss and prepare a disaster plan with household members that outlines clear action steps. Be sure to include information on the best way to communicate and where to meet in case of an emergency.
- 2** Identify family or friends living outside evacuation zone boundaries that you can stay with. If this is not an option, identify in advance the nearest evacuation center that you can go to by calling **311** or logging onto www.nyc.gov/oem.
- 3** Make a "Go Bag" that you can bring with you if you ever have to evacuate, which will allow you to leave sooner and not worry about forgetting anything.
- 4** Put together an Emergency Supply Kit in case you have to shelter in place.
- 5** If you are asked to evacuate, do so immediately!
- 6** If you are going to an evacuation center, pack lightly, and bring your Go Bag, a sleeping bag or bedding, and medical supplies and equipment. Always let friends or relatives know where you are going.

NYCHA, Red Cross Team Up for Disaster Preparedness Training

In a first-ever partnership between the Greater NY Red Cross and the New York City Housing Authority, more than 1000 public housing residents will receive free emergency preparedness training. Through the Red Cross program, these NYCHA residents will learn about the first steps to take in an emergency, how to reunite with family and friends, proper supplies to stock up on and how to decide whether to shelter in place or evacuate.

NYCHA and the Red Cross have teamed up to encourage public housing residents to be knowledgeable volunteers when any type of disaster may strike. At Jackie Robinson Houses in Manhattan, Melvera Simmons, the Resident Association Secretary, trained as a Red Cross volunteer after Hurricane Sandy hit two years ago so she could share lessons learned. "We know the neighborhood," Simmons said, "And learning how to volunteer is something that would help other residents and the Red Cross." For information visit www.redcross.org/support/volunteer.



With these Red Cross Apps you'll also get:

- + Pre-loaded content ensuring that Red Cross guidance is available anytime, anywhere – even if no Internet connection is available
- + A practical and effective way to let family and friends quickly know they are safe with a customizable "I'm Safe" alert that can arrive by e-mail or text or link to your Facebook or Twitter
- + A chance to show what you know: interactive quizzes enable users to earn badges to be shared with friends on social networks, and that will especially encourage young people to be disaster-ready

Sign up for NYCHA Alerts and list special needs on our Emergency Assistance Form nyc.gov/nychaalerts



NYCHA's new Director of Emergency Preparedness Sadie Bynum (above) leads residents and staff in a table top drill. Training includes floor by floor check-ins like this one (left) at Meltzer Houses in October where staff knocked on doors to reach residents with disaster-related news

Making People and Places More Resilient

NYCHA's emergency training starts with developing an Emergency Action Plan, including identifying your Hurricane Evacuation Zone. "We train staff, conduct drills and put teams together to make phone calls, knock on doors and manage data in a crisis," explains Sadie Bynum, Director of Emergency Preparedness for NYCHA. And along with conducting drills, the readiness effort includes making sure emergency equipment is in place where and when it might be needed. If disaster strikes,

NYCHA is able to set up a second Emergency Operations Center to ensure uninterrupted operations. Of course, NYCHA is not doing this alone. Collaboration with other City agencies, community-based organizations and various local partners is integral to current disaster planning for the Housing Authority.

In addition to preparing people for adverse events, NYCHA is making its properties more resilient since Sandy. Elevating boilers and installing flood barriers are just some

of the ways construction and repairs will not just fix past problems, but will improve developments for the future. "We're looking ahead, not just back at damage," said NYCHA's General Manager Cecil House. "Next time, people will be better informed about what to do, properties will be better protected against bad weather, and community partners will be ready to support each other." To learn more about emergency preparedness, visit Ready.gov and look inside for info graphics that will help you BE READY.



Your Heat Hotline

One Call Gets NYCHA to Work

Generate an automatic service request to fix heat and hot water outages with NYCHA's 24/7 automated service.

Just place one call to NYCHA's Customer Service Center **718-707-7771**, and follow the prompts.



During heating season, October through May, you can:

- Hear updates on outages that NYCHA staff is already addressing
- Report your heat and hot water problem
- Start a service request

Please note, for security reasons we may ask for your date of birth and the last four digits of your Social Security number so we can match you with our current records and better serve you.

Thank you.



Make a Commuter Emergency Plan – keep a printed list of different ways you can get home or to a safe area, by subway, bus, driving, etc.

Make a Commuter Emergency Plan

Important transportation information links

MTA
www.mta.info

311
www1.nyc.gov/311/index.page

NY Waterway
www.nywaterway.com

NYC DOT Ferry Information
www.nyc.gov/html/dot/html/ferrybus/ferintro.shtml

Notify NYC
<https://a858-nycnotify.nyc.gov/notifynyc>



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RESOURCES YOU CAN TRUST

Reliable information is key in an emergency



Ready New York nyc.gov/readyny

Your primary source of emergency preparedness info.



FEMA's Ready.gov

Traveling? FEMA's Ready.gov prepares you for nearly any disaster. Comprehensive materials include children's info too.



American Red Cross

American Red Cross redcross.org/prepare

An online preparedness module, plus info on how to register "safe and well" family members when a disaster hits.



National Weather Service weather.gov/nyc

Governments depend on NWS to make their emergency preparedness decisions. You should too.

