



GREATER NASHUA

MY

EMERGENCY

ACTION

PLAN



Nashua
NEW HAMPSHIRE'S GATE CITY



CITY OF NASHUA
Division of Public Health
& Community Services
18 MULBERRY STREET • NASHUA, NH • 03060

STAY CONNECTED:

 NashuaNH.gov/PHEP

 [@GreaterNashuaPH](https://www.facebook.com/ GreaterNashuaPH)

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MY INFORMATION:

(Please print)

Name:

[Gray shaded input field for Name]

Address:

[Light gray shaded input field for Address]

[Gray shaded input field for Address]

Day Phone:

[Light gray shaded input field for Day Phone]

Evening Phone:

[Gray shaded input field for Evening Phone]

Cell Phone:

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E-Mail:

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There are three basic steps to being prepared for any emergency:



MAKE A PLAN



BUILD A KIT



STAY INFORMED

Think about how emergencies may affect you. Emergencies can range from house fires, to falls in your home, to hurricanes. Use this guide now to list what you might need during an emergency.





**MAKE A
PLAN**

1 CREATE AN EMERGENCY SUPPORT NETWORK

You don't want to go through an emergency alone. Ask at least two people to be in your network - family members, friends, neighbors, caregivers, coworkers, or members of community groups. Remember, you will help each other in emergencies.

Your emergency support network should:

- Stay in contact during an emergency.
- Keep spare sets of your keys.
- Know where to find your emergency supplies.
- Know how to operate your equipment or help move you in an emergency.

Support Network Contacts:

Name/Relationship:
Phone (home/work/cell):
E-mail:
Name/Relationship:
Phone (home/work/cell):
E-mail:

Pick an out-of-state friend or relative who family or friends can call during a disaster. If local phone lines are busy, long-distance calls may be easier to make. This out-of-state contact can help you communicate with those in your network.

Out-of-State Contact:

Name/Relationship:
Phone (home/work/cell):
E-mail:



**MAKE A
PLAN**

2 DEVELOP A PLAN

Important Health & Life-Saving Information:

Allergies:
Special Medical Conditions:

Medications & Daily Doses:

Eyeglass Prescription:

Blood Type:

**Communication Devices/
Equipment:**

Health Insurance Plan:

Preferred Hospital:

Individual #:

Group#:

Doctor/Specialist:

Phone:

Doctor/Specialist:

Phone:

Doctor/Specialist:

Phone:

Doctor/Specialist:

Phone:

Pharmacy:

Address:

City:

Phone:

Fax:



MAKE A PLAN

2 DEVELOP A PLAN (CONTINUED)

Transportation:

Be prepared to make other transportation plans if your usual mode of transportation is not available.

I will call (friend):

Phone (home/work/cell):

Taxi Service:

Phone:

Make a habit of learning exits whenever you are in a new location (e.g., shopping mall, restaurant, movie theater).

Include Communication in Your Plan:

Take time now to plan how you will talk to friends or emergency workers in an emergency. During an emergency, your normal way of communicating may be affected by changes in environment, noise, or confusion. Know how and what you will need to communicate during an emergency.

- If you are Deaf or hard of hearing, practice communicating your needs through gestures, note cards, text messages, or other means.
- If someone in your family is blind or has low vision, be prepared to explain to others how best to guide them.





MAKE A PLAN

2 DEVELOP A PLAN (CONTINUED)

Prepare something now that describes your needs in short, meaningful phrases. You may not have much time to get your message across. Prewritten cards or text messages can help you share information during a stressful or uncomfortable situation. Phrases can include:

- I may have difficulty understanding what you are telling me. Please speak slowly and use simple language.
- I use a device to communicate
- I am Deaf and use American Sign Language
- Please write down directions
- I speak (insert language).

Your cards should apply to emergencies in and outside your home. Be sure to keep them with you at all times. If you have difficulty creating cards, ask family, friends, or caregivers to help.

Below is space for you to write your own phrases:



**MAKE A
PLAN**

3 KNOW HOW TO EVACUATE

- Evacuate immediately if your life is in danger.
- Evacuate immediately if you smell gas, or see smoke or fire.
- Call 911 if you are stranded and need emergency assistance to evacuate your home.
- Remember to tune in to local radio and TV stations.

Meeting Place:

Know where you will meet family, friends or caregivers after an emergency. Pick two places to meet: one right outside your home and another outside your neighborhood such as a library, community center, or place of worship.

Meeting place close to home:

Address:

**Meeting place outside
neighborhood:**

Address:





MAKE A PLAN

3 KNOW HOW TO EVACUATE

Pick friends or family with whom you can stay in case you cannot stay at home.

I can stay with:

Name/Relationship:	
Address:	
Phone (home/work/cell):	
E-mail:	
Name/Relationship:	
Address:	
Phone (home/work/cell):	
E-mail:	

Practice evacuating regularly and consider different situations you may face, such as blocked paths or exits. Include service animals in your drills so they become familiar with exit routes.

Sheltering:

Residents should first attempt to stay with a friend or family member at a location outside the disaster area. Shelters should only be used as a last resort. For people who have no other place to stay, an emergency shelter may be set up. They provide basic food and water. Shelters DO NOT have all special equipment (e.g., oxygen, mobility aids, batteries). