



Town of Greenwich

READY

GUIDE

**GREENWICH EMERGENCY MANAGEMENT
ADVISORY COMMITTEE**

Chairman--The Honorable, Peter Tesei, First Selectman

Town Departments & Services:

Selectman's Office
Board of Education
Fire Department
Fleet Department
Department of Public Health
Information Technology-GIS
Parks & Recreation Department
Police Department
Purchasing
Public Works
Risk Management
Social Services
Town Attorney

Community Organizations:

Greenwich EMS
American Red Cross
Greenwich Hospital

**EMERGENCY PREPAREDNESS
THINGS YOU NEED TO KNOW AND DO**

A special thanks to Greenwich resident, Mr. Craig Walters of Riverside, who volunteered an enormous amount of time to develop this preparedness booklet.

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TAKE CONTROL BY BEING PREPARED

Dear Greenwich Resident,

The Greenwich Emergency Management Advisory Committee (GEMAC) is continually preparing to respond to a large-scale emergency by developing emergency response plans, procuring the necessary equipment, coordinating training programs and developing Homeland Security budget proposals. Being prepared is not only a responsibility of the Town but also of its residents. The GEMAC has therefore developed an Emergency Preparedness reference booklet that provides information with regard to many of the possible emergency events that Greenwich residents might experience. It is in the best interests of the residents to be aware of what they can do to help themselves prior to, and during, a major emergency.

The **Greenwich READY GUIDE** is a document that should be shared with family members and provides directions as to what information should be readily available for use during an emergency situation.

Take control by being prepared.

Sincerely,



Peter Tesei, First Selectman

ACKNOWLEDGEMENTS:

The "**GREENWICH READY GUIDE**" was patterned after the "ARE YOU READY" prepared by FEMA and the "READY NEW YORK" booklet prepared by the New York City, Office of Emergency Management.

CHECKLISTS

The checklists below provide easy-to-follow, expert advice that can ease the anxiety of an emergency.

- Review the checklists with members of your household. Make it your practice to check and update your plans and supplies when you set your clocks during Daylight-Savings time. Make your plans complete and ready to go.
- Realize that relief workers will be on the scene after a disaster, but they may not reach everyone immediately.

Help and repair to damaged utilities, may take hours or days to reach your home.

- Remember, your household will cope best by preparing for a disaster before one strikes.

HOUSEHOLD DISASTER PLAN

Develop a disaster plan with your household members. Prepare for what to do, how to find each other, and how to communicate in an emergency.

- Decide where your household will reunite after a disaster. Pick two meeting places:
 - One right outside your home, such as by your mailbox, in case of a sudden emergency like a fire, and
 - Another outside your neighborhood -- such as at the library, community center or home of a friend -- in case you can't access your home or neighborhood.
- Everyone must know the address and phone numbers of the meeting locations. Provide wallet-sized cards for this purpose. **See Family Member Info Cards on Page 17.** Make copies if more cards are needed.
- Because local phone circuits may be busy, an out-of-town or out-of-state contact may be your best way of communicating between separated household members.
- Know and practice all possible exit routes from your bedrooms, home and neighborhood.
- Practice your plan with all household members.
- Account for everybody's needs, especially seniors, people with disabilities and non-English speakers.

INDIVIDUAL DISASTER KITS (GO BAGS)

Keep Go Bags available for each household member. Pack with the necessary items (listed below) that would be needed in the event of an emergency evacuation.

- Assemble Go Bag(s) using a sturdy, easy-to-carry container such as a backpack or suitcase on wheels.
- Keep Go Bags easily accessible, in case you have to leave your home in a hurry. Make sure they are ready to go at all times of the year.
- Ensure that household members have Go Bags and a copy of your household disaster numbers to keep in their wallets. **See Family Member Info Cards on page 17.**
- Medication for at least three days and other essential personal items. Keep a list of the medications taken and their dosages, or copies of your prescription slips.
- Include:** personnel hygiene items such as soap, toothbrush, toothpaste and feminine supplies, etc.
- Child care supplies or other special care items.
- Clothes, shoes, coat or raingear appropriate for the current season of the year (Thermal or Mylar® blanket).
- Credit and ATM cards and cash, especially in small denominations. Keep at least \$50-\$100 on hand.
- Copies of important documents in a waterproof and portable container (insurance cards, birth certificates, deeds, photo IDs, etc.).
- Extra set of car and house keys.
- Bottled water and non-perishable food such as energy or granola bars.
- Flashlight, battery-operated AM/FM radio and extra batteries.
- Contact and meeting place information for your household, and a small regional map.
- Keep a smaller Go Bag in the trunk of your car or at your place of work.
- First Aid Kits/Supplies.

HOUSEHOLD DISASTER SUPPLY KIT

Store enough supplies in your home for at least three days. Store in an easily accessible, container or closet. Let family members know that these supplies are for emergencies only. The following supplies should be part of stored supplies:

- Drinking water:** At least one gallon of drinking water per person per day; more is needed during extreme heat.
- Food** (keep in cool, dry place):
 - Familiar food you regularly eat.
 - Store canned food, dry and other non-perishable foods on your cupboard shelves.
 - Store canned foods that do not require cooking, water or special preparation. Include a manual can opener.Replace food and water supplies every six months.
- Prescriptions and medications** (three day supply).
- First aid kits** for your home and each vehicle.
- Flashlights**, battery-powered lanterns, AM/FM radio plus extra batteries or the new windup type.
- To disinfect water: One quart of unscented bleach or iodine tablets and eyedropper (for adding bleach to water). Use ONLY if directed by health officials.**
- Consider smaller emergency kits for your car or office.
 - Also see **Sheltering in Place** on page 7.

PARENTS & FAMILIES

Include your children in planning for an emergency. Teach them how to get help and what to do in different situations. Practice your family emergency plan with your children and review with them every six months about what to do, phone numbers, meeting places, phone numbers, and safety rules.

EVERY CHILD SHOULD KNOW

When to call 911:

- If you are in immediate danger.
- If you witness a crime in progress.
- For a serious injury or medical condition.
- For any situation needing urgent attention.

Where to find help:

- Teach your children to call home or your designated family contact if they are separated in an emergency. Help them memorize the telephone numbers, or write them down on a card that they can keep with them.
- Explain that there are many people who can help them. Explain how a police officer, firefighter, teacher, neighbor, doctor, Red Cross volunteer or utility worker might help following an emergency or disaster.

