

# Know Your Zone Messaging Toolkit

NYC Emergency Management's Know Your Zone campaign encourages New Yorkers to find out whether they live or work in one of the City's hurricane evacuation zones, the hazards they may face from a hurricane, and what to do to prepare.

## NYC Emergency Management Social Media Channels

Facebook	<a href="http://www.facebook.com/nycemergencymanagement">http://www.facebook.com/nycemergencymanagement</a>
Twitter	<a href="https://twitter.com/nycemergencymgt">https://twitter.com/nycemergencymgt</a>
Instagram	<a href="https://www.instagram.com/nycemergencymanagement/">https://www.instagram.com/nycemergencymanagement/</a>
LinkedIn	<a href="https://www.linkedin.com/company/nyc-emergency-management">https://www.linkedin.com/company/nyc-emergency-management</a>
YouTube	<a href="https://www.youtube.com/nycemergencymanagement">https://www.youtube.com/nycemergencymanagement</a>

## Themes of Know Your Zone

- Find Your Zone
- Know the Hazards
- Stay Informed
- Make a Plan
- Be a Ready New Yorker
- Show Your Zone

## Know Your Zone Social Media Messaging

In NYC, a lot has changed. Your hurricane evacuation zone has, too. Visit [nyc.gov/knowyourzone](http://nyc.gov/knowyourzone) to find your zone and learn what to do to prepare for hurricanes in NYC. #knowyourzone

Hurricane evacuation zones are changing in NYC. Do you know your zone? Find out at [nyc.gov/knowyourzone](http://nyc.gov/knowyourzone) #knowyourzone

Moved in NYC? Make sure you #knowyourzone and are ready this hurricane season: [nyc.gov/knowyourzone](http://nyc.gov/knowyourzone)

This is your city. Do you know your zone? Find out at [nyc.gov/knowyourzone](http://nyc.gov/knowyourzone) to stay prepared. #knowyourzone

Hurricanes, tropical cyclones, and nor'easters are all different kinds of storms that can affect New York City. Learn the terms, know the hazards, and be prepared by visiting [nyc.gov/knowyourzone](http://nyc.gov/knowyourzone).

It only takes one storm to change everything. Make your plan and know your zone before hurricane season begins. #knowyourzone

Every small business should have an action plan to stay prepared for a hurricane. Find out if your business is in an evacuation zone and get helpful tips to stay in business at [nyc.gov/knowyourzone](http://nyc.gov/knowyourzone).

Notify NYC provides free alerts and updates daily. Get the free app, visit [nyc.gov/notifynyc](http://nyc.gov/notifynyc), call 311, or follow @NotifyNYC on Twitter. #knowyourzone and stay informed.

Make sure you have two emergency contacts — one who lives close by, and one who lives further away — so that you'll be able to stay in touch even if local phone lines are busy during an emergency.

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Pack a Go Bag \*before\* a hurricane strikes and make a stay-at-home kit, too. Find out what you need at [on.nyc.gov/make-a-plan](https://on.nyc.gov/make-a-plan).

Do you know your zone? Then show your zone! Visit [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) to download virtual badges to display your zone on your blog or website.

Include your children in planning for an emergency. Practice your evacuation route together as a family.

New York City is home to more than 8 million people and six hurricane evacuation zones. This hurricane season, find out which zone you live in and take steps to get prepared by visiting [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) or by calling 311. #knowyourzone

Check out the Hurricane Evacuation Zone Finder at [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) to see which evacuation zones you live and work in, and to find your closest evacuation center. #knowyourzone

This Hurricane Preparedness Week, take steps to make sure you and your household are prepared. Get tips and information by visiting [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone).

People with disabilities and access and functional needs need to take extra steps when preparing for hurricane season. Learn how to prepare for your specific needs before disaster strikes at [on.nyc.gov/dafn-prep](https://on.nyc.gov/dafn-prep). #knowyourzone

You may need to adjust any preparedness actions based on the latest health and safety guidelines from the CDC and local officials.

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Pets and service animals are part of the family, too! Pack a Go Bag for them with food, water, a toy, and some favorite treats. If a hurricane forces you to evacuate, pets are welcome at all City evacuation centers. #knowyourzone

Before a hurricane strikes, be sure to have a Go Bag prepared with items like bottled water and nonperishable food items, copies of important documents, a flashlight, and more. Learn more about packing your Go Bag at [on.nyc.gov/make-a-plan](https://on.nyc.gov/make-a-plan).

