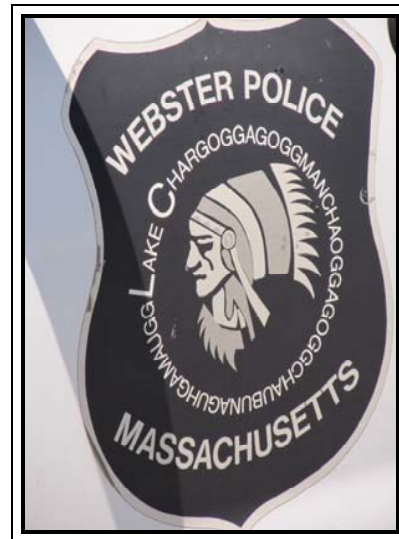




# Town of Webster

## EMERGENCY PREPAREDNESS HANDBOOK



# FAMILY CONTACT INFORMATION

### OUT OF AREA CONTACT

Name.....  
 Address.....  
 .....  
 Phone # (day) .....  
 Phone # (night) .....  
 Cell # .....

### SCHOOLS

Address.....  
 Phone # .....  
 Address .....  
 Phone # .....

### LOCAL CONTACT

Address .....  
 .....  
 Phone # (day) .....  
 Phone # (night) .....  
 Cell # .....

### UTILITIES

Power Outages and Emergencies  
 Phone: 1-800-465-1212

Water (Public) ..... 508-949-3865  
 Oil .....  
 Telephone .....  
 Cable TV .....  
 Internet Provider .....

### NEAREST RELATIVE

Name .....  
 Address .....  
 .....  
 Phone # (day) .....  
 Phone # (night) .....  
 Cell # .....

### OTHER IMPORTANT INFORMATION

Emergency ..... 911  
 Town Clerk Office.....508-949-3800  
 Police .....508-943-1212  
 Fire .....508-943-3875  
 Health Department .....508-949-3800

### FAMILY WORK NUMBERS

Father .....  
 Mother .....  
 Other .....  
 Other .....  
 Other .....

Doctor .....  
 Pharmacist .....  
 Medical Insurer .....  
 Medical Insurance No. ....  
 Home Insurance .....  
 Auto Insurance .....  
 MASS 2-1-1 Information .....2-1-1  
 Hearing Impaired .....7-1-1

Town of Webster Website:

<http://www.webster-ma.gov>

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## Introduction

Dear Webster Resident:

In a continuing effort to provide meaningful and user-friendly documents to residents, I am pleased to present the Town of Webster's first edition Emergency Preparedness Handbook.

This handbook has been designed to provide you with important information to assist in planning for and making proactive decisions and plans to prepare you in the event of an emergency situation. It can be used as a reference resource or as a step-by-step manual. The focus of the content is on how to develop, practice, and maintain emergency plans that reflect what must be done before, during, and after a disaster to protect people and their property. Also included is information on how to assemble an emergency supply kit that contains the food, water, medications and other supplies in sufficient quantity for individuals and their families to survive following a disaster in the event they must rely on their own resources.

Please review the information with your family, and any others whom you may be relying on in the case of an emergency situation such as day care providers, neighbors or out-of-town emergency contacts. Keep this handbook with your emergency supply kit and review it periodically to keep information current.

It is our hope that all Webster residents take a proactive approach to family Emergency Planning to ensure that families are safe and can properly respond in the event of an emergency situation.



## Hazards Facing Our Community

The Massachusetts Emergency Management Agency (MEMA) is prepared to coordinate a statewide response to any of the following natural or man-made hazards that may face the Commonwealth. Below is a list of possible hazards that our community may face.

### Floods



### Thunderstorms



### Tornadoes



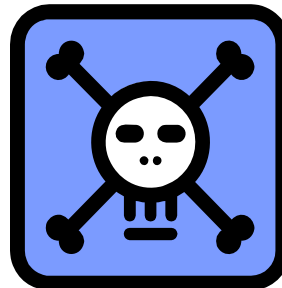
### Winter Storms



### Hurricanes



### Hazardous Material



## CREATE A PLAN

### BE SURE TO:

- Assure that your entire family knows and understands your plan.
- Talk about how you will reach each other in different emergencies.
- Think about making an out-of-town family member or friend a point of contact should you get separated for any reason.

## PREPARE A DISASTER KIT

Every family should have an “All Hazards” Disaster Supply Kit. Below are some suggestions of items that you may want to include in your kit. Keep items in a waterproof, portable container. Every kit will differ, depending upon what items your family considers essential. Check expiration dates on items and rotate on a regular basis.