Where to meet:

- Know your family's **two meeting places**: One right outside your home, such as by your mailbox, in case of a sudden emergency at home such as a fire, and the other location outside your neighborhood -- such as a library, community center or home of a friend -- in case you are unable to access your home or neighborhood.

Safety rules:

- Matches and lighters are tools for "grown-ups." These tools help adults use fire properly. (Instruct children to tell an adult right away if they find them or see someone playing with fire, matches, or lighters.)
- Never touch wires lying on the ground or hanging from poles.
- Children should learn how to identify the smell of gas: If a child smells gas or feels sick, they should tell an adult and immediately leave the building.

INFORMATION TO KNOW ABOUT YOUR CHILD'S SCHOOL OR DAY CARE FACILITY:

- Learn the emergency plans at your child's school or day care. (If no plans exist, consider volunteering to help create them.)
- Find out where you should pick up your child during if the school evacuates.
- Ensure that the school has your up-to-date contact information and at least one other relative or friend.
- Find out if you can authorize a relative or friend to pick up your children in an emergency.
- Talk to your neighbors about how you can work together in the event of an emergency.

CHILD'S GO BAG:

- Pack child care supplies as well as games and small toys in your family's Go Bag.

REASSURANCE:

- Children are particularly vulnerable to emotional stress after a disaster and may exhibit excessive crying, fear of the dark and being alone, and constant worry. Continue to reassure children that they are safe and encourage them to talk about their fears, emphasize that they are not responsible for what happened, and comfort them.

TIPS FOR PET OWNERS

Please note that pets are not allowed in most shelters (only service animals are allowed). It is important for you to have a plan for your pet in the case of emergencies.

PET PLANNING for EMERGENCIES:

- Contact friends or relatives outside your area to see if they would be willing to accommodate you and your pets in an emergency.
- Check if your veterinarian or groomer provides shelter for animals during an emergency.
- Transport your pets in a sturdy carrier, this makes pets feel safer and more secure.
- Know your pets' hiding places so that you can easily find them in times of stress.
- Have collar(s), license(s), ID tag(s) and leash, plus proof of vaccinations for all your pets.
- If you absolutely must leave your pets behind, prepare an emergency pen in the home that includes a three-day supply of dry food and a large container of fresh water. Note that dogs will eat all food put in front of them and cats will eat only what they need.

ASSEMBLE A PET SURVIVAL KIT

Keep your Pet Survival Kit ready to go if you must evacuate your pet to friends, family or a kennel.

Include:

- A leash/muzzle/harness.
- A pet cage/carrier (a luggage carrier can be used to wheel the pet cage/carrier around).
- Pet food, water and medications plus can opener and food dishes in an easy-to-carry container.
- Cat litter box and litter.
- Plastic bags for pick-up.
- A copy of current veterinary records, license and microchip numbers.
- A current photo of your pet. This will assist identification should it become necessary.

SENIORS & PEOPLE WITH SPECIAL NEEDS

For people with special needs, preparing for emergencies may require a few additional steps. Those who are able, please consider ways to help a friend or neighbors who may need some assistance.

For example:

- Hearing impaired may need to make special arrangements to receive a warning.
- Mobility impaired may need assistance in getting to a shelter. Keep in mind elevators will not work in a power outage. Technologically dependent people should check in with 911 or their doctors.
- Households with a single working parent may need help from others both in planning for disasters and during an emergency.
- Non-English speaking people may need assistance planning for and responding to emergencies. Community and cultural groups may be able to help.
- People with special dietary needs should have an adequate emergency food supply.
- If you are dependent on electricity for your wheelchair, breathing machine or any other life-sustaining device, plan for a loss of power. Consult your power provider.

IF YOU HAVE SPECIAL NEEDS:

- Evaluate your capabilities, limitations, needs and surroundings to determine what type of support you may need in an emergency.
- Keep a 7-to14 day supply of necessary medications on hand at all times.
- Develop a personal emergency plans for each place where you spend time, at home, work, school, and in the community.
- If you think you may need assistance in a disaster, discuss your disability with relatives, friends, or co-workers and ask for their help. For example, if you need help moving or require special arrangements to receive emergency messages, make a plan with friends. Make sure they know where you keep your disaster supplies. Give a key to a neighbor or friend who may be able to assist you in a disaster.
- Include your home care attendant and other people in your network in your planning process.
- Find out about special assistance that may be available in Town.
- It is a good idea to write down your support needs, telephone numbers, medical conditions, medications and dosages, allergies, special equipment, and medical insurance, and insurance cards as well as personal and medical contact details are important to have available. Keep this list with you in emergencies and supply a friend with a copy.

ADDITIONAL SUPPLIES FOR SENIORS:

- A list of doctors and emergency contacts.
- A list of the style and serial numbers of medical devices such as pacemakers in your emergency supply kits.
- Copies of medical insurance and Medicare cards.
- Keep available extra eyeglasses, batteries for hearing aid or wheelchair and other special equipment as needed in your supply kit.

MENTAL HEALTH

The emotional toll resulting from a disaster can sometimes be even more devastating than the physical damage. Discussing emergencies that result from disasters will help reduce fear and anxiety.

WHEN TRYING TO UNDERSTAND DISASTERS -- A FEW THINGS TO REMEMBER:

- No one who witnesses a disaster is untouched by the event.
- It is normal to feel anxious about your own safety and that of your family and close friends.
- Profound sadness, grief and anger are normal reactions to an abnormal event.
- Acknowledging your feelings helps you recover.
- Focusing on your strengths and abilities will help you to heal.
- Accepting help from community programs and resources is healthy.
- We each have different needs and different ways of coping.
- It is common to want to strike back at people who have caused great pain.
- Children and the elderly are special concerns in the aftermath of disasters.

RELIEVING SYMPTOMS OF EMOTIONAL DISTRESS:

- Take steps to promote your own physical and emotional healing.
- Try to get back into your normal household and daily routine of rest, exercise, eating and sleep. This healthy outlook will help you and your household.
- Spend time with people you enjoy, people who make you feel good about yourself.
- Provide extra attention and consideration to family and friends.
- Talk about your feelings with family, friends and neighbors.
- Get some physical exercise every day.
- If you continue to have the symptoms described above for an extended period of time, think about consulting a mental health professional.
- Children are particularly vulnerable to emotional stress after a disaster. Encourage them to talk about their fears, emphasize that they are not responsible for what happened, and comfort them.

