

# Town of Northbridge

## EMERGENCY PREPAREDNESS HANDBOOK

### Preparing for the First 72 Hours of an Emergency or Disaster



## KEY CONTACT INFORMATION

### OUT OF AREA CONTACT

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone # (day) \_\_\_\_\_  
Phone # (night) \_\_\_\_\_  
Cell # \_\_\_\_\_

### LOCAL CONTACT

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone # (day) \_\_\_\_\_  
Phone # (night) \_\_\_\_\_  
Cell # \_\_\_\_\_  
Cell # \_\_\_\_\_

### NEAREST RELATIVE

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone # (day) \_\_\_\_\_  
Phone # (night) \_\_\_\_\_  
Cell # \_\_\_\_\_

### FAMILY WORK NUMBERS

Father \_\_\_\_\_  
Mother \_\_\_\_\_  
Other \_\_\_\_\_  
Other \_\_\_\_\_  
Other \_\_\_\_\_  
Other \_\_\_\_\_  
Other \_\_\_\_\_

### SCHOOLS

Address \_\_\_\_\_  
Phone # \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Address \_\_\_\_\_  
Phone # \_\_\_\_\_  
\_\_\_\_\_

### UTILITIES

Electric (National Grid).....800-322-3223  
\*Power Outages/Emergencies.....800-465-1212  
Gas (NSTAR) .....800-592-2000  
Water (Whitinsville Water Co.) .....508-234-7358  
Cable TV (Charter Communications).....888-438-2427  
Telephone ..... ( )  
Internet Provider ..... ( )

### OTHER IMPORTANT INFORMATION

Emergency .....911  
Town Clerk.....508-234-2001  
Police, non-emergency .....508-234-6211  
Fire, non-emergency .....508-234-8448  
Emergency Mgmt. Office ..... 508-234-9979  
Health Department .....508-234-3272  
Highway Department.....508-234-3581  
Poison Control .....800-222-1212  
Doctor ..... ( )  
Pharmacist ..... ( )  
Medical Insurer ..... ( )  
Medical Insurance No. .... ( )  
Home Insurance ..... ( )  
Auto Insurance ..... ( )  
MASS 2-1-1 Information .....2-1-1  
Hearing Impaired .....7-1-1  
Emergency Shelter Sites:

**Northbridge High School**  
427 Linwood Avenue, Whitinsville  
**Northbridge Middle School**  
171 Linwood Avenue, Whitinsville  
**Balmer Elementary School**  
Crescent Street, Whitinsville

Northbridge Cable Access:.....Channels 11, 12, 13  
Local Television Stations:  
- WBZ Channel 4                      - WCVB Channel 5  
- WHDH Channel 7                    -WFXT Channel 25

Northbridge Website:

<http://www.northbridgemass.org>

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## A Brief Word from Your Town Manager



Town of Northbridge  
Office of the Town Manager  
7 Main Street  
Whitinsville, MA 01588  
(508) 234-2095 Office  
(508) 234-7640 Fax

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JSeptember 1, 2011

Dear Northbridge Resident:

I am pleased to present you with the first edition of the Town of Northbridge Emergency Preparedness Handbook. This Handbook contains a significant amount of useful information and resources to help residents successfully plan for an emergency event.

Each day we see news events that provide glimpses into the devastation left by flooding, winter ice storms, tornados and hurricanes. Immediately following a disaster, emergency crews cannot respond everywhere at once. We may each be required to protect ourselves, our families, assist elderly neighbors, and those with disabilities until public health and safety personnel can assist.

It is our hope that this handbook will provide answers to questions you may have as you begin your family emergency preparedness plans. All Northbridge residents should be committed to taking a proactive approach to family Emergency Planning.