### 72 Hour Kit

- 1-2 Gallons of water per person, per day should be stored for sanitation and drinking
- Survival Candle
- Waterproof matches
- Blanket
- Sleeping Bag
- Emergency reflective blanket
- Lightweight stove and fuel
- Hand and body warm packs
- Poncho

- Flashlight with batteries
- Light Stick
- Pocket Knife
- Shovel
- Hatchet or Axe
- Sewing kit
- 50-foot nylon rope
- First Aid
- Communications
- Radio with batteries or radio with alternate power sources
- Whistle with neck cord
- Duct Tape
- Plastic Sheeting
- Medicines
- Personal Comfort kit (include soap, toothbrush and gel, comb, tissue) sanitary napkins, razor), and other needed items
- Extra clothing
- Chlorinated Bleach
- Money. At least \$50 in small bills in your kit. Be sure to include quarters and dimes for phone calls
- Stress Relievers – Games, books, hard candy, inspirational reading. For children: small toys, paper and pen, favorite security items
- Copies of documents important to your family (such as birth certificates, marriage licenses, wills, insurance forms), phone numbers you might need, credit card information
- Canned goods and nonperishable foods

**Additional items**

- Extra food
- Extra batteries
- Camp stove mess kits and other cooking equipment
- Insect repellent, Sun block

**SOURCES OF INFORMATION**

It is important to stay calm during an emergency.

In the case of an actual emergency the Town of Webster will make available information to all residents through the following media:

**Town-wide Emergency Notification System – Reverse 911**

This is a phone based notification system that allows the Town to contact residents and notify them of an emergency situation in a relatively quick time frame.

**Webster Cable Access Channels: Channel 11, 12 & 13**

**Local Television Stations: WBZ Channel 4  
WCVB Channel 5  
WHDH Channel 7  
WFXT Channel 25**

**Local Radio Stations: WTAG AM 580  
WSRS FM 96.1**

**Local Newspapers: Telegram & Gazette  
Webster Times  
The Patriot**

**Webster Council on Aging 508-949-3845**

**NOAA Weather Radio Frequencies (for warnings/alerts)  
Worcester (162.550) Boston (162.475) Providence (162.400)**

## **FAMILY EMERGENCY COMMUNICATIONS PLAN**

Develop a Family Emergency Communications Plan in case family members are separated from one another during an emergency (a real possibility during the day when adults are at work and children are at school). This plan should also address reuniting after the immediate crisis has passed.

Ask an out-of-state relative or a friend to serve as the Family Emergency Communications Plan contact person. During and immediately after a disaster occurs, it is often easier to access a long distance telephone number than a local one. So calling outside a disaster area is usually easier than calling into or within the same area.

Make sure everyone knows the name, address and telephone number of the Family Emergency Communications Plan contact person.

Designate two meeting areas for family members – one within your community (your primary location), and one outside of your community (your alternate location). Sometimes an emergency could impact your neighborhood or small section of the community, so a second location outside of your community would be more accessible to all family members.

Be familiar with the Emergency Plans at your children's school as well as your place of business.

A Family Emergency Communications Plan can help reassure everyone's safety and minimize the stress associated with emergencies.

## **EMERGENCY EVACUATION**

### **PLANNING FOR EVACUATION**

During an emergency, always follow the direction of your local Public Safety Officials to know which evacuation routes and shelters will be utilized during that particular emergency.

If you do not have personal transportation, make arrangements with friends or your local government.

Develop a Family Emergency Communications Plan. (See Pg 9)

As part of your Family Emergency Communications Plan, designate a meeting destination if you have to leave the community. In your planning, consider different scales of evacuation – neighborhood, town, county, etc.

Assemble a Disaster Supply Kit (See Pgs 6 & 7)

Keep your car fueled if evacuation seems likely. Gas stations may be closed during an emergency, or unable to pump gas during power outages.

Know how to shut off your home's electricity, gas and water supplies at main switches and valves. You may want to do so prior to evacuating your home. (See page 15)

After meeting your family needs, check on elderly or disabled neighbors.

## EVACUATING

Gather all persons in the house together.

Do not pick up children at their schools, unless instructed to do so. In many cases (such as a chemical spill emergency), school children may be taken to a pre-designated host school outside the impacted area where you may pick them up.

Household members located outside the area, when the emergency occurs, may be advised not to return to their residence or community during an evacuation. They may be directed to a reception center or mass care shelter where you can be reunited.