WEATHER DISASTERS

Weather is monitored closely by several government agencies. Severe weather should be taken seriously, since it can harm both you and your property. Basic advice: Heed severe weather warnings early!

THUNDERSTORMS

Outdoors:

• Postpone outdoor activities if thunderstorms are likely. Postponing activities is your best way to avoid being caught in a dangerous situation.

• Take cover in building (or auto) immediately, but avoid trees, poles and fences.

• Stay away from metal objects such as umbrellas, baseball bats, fishing rods, camping equipment, and bicycles.

• If swimming or boating, get to land immediately. Get away from the water and the beach.

Indoors:

• Turn off appliances: computers, washers, AC and TV.

• Avoid handling metal, electrical equipment, telephones, bathtubs, water faucets and sinks because lightning can follow the wires and pipes.

• Avoid handling water in sinks, bath or shower.

Severe Thunderstorm Watch:

There is potential for thunderstorms to form that can produce hail at least three quarters of an inch in diameter, has winds of 58 miles per hour or higher, or produce a tornado.

Severe Thunderstorm Warning:

A severe thunderstorm is occurring.

TORNADOS (Often preceded by large hail):

• Every state is at some risk from this hazard.
• Go to basement, interior room, closet or interior hallway on the lowest floor.

• If caught outside without shelter, lie flat in a ditch or depression and cover your head with your hands.

• If told to take shelter, do so immediately.

• **Tornado Watch:** A tornado could form in the next few hours.

• **Tornado Warning:** A tornado has been reported and/or the National Weather Service radar has detected a tornado or indications of one.

PREPARING FOR MAJOR STORMS:

Fill your car's gas tank since if electric power is cut off, gas stations may not be able to operate pumps.

Keep trees and shrubs trimmed away from power and phone lines to your home.

Secure outdoor objects, such as lawn furniture and garbage cans that might become airborne and cause injury or damage.

• In extreme conditions, consider shutting off power and appliance gas switches to prevent damage to your appliances. Also see **Utilities Disruptions** on page 15.

• Hurricane shutters provide the best protection for windows or doors. Next: cover the outside of windows and sliding doors with plywood. Taping windows may take critical time from more effective preparedness measures. Taping windows may reduce shattering, but does not prevent them from breaking.

COASTAL STORMS

Coastal storms can cause severe damage and hazardous conditions. If you live in a low, coastal area, it is more likely that you will be directed to evacuate before a severe coastal storm or hurricane.

To find out if you live in a likely evacuation zone before a hurricane, stay tuned to the local news or visit www.greenwichct.org for the latest information.

NOR'EASTERS:

Nor'easters are tropical cyclones not formed in the tropics that can cause heavy rain/snow, strong winds and coastal flooding.

• Nor'easters may occur at any time of the year but are most common during fall and winter months (September through April).

• Evacuations are unlikely for Nor'easters but the Town may open shelters during severe storms to offer people relief.

HURRICANES:

A hurricane is an intense tropical cyclone with sustained winds of 74 mph (64 knots) or greater.

• Hurricane season officially lasts from June through November.

• During hurricanes, residents in hurricane evacuation zones may be asked to evacuate. The Town will communicate specific evacuation and sheltering information to the public through local media.

• **Hurricane Watch:** Issued when there is a threat of hurricane conditions in 24-36 hours.

• **Hurricane Warning:** Issued when dangerously high water and rough seas are expected in 24 hours or less.

FLOODS:

• Move to higher ground.

• Never try to walk through moving water; six inches of moving water can knock you off your feet.

• Never try to drive your vehicle through standing water; six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.

SHELTER IN PLACE

Taking shelter may be a critical element in protecting yourself and your household in times of disaster.

- **In-place sheltering** is appropriate when conditions require that you seek protection in your home, place of employment, or other location where you happen to be when disaster strikes.

- **The appropriate steps to take** depend entirely on the emergency situation. For instance, during a tornado warning, you should go to an underground room, if available. During a chemical release, on the other hand, you should seek shelter in a room above ground level. Because of these differences, **listen carefully to emergency warnings and official instructions.**

IF YOU ARE ASKED TO SHELTER IN PLACE

Example: Chemical Emergency

- Go inside your home or the nearest appropriate facility (school, library, place of worship, etc.).
- Take shelter in a room that has few doors or windows. Ideally, a shelter in place room should allow at least 10 square feet per person.
- Seal all windows, doors, air vents and fireplace dampers with plastic sheeting and duct tape (if possible).
- Turn off all ventilation systems.
- Get official news and instructions by radio, television or the Internet.
- Do not use the phone — keep the phone line available for emergency calls.
- Take your emergency supply kit unless you have reason to believe it has been contaminated.
- Make use of your Go Bag and Emergency Supply Kit.

DISASTER SHELTERING

The Town will establish emergency shelters when disasters force large numbers of residents to leave their homes.

- If you can, shelter with friends or relatives outside the affected area.
- Town/Red Cross-run shelters will provide basic food, and water. Shelters may be set up in schools, municipal buildings or places of worship.
- If possible, bring your Go Bag with clothing, bathing and sanitary supplies, special food and pre-filled prescriptions and other medications.
- Alcoholic beverages, firearms and illegal substances are not allowed in emergency shelters.
- Pets are not allowed in most shelters. Only service animals are permitted.

Also see **Tips for Pet Owners** on page 4.

DISASTER SHELTERING GUIDELINES:

- In order to make a difficult situation less stressful you should always cooperate with shelter managers.
- Remember, shelter sites change based on the emergency so check with **WGCH Radio AM 1490** or www.greenwichct.org, the **Emergency Information Line** at 1-866-245-4260 for the latest information.

EVACUATION

Evacuations are more common than many people realize. Hundreds of times each year, transportation and industrial accidents release harmful substances, forcing thousands of people to leave their homes. Fires and floods cause evacuations even more frequently. And almost every year, people along the Atlantic coast evacuate in the face of approaching hurricanes.

- **Should it become necessary to evacuate** your home or neighborhood, Town officials will tell you when through the media or direct warning. Evacuation is used as a last resort when a serious threat to public safety exists.

- **The amount of time you have to evacuate** will depend on the disaster. You might have a day or two to get ready if the event, like a hurricane, can be monitored. However, many disasters allow no time for people to gather even the most basic necessities. This is why you should begin preparations now.

EVACUATE IMMEDIATELY WHEN YOU:

- Are in immediate danger.
- Smell gas or smoke.
- See fire.
- Are directed to do so by emergency officials.

