READY NEW YORK

MY EMERGENCY PLAN

NYC
Mayor Bill de Blasio

Emergency Management
Commissioner
Joseph J. Esposito

Department for the Aging
Commissioner
Donna M. Corrado

Mayor's Office for People with Disabilities
Commissioner
Victor Calise

APPROVED
Ready

MY INFORMATION

Please print. If viewing as a PDF, click on the highlighted areas to type in the information.

Name:	
Address:	
Day Phone:	
Evening Phone:	
Cell Phone:	
Email:	

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 falls in the home to house fires to hurricanes. Use this guide now to list what you might need during an emergency.

Please fill out the sections that apply to you and your needs.

CREATE AN EMERGENCY SUPPORT NETWORK

Don't go through an emergency alone. Ask at least two people to be in your emergency support network – family members, friends, neighbors, caregivers, coworkers, or members of community groups. Remember, you can help and provide comfort to each other in emergencies.

Your network should:

- Stay in contact during an emergency.
- Know where to find your emergency supplies.
- Know how to operate your medical equipment or help move you to safety in an emergency.

Emergency support network contacts:

Name/Relationship:	
Phone (home/work/cell):	
Email:	
Name/Relationship:	
Phone (home/work/cell):	
Email:	

Pick an out-of-area 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-area contact can help you communicate with those in your network.

Out-of-area contact:

Name/Relationship:	
Phone (home/work/cell):	
Email:	

Health & Medical Information

Make a plan that best suits your needs. Speak to your doctor(s), pharmacist, and other healthcare providers about your specific needs and how to meet them during an emergency.

Make a photocopy of your emergency contacts and health information. Keep it in your wallet or purse at all times.

Important health and life-saving information:

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

DEVELOP A PLAN (CONTINUED)

Public health emergencies can range from extreme heat to disease outbreaks. These hazards can affect everyone. In the event of a health emergency:

- Stay home if you are feeling sick.
- If you have severe or worsening symptoms, go immediately to a hospital emergency room or call 911.
- Frequently wash hands with soap or an alcohol-based cleaner.
- Tune in to local TV and radio for health officials' announcements.
- During extreme heat, the City will open cooling centers. Visit NYC.gov or contact 311 to locate one near you when they are open.

For more information about ways to stay healthy and safe, visit the NYC Department of Health and Mental Hygiene online at NYC.gov/health, or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115). Report a health emergency by calling 911.

Communicate

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, service disruptions or confusion. Your emergency plan should include different ways you can communicate with others.

- If you are Deaf or hard of hearing, practice alternate ways to communicate your needs, such as 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.

Communicate With Others

Write down short phrases that can help you in an emergency. Prewritten cards or text messages can help you share information with your support network or emergency responders during a stressful or uncomfortable situation. You may not have much time to get your message across. Phrases can include:

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

The phrases you write down in advance should apply to emergencies in and outside your home. Be sure to keep it with you at all times. If you have difficulty, ask family, friends, or caregivers to help.

Below is space for you to write your own phrases:

KNOW HOW TO EVACUATE

Meeting Places

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.

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

Meeting place close to home:	
Address:	
Meeting place outside neighborhood:	
Address:	
Local police precinct:	
Phone and address:	

- Evacuate immediately if your life is in danger.
- Evacuate immediately if you smell gas, or see smoke or fire.
- Call 911 if you need emergency assistance.
- Remember to tune in to local radio and TV stations, access NYC.gov, or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115) for the latest emergency information.

Know Where You Will Stay

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):	
Email:	
Name/Relationship:	
Address:	
Phone (home/work/cell):	
Email:	

Practice evacuating regularly with members of your household (including with your pets and service animals) and consider different situations you may face, such as blocked paths or exits.

All residents of fireproof buildings are urged to do the following in case of fire:

If the fire is in your apartment:

- Leave immediately and close the door behind you.
- Call 911 once you are out of the apartment.

If the fire is not in your apartment:

- Stay in your apartment. Buildings higher than seven floors are fireproof.
- Call 911; let the operator know you are there. The FDNY will come to your apartment.
- Keep your door closed. If smoke is coming into your apartment, put a wet towel below your door.

KNOW HOW TO EVACUATE (CONTINUED)

Transportation

Be prepared to make other transportation plans if your subway, bus, etc., or other transportation modes are not running. Sign up for Notify NYC, the City of New York's free, official emergency communications program, for information about emergency events and changes to important City services, including transit disruptions.

Alternate Bus:	
Alternate Subway/Train:	
Other:	
I will call (friend):	
Phone (home/work/cell):	
Taxi service:	
Phone:	

Remember: if you need to evacuate your home during an emergency and need assistance, please call 911.

During a coastal storm or hurricane, an evacuation order may be issued for those living in hurricane evacuation zones. Find out if you live in a hurricane evacuation zone by visiting the Hurricane Evacuation Zone Finder at NYC.gov/knowyourzone or calling 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115).