Do not call your local fire or police departments for information. Emergency workers will need their telephone lines open for emergency use. If you need special help, contact your local Emergency Management Office.

Stay tuned to your Emergency Alert System (EAS) radio stations: WTAG AM 580 or WSRS FM 96.1.

Turn off lights and unnecessary appliances.

If a hard freeze is likely during your absence, take actions needed to prevent damage to water pipes, such as turning off the water main, draining faucets, turning off inside valves for external faucets and opening outside faucets to drain.

Close and lock windows and doors.

If unable to take them with you, shelter your livestock, leaving at least a three-day supply of stored food and water that has been protected from possible contamination.

## SHELTER –IN-PLACE

Sheltering-in-place is a standard protective action utilized in emergencies during an accident or event in which hazardous materials have been released into the atmosphere. You may, at some time, be instructed by local officials to “Shelter-in-Place” to reduce your exposure to some type of hazardous materials in the air. The purpose is to create as airtight as possible enclosures to prevent the hazardous material from reaching the enclosure’s occupants.

The following are steps to be taken only when instructed to “Shelter-in-Place”, not to be completed ahead of time:

You should immediately go indoors. Keep children and pets indoors.

Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.

Turn off air handling systems such as window fans, kitchen and bath exhaust fans, air conditioners, and other sources of outside air. Shut off clothes dryers and seal exhaust vents with plastic and duct tape.

Close the fireplace flue if it is not in use. (A structure with a burning fire in the fireplace is not a good candidate for sheltering-in-place.)

Seal off any cracks that could cause leakage from the outside such as with a damp towel at door jams.

If you have livestock, shelter them, also. Provide them with stored feed and water from a covered source.

Go to an aboveground room with the fewest windows and doors. (A below ground room during a tornado or hurricane.)

If Sheltering-in-Place is recommended during school hours, children will be sheltered in their school building and cared for by school personnel. When the emergency is over, you will be directed where and when to pick them up.

## **TRAVELING WHEN SHELTERING-IN-PLACE IS ORDERED**

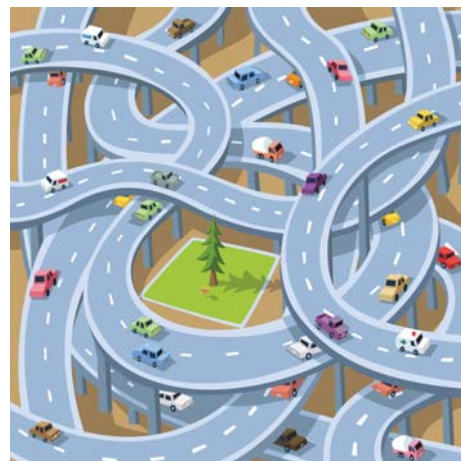
If you are traveling in a motor vehicle, close the windows and air vents. Turn off the heater and air conditioner. Keep the radio tuned to an Emergency Alert System (EAS) station for the official messages and instructions.

Go inside a nearby building. If none is available, leave the area immediately.

Stay inside your vehicle or building until officials say otherwise.

Do not use your telephone unless in need of special assistance.

Do not call '911' unless it is a true emergency.



## **PREPAREDNESS FOR POPULATIONS WITH UNIQUE NEEDS**

For many of the citizens in Massachusetts who have physical, medical, sensory or cognitive disabilities, as well as the elderly and other populations with unique needs, emergencies can present real challenges.

Create a disaster supply kit. Depending upon your needs, you may want to include extra eyeglasses, hearing aid batteries, wheel chair batteries, oxygen, the style and serial number of your medical devices, a list of your medications, including dosage, a list of your allergies, medical insurance information and medical cards. If you utilize a manual wheelchair, include heavy gloves to help make your way over glass and debris. (See pgs 6 & 7)

Make an Emergency Plan. Create a Family Emergency Communications Plan. (See page 11). If you receive regular support services from a provider or Personal Care Attendant (PCA), speak with them about their disaster plans and their services during times of emergency. Work with them to identify back-up services.

Complete a Personal Assessment of what you can do for yourself and what assistance you may need to face the challenges of an emergency. Consider the environment during and after an event, your capabilities, and possible barriers.

Create a 'Personal Support Network' or 'Self-Help Team' who can help identify and acquire resources, and assist you before, during and after the emergency. Your Team should include roommates, relatives, friends, neighbors and co-workers because disasters might strike when you are at home, school, the workplace, a volunteer site, or wherever you spend a lot of time.

Teach others on your Team to operate any special equipment you might utilize, as well as where you keep your emergency supplies.

