

# Making a family Emergency Plan

Your family may not be together when disaster strikes, so it is important to plan in advance: how you will contact one another; how you will get back together; and what you will do in different situations.

- Identify an **out-of town contact**. It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members
- Be sure every member of your family **knows the phone number** and has a cell phone, **coins**, or a **prepaid phone card** to call the emergency contact.
- Teach family members how to use text messaging (also known as SMS or Short Message Service). Text messages can often get around network disruptions when a phone call might not be able to get through.
- Subscribe to **alert services**. Many communities now have systems that will send instant text alerts or emails to let you know about bad weather, road closings, local emergencies, etc.

ALERTWorcester

The City of Worcester's emergency notifications system, ALERTWorcester, allows the city to alert you to an emergency in your area. ALERTWorcester uses listed phone numbers. You may also enter additional modes of communication in order to best contact you, such as cell phones, business phones, and email. The information you enter is protected and will not be used for any other purpose. To sign up, go to: [www.worcesterma.gov/911](http://www.worcesterma.gov/911)

## What you should know about: ALL-HAZARDS EMERGENCIES

All-hazard emergencies covers everything from natural disasters, terrorist attacks, technological hazards, and anything that can affect a large number of people.

As we saw from Hurricane Katrina in the Gulf Coast, we need to be prepared to deal with many aspects of a natural disaster. Power might go out, there might be flooding, communications might go down—any number of things can go wrong in a disaster.

You need to prepare your family to handle such events. In an emergency, response might not be immediate, so you need to prepare to sustain yourselves for at least 3 days. This brochure contains information on what your family should keep aside in case of an emergency, a list of numbers to call, and tips on making an evacuation plan. In addition, there are radio stations and TV stations that will give important information during an emergency, such as where to go, if there are shelters open and what you will need to do to stay safe.

Please take the time to go over this brochure with your family, and take the necessary steps to prepare your loved ones.

Emergency Preparedness information was put together and sponsored by the Worcester Emergency Management Division.



# Worcester Citizen's Guide to Emergency Preparedness



The city of Worcester is working hard to prepare for an emergency—you and your family can meet them halfway by following the simple steps outlined in this brochure.

City of Worcester  
Department of Emergency Communications  
Division of Emergency Management  
50 Skyline Drive  
Phone: (508)799-1840

## Local Information:

Hospitals:  
St. Vincent Hospital at Worcester  
Medical Center  
123 Summer St.  
508-363-5000



UMass Memorial Medical Center  
Memorial Campus - 119 Belmont Street  
University Campus - 55 Lake Avenue North  
Tel: 508-334-1000

Worcester Police Department  
9-11 Lincoln Square  
(508) 799-8606

Worcester Fire Department  
141 Grove St.  
(508) 799-1816

Department of Public Works  
30 East Worcester St.  
(508)929-1300

**In an emergency, dial 9-1-1 for fire, medical or police**

For more information, please visit:

[www.worcesterma.gov/emergency-communications/emergency-management](http://www.worcesterma.gov/emergency-communications/emergency-management)

[www.fema.gov](http://www.fema.gov)

[www.redcross.org](http://www.redcross.org)

[www.ready.gov](http://www.ready.gov)

[www.mass.gov/mema](http://www.mass.gov/mema)

[www.citizencorps.gov](http://www.citizencorps.gov)

[www.mass211.org](http://www.mass211.org)



## Quick Checklist

- A supply of water (one gallon per person per day). Store water in sealed, unbreakable containers. Identify the storage date and replace every six months.
- A supply of non-perishable packaged or canned food and a non-electric can opener.
- A change of clothing, rain gear and sturdy shoes.
- Blankets or sleeping bags.
- A first aid kit and prescription medications, with a list of physicians.
- A battery-powered radio, flashlight and plenty of extra batteries.
- A cell phone with a battery charger
- A list of important family information; the style and serial number

### Personal Emergency Contact List:

**Out of area contact**-Name: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
**Nearest Relative**-Name: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
**Primary Care Physician**-Name: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
**Family Medical Information:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## WHAT YOU CAN DO

### Prepare an Emergency Kit Keep in a safe, accessible spot in your home.

#### Food & Water

- Water: 1 gallon/person
- Non-Perishables: cans, granola bars etc.
- Manual can opener

#### Bedding & Clothing

- Change of clothes
- Sleeping bag



#### Fuel & Lighting

- Flashlight
- Radio (look for hand-cranked)
- Extra batteries
- Prescription medication for 3 days



#### Equipment

- Mess kit: dishes, plates, cups and utensils
- Metal drinking cup
- Pocket knife/multi-purpose tool
- Map of area
- Games and books

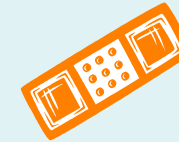
### Important Documents: Keep in fire-safe box



- Wills, birth certificates, insurance information, medications/ equipment information.

#### Miscellaneous

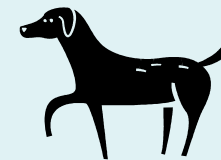
- Emergency contact list both in-state and out-of-state.



#### First Aid Kit

- Sterile gauze pads
- Hand sanitizer and hand wipes
- Adhesive Bandages of various sizes
- 2” Adhesive tape
- Antibacterial ointment
- Cold packs
- Scissors and tweezers

#### Planning for pets:



- Make sure you pet’s ID tags are current.
- Update your pet’s immunization cards
- Make a list of your pet’s medications
- Have your pet’s first aid kit ready
- Pack at least 2 travel bowls
- Pack a picture of your pets in case you get separated
- Get a safety harness and leash

### For those with disabilities:

- Create a support network in your community
- Tell others where your emergency materials are stored
- Give a member of your support network a copy of your house key
- Contact your community’s emergency management office; they may have additional procedures for those with disabilities
- Wear your medical alert tags/bracelets to help identify your needs
- If you are dependent on dialysis or other life sustaining treatment, know the location and availability of more than one facility
- Teach others how to operate necessary medical equipment



For more information on Emergency Preparedness for people with disabilities, please visit [www.nod.org](http://www.nod.org) and follow the links for “Emergency Preparedness”

### What to discuss with your Family

- Plan how to evacuate or signal for help
- Plan emergency procedures with home health care agency/workers or other care takers
- Tell others where your emergency materials are stored
- Teach others how to operate necessary medical equipment
- Know where your household utility shut-offs are so they can be turned off if needed
- Teach your children how and when to use 911
  - Plan where your family will meet
  - Be familiar with evacuation routes
- Plan what you will do if you cannot use your car
- In the event of an evacuation
  - Take pets, but remember that pets may not be allowed in shelters—plan accordingly
  - If possible, contact other friends or family of your evacuation
  - Leave a note with information on who is with you, where you are going and how to contact you.
  - Check with neighbors to see if they need assistance