If the City issues an evacuation order, evacuate as directed. Allow additional travel time and consider your needs. People with disabilities or other access or functional needs who have no other options to evacuate safely can request transportation assistance by calling 311. Depending on your need, you will either be taken to:

- An accessible evacuation center in an accessible vehicle, OR
- A hospital outside of the evacuation zone via ambulance.

You will not be able to request transportation to a specific address.

Evacuate early if you rely on elevators to get out of your building. Elevators may be out of service and may not be available at all times.

I live in zone:	
I work in zone:	

Sheltering

If an emergency requires you to evacuate or prevents you from staying at home, consider going to a hotel, a friend or relative's home or a shelter.

Emergency shelters will be set up in schools, City buildings, and places of worship. Shelters provide basic food, water and supplies. Be prepared to bring items that you may need, including special equipment (e.g., oxygen, mobility aids, batteries, etc.). Family members or members of your emergency support network can come with you to a shelter.

If you are a pet owner, shelter your pet at a kennel or with friends or relatives outside the evacuation area. If you are unable to do so, pets are allowed at all City shelters. Please bring supplies to care for your pet, including food, leashes, a carrier, and medication. Bring supplies to clean up after your animal. Only legal pets will be allowed. Service animals are always allowed. For more information on pet emergency planning, please review Ready New York: My Pet's Emergency Plan.

Shelters are subject to change depending on the emergency. To find a shelter near you, call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115).

PACK A GO BAG

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:

- ☐ Bottled water and nonperishable food, such as granola bars
- ☐ 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, hand-crank or 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
- ☐ Back-up medical equipment (e.g., glasses, batteries) and chargers
- ☐ 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)
- ☐ Portable cell phone chargers
- ☐ Other personal items:

FIRST AID KIT
COMPACT SIZE

TOOTH PASTE

GRANOLA BAR

PASSPORT
United States of America

FIVE DOLLARS
ONE DOLLAR

BATTERY
BATTERY

READY NEW YORK
MY
EMERGENCY
PLAN

WARNING

HIGH SENSITIVITY RECEIVER

PUT TOGETHER AN EMERGENCY SUPPLY KIT

In some emergencies, like winter storms and heat waves, you may have to stay at home. An emergency supply kit should have enough supplies for up to seven 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
- ☐ First-aid kit
- ☐ Medications, including a list of the medications you take, why you take them, and their dosages
- ☐ Flashlight or battery-powered lantern, battery-operated AM/FM radio, and extra batteries, or wind-up radios that do not require batteries
- ☐ Glow sticks
- ☐ Whistle or bell
- ☐ Back-up medical equipment, if possible (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:

Consider adding items that you may need for emergencies like winter storms and heat waves.

Winter weather supplies:

- ☐ Blankets, sleeping bags, extra newspapers for insulation
- ☐ Extra mittens, socks, scarves and hat, raingear and extra clothes
- ☐ Other items:

Hot weather supplies:

- ☐ Light, loose clothing
- ☐ Sunscreen (at least SPF 15)
- ☐ Emergency meal preparation supplies in case of a power outage, such as disposable plates, cups, and utensils

If you have a vehicle, consider making an in-car emergency supply kit that includes:

- ☐ Sack of sand or kitty litter for gaining traction under wheels, and a small shovel
- ☐ Set of tire chains or traction mats
- ☐ Working jack and lug wrench, spare tire
- ☐ Windshield scraper and broom
- ☐ Small tools (pliers, wrench, screwdriver)
- ☐ Booster cables
- ☐ Brightly colored cloth to use as a flag, and flares or reflective triangles

PUT TOGETHER AN EMERGENCY SUPPLY KIT (CONTINUED)

PUT TOGETHER AN EMERGENCY SUPPLY KIT (CONTINUED)

Special Considerations

- Consider adding items to your emergency supplies that best suit your needs, including dietary and medical needs.
- If you rely on electric medical equipment, contact your medical supply company for information about a back-up source of power.
- If you depend on power for life-sustaining equipment, ask your utility company if your electric-powered medical equipment qualifies you to be listed as a life-sustaining equipment customer. While registering is an important step, you should have a back-up source of power, such as a battery or oxygen tank that does not require electricity.
- If you rely on oxygen, talk to your oxygen supplier about emergency replacements.
- If you receive critical treatments, such as dialysis or chemotherapy, talk to your provider about how you can continue to receive these treatments during an emergency.

New Yorkers should always remain alert and be prepared for the unexpected. In the event that a terrorist attack takes place, it is important to take the following steps to protect yourself.

Listen to emergency officials for instructions on whether to evacuate or stay in place:

- If you are asked to evacuate, get out as quickly as possible. Stay low to the floor if you can. If you are riding on mass transit such as a bus, subway or train and are told to evacuate, remember to listen to the instructions given by crews or other emergency responders.
- If you are asked to stay where you are or "shelter in place," do not leave until you are told to do so. Lock doors, seal windows, air vents, and fireplace dampers.