For more information regarding Northbridge's Emergency Planning, or to see how you can volunteer during an emergency, please visit the Northbridge Board of Health website at [http://www.northbridgemass.org/boh/board\\_of\\_health\\_files/Page2907.htm](http://www.northbridgemass.org/boh/board_of_health_files/Page2907.htm)

Sincerely,

Theodore Kozak  
Northbridge Town Manager

## ***REASONS FOR FAMILY PREPAREDNESS***

In a disaster or emergency, you may need to survive on your own for some time before outside help will be available. Basic services such as electricity, gas, water, sewage treatment, and telephones may be cut off for several days, or even a week or longer. Preparedness means having your own supply of water, food, medications and emergency supplies for a period ranging anywhere from a minimum of a few days to possibly several weeks. Or you may have to evacuate at a moment's notice and take essentials with you. You will probably not have the opportunity to shop or search for the supplies you need. Assembling those items you may need in a disaster or emergency ahead of time is essential in your family's disaster plan.

This Emergency Preparedness Handbook has been prepared for Northbridge households by the Northbridge Board of Health and the Northbridge Police and Fire Departments. This guide has been designed to help residents learn how to protect themselves and their families against all types of potential hazards. 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.

## ***HAZARDS FACING OUR COMMUNITY***

The Town of Northbridge has emergency plans in place to respond to the following types of hazards the town may face:

- Civil Disorder
- Dam Failure
- Drought
- Earthquakes
- Extreme Cold
- Extreme Heat
- Floods
- Forest Fires
- Hazardous Material
- Hurricanes
- Ice Safety
- Lightning
- Nor'easters
- Pandemic (especially Pandemic Flu)
- Power Outages
- Terrorism
- Thunderstorms
- Tornadoes
- Transportation Emergencies
- Utility Emergencies
- Water Supply Emergencies
- Winter Storms
- Wild Fires

## ***PREPARE A DISASTER KIT***

Every family should have an “All Hazards” Disaster Supply Kit. Regardless of the season, your family could become isolated in your home for up to a week, without power. Below are some suggestions of items that you may want to include in your kit. It is best to keep items in a waterproof, portable container. Every kit will differ, depending upon what items your family considers essential. Check expiration dates and rotate on a regular basis.

### **72 Hour Kit**

- 72 + Hour Supply of Food and Water :
  - 1-2 Gallons of water per person, per day for sanitation and drinking
  - Method of water purification
  - Food (see below)
- Warmth and Shelter:
  - Windproof/waterproof matches
  - Second method to start a fire
  - Tent/shelter
  - Wool-blend Blanket
  - Sleeping Bag
  - Emergency reflective blanket
  - Lightweight stove and fuel
  - Hand and body warm packs
  - Poncho
- Light Sources:
  - Flashlight with batteries
  - Candle
  - Light Stick
- Tools:
  - Pocket knife
  - Shovel
  - Hatchet or Axe
  - Sewing kit
  - 50 foot nylon rope
- First Aid kit and supplies:
  - Burn gel and dressings
  - Bottle of potassium iodide tablets
- Communications:
  - Radio with batteries or radio with alternate power sources
  - Whistle with neck cord
- Personal Sanitation:
  - Personal Comfort kit (include soap, toothbrush and gel, comb, tissues, sanitary napkins, razor, and other needed items )
  - Extra clothing
  - A complete outfit of appropriate clothing for each family member. Include extra socks, underwear, hat, sturdy shoes, and gloves
  - Chlorinated Bleach
- Stress Relievers – Games, books, hard candy, inspirational reading. For children: small toys, paper and pen, favorite security items
- Copies of important documents (such as birth certificates, marriage licenses, wills, insurance forms, phone numbers, credit card information)

#### **Canned goods and nonperishable foods that do not need cooking:**

- Canned meats and fish
- Canned fruits and vegetables
- Canned soups and puddings
- Canned fruit juices
- Dried fruit and nuts
- Bread, cookies and crackers
- Peanut butter and jelly

#### **Additional items**

- Extra food
- Extra batteries
- Camp stove mess kits and other cooking equipment
- Insect repellent, Sun block
- Portable toilet
- Special medication (extra glasses)
- Portable Container
- Durable water resistant duffel bag, frame pack or day pack
- All purpose cleaner with Broom, mop and bucket



## ***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.

## ***MASS 211CALL CENTER & INFORMATION REFERRAL LINE***

2-1-1 is the national abbreviated dialing code for free access to health and human services Information and Referral. 2-1-1 is an easy-to-remember and universally recognizable number that makes a critical connection between individuals and families seeking services or volunteer opportunities and the appropriate community-based organizations and government agencies.