BE PREPARED TO EVACUATE:

- **Secure your home:** close and lock windows and doors, and unplug appliances before you leave.
- **Teach all responsible family members** how and when to turn off the water, gas, and electricity at the main switches or valves. Authorities will instruct you if it is necessary to turn off utilities.
- **Wear sturdy shoes** and comfortable, protective clothing such as long pants and long-sleeved shirts.
- **Bring your Go Bag with you when you evacuate.**
- Know your work and child's school evacuation plans.
- Remember, evacuation routes change based on the emergency so stay tuned to the local news, access www.greenwichct.org and **The Emergency Information Line** at 1-866-245-4260 for the latest information.

WINTER WEATHER & EXTREME COLD

Dangerous winter weather includes winter storms and blizzards, these can involve a combination of heavy snow, ice accumulation and dangerous wind chills.

CAR SAFETY:

About 70 percent of winter deaths related to snow and ice occur in automobiles.

- Avoid driving during sleet, freezing rain, freezing drizzle, and dense fog - these serious conditions are often underestimated.
- To decrease your chance of being stranded in cold weather, keep your car winterized and in good condition.
- Keep your car's gas tank full for emergency use and to keep the fuel line from freezing.
- Keep a Go Bag in the trunk of your car.
- To prevent carbon monoxide poisoning, clear snow from your tail pipe before you start your engine.
- Also see **Carbon Monoxide** on page 11.

HEATING SAFETY:

House fires occur more frequently in the winter due to lack of proper safety precautions when using alternate heating sources (unattended fires, disposal of ashes too soon, improperly placed space heaters, etc.).

- Freezing water supplies may also make it more difficult for firefighting equipment to get to a fire.
- Furnaces, boilers, hot-water heaters and clothes dryers should be working, ventilated and inspected by a professional regularly in order to prevent unintentional carbon monoxide poisoning.
- Electric heaters should be used with extreme caution to prevent shock, fire and burns.
- Materials near heaters should be kept at least three feet from the heat source to prevent fire.
- Gas ovens and burners should never be used to heat your home.
- If you are unsure whether your heat source is safe, ask your local fire station for a fire inspection or call **(203) 622-3950**.
- If you do not have heat, contact your building owner. If heat is not restored, call during normal business hours the Dept. of Public Health at **(203) 622-7838** or after hours the Police Dept. at **(203) 622-8000**

WINTER WEATHER TERMINOLOGY:

- **Freezing Rain Advisory:** Minor accumulation of ice due to freezing rain is expected.
- **Winter Weather Advisory:** A minor accumulation of snow, sleet and freezing rain is expected.
- **Snow Advisory:** Accumulations of one to four inches expected within a 12-hour period.
- **Blizzard Warning:** Strong winds, blinding driven snow and dangerous wind chill are expected in the next several hours.

• Winter Storm Watch:

Significant accumulation of snow and/or ice is possible within 36 hours.

• Winter Storm Warning:

A storm with six or more inches of snow/sleet/ freezing rain within a 24-hour period is expected.

TIPS TO KEEPING WARM:

Indoors:

- **Dress efficiently:** Layers of loose-fitting, lightweight clothing will keep you warmer than one bulky sweater. Adjust layers to avoid overheating, perspiration and subsequent chill.
- **Eat regularly:** Food provides the body with energy for producing its own heat.
- **Keep hydrated:** Drink lots of liquids such as warm broth or juices. Avoid caffeine and alcohol.

Outdoors:

- **Wear a hat, scarf & gloves:** Half of body heat loss is from the head. Protect your lungs from extremely cold air by covering your mouth. Mittens are warmer than gloves.
- **Stay dry:** Outer garments should be tightly woven and water repellent. Wet clothing loses much of its insulating value and rapidly draws heat away from your body.

AVOIDING INJURIES:

- **Understanding Wind Chill:** As wind speed increases, heat is carried away from your body at an accelerated rate, driving down your body temperature.
- **Stretch Before Shoveling:** To reduce your chance of muscle injury, warm up your body first with a few stretching exercises.
- **Avoid Overexertion:** To reduce your chance of a heart attack, take your time shoveling snow, pushing a car or walking in deep snow. Also, sweating can lead to a chill and hypothermia.

WATCH OUT FOR SIGNS OF HYPOTHERMIA AND FROSTBITE:

- **Frostbite** is a severe reaction to cold exposure that can cause permanent harm to people. A loss of feeling and a white or pale appearance in fingers, toes, nose, or earlobes are symptoms of frostbite.
- **Hypothermia** is a condition brought on when the body temperature drops to less than 95°F. Symptoms include uncontrollable shivering, slow speech, memory lapses, frequent stumbling, drowsiness, and exhaustion. Hypothermia is not always fatal, but for those who survive there are likely to be lasting kidney, liver, and pancreas problems.
- **If frostbite or hypothermia is suspected,** begin warming the person slowly and seek immediate medical assistance.

SUMMER WEATHER & EXTREME HEAT

- **Heat can kill or cause illness** by pushing the human body beyond its limits.
- **NEVER leave children or pets alone in closed vehicles.** Temperatures inside a closed vehicle can reach over 140 degrees F and can kill within minutes.
- **The duration of excessive heat** plays an important role in how people are affected by a heat wave. Take added care when excessive heat lasts more than two days.
- **Heat waves are particularly dangerous for children, the elderly and the infirm:** Make sure to check on your friends and neighbors, and offer them assistance.
- **People living in urban areas,** especially those with respiratory difficulties, may be at greater risk from the effects of a prolonged heat wave than people living in rural regions.
- **Stagnant atmospheric conditions** that trap pollutants in urban areas add unhealthy air to excessively hot temperatures. In addition, asphalt and concrete store heat longer and gradually releases heat at night, which produces significantly higher nighttime temperatures in urban areas known as the "urban heat island effect."
- **Keep hydrated:** Drink plenty of non-alcoholic, non-caffeinated fluids.
- **Because men sweat more than women,** they become dehydrated more quickly and are therefore more susceptible to heat illness.
- **Try to spend at least two hours per day in air conditioning.** Doing so reduces heat-related illnesses.

HEAT ILLNESSES:

Heat-related illnesses can become medical emergencies. Call 911, especially in the case of heat stroke.

HEAT CRAMPS are muscular pains and spasms resulting from heavy exertion. Although heat cramps are the least severe heat-related illness, they are an early signal that the body is having trouble coping with heat and should be treated immediately with rest and fluids. Stretching or direct pressure can also reduce cramps. Unless very severe, heat cramps do not require emergency medical attention.

