

# HOME GUIDE TO EMERGENCY PREPAREDNESS for Seniors and People with Disabilities



## Preparing a Plan for Emergency Events

Dear Manchester resident:

Every citizen of Manchester should understand what to do if an emergency event occurs in our community. Your safety depends on being alert, knowing what to do, when to stay in your home and when to go to a shelter, what to do with your family pet, and how to get up-to-date information on the emergency.

There are many emergencies that can impact Manchester. The most common are winter storms, power outages, flooding and hazardous materials incidents. Every emergency including very serious ones, such as terrorist acts and plane crashes, involve the same basic planning for your protection. Manchester's Emergency Operations Plan provides information on what action will be taken by town officials to ensure your safety.

If you have any questions, I can be reached at Fire Station 2, (next to Town Hall) at 647-3266 or by e-mail to the Office of Emergency Management at [benyedap@ci.manchester.ct.us](mailto:benyedap@ci.manchester.ct.us).

Sincerely,

*Thomas G. Weber*

Fire Chief Thomas G. Weber

Director of Emergency Management

## Important Telephone Numbers

Emergencies: 911  
Police routine: 645-5500  
Fire routine: 647-3266  
Fire Marshal's Office: 647-3267  
Power outages: 947-2000  
Public Health problems: 647-3173  
Customer Service and Information Center: 647-5235  
Elderly and Family Services: 647-3096  
Senior Center, 549 East Middle Turnpike: 647-3211

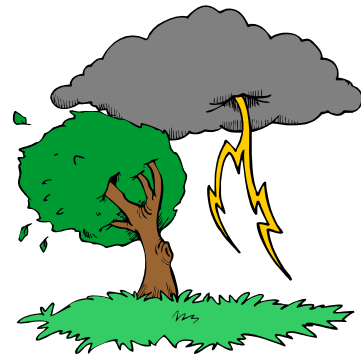
Emergencies can be frightening - no one likes to feel they have lost control of their environment. This information is designed to help you cope. We hope you will use the tips in the following pages to prepare yourself just in case an emergency does happen.

Being prepared for an emergency makes it possible for you to take control and stay safe! Emergencies can be natural, technological or man-made.

*Natural Emergency* includes severe weather conditions such as heat waves, hurricanes, severe rain or snow storms.

*Technological Emergency* include utility disruptions such as phone or power outages or water main breaks.

*Manmade Emergency* includes transportation accidents or terror attacks.



Being prepared for an emergency takes planning. Take the time to work out a plan that fits your needs and that is simple for you to implement. There is advance warning about weather-related emergencies but we cannot predict emergency situations such as water main breaks, blackouts or terror attacks. Everyone must be prepared for any of these emergencies.

## Manchester's Emergency Operations Plan

In the event of a town-wide emergency, police, fire and emergency medical personnel will be recalled to duty to provide for your protection. Also, public health, Manchester Memorial Hospital, emergency planners, public works, transportation, schools and volunteer organizations will be mobilized to carry out their missions.

Even though Manchester has emergency plans, each individual must be responsible for their own safety as best as they can. Every person must do their best to protect themselves and their families. Some seniors and people with disabilities may wish to enlist someone to help develop the emergency plan.

## **YOUR PERSONAL EMERGENCY PLAN**

This information is designed to help you develop a personal emergency plan.

Listen to the TV and radio for the latest information. If you are not able to do this, then have a friend or neighbor relay the information to you.

You will be advised of the nature of the emergency and the steps you need to take to ensure your safety. This information will be broadcast over radio stations: WTIC-AM (1080 AM), WTIC-FM (96.5), WRCH-FM (100.5) and WZMX-FM (93.7), as well as cable television channel 14.

### **STEP ONE: BE IN THE KNOW**

Your plan should include a communication system with designated friends and/or family members. Everyone needs to know what to do, who to call, and where to go during emergencies.

### **STEP TWO: DEVELOP A PERSONAL EMERGENCY PLAN AT HOME:**

Develop a personal emergency plan for each place where you spend time – at home, work, school and in the community.

If you have a home care attendant, include them in developing the plan.

Check with your home care agency to see how their plans will effect you. Be sure to include pets in your planning.

### **AT HOME**

Every home should have a survival kit. It should include:

- toiletries
- flashlight with extra batteries
- portable radio with extra batteries
- first aid kit
- a 5-7 day supply of prescription medications
- non-perishable foods (canned or packaged)
- hand operated can opener
- water (1 gal. per person per day, for 5-7 days)
- childcare items (diapers, food/formula, etc.)
- portable cooler with ice
- cash, credit cards, checkbook, ATM cards
- auxiliary medical equipment (oxygen, medication, scooter battery, hearing aids, mobility aids, etc.)
- medical alert bracelet
- include provisions for service animals, food and extra water
- blanket
- hat

### Home Delivered Meals:

Check with your home-delivered meal provider for information about deliveries and always have some non-perishable food at home in case meal deliveries are suspended. Remember to inspect the expiration dates of the non-perishables you keep for emergencies and replace items as needed.

### Medical Needs:

Be sure to have a continued care plan with your doctor that includes emergency prescription refills. If you receive dialysis or other medical treatments, find out your provider's emergency plan.