## National Weather Service's 2021 Hurricane Preparedness Week

- Sunday, May 9: Determine your risk
  - Monday, May 10: Develop an evacuation plan
  - Tuesday, May 11: Assemble disaster supplies
  - Wednesday, May 12: Get an insurance check-up
  - Thursday, May 13: Strengthen your home
  - Friday, May 14: Help your neighbor
  - Saturday, May 15: Complete your written hurricane plan
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- May 9: Determine your risk
    - The Atlantic hurricane season begins in June and ends in November. Get prepared by knowing whether you live or work in a hurricane evacuation zone. Find out by visiting [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) or call 311.
    - New York City has six hurricane evacuation zones. Determine your risk by visiting [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone).
    - In NYC, a lot has changed. Your hurricane evacuation zone has, too. Visit [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) or call 311 to learn what to do to prepare for hurricanes in New York City.
    - Fact: You can still live in a hurricane evacuation zone even if you don't live near the water. No matter where you live, make sure you know your zone before disaster strikes.
    - Use the My Emergency Plan + Hurricanes in New York City guide find tips to prepare for hurricane season. The guide includes a map of the city with highlighted hurricane evacuation zones. Find your zone to stay prepared and determine your risk.
    - Do you know your zone? New York City is home to six hurricane evacuation zones. Visit [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) to find yours.
    - Is your office or workplace located in a hurricane evacuation zone? Plan ahead and find out by visiting [NYC.gov/knowyourzone](https://nyc.gov/knowyourzone) and call 311.
  - May 10: Develop an evacuation plan
    - If you live in one of the six hurricane evacuation zones, plan to stay with friends or family. If you cannot stay with friends or family, use the Hurricane Evacuation Zone Finder, or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115) to identify which evacuation center is most appropriate for you.
    - Use the Ready New York: My Emergency Plan + Hurricanes in New York City guide to create your emergency plan. Adapt the guide to suit your needs, especially if you live in a hurricane evacuation zone.
    - Ask friends or relatives outside your area if you are able to stay with them. Check and see if they have symptoms of COVID-19 or have people in their home at higher risk for serious illness. If they have symptoms or people at higher risk in their home, make other arrangements to stay at another location, such as a hotel or an evacuation center.

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- If you or a member of your household tests positive for COVID-19 and need a place to stay, contact your healthcare provider and they can refer you to the Health + Hospitals Take Care Hotel Program.
  - Once you've made a plan, practice your evacuation route before the Atlantic hurricane season begins.
  - Know what to do before the storm. Evacuate if instructed by emergency officials and stay with friends or family who do not live in the affected area, if possible.
  - Remember: Evacuation information is subject to change. Visit [NYC.gov](https://www.nyc.gov) or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115) for updated information.
  - Many evacuation centers are accessible facilities and provide accommodations for people with disabilities, access and functional needs. Visit [NYC.gov/knowyourzone](https://www.nyc.gov/knowyourzone) or call 311 to find an evacuation center near you.
  - If you must evacuate to an emergency shelter, you will be screened for COVID-19 symptoms.
    - No one will be turned away from an emergency shelter. Those with symptoms will be transferred to a different facility.
    - Emergency shelters have instituted enhanced cleaning protocols in accordance with guidance from the Department of Health and Mental Hygiene.
    - Each emergency shelter will contain an isolation area for anyone who may develop COVID-19 symptoms while sheltering.
  - Practice your evacuation plan with your emergency support network. Make sure to include two meeting places, one near and one far.
- May 11: Assemble disaster supplies
    - Before an emergency, make a Go Bag that includes essential items such as a flashlight, extra food and water, and copies of your important documents, for when you need evacuate your home. Create an emergency supply kit for your home in case you need to shelter in place. Learn more at [on.nyc.gov/make-a-plan](https://on.nyc.gov/make-a-plan).
    - Make sure your important documents, including your insurance policies and IDs are up to date. Make copies and secure any digital copies in a secure, password protected space.
    - Looking to stock up on emergency supplies? Avoid panic-buying and plan ahead. Remember: Not everyone can afford to buy many essentials at a time.
    - Did you know that everyone in your household should have a Go Bag? A Go Bag should be a backpack that includes all of the necessary items you would need to evacuate. Consider packing items that will comfort you and your loved ones during an evacuation. Pack toys and other activities for your child in case of an evacuation. Pack a Go Bag for your pet or service animal, too!
    - People with disabilities and access and functional needs need to take extra steps when preparing for hurricane season. Pack your Go Bag with extra medication, copies of your important documents including prescriptions, and batteries for life-sustaining equipment. Learn more at [on.nyc.gov/dafn-prep](https://on.nyc.gov/dafn-prep).
    - Hurricanes can bring strong winds that can lead to power outages. Charge your cell phone batteries before a hurricane strikes and include an AM/FM hand crank radio in your emergency supply kit.
    - If a storm is expected, keep your phone charged. Consider buying back-up chargers for your devices, too.
    - Your emergency supply kit should have enough food and water to last for your household for up to seven days. It should include items like nonperishable food and a manual can opener, and one gallon of water per person per day.
    - Include items in your emergency supplies that can protect you and others from