If asked to evacuate, inform your Team where you are staying, because it may not always be the first choice in your Plan. (A public shelter, relative, friend, hotel, etc).

Find the location of the main utility cutoff valves and switches in your home, and learn how and when to disconnect them during an emergency, either by yourself or with a Team member. (See page 16)

Wear medical alert tags or bracelets to help identify your disability or health condition.

Label any special equipment including wheel chairs, walkers or canes with your contact information.

Most individuals who normally live independently should be able to function well at a universal public shelter. Individuals requiring higher levels of medical support or assistance might be transferred to a higher-level care shelter where they can receive a higher level of support.

While at a shelter, please ask disaster personnel for any accommodation you may require.

## **UTILITY SHUT-OFF AND SAFETY**

In the event of a disaster, you may be instructed to shut off the utility service at your home. Below is some general guidance for shutting off utility service. You should modify the information provided to reflect your shut off requirements as directed by your utility company.

### **Natural Gas**

Natural gas leaks and explosions are responsible for a significant number of fires following disasters. It is vital that all household members know how to shut off natural gas.

If you smell gas or hear a blowing or hissing noise, open a window and get everyone out quickly. Turn off the gas, using the outside main valve if you can, and call the gas company from a neighbor's home.

**CAUTION** – If you turn off the gas for any reason, a qualified professional must turn it back on. NEVER attempt to turn the gas back on yourself.

### **Electricity**

Electrical sparks have the potential of igniting natural gas if it is leaking. It is wise to teach all responsible household members where and how to shut off the electricity. Locate your electrical circuit box. Teach all responsible household members how to shut off the electricity to the entire house.

**FOR YOUR SAFETY:** Always shut off all individual circuits before shutting off the main circuit breaker.



## PROTECTING YOUR ANIMALS

Taking your pets along is the most important thing individuals or families can do for their animals during an evacuation. Pets left behind can be injured, lost or killed during an emergency, or in its aftermath. Pet owners should include their animals in their Family Disaster Planning, before a disaster threatens.

Prepare an emergency kit for your pets. Include a photo of yourself with your pet, collars and leashes, a three-to-five-day supply of food, a can opener, bottles of water, bowls, litter boxes and plastic bags, and a week's supply of medications (with instructions) that your pet may be taking (in case you and your pet are separated).

Have copies of your pets' vaccinations, medical records and prescriptions and your veterinarian's phone number.

Typically, only service animals are allowed inside a public shelter, although in Massachusetts, the State of Massachusetts Animal Response Team (SMART) has made great strides in creating 'pet-friendly' sheltering options. Contact your Local Emergency Management Director regarding community animal policies at shelters, as well as other options you may have for sheltering your pets during an emergency.

Make plans ahead of time to take your pet to stay at relatives, friends or a kennel outside the affected area.

Know the locations of pet-friendly hotels and motels.

Prepare a list of boarding facilities and veterinarians who could shelter your animals in an emergency; include 24-hour phone numbers.

Ask local animal shelters if they provide emergency shelter or foster care for pets in a disaster. Animal shelters may be overburdened caring

for the animals they already have, as well as those displaced by a disaster, so this should be your last resort.

Make sure your pets wear collars with current license and rabies tags, and identification tags that include information on where you will be staying during the emergency.

Use a pet carrier for each of your pets to make transportation easier.

Birds should be transported in a secure travel cage or carrier. During warm weather, carry a plant mister to mist the birds' feathers periodically. Do not put water inside the carrier during transport. Provide a few slices of fresh fruits and vegetables with high water content. Have a photo and leg band for identification. If the carrier does not have a perch, line it with paper towels and change them frequently. Try to keep the carrier in a quiet area. Do not let the birds out of the cage or carrier.

Exotic and dangerous pets are generally dealt with on a case-by-case basis in order to ensure that they are handled, transported and cared for by properly trained personnel and at an appropriate facility. For the safety of their animals, owners of these pets should have advanced planning preparations ready for their pet's special needs.



## AFTER A DISASTER

### Assessment and Clean-up

If you have been evacuated, do not return to your home until you have been directed to do so by state or local officials.

Keep tuned to local Media for information about such things as caring for your household, where to find medical help, and applying for financial assistance.

Do not become a spectator. Unnecessary travel into the impacted areas could hinder the efforts of Public Safety officials.

Drive only when and where necessary. Streets may be filled with debris or flooded. Closed roads are for your protection, in that they may be weakened and could collapse.

Upon returning, do not turn on any electronic equipment until the electricity has been safely restored.