HEAT EXHAUSTION occurs when body fluids are lost through heavy sweating due to vigorous exercise or working in a hot, humid place. Symptoms include: sweating; pale, clammy skin; fatigue; headache; dizziness; shallow breaths; and a weak or rapid pulse. Victims of heat exhaustion are tired but not confused. The condition should be treated with rest in a cool area, drinking water or electrolyte solutions, elevating the feet 12 inches, and

further medical treatment in severe cases. If not treated, the victim's condition may escalate to heat stroke. If the victim does not respond to basic treatment, seek medical attention.

HEAT STROKE is also called "sunstroke." The victim's temperature control system, which produces sweat to cool the body, stops working. The skin is flushed, hot and dry, and body temperature may be elevated. The victim may also be confused, develop seizures, breathe shallowly and have a weak or rapid pulse. This is the most serious heat-related illness and people exhibiting these symptoms should seek emergency medical attention.

HEAT TERMS:

- **Heat Advisory:** When the heat index exceeds 100°F for less than three hours a day for two consecutive days.
- **Heat Index:** An indicator, in degrees Fahrenheit, of how it feels when humidity is factored into air temperature.
- **Heat Wave:** Prolonged period of excessive heat often combined with excessive humidity.
- **Excessive Heat Warning:** When the heat index is expected to exceed 115°F or when it exceeds 100°F for three or more hours for two consecutive days.
- **Heat Watch:** A long-term alert for excessive heat.
- **Ozone Advisory:** Issued when ozone levels are expected to exceed dangerous levels. People should be especially careful to avoid strenuous activity, especially those with respiratory problems such as asthma.

TIPS TO STAYING COOL:

- **Slow down** and avoid strenuous activity.
 - **Avoid too much sunshine.** Sunburn slows the skin's ability to cool itself. The sun will also heat the inner core of your body, resulting in dehydration.
 - **When in the sun,** wear sunscreen (at least SPF 15).
 - **Wear lightweight, light-colored, loose-fitting clothes** that cover as much skin as possible to prevent sunburn.
 - **Protect face and head** by wearing a wide-brimmed hat.
 - **Take frequent breaks** if you must work outdoors.
 - **Use a buddy system** when working in extreme heat.
- Exposure to heat can cloud judgment. If you work alone, you may not notice.
- **Avoid extreme temperature changes.** A cool shower immediately after coming in from hot temperatures can result in hypothermia, particularly for elderly and very young people. Give your body a chance to adjust to extreme temperature changes.
 - **Use shades or awnings.**
 - **If your home has no air conditioning,** go to pools or public buildings with air-conditioning each day for several hours.

FIRE

Fires at home are the fifth leading unintentional cause of injury and death in the United States, behind motor vehicle crashes, falls, poisoning by solids or liquids, and drowning. Children are most likely to experience fires in the home, and rank first as the cause of death for children under the age of 15.

- **IF YOU SEE A FIRE, or**
- **IF YOUR SMOKE DETECTOR GOES OFF:**
CALL 911

1. Remain calm.
2. Do not try to fight a major fire.

IF YOUR CLOTHES CATCH ON FIRE:

- **Do not run!** Running only makes the fire burn faster
- Instead:
 1. **Stop** where you are,
 2. **Drop** to the ground, cover your face and
 3. **Roll** over and over to smother the flames.
- Once the flames are out, cool the burned skin with water for 10 to 15 minutes and then get medical attention.

IF FIRE STARTS IN YOUR HOUSE OR APARTMENT:

- Get out as quickly and safely as possible.
- Do not stop to get anything.
- Feel doors with the back of your hand before you open them. If they are hot, find another way out. Stay as close to the floor as possible – smoke and heat rise and the air is clearer and cooler near the floor. Close doors behind you.
 - Crawl low if there is smoke.
 - Do not use elevators.
 - Go to a previously designated meeting place. Account for your family members and carefully supervise small children.
 - Send one person to call **911** from a safe place such as a neighbor's house.
 - **Never go back into a burning building.**
 - Children are often concerned about the safety of their pets, so discuss this issue before a fire starts. Pets are often able to get out on their own.
 - If you are unable to get out, stay near a window and close to the floor. Close the door and stuff the bottom with a towel to avoid smoke. If possible, signal for help by hanging a cloth or sheet outside the window.

IF YOU LIVE IN A HIGH-RISE MULTIPLE DWELLING:

- If the fire is not in your apartment, stay in your apartment rather than entering smoke-filled hallways.
 - In high-rise office buildings, only evacuate if the fire is on your floor or the one above it, and descend to the second floor below the fire floor. Other occupants should remain on their floor and monitor the PA system for further instructions.
 - Do not use the elevator.

TO PREVENT FIRES:

- **Smoke alarms** dramatically increase your chances of survival as a result of a home fire. Install them outside each

sleeping area and on each additional level of your home. Vacuum and test them monthly. Replace batteries at least once a year (at daylight savings time). Replace detectors every 10 years.

- **Fire extinguishers:** A home or apartment, ABC-rated fire extinguisher can stop several kinds of small fires.

- **Take extra precautions in winter.** House fires occur more frequently in the winter due to lack of proper safety precautions when using alternate heating sources (unattended fires, disposal of ashes too soon, improperly placed space heaters, etc.). Fire during winter storms presents a great danger because water supplies may freeze and it may be difficult for firefighting equipment to get to the fire.

- **For more fire safety information:** Call the Town of Greenwich Fire Marshals Office at 622-3950.

EARTHQUAKES

Although earthquakes strong enough to feel are uncommon in Greenwich, tremors occasionally occur.

IN THE EVENT OF AN EARTHQUAKE:

Indoors: Drop, take cover & hold on!

- **Drop** to the floor.
- **Take cover** under a solid piece of furniture or next to an interior wall. Cover your head and neck with your arms.
- **Hold on** to a sturdy piece of furniture and be prepared to move with it. Stay where you are until the shaking stops.

Outdoors:

- Get away from buildings, trees, streetlights, and power lines.
- Drop to the ground and stay there until the shaking stops.

BUILDING COLLAPSES OR EXPLOSIONS

Regardless of cause (structural failure or sabotage), the same guidelines apply.

