

READY NEW YORK

PREPARING FOR EMERGENCIES IN NEW YORK CITY



Office of Emergency Management

Bill de Blasio, Mayor



TABLE OF CONTENTS

PREPAREDNESS BASICS 4

Make a Household Disaster Plan	4
Put Together a Go Bag	5
Assemble an Emergency Supply Kit	5

EMERGENCY EVACUATION AND SHELTERING 6

Evacuation	6
Disaster Sheltering	7
Sheltering in Place	7

KNOW THE NEW YORK CITY HAZARDS 8

Winter Weather	8
Severe Weather	9
Coastal Storms & Hurricanes	10
Extreme Heat	11
Utilities Disruptions	12
Building Collapses & Explosions	13
Earthquakes	13
Fire	14
Carbon Monoxide	15
Hazardous Materials, Chemical Spills & Radiation Exposure	16
Disease Outbreaks & Biological Events	17
Terrorism	17

SPECIAL CONSIDERATIONS 18

Seniors & People with Disabilities	18
Mental Health	19
Subway Preparedness	19
Pet Owners	20

GET INVOLVED 21

MORE RESOURCES 22

CONTACTING THE CITY 22

EMERGENCY REFERENCE CARD 23

Photo Credits

Cover: Mark Clampet, OEM

Page 10: Jonathan Gaska, Queens CB 14

Page 11: Spencer T. Tucker

Pages 12–13: Mark Clampet, OEM

Page 14: FDNY

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



MAKE A HOUSEHOLD DISASTER PLAN



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.
- Identify and practice 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 phone circuits are busy, long-distance calls may be easier to make. This out-of-state contact can help you communicate with others.
- Plan for everybody's needs, especially seniors, people with disabilities, children, and non-English speakers.
- Practice your plan with all household members, and ensure that household members have a copy of your household disaster plan and emergency contact information to keep in their wallets and backpacks.
- Familiarize yourself with the emergency plans of buildings you visit often, such as your workplace and your child's school or daycare.
- 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.

PUT TOGETHER A GO BAG



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 if you have to leave your home in a hurry.

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 nonperishable food like energy or granola bars
- Flashlight
- Battery-operated AM/FM radio and extra batteries
- List of the medications and dosages household members take, or copies of all your prescription slips with doctors' names and phone numbers
- First aid kit
- Child care, pet care, and other special items
- Lightweight raingear and Mylar blanket
- Contact and meeting place information for your household, and a small regional map

ASSEMBLE AN EMERGENCY SUPPLY KIT



Keep enough supplies in your home to survive for at least three and up to seven days. Store these materials in an easily accessible container or cupboard, and update them twice a year at daylight saving times.

Suggested items include:

- One gallon of drinking water per person per day
- Nonperishable, ready-to-eat canned foods and manual can opener
- First aid kit
- Flashlight
- Battery-operated AM/FM radio and extra batteries
- Whistle
- Personal hygiene items: soap, feminine hygiene products, toothbrush and toothpaste, etc.
- Phone that does not rely on electricity
- Child care supplies or other special care 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



Evacuation should be addressed as part of everyone's planning efforts. 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.

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. Authorities will instruct you if you need to turn off utilities.
- 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.
- Remember, evacuation routes change based on the emergency so stay tuned to the local news, access NYC.gov or call 311 (TTY: 212-504-5115) for the latest information.
- Go to the nearest safe place or shelter 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 shelters throughout the five boroughs. 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. Bring your Go Bag with you to the shelter.

Shelter basics:

- Alcoholic beverages, firearms, and illegal substances are not allowed in shelters.

SHELTERING IN PLACE



During some emergencies, you may be asked to stay where you are, or shelter in place. 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. When 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:

- Lock doors, close windows, air vents and fireplace dampers.
- Turn off fans, air conditioning and forced air heating systems
- Seal all windows, doors and air vents with plastic sheeting and duct tape.
- Make sure you have emergency supplies.
- 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



While the City closely monitors weather in the New York metro area, severe weather – such as thunderstorms, flash floods, and tornadoes – can occur with little or no warning. Because of the potential devastation that can occur as a result of these events, you should prepare for the dangers associated with various types of severe weather.

Tips for dealing with severe weather:

- Register for emergency notifications by visiting [NYC.gov/notifynyc](https://www.nyc.gov/notifynyc), calling 311 (TTY: 212-504-4115), or following @NotifyNYC on Twitter
- Tune in to local radio or TV stations to receive updates.
- Make sure your disaster plan is up to date, and your Go Bag and emergency supply kit are stocked.
- Check in on friends and neighbors, especially seniors and those with special needs, and help them prepare.