### Vial of Life:

The Vial of Life Program is a medical information tool used by all Emergency Care Providers, from the Fire and Police Departments and Ambulance Service to the Hospital's Emergency Department staff. This program makes valuable medical information available to personnel at times of emergency. Should an Emergency Care Provider need it the information becomes available even if the patient is unable to respond to the EMTs.

#### Information provided by this program includes:

Name, Address, Phone number, Date of Birth, Church Affiliation, Insurance and Billing information, Emergency Contacts, Physician's Name, Medical History and a list of all medications taken and any allergies.

#### Contents:

The program consists of an information card in a large medication vial. The vial is kept in the refrigerator on the top shelf. There is a magnet that goes on the refrigerator door to advise the Emergency Medical Technicians (EMTs) of the vials presence.

For more information on the Vial of Life Program contact the Manchester Fire-Rescue-EMS Department. (860) 647-3266



## **AT WORK:**

The place where you work should have an emergency plan that includes evacuation. Find out where the evacuation routes are and what emergency policies and procedures are in place. Floor marshals are people assigned to implement any plan. Let the floor marshals know what special assistance you may need in an emergency.

- Make yourself familiar with the evacuation plan.
- Have a “buddy” if you need assistance in evacuating a building.
- Be sure that the evacuation drills are practiced, and that you are evacuated along with everyone else.

## **AT SCHOOL:**

Schools should also have an emergency plan in place. Ask the school’s administration and become familiar with the plan. Make sure they are aware of any needs you or your child may have.

### **Practice and Review the Emergency Plan**

The most important step in knowing evacuation procedures in case of an emergency, is to practice the evacuation plan. You should practice the plan at least 2-3 times a year. If you have a home care attendant, include them. If you have a service animal, involve them.

Adjust your plan as necessary, such as making sure all phone numbers are up to date, and that the medication in your emergency kit has not expired or changed. If your area must evacuate, your first plan should always be with friends or family.

### **Manchester Senior Center**

Depending on the emergency, the Senior Center may adjust hours of operation. For example, in a heat emergency the center may stay open longer. During the snow it may close early since it may be dangerous to travel.

## **STEP THREE: BE PREPARED FOR EVACUATION**

If evacuation is ordered, you will be advised where to go and what to bring. In many cases, "sheltering in place" (your home or place of employment) will be the safest method. Consider going to a friend's or relative's house before going to a shelter. Persons with severe medical conditions are advised to shelter in place, if possible. Manchester Senior Center is used for small emergencies and Manchester High School would be used for large disasters.

When Leaving your Home in an Emergency: Before you leave your home, remember to do the following as they apply to your circumstances:

- Have the home survival kit packed and ready to go. *A backpack or suitcase with wheels makes travel easier.*

- Bring important papers such as valid identification with address, doctor information and list of current medications.
- Extra clothing for each family member.
- Hard soled shoes.
- Turn off the electricity at the main switch.
- Leave natural gas on, unless otherwise advised.
- Secure all windows, patio furniture and loose items outside of your house.
- Top off the gas tank in your car.
- Let friends and relatives know where you are going.
- Set-up a communication system with a designated friend or relative both in your area and outside your region.
- Bring a cell phone with charger.
- Get to the nearest shelter or area of refuge and leave as soon as instructed. **DO NOT** wait.

#### **Service Animals and Pet Safety:**

- Service animals are allowed into Emergency Shelters; pets are not.
- Service animals can be identified by at least one of the following methods: (1) identification card issued by the agency providing the service animal, (2) identification tag on the animal or (3) readily identifiable harness worn by the animal.
- Be sure the animal has proof of up to date vaccinations and veterinarian contact information.
- Do not leave any animal outside or tied up.
- Check ahead with pet shelters and animal hospitals to see if they house animals in emergencies.
- Have a carrier and leash.
- Store extra food and cat litter.
- If taking a service animal to a shelter, bring their food, medicines, water bowl and plastic waste bags.
- For more information on how to protect your pets in a disaster, visit the Manchester Office of Emergency Management Web site (<http://www.ci.manchester.ct.us/OEM/Default.htm>) click on "**Pets and Disaster, Be Prepared**".

#### **STEP FOUR: PRACTICE MAKES PERFECT**

Finally, practice and review your emergency plan. You should practice the plan at least two to three times a year. If you have a home care attendant, include him or her, if you have a service animal, make sure they are involved.

## **STEP FIVE: ADDITIONAL INFORMATION**

For more information on emergency preparedness and disaster information, access the following organizations via the Internet:

Manchester Office of Emergency Management:

Website - [www.ci.manchester.ct.us/OEM/Default.htm](http://www.ci.manchester.ct.us/OEM/Default.htm)

American Red Cross: Website – [www.redcross.org](http://www.redcross.org)

Federal Emergency Management Agency (FEMA): Website – [www.fema.gov](http://www.fema.gov)

National Hurricane Center: Website – [www.nhc.noaa.gov](http://www.nhc.noaa.gov)

Eastern Paralyzed Veterans Association: Website – [www.epva.org](http://www.epva.org)

National Organization on Disability: Website – [www.nod.org](http://www.nod.org)

**Being prepared makes it possible for you to take control and be safe.**

The Town of Manchester is a member of the Capitol Region Emergency Planning Committee and interacts with the Regional Disaster Plan, State Disaster Plan, and the Federal Response Plan.

Town of Manchester, Office of Emergency Management  
75 Center Street  
Manchester, CT 06040  
860-647-5259