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- COVID-19, including hand sanitizer, and face coverings for each person.
- Whether it's before, during, or after a storm, *never* use a generator indoors. The safest place to operate a generator is outside:  
<http://www.takeyourgeneratoroutside.com>
  
- May 12: Get an insurance check-up
  - Hurricanes can damage your property. Make sure you have the right insurance, whether you rent or own. Check out the Ready New York: Reduce Your Risk guide at [on.nyc.gov/reduceyourriskguide](https://on.nyc.gov/reduceyourriskguide) for more information.
  - Most insurance policies do not cover flood and wind damage. Visit [www.floodsmart.gov](https://www.floodsmart.gov) to learn about the National Flood Insurance Program.
  - Coastal storms can damage your home as well as your car. If you own a vehicle, make sure its insurance covers wind and water damage.
  - Disasters don't plan ahead. It takes up to 30 days for your insurance to become active. Visit [www.floodsmart.gov](https://www.floodsmart.gov) or [www.floodhelpny.org](https://www.floodhelpny.org) for more information and resources.
  - It's easy to confuse flood zones with hurricane evacuation zones. Here's what you need to know:
    - Flood zones are used to set flood insurance rates and building regulations.
    - Hurricane evacuation zones are areas of New York City that are most likely to be affected by a coastal storm or hurricane. Residents in these zones may be ordered to evacuate.
  - Take photos of your property and the inside of your home before a hurricane strikes. This will help you with the insurance claim process should your home be damaged from a storm.
  
- May 13: Strengthen your home
  - Strengthen your home before the Atlantic hurricane season begins by installing storm shutters on your home's windows.
  - Keep it clean: Declutter your drains and gutters, and remove debris or garbage that may become projectiles during a storm.
  - Install proper downspout and roof drainage to your home.
  - Before a storm strikes, bring inside loose, lightweight objects, such as lawn furniture and garbage cans. Anchor objects that cannot come inside, such as gas grills or propane tanks.
  - Move valuable items from basements to upper floors. (Basements are vulnerable to flooding.)
  - People who live in high-rise apartment buildings or basement apartments may face special risks from hurricanes — even if they live outside evacuation zone boundaries. If you live in a high-rise building, make sure your windows are closed, stay away from windows in case they break or shatter.

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- May 14: Help your neighbor
  - Check on your neighbors before and after a hurricane.
  - Help your neighbor by becoming a part of their emergency support network. Check on them during emergencies and create a plan together.
  - Keep in touch with your emergency support network:
    - Pick someone near your home that family or friends can call for support during a disaster.
    - Pick an out-of-area contact that family or friends can call if separated during a disaster. If New York City phone circuits are busy, long-distance calls may be easier to make.
  - Work with your neighbors to create an emergency plan together. Help each other prepare for hurricane season. If you have neighbors with disabilities and access or functional needs, ask them if you can help assemble their Go Bags or emergency supply kits.
  - Be a good neighbor this hurricane season (and all year long): check on your neighbors, friends, and relatives, before, during, and after an emergency.
  - Become a member of the Community Emergency Response Team (CERT) program. CERTs are groups of volunteers who help to prepare their neighbors and communities for different types of disasters. Learn more at [NYC.gov/cert](https://www.nyc.gov/cert).
  - You can help your neighbors after a hurricane through Help Now NYC. Visit [NYC.gov/helpnow](https://www.nyc.gov/helpnow) to find ways you can volunteer and give back.
  
- May 15: Complete your written hurricane plan
  - Use the Ready New York: My Emergency Plan to help create a written plan with your family, friends, and support network. Start now at [on.nyc.gov/myplan](https://on.nyc.gov/myplan).
  - Did you know you can create your emergency plan on your phone? Check out the free Ready NYC app for your Apple or Android device and share your plan with your support network and members of your household: [on.nyc.gov/readynycapp](https://on.nyc.gov/readynycapp).
  - Just like your household, your community should have an emergency plan, too. Create a community emergency plan by using the Community Emergency Planning Toolkit, available at [NYC.gov/communitypreparedness](https://www.nyc.gov/communitypreparedness).
  - Subscribe to Notify NYC to receive updates about emergencies and changes to important City services. Information is also available in multiple languages and American Sign Language (ASL).
  - Your written emergency hurricane plan can fit in the palm of your hand. Use the Ready New York pocket guide to outline the steps for your emergency plan and carry it with you: [on.nyc.gov/pocketguide](https://on.nyc.gov/pocketguide).
  - Stay informed on the go! Get the free Notify NYC app for your Apple or Android device before disaster strikes. The Notify NYC mobile application gives up-to-the-minute information about emergencies and planned events in New York City.