IF YOU ARE TRAPPED BY DEBRIS:

- Cover your nose and mouth with a cloth or clothing.
- Move around as little as possible to avoid kicking up dust, which is harmful to inhale.
 - Tap on a pipe or wall so rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort, since shouting can cause you to inhale dangerous amounts of dust.

IF YOU CLEAN UP DEBRIS:

- Wear gloves and sturdy shoes.
- Do not touch debris that has utility wires in it.
- Do not move debris that is too large or too heavy. Ask for help from neighbors, friends and recovery workers.

POISON

IF YOU THINK SOMEONE HAS BEEN POISONED:

- **Act fast! CALL 911**
- Don't wait to see what happens!
- **National Capital Poison Center at (800) 222-1222**

POISON:

- The most common home chemical emergencies involve **small children swallowing medicines**.
- Keep all medicines, cosmetics, cleaning products and other household chemicals **out of sight** and out of the reach of children.
- Moving hazardous materials **out of sight** could eliminate up to 75 percent of all poisonings of small children.
- Flush medicines, that are no longer being used or that are outdated, down the toilet and place the empty container in the trash.
- If you spill a chemical, clean it up immediately with rags, being careful to protect your eyes and skin. Allow the fumes in the rags to evaporate outdoors in a safe place, then dispose of them by wrapping them in a newspaper and placing them in a sealed plastic bag. Dispose of these materials with your trash.

HAZARDOUS MATERIALS AND CHEMICAL SPILLS

We use hazardous materials such as cleaners, germicides, deodorizers, detergents, drain and bowl cleaners, gases, home medications, laundry bleaches, liquid fuels, paint removers and thinners in our homes and businesses every day.

- Large spills occasionally occur, but these incidents generally cause the public little difficulty other than traffic delays. In the event of a major spill authorities will instruct you on the best course of action, however you should heed the precautions listed below.

CHEMICALS - TOXIC POISONING

Learn to recognize the symptoms of toxic poisoning:

- Difficulty in breathing
- Irritation of the eyes, skin, throat, or respiratory tract
- Changes in skin color
- Headache or blurred vision
- Dizziness
- Clumsiness or lack of coordination
- Cramps or diarrhea

TOXIC POISONING GUIDELINES:

- Stay upwind of the material if possible.
- Seek medical attention as soon as possible if needed.
- If there's an event indoors, try to get out of the building without passing through the contaminated area. Otherwise, it may be better to move as far away from the event as possible and shelter in place. See **Shelter In Place** on page 7.
- If exposed, remove outer layer of clothes, separate yourself from them, and wash yourself.
- In some circumstances, after being exposed to hazardous materials, it may be necessary to be "decontaminated." Specially trained emergency personnel will perform decontamination procedures, which may include the removal of personal items and cleansing of exposed areas of the body. They will provide for medical attention if necessary.

CARBON MONOXIDE

Carbon monoxide (CO) is a colorless and odorless gas that can be produced by improperly vented furnaces, plugged or cracked chimneys, water heaters, fireplaces, stoves and tail pipes.

- Dangerous levels of carbon monoxide can injure or kill.
- Symptoms of CO poisoning, besides tightness across the chest, are flu-like, and may include headache, dizziness, drowsiness and/or nausea.
- Since CO has no color, taste or smell, CO detectors are the only way to alert you to increasingly dangerous levels of CO before tragedy strikes.
- Consider installing CO detectors in your home, apartment, boat or RV.

IF YOU SUSPECT CARBON MONOXIDE POISONING:

- Get yourself and victims to fresh air immediately
- Open windows.
- Call **911**
- Call your local utility.

COUNTERING TERRORISM

A terrorist’s primary objective is to create fear. With accurate information and basic emergency preparedness, you can fight back. Keep in mind that accidents can sometimes appear to be terrorist events and vice versa. Your response should be similar in either case.

KNOW THE FACTS AND BE RESPONSIBLE:

- **Know the facts** of a situation and think critically. Confirm reports using a variety of reliable sources of information, such as the government or media.
- **Do not spread rumors.**
- **Do not accept packages from strangers and do not leave bags or luggage unattended** in public areas such as a library or train station.

EXPLOSIONS:

- See **Building Collapses & Explosions** on page 10.

BIOLOGICAL ATTACKS:

- A biological attack occurs when a terrorist intentionally causes a disease epidemic.
- See **Disease Outbreaks and Biological Events** on page 13.

CHEMICAL ATTACKS:

- The intentional release of hazardous materials constitutes an act of terrorism, however accidents involving hazardous materials may also occur. Your course of action should be the same in either case.
- See **Hazardous Materials & Chemical Spills** on page 11.

RADIOLOGICAL ATTACKS:

- Radiological attacks occur when radioactive material is intentionally released.
- **Radiological Dispersion Device (RDD):** An RDD is designed to scatter amounts of radioactive material over a wide area. The further the material disperses, the less harmful it is. In most cases, the amount of material is unlikely to be lethal.
- **“Dirty Bomb”:** A Dirty Bomb is a kind of RDD that combines conventional explosives and radioactive material. The explosive is intended to scatter the radioactive material. More damage and casualties may result from the explosion than from the radiation itself.
- Also see **Radiation Exposure** on page 13.

IDENTIFYING SUSPICIOUS PARCELS OR LETTERS:

A parcel or letter may be considered suspicious when it has one or more of the following characteristics:

- Handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Addressed to someone no longer with your organization or not addressed to a specific person.

- Strange return address or no return address.
- Marked with restrictions, such as “Personal,” “Confidential” or “Do not X-ray.”
- Excessive postage or no postage at all.
- Powdery substance on the outside.
- Unusual weight given its size, lopsided, or oddly shaped.
- Unusual amount of tape on it.
- Odors, discolorations or oily stains.

IF YOU RECEIVE A SUSPICIOUS PACKAGE OR ENVELOPE:

- **PUT IT DOWN** – on the floor or a flat surface.
- **Do NOT attempt to open** the package or parcel for any reason, shake it, handle it excessively or aggressively.
- **Cover it** with an airtight container like a trash can or plastic bag.
- **Call 911** and alert your building’s security officials.
- Alert others to the presence of the package and evacuate the area.
- Once the household has been evacuated, do not re-enter your home until it has been determined safe to do so.
- Wash your hands with soap and water if you have handled the package.
- Be prepared to provide as much detailed information as possible to local authorities. Provide details of the room or area where the suspicious package was recognized.
- Make a list of the people who were in the room/area where the suspicious package was recognized, and give the list to authorities.
- Do not stray far from the area if you believe you have been exposed.