Be Alert and Take Action

Always be aware of your surroundings. If you notice anything out of the ordinary, do not keep it to yourself; be sure to report it.

- If you see or hear any suspicious activity, call 1-888-NYC-SAFE (1-888-692-7233) or call 911.
- If you see luggage or bags left alone on MTA buses and subways or in public areas, notify the MTA or NYPD.
- If you receive suspicious mail, do not touch it. Report it to the NYPD or call 911. If you have handled the package, wash your hands with soap and water immediately.

For more information, visit NYC.gov/plannow.

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

GET INFORMED

NEW YORK CITY RESOURCES

Unless otherwise noted, call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115), or use NYC.gov to contact City agencies.

NYC Emergency Management
NYC.gov/emergencymanagement

NYC Emergency Management Outreach & Engagement Resources
Ready New York – request materials and presentations
NYC.gov/readyny

NYC Citizen Corps – receive community planning resources and information
NYC.gov/citizencorps

NYC CERT – get trained as a community emergency volunteer
NYC.gov/cert

Partners in Preparedness – make sure your business is prepared
NYC.gov/partnersinpreparedness

Hurricane Evacuation Zone Finder
NYC.gov/knowyourzone

NYC Department for the Aging
NYC.gov/aging

Mayor's Office for People with Disabilities
NYC.gov/mopd

STAY INFORMED

NYC Emergency Management on Facebook and Twitter
www.facebook.com/NYCemergencymanagement
@nycoem

Notify NYC – get free emergency alerts
Get notifications that matter most to you.
Register by visiting NYC.gov/notifynyc, calling 311, or following @NotifyNYC on Twitter

Advance Warning System
For organizations that serve people with disabilities or others with access and functional needs
www.advancewarningsystemnyc.org

UTILITIES

Con Edison
1-800-75-CONED, (800-752-6633),
(TTY: 800-642-2308)
www.coned.com

Public Service Electric and Gas Company - Long Island (PSEG LI)
1-800-490-0025, (TTY: 631-755-6660)
www.psegliny.com

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

GET INFORMED (CONTINUED)

NONPROFIT SERVICE PROVIDERS

American Red Cross in Greater New York
877-RED-CROSS (877-733-2767)
www.nyredcross.org

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: 1-800-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.

NYC Emergency Management would like to thank the Access and Functional Needs Advisory Group members for their hard work on this project.

GET NOTIFIED!

Sign up now for FREE for the City's official emergency notification system at **NYC.gov**, by calling **311**, or by following **@NotifyNYC**.

☐ **I signed up for Notify NYC**

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

ARABIC
للحصول على نسخة من هذا الدليل باللغة الانجليزية اتصل بـ 311 (معوقي السمع: 212-504-4115) أو قم بزيارة NYC.gov/readyny

BENGALI
এই সহায়িকার একটি বাংলা প্রতিলিপি পেতে হলে, 311 (TTY: 212-504-4115) নম্বরে ফোন করুন অথবা NYC.gov/readyny দেখুন।

CHINESE
如欲索取中文版的指南，請致電311 (TTY: 212-504-4115) 或訪問NYC.gov/readyny。

ENGLISH
Call 311 or visit NYC.gov/readyny for copies of this guide in English.

FRENCH
Pour obtenir une copie en français de ce guide, appelez le 311 (TTY: 212-504-4115) ou visitez le site NYC.gov/readyny.

HAITIAN CREOLE
Pou jwenn yon kopi gid sa a nan lang Kreyòl Ayisyen, rele 311 (TTY: 212-504-4115) oswa ale nan sitwèb NYC.gov/readyny.

ITALIAN
Per ottenere una copia di questa guida in italiano, telefonare al numero 311 (TTY: 212-504-4115) o visitare il sito NYC.gov/readyny.

KOREAN
본 안내서의 한국어 사본을 받으시려면, 311 (TTY: 212-504-4115)로 전화하시거나 NYC.gov/readyny를 방문하십시오.

POLISH
W celu otrzymania polskiej kopii niniejszego przewodnika, należy zadzwonić pod nr 311 (nr dla osób z upośledzeniem słuchu: 212-504-4115) lub zajrzeć na stronę internetową NYC.gov/readyny.

RUSSIAN
Для того чтобы получить данную брошюру на русском языке, позвоните по телефону 311 (TTY: 212-504-4115) или посетите веб-сайт NYC.gov/readyny.

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

URDU
اس ہدایت نامے کی انگریزی کاپی حاصل کریں، 311 (TTY: 212-504-4115) پر کال کریں یا NYC.gov/readyny دیکھیں۔

YIDDISH
צו ערהאלטן א אידישע קאפיע פון דעם וועגווייזער, רופט 311 (TTY: 212-504-4115) אדער באזוכט NYC.gov/readyny.

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