Thunderstorms:

- Avoid handling metal, electrical equipment, and telephones. Do not use faucets or any water connected to a plumbing system. Lightning can follow wires and pipes.
- Take cover in a building immediately. If there is no shelter, crouch down, grab your ankles and bend forward, so that your head is not the highest part of your body and your head does not touch the ground. Do not lie flat on the ground.
- Stay clear of downed power lines.

Flash floods:

- Reduce your risk of experiencing flooding by conserving water and removing debris from catch basins. For more, visit the Department of Environmental Protection online at [NYC.gov/DEP](https://www.nyc.gov/DEP).
- Significant street flooding can pose risks to both pedestrians and drivers. Avoid walking or driving through flooded streets. As few as six inches of moving water can knock a person over. One to two feet of water can carry away a vehicle.

Tornadoes:

- Go to your basement or the lowest point of your home, or an interior wall away from windows.



COASTAL STORMS & HURRICANES

6

New York City's geography, population, and structural density make it especially vulnerable to coastal storms, including nor'easters, tropical storms, and hurricanes.

- Find out if you live in a hurricane evacuation zone before a hurricane. Visit the **Hurricane Evacuation Zone Finder at [NYC.gov/hurricanezones](https://www.nyc.gov/hurricanezones)** or call 311 (TTY: 212-504-4115) to find out which hurricane evacuation zone you live in.
- Prepare your home and vehicles. Secure outdoor objects, close windows and outside doors securely, move valuable items to upper floors, and top off your vehicle and generator with fuel.
- Know where you will go in the event an evacuation order is issued.
- Be prepared to potentially lose power. Charge cell phone batteries, turn your refrigerator and freezer to a colder setting,
- Check on friends, relatives, and neighbors, especially older adults and people with disabilities, and help them prepare and evacuate if needed.

To receive a copy of **Ready New York: Hurricanes and New York City**, call 311 (TTY: 212-504-4115) or download the guide at [NYC.gov/readyny](https://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.
- Be sure to conserve power: if you have an air conditioner, set it no lower than 78 degrees during a heat wave, and turn off nonessential appliances. Water usage also should be conserved.
- 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 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 download the guide at NYC.gov/readyny.





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)
PSE&G 24-hour hotline: 800-436-7734 (TTY: 631-755-6660)
- 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, tremors occasionally occur and residents should be prepared.

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.
- Check the batteries of your smoke detector at least twice a year.

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 NYC Fire Department website at 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), 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 a chemical or radiation incident happens indoors, get out of the building without passing through the contaminated area.
- If the event occurs outdoors and you find yourself outside, move away from the accident scene, and help keep others away.
- 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.



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 NYC.gov.

Pandemic flu

DOHMH 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.flu.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 SPECIAL NEEDS



Emergencies can present additional challenges for seniors and people with special needs.

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 nonperishable 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 : My Emergency Plan, call 311 (TTY: 212-504-4115) or download a copy at NYC.gov/readyny.



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 large 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: My Pet's Emergency Plan, call 311 (TTY: 212-504-4115) or download a copy at NYC.gov/readyny.





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 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 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 and NYC Service will post disaster volunteer opportunities on their respective websites.

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



**New York City Office of
Emergency Management**
NYC.gov/oem

OEM on Facebook and Twitter
www.facebook.com/NYCEmergencymanagement
@nycoem

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

**NYC Community Emergency
Response Team (CERT) Program**
NYC.gov/CERT

NYC Citizen Corps Council
NYC.gov/citizenccorps

**Federal Emergency Management Agency
(FEMA)**
www.ready.gov
www.fema.gov

National Weather Service
www.weather.gov

**New York State Division
of Homeland Security
and Emergency Services**
www.dhses.ny.gov

NYC Service
NYC.gov/volunteer

**American Red Cross in
Great New York**
www.nyredcross.org
1-800-RED-CROSS (733-2767)

New York Cares
www.nycares.org
212-228-5000

**The Salvation Army
of New York**
www.salvationarmy-newyork.org
212-337-7200

New York Blood Center
www.nybloodcenter.org
800-933-2566

INSURANCE RESOURCES

National Flood Insurance Program
www.floodsmart.gov
1-888-379-9531

New York State Department of Financial Services
www.dfs.ny.gov
1-800-342-3736

Neighborhood Housing Services of New York City, Inc.
www.nhsnyc.org
212- 519-2500

Insurance Information Institute
www.iii.org

FOR PARENTS AND KIDS

Ready Kids (from the U.S. Department of Homeland Security)
www.ready.gov/kids

Ready New York Kids
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 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:

Last Updated:

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 (teletekst 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।

TO GET ADDITIONAL COPIES OF THIS GUIDE, INCLUDING AUDIO FORMAT,
CALL 311 OR VISIT NYC.GOV/READYNY.