Be sure to check all electronic equipment for water damage. If you are uncertain, throw them away. It is better to be safe than risk electrocution.

Watch for loose or dangling power lines. Assume any downed wire is a live wire! Be careful when clearing fallen trees with a chainsaw.

If there is structural damage to your home or downed trees in the yard, use care.

If Public Safety officials determine it is safe, open doors and windows to ventilate your home.

Limit your use of the telephone, utilizing it only for emergency calls.

Use bottled water until local officials have determined the safety of the water supply.

Guard against spoiled food. If the power was disrupted, food in the refrigerator may have spoiled. Freezers can keep food for several days, if unopened.

Do not refreeze food once it begins to thaw.

Use generators outdoors, in well ventilated areas.

For specific assessment and clean-up remedies, contact the appropriate Town of Webster Departments.



## MAINTAIN YOUR PLAN

Once you and your family have developed your plan, you need to practice and maintain it. For example, ask questions to make sure your family remembers meeting places, phone numbers, and safety rules. Conduct drills and create theoretical scenarios and see how family members respond.

**Do not wait for a disaster or emergency to occur. Plan and prepare now so that when an unplanned disaster or emergency does occur, you and your family will be ready.**

## EMERGENCY PREPAREDNESS EDUCATION

### Community Emergency Response Teams (CERT)

The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

## RESOURCES/LINKS

### ONLINE RESOURCES

Massachusetts Emergency Management Agency [www.mass.gov/mema](http://www.mass.gov/mema)

Executive Office of Public Safety & Security [www.mass.gov/eops](http://www.mass.gov/eops)

Department of Homeland Security [www.dhs.gov](http://www.dhs.gov)

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

Are you Ready? [www.Ready.gov](http://www.Ready.gov)

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

National Weather Service [www.nws.noaa.gov](http://www.nws.noaa.gov)

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

Massachusetts Department of Public Health [www.mass.gov/dph](http://www.mass.gov/dph)

State of Massachusetts Animal Response Team [www.smart-mass.org](http://www.smart-mass.org)

Community Emergency Response Team (CERT)  
<https://www.citizencorps.gov/cert/>

Guide to Massachusetts State Services  
<http://www.sec.state.ma.us/cis/ciscig/guide.html>

# CALL FOR WEBSTER MEDICAL RESERVE CORPS VOLUNTEERS

The Town of Webster, through the Worcester Regional Medical Reserve Corps, has organized a Medical Reserve Corps (MRC) to supplement existing Town resources during emergencies and times of need that may impact public health. The MRC is a volunteer group made up of both medical and non-medical persons who are willing to help out in a public health emergency. Please consider volunteering to help your community, your family and yourself.

MRCs serve a critical function in communities, especially during emergencies when local resources may be quickly overwhelmed due to the scale and severity of the incident or disaster. As the MRC is a volunteer organization, members can dedicate as much or as little time as they chose.

MRC volunteers may respond to both emergency and non-emergency events that may overwhelm a community's resources. Remember all participation will be strictly voluntary.

The following are some examples of how a MRC can assist during a public health emergency:

- Conduct a mass vaccination clinic (e.g. administer immune globulin to food workers and/or restaurant patrons during a Hepatitis A outbreak)
- Provide medical, public, and mental health support in the event of an influenza pandemic
- Help in a shelter in the event of a large scale natural disaster or fire

MRC volunteers will receive FREE training on a variety of subjects. **For medical professionals, many of the trainings will count toward Continuing Medical Education hours.**

For more information, please visit the WRMRC web site at [www.WorcesterRegionalMRC.org](http://www.WorcesterRegionalMRC.org) and/or the MA Responds website at [www.maresponds.org](http://www.maresponds.org). You may also contact the WRMRC directly by calling: (508) 799-8470 and/or MA RESPONDS at 617-624-5193.

Your participation is invaluable in improving our preparedness for and response to future emergencies as well as promoting healthy living throughout the year in our community. We need your help to launch this new, important volunteer organization in the Town of Northborough.

Should you have questions or comments please contact the Webster Board of Health Office at (508) 949-3800 ext 1003 or via email at [cliberty@webster-ma.gov](mailto:cliberty@webster-ma.gov).

Sincerely,

*Cathleen Liberty*

Cathleen Liberty, Health Agent  
Webster Board of Health

**P. S. Note that in the event of an emergency involving infectious disease and the activation of the Emergency Dispensing Site, responding volunteers and everyone within their household will receive their vaccinations or antibiotics first, before the general public!**