Good Sources on Important Topics

nyc.gov/readyny

New York City's primary source of emergency preparedness info.

ready.gov

The Federal Emergency Management Agency's (FEMA) disaster preparation site.

weather.gov/nyc

The National Weather Service's website.

nyc.gov/notifynyc

Sign up to receive alerts from Notify NYC, the City's official source for information about emergency events and important City services.

nyc.gov/html/oem/html/get_prepared/prepared_evacuation.shtml

Info about evacuations during an emergency.

redcross.org/prepare

Preparedness guides from the Red Cross about not just hurricanes and floods, but also winter storms, fires, power outages, etc.

on.nyc.gov/emergencynycha

NYCHA's emergency preparedness page.

nyc.gov/nychaalerts

Sign up to receive NYCHA Alerts on service outages and restorations and NYC Office of Emergency Management notifications; and also fill out NYCHA's online Emergency Assistance Registration Form to let NYCHA know if you have a condition such as limited mobility, vision impairment, or one that requires daily medication or life-sustaining equipment.

nyc.gov/service

Volunteer for the City during an emergency.

redcross.org/support/volunteer

Volunteer for the Red Cross to help during emergencies.

nyc.gov/severeweather

Get info when weather emergencies are issued, such as flash flooding, extreme heat, or snow storms.

nyc.gov/hurricanezones

Find out if you live in a Hurricane Evacuation Zone and also find the closest shelter.

nyc.gov/html/oem/html/hazards/storms_hurricaneevac.shtml

Info about evacuating during a hurricane.

on.nyc.gov/flooding

Get forecast updates during flash flooding.

on.nyc.gov/flashflood

Get info about flooding in the city.

nyc.gov/html/oem/html/nycsevereweather/weather_plowtracker.shtml

Track snow plows and salt spreaders during a snow alert.

www.nyc.gov/html/doh/downloads/pdf/mh/PrepareToday-CopeBetterTomorrow.pdf

Brochure with information about how to handle stress during a disaster.

Continue to check our website and social media channels for the latest information:

on.nyc.gov/emergencynycha



PREPARING FOR EMERGENCY

Here are important things you should do in case disaster strikes



Are you prepared for an emergency?



Nearly 3 million New Yorkers live in Hurricane Evacuation Zones



More than half of NYCHA's developments are in Hurricane Evacuation Zones

4 out of 5 NYCHA residents are "very or somewhat prepared" for a major storm similar to Hurricane Sandy



56% of NYCHA households have a family evacuation plan

Tips on communicating in a disaster



Limit non-emergency phone calls



Keep all calls brief and text message if possible



Adjust device settings (e.g., brightness) to maximize battery life



Wait 10 seconds before redialing to decrease network congestion



Maintain a list of emergency numbers on your phone



Keep your devices fully charged and have extra batteries, chargers and adapters on hand

Be informed before an emergency

Hurricane Evacuation Zones are NOT the same as flood zones. Learn more about Hurricane Evacuation Zones at nyc.gov/knowyourzone



General information on flooding in NYC: on.nyc.gov/flooding and on.nyc.gov/flashflood

Stay informed during any emergency



Sign up for NYCHA Alerts and NOTIFY NYCHA by visiting nyc.gov/nychaalerts

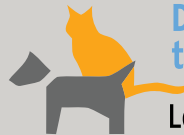


36.3% of NYCHA residents know how to access official sources of information during an emergency, such as NYC Office of Emergency Management

Sign up for Notify NYC by visiting nyc.gov/notifnyc or by calling 311



Visit nyc.gov/severeweather, a site for residents to learn more information about how severe weather emergencies are affecting New York City



Do you know what would happen to your pets in a disaster?

Learn how to prepare your pets for an emergency at nyc.gov/readyny

ARE YOU PREPARED?

Test yourself to see how well you would do in an emergency

What should (not) be in my Go Bag?

Some of the items below don't belong in a Go Bag. Can you spot them?



Shelter in Place

During an emergency, you may be asked to remain where you are. You'll need more than just supplies.



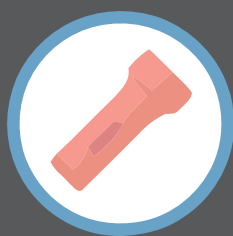
Every household should pack a Go Bag

It has a collection of items you may need in the event of an evacuation. A Go Bag should be packed in a sturdy, easy-to-carry container such as a backpack or suitcase on wheels.

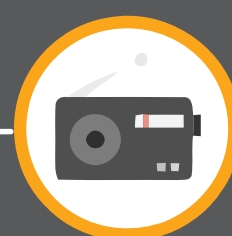
A Go Bag should be easily accessible if you have to leave your home in a hurry. Make sure it is ready to go at all times of the year.



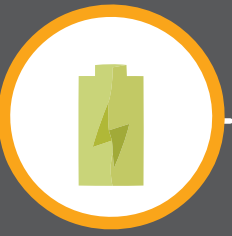
Items you should pack



Flashlight



Radio



Batteries



Cash and ID



Child's toy



Water

MAKE SURE YOUR PLAN INCLUDES YOUR PET

Pack for pets in your Go Bag!

Different pets may require different items



Include current photos and descriptions



Bring information on:
-Feeding schedules
-Medical conditions
-Behavior problems
-Vet name/number

YOU MAY NEED:



POWER BLACKOUTS

If the electricity goes out, stay calm and follow these tips



Avoid candles. Use flashlights during a blackout.



Have fresh batteries and battery-powered chargers for devices like radios and cell phones.



If the power goes out at night, let your eyes adjust to the darkness.



Check radio news to see if the water is safe to drink.



Cook any perishable food and eat it before it goes bad. Food left after the blackout may have to be thrown away.



Do you have things to pass the time? Games, books, and toys can help people of all ages stay occupied.

For more information go to:

on.nyc.gov/emergencynycha and nyc.gov/oem/

Sources:

NYC Mayor's Office, <http://on.nyc.gov/12HfnB4>
NYCHA Emergency Preparedness Resident Survey, <http://on.nyc.gov/1puom2w>

nyc.gov/nycha