The Massachusetts Emergency Management Agency (MEMA) and the Council of Massachusetts United Ways (COMUW) have agreed to utilize Mass 2-1-1 as the Commonwealth's primary telephone information call center during times of emergency. The easy to remember 2-1-1 telephone number will be utilized as a resource for human service and public safety/disaster response and planning agencies. It was designed, in part, to reduce the number of non-emergency calls made to 9-1-1.

- 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community.
- 211 serves as a resource for finding government benefits and services, non-profit organizations, support groups, volunteer opportunities, donation programs, and other local resources.
- Maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies.
- 211 is available 24 hours a day, 7 days a week. Calls are confidential
- 211 is an easy way to find or give help in your community.
- 2-1-1 responds immediately during times of crisis, to field calls regarding the crisis and to direct callers to services most appropriate for their needs.
- If you are unable to reach 2-1-1 due to your telephone or cell phone carrier, a toll-free number is available: 1-877-211-MASS (6277)

This new partnership will offer citizens the opportunity for ‘one-stop-shopping’, with access to vital updated disaster information, numerous post-disaster programs, interpreter services, and call tracking of caller locations. Mass 2-1-1 will also have the ability to act as the registration site for spontaneous volunteers and donations from the public during an emergency or crisis.

Mass 2-1-1 was created by The Council of Massachusetts United Ways on behalf of 22 local United Ways serving every community of the Commonwealth.

## ***EMERGENCY EVACUATION & PLANNING***

- 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 family, friends or neighbors.
- Those requiring specific assistance during times of emergency, such as transportation or alternative forms of communication, should notify the Emergency Management Office of these requirements.
- 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 Page 6)
- 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.
- After meeting your family needs, check on elderly or disabled neighbors.

### ***What To Do If Asked/Told To Evacuate***

- 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 or Mass 211.
- 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.
- Check with neighbors to see if they need assistance. Offer to share transportation.
- 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 OPERATIONS***

The Town of Northbridge has in place plans to shelter residents that may be temporarily displaced by flooding, storms, or other natural or man-made events.

Northbridge officials have designated the Northbridge High School located at 427 Linwood Avenue as the Primary Shelter Site should an event warrant the opening of a shelter for the residents of Northbridge or its surrounding communities. Other shelter locations that may be utilized include: Northbridge Middle School and the W. Edward Balmer Elementary School.

As resources will be limited for the first 72 hours of the shelter opening, please keep in mind the following:

- If time allows, please be sure to bring your prescription medications, eyeglasses, and comfort items such as pillows and blankets for each of your family members. If you have children, it is helpful to bring supplies and activities to keep them busy and entertained.
- You will be required to register you and your family members at the Registration Desk of the Shelter. A Shelter Log-In and Log-Out book will be kept to track shelter residents.
- An Information Bulletin Board at the Shelter will be set up – this will contain important information and should be checked often.
- Due to health and safety concerns, pets, with the exception of service animals, will not be allowed in the shelter. Northbridge officials are working on alternative plans to care for pets.
- Food will be prepared and served by volunteers – please inform staff of any special dietary needs, especially for infants and children.

Information regarding the opening of a shelter may be delivered to residents by telephonic messages (using Reverse 911), cable access and web site notices, or through verbal communications by our fire and police safety officials directly to the residents affected by the event.

## ***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 above ground 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.

### ***If 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.

Make an Emergency Plan. Create a Family Emergency Communications Plan. (See page 7). 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.

Become informed. Learn your area's vulnerabilities, as well as Northbridge's Emergency Management Plans, including potential evacuation routes and accessible shelter locations.

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.

## ***MAKING YOUR HOME SAFE***

Make sure all of your equipment and hazard detector devices are approved and certified by a nationally recognized testing institute, such as Underwriters Laboratory (UL). Follow the manufacturer's instructions for the proper use, installation, maintenance and testing procedures.