IF YOU RECEIVE A BOMB THREAT:

- **Keep the caller on the line** for as long as possible and try to write down or record the conversation.
- **Write down** the exact time and length of call.
- **Listen carefully** to the caller’s voice and background noise.
- **Ask the caller** as many of the following questions as possible:
 - 1) Where is the bomb right now?
 - 2) What does the bomb look like?
 - 3) When is the bomb going to explode?
 - 4) What kind of bomb is it?
 - 5) Why did you place the bomb?
 - 6) Where are you calling from?
- **After you hang up:** call **911 IMMEDIATELY.**

IF YOU HAVE INFORMATION ABOUT POTENTIAL TERRORISM: call Greenwich Police at (203) 622-8000.

RADIATION EXPOSURE

If an accident or explosion were to release radiation, local authorities would notify the residents through approved alerting methods. They would also instruct you through the Emergency Alert System on local radio and regional television stations about areas affected and how to protect yourself.

- In the event of an accident or explosion, radioactive gases and particles may be carried in the air in a cloud-like formation called a **plume**.
- The area affected by a plume is determined by wind direction, speed and weather conditions.
- Small amounts of radiation are considered safe. In the unlikely event that any part of Greenwich is exposed to unsafe levels of radiation, there are steps you can take to reduce your exposure.

TO ASSESS THE SITUATION:

- Listen carefully to emergency warnings and news reports.
- Determine whether you are in fact at risk of exposure.
- Take protective action that is consistent with the threat.
- If you are safe where you are, stay put. Highways will likely be crowded with people needing to move to safety.

TO MINIMIZE RADIATION EXPOSURE

Indoors:

- Go as far below ground as possible, close windows and doors, turn off air conditioners, heaters or other ventilation systems.
 - Stay where you are, listen to the radio, watch TV or check the Internet for official news.
- See also **Shelter In Place** on page 7.

Outdoors:

- Get inside. Remove all clothing and wash yourself thoroughly to remove radioactive particles as soon as possible.
- **Shielding:** Put as much heavy, dense material between yourself and the radiation as possible. For this reason authorities may advise you to stay indoors, close and seal windows, (as much as possible) and turn off powered ventilation to restrict incoming contaminated air.
- **Distance:** The greater the distance between you and a radiation plume the better. For this reason authorities may call for evacuation only of people in closest areas.
- **Time:** Radioactive materials become less radioactive over time. Stay inside until authorities advise you the threat has passed.

TREATMENT:

- In the unlikely event of radiation exposure, the Town may distribute Potassium Iodide (known as KI). This is a kind of salt that can prevent damage to your thyroid gland only if you are exposed to radioactive iodine. It will not help you in other radioactive environments. KI is generally only recommended for children, adolescents, pregnant women and others with growing thyroids. Only one dosage should be taken every 24 hours.

For additional information: listen to local radio and TV stations or visit **Greenwich Health Department** website at www.greenwichct.org.

DISEASE OUTBREAKS & BIOLOGICAL EVENTS

There are treatments for many diseases and biological agents.

- The Town of Greenwich has established plans for responding to potential situations involving disease outbreaks and biological events in cooperation with State and Federal agencies.
- The Town may distribute medicine or a vaccine to those who are at risk. This course of action will be decided based on the specific health hazard.
- The type of therapy or treatment used, if any, for a specific infection or disease may vary depending on each person's unique physiology, lifestyle and general health.
- To distribute treatment or vaccines, the Town may open Points of Dispensing (POD) locations where treatment will be provided. In the event that POD's are activated, find the one closest to you by listening to radio, TV, the Town website or the Town Info-line at **1-866-245-4260**.
- For information about chickenpox, influenza, monkeypox, Severe Acute Respiratory Syndrome (SARS) and West Nile Virus, visit **Greenwich Health Department** at www.greenwichct.org.

UNUSUAL OR SUSPICIOUS SUBSTANCES:

If you become aware of an unusual and suspicious substance nearby:

- Quickly get away from the item or material in question.
- Protect yourself. Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing. Examples include two to three layers of fabric such as a t-shirt, necktie, handkerchief or a towel.
- Wash your hands thoroughly with soap and water.
- Call 911
- Check TV, radio or Internet for official news and information about who may have been placed at risk, what the signs and symptoms of the disease are and where you should seek medical attention if directed to do so.

Also see **Greenwich Health Department** website at www.greenwichct.org at "Hot Topics".

HOW YOU CAN ASSIST

Many of the tips in this guide are designed to help you and your household. Here's what you can do to help the Town recover from all kinds of emergencies.

BECOME A VOLUNTEER:

- After a disaster, wait for instructions from local officials, or check with specific organizations before going to volunteer at a relief organization, hospital or a disaster site.
- Be patient. In the immediate disaster response period there are often many people waiting to volunteer. There

may be a greater need for volunteers during the recovery period, weeks and months after disaster strikes.

- It is best to affiliate with a recognized disaster volunteer organization such as the Red Cross or the Salvation Army before a disaster happens.

MAKE A DONATION:

- Making a financial contribution to a volunteer agency involved in disaster relief is often the most sensible and efficient way of helping people in need after a disaster.
- Before donating any goods, including food or clothing, wait for instructions from local officials or check with a specific organization. Unneeded items overwhelm the recovery effort and may go to waste.

Important Medical Contact Information

Medical Information:

| | | | | | |
|---------------------|-------|-------|-------|-------|-------|
| Doctor 1: Name | _____ | _____ | _____ | _____ | _____ |
| Doctor 1 Specialty: | _____ | _____ | _____ | _____ | _____ |
| Doctor 1 Phone # | _____ | _____ | _____ | _____ | _____ |
| Doctor 2: | _____ | _____ | _____ | _____ | _____ |
| Doctor 2 Specialty: | _____ | _____ | _____ | _____ | _____ |
| Doctor 2 Phone # | _____ | _____ | _____ | _____ | _____ |
| Pharmacist: | _____ | _____ | _____ | _____ | _____ |
| Pharmacy Phone #: | _____ | _____ | _____ | _____ | _____ |

Medical Insurance

| | | | | | |
|------------------------|-------|-------|-------|-------|-------|
| Med. Ins. Company: | _____ | _____ | _____ | _____ | _____ |
| Med. Ins. Co. Phone #: | _____ | _____ | _____ | _____ | _____ |
| Med. Ins. Policy #: | _____ | _____ | _____ | _____ | _____ |

Other Important Information

Property Insurance

| | | | | | |
|-----------------------------|-------|-------|-------|-------|-------|
| Home/Rent Ins. Co.: | _____ | _____ | _____ | _____ | _____ |
| Home/Rent Ins. Co. Phone #: | _____ | _____ | _____ | _____ | _____ |
| Home/Rent Ins. Policy #: | _____ | _____ | _____ | _____ | _____ |

CALLING FOR HELP

For Emergencies...

- Ambulance/EMS
- Fire, or
- Police

Call **911**

- If you are in **immediate danger**.
- If you witness a **crime in progress**.
- For a **serious injury** or **medical condition**.
- For any situation needing **urgent attention**.

UTILITIES DISRUPTIONS

Utilities disruptions are an occasional inconvenience of the modern age.

IF YOU **SMELL GAS**: Dial 911 away from odor

- Do not operate any electrical appliance or switch.
- Do not use a telephone.
- Do not light a match or smoke.
- Open windows and doors to ventilate area.
- From outside the building, call **Connecticut Natural Gas** at **869-6912**.

IF THERE IS A **POWER OUTAGE**:

- Call **CL & P** (Northeast Utilities) immediately to report the outage at **1-800-286-2000**.
- For the hearing- or speech-impaired, call **CL&P** at **1-800-842-0010** using a TTY/TDD telephone.
- Disconnect or turn off all appliances that would otherwise go on automatically when service is restored. If several appliances start up at once, they may overload the electric circuits.
 - In order to prevent food spoilage, keep refrigerator and freezer doors closed as much as possible. Each time the door is opened, heat enters and speeds up the thawing process.
 - Stay indoors if possible. If you must go outside, stay away from downed and dangling power lines. Treat all downed lines as if they are dangerous.
 - Keep a battery-operated radio on for updates on the restoration process.
 - If you lose power and/or heat in the winter, insulate your home as much as possible.
 - Do not burn charcoal indoors and do not use your kitchen gas range to heat rooms as this can lead to fire or a hazardous smoke condition.
 - Do not use generators indoors since without proper ventilation they can create dangerous carbon monoxide.

When You Call 911...

State:

1. Your Name
2. Address of the emergency
3. Nature of the emergency (fire, medical or police)
4. Age and sex of the injured/patient
5. Then be prepared to answer questions.
6. Do not hang up until you are told to.

- During a medical emergency turn on exterior light(s) so emergency responders can find your home.
- During disasters use the telephone only when necessary, so phone lines are free for emergency calls

Do NOT call 911 for non-emergencies or to report a utility outage (to keep lines free for emergency calls).

For **Non-Emergency Information**...

- Ambulance/EMS: (203) 637-7505
- Fire: (203) 622-3950
- Police: (203) 622-8000

IF YOU **DON'T HAVE HEAT**:

- If you do not have heat, contact your building owner. If heat is not restored, call Dept. of Public Health 622-7838 during normal business hours or the Police Dept. at 622-8000 after normal business hours.

IF YOU **LOSE PHONE SERVICE**:

- Use your cell phone, or borrow one from a friend or neighbor if possible, and call your provider to report the outage.
- If you have a cordless phone, keep in mind you may lose service during a power outage. It is a good idea to have a phone that does not rely on electricity.
- Fire alarm boxes will continue to work.

PROBLEMS WITH **WATER OR SEWER**:

- It is always a good idea to keep a supply of bottled water in the house.
- If you see water coming up from the ground or roadway, or suspect a water main break, call the **Sewer Division of Greenwich Public Works Dept.** at **(203) 622-7760**. Be prepared to provide the following information on the phone: a description of the condition, what is being affected (street, cellar, basement, subways, etc.), the exact location of the problem, and your name, address and telephone number.
- If you have no water or very low water pressure, call **Aquarion** at **(203) 445-7310**.
- If there is a concern about drinking water quality, you will be advised of what actions to take. In some cases, you might be told not to use the water for cooking or drinking purposes unless it is boiled, treated with bleach or iodine, or disinfected by other means.
- If there is a drought, authorities will advise you to conserve water. Please restrict your water use as much as possible. If the drought worsens, mandatory drought restrictions can be imposed. Conservation measures can slow the depletion rate of the stored water and potentially postpone or eliminate the threat of serious water shortages.

◀ - - - - **CALLING FOR HELP**, Turn page for instructions

RESOURCE INFORMATION

Learn more about emergency preparedness and emergency management:

TOWN OF GREENWICH:

- **All Departments** at (203) 622-7700, for hearing impaired at (203) 622.3835 or at www.greenwichct.org

STATE OF CONNECTICUT:

- **State of Connecticut Office of Emergency Management:** at www.ct.gov/oem

UNITED STATES GOVERNMENT:

- **U.S. Centers for Disease Control & Prevention:** at (800) 311-3435 or www.cdc.gov
- **U.S. Department of Energy:** (800) DIAL DOE (800) 342-5363 or www.energy.gov
- **U.S. Environmental Protection Agency:** 1-800-424-8802 or www.epa.gov
- **Federal Emergency Management Office (FEMA):** FEMA published a longer, detailed guide to emergency preparedness, "Are You Ready? A Guide to Citizen Preparedness." To order, call FEMA Distribution Center at (800) 480-2520 or www.fema.gov/library.
- **U.S. Department of Homeland Security:** at (800) BE-READY (800) 237-3239 or www.ready.gov
- **National Weather Service:** at www.weather.gov

NOTABLE:

- **Aquarion** at (203) 445-7310 or www.aquarion.com
- **American Red Cross:** at (877) 733-2767 or www.redcross.org in Greenwich at 869-8444 or www.greenwich.ctredcross.org
- **CL&P** (Northeast Utilities) at (800) 286-2000 or www.cl-p.com
- **CNG Corp.** at (888) 264-2677 or www.cngcorp.com
- **Greenwich Hospital** at (203) 863-3000 or www.greenhosp.org
- **National Capital Poison Center**, at (800) 222-1222 or www.Poison.org
- **WGCH Radio**, AM 1490, or (203) 869-1490

FOR PARENTS AND FAMILIES:

- **FEMA:** at www.fema.gov/kids
- **American Red Cross:** at www.prepare.org/children/children.htm
- **The Sesame Workshop's** safety page: www.sesameworkshop.org/parents/solutions/safety

AMERICAN ACADEMY OF PEDIATRICS

www.aap.org

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