### ***Smoke Detectors***

- Have a minimum of one (1) smoke detector installed on each level of your home (including the basement) and outside each sleeping area.
- Test each detector on a monthly basis.
- Follow manufacturer's installation recommendations or contact the Northbridge Fire Department for proper placement.

*Replace all batteries twice a year or sooner if power is low. Develop a schedule, choosing the same days; the Northbridge Fire Department recommends using the days we move the clocks forward/backwards.*

### ***Carbon Monoxide Detectors***

- Have at least one (1) Carbon Monoxide (CO) detector on each habitable floor of your home, and also within ten (10) feet of each sleeping area.
- Do not place a CO detector in a garage, furnace room, or near a stove or fireplace. Doing so may cause high incidents of false alarms.
- Do not place CO detectors near open windows or doors, excessively hot, cold, or damp areas and 'dead-air spaces' such as corners of rooms and peaks of ceilings. Doing so may minimize the effectiveness of the detector.
- Be able to differentiate between the alarm sounds of your Smoke and Carbon Monoxide detectors.
- Set up a power detection schedule, as with your smoke detectors.
- Follow manufacturer's installation recommendations or contact the Northbridge Fire Department for proper placement.

*Replace all batteries twice a year or sooner if power is low. Develop a schedule, choosing the same days; the Northbridge Fire Department recommends using the days we move the clocks forward/backward.*

### ***Fire Escape Plan***

- Have at least two (2) escape paths from each room, a primary and an alternate.
- Make sure everyone can easily unlock and open doors utilized in the escape plan.
- If you must go through a smoky area, crawl. The coolest, cleanest air will be up to 18" from the ground.
- Designate a family meeting area located a safe distance from the house.
- Safely leave the building before contacting the fire department. Never return into a burning structure.

- Practice your Fire Escape Plan at least twice a year. For assistance in designing your own plan, visit 'Family Fun' with Sparky the Fire Dog on the National Fire Protection Association web page: [www.NFPA.org](http://www.NFPA.org) or contact the Northbridge Fire Department.

### ***Fire Extinguishers***

- Have at least one (1) multi-purpose (ABC) fire extinguisher located near an escape path. (no smaller than 5lbs. –bigger is better)
- Ensure that the fire extinguisher is cared for and maintained properly according to manufacturer's instructions which you should keep with your extinguisher.
- Ensure everyone understands how to properly and safely use the extinguisher. Even though extinguishers come in a number of shapes and sizes, they all operate in a similar manner. An easy acronym for fire extinguisher use: PASS (Pull the pin, Aim at the base of the flames, Squeeze the handle to spray the contents out and Sweep back and forth as you spray the base of the flames).
- Recharge or replace all fire extinguishers immediately after use, regardless of how much or little they were used.

NOTE: A fire extinguisher is only to be used in small fires. As a rule call 911 or have someone call before you attempt to put out a fire. Even if you manage to put out a small fire yourself, call the fire department to have them come check it out.

### ***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. Please refer to the utility company directly with any questions regarding when utilities will be restored during a power outage.

#### ***Natural Gas & Liquid Propane (LPG)***

To readily recognize a leak, know what gas/propane smells like. Gas/Propane retailers have pamphlets available with a scratch-and-sniff spot so that your entire family can recognize the smell. Gas/Propane leak detectors, similar to carbon monoxide detectors, are available. See your gas supplier to obtain one.

*If you smell or suspect a leak, **immediately** evacuate everyone from the building and call the Northbridge Fire Department (911) from your neighbor's phone.*

**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.

NOTE: If you plan to use a generator, be absolutely sure that the connections to the street electrical supply wires have been disconnected. It is strongly recommended that you have a professional electrician do this type of work. ***Also NEVER use a generator indoors, as the carbon monoxide that is a by-product of the exhaust is an invisible killer!***

## ***HELPFUL TIPS TO PROTECT 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.

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

- 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 Office regarding community animal policies at shelters, as well as other options you may have for sheltering your pets during an emergency.
- Prepare a list of boarding facilities and veterinarians who could shelter your animals in an emergency; include 24-hour phone numbers. Know the locations of pet-friendly hotels and motels.
- 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.
- 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.

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. 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***

- 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 Northbridge 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, prepare and practice to ensure that when an unplanned disaster or emergency does occur, you and your family will be ready.**



## ***CALL FOR EMERGENCY PREPAREDNESS VOLUNTEERS***

The Town of Northbridge, through its Board of Health, maintains a database of medical and non-medical persons who have expressed an interest in volunteering in the event of a public health emergency.

The following are some examples of how you 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

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 are also very interested in hearing from individuals that wish to actively participate in Emergency Preparedness. There are many positions and opportunities available.

Should you have questions or comments, or wish to know more about how you can participate, please contact the Northbridge Board of Health at (508) 234-3272 or via email at [jgniadek@northbridgemass.org](mailto:jgniadek@northbridgemass.org)

## ***WORCESTER MEDICAL RESERVE CORPS (MRC)***

Volunteers are encouraged to also enroll in the Worcester Regional Medical Reserve Corps. The MRC is a volunteer organization, members can dedicate as much or as little time as they chose.

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), enroll at [www.maresponds.com](http://www.maresponds.com) or call the WRMRC directly at (508) 799-8470.

## ***COMMUNITY EMERGENCY RESPONSE TEAM (CERT) VOLUNTEERS***

The Town of Northbridge Emergency Management Office is seeking individuals interested in becoming a member of the towns **Community Emergency Response Team (CERT)** to help the community in the event of an emergency.

The 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, in the event professional responders are not immediately available to help. CERT members are also encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

Should you have any questions or comments, please contact the Northbridge Emergency Management Director, Richard West, at (508) 234-9979 or via email at [nema@northbridgemass.org](mailto:nema@northbridgemass.org)

## ***RESOURCES/LINKS***

### **ONLINE RESOURCES**

Massachusetts Emergency Management Agency	<a href="http://www.mass.gov/mema">www.mass.gov/mema</a>
Executive Office of Public Safety & Security	<a href="http://www.mass.gov/eops">www.mass.gov/eops</a>
Department of Homeland Security	<a href="http://www.dhs.gov">www.dhs.gov</a>
Federal Emergency Management Agency	<a href="http://www.fema.gov">www.fema.gov</a>
Are you Ready?	<a href="http://www.Ready.gov">www.Ready.gov</a>
American Red Cross	<a href="http://www.redcross.org">www.redcross.org</a>
National Weather Service	<a href="http://www.nws.noaa.gov">www.nws.noaa.gov</a>
National Hurricane Center	<a href="http://www.nhc.noaa.gov">www.nhc.noaa.gov</a>
Massachusetts Department of Public Health	<a href="http://www.mass.gov/dph">www.mass.gov/dph</a>
State of Massachusetts Animal Response Team	<a href="http://www.smart-mass.org">www.smart-mass.org</a>
Community Emergency Response Team (CERT)	<a href="https://www.citizen corps.gov/cert/">https://www.citizen corps.gov/cert/</a>
Guide to Massachusetts State Services	<a href="http://www.sec.state.ma.us/cis/ciscig/guide.html">http://www.sec.state.ma.us/cis/ciscig/guide.html</a>
Town of Northbridge	<a href="http://www.northbridgemass.org/index.html">http://www.northbridgemass.org/index.html</a>
Worcester Regional Medical Reserve Corps	<a href="http://www.worcesterregionalmrc.org/">http://www.worcesterregionalmrc.org/</a>
Mass Responds	<a href="https://www.maresponds.org/">https://www.maresponds.org/</a>
Mass 211 Referral Line	<a href="http://www.mass211.org/">http://www.mass211.org/</a>
Northbridge Public Schools	<a href="http://www.nps.org/">http://www.nps.org/</a>
Central Massachusetts Disaster Animal Response Team	<a href="http://www.cmdart.org">www.cmdart.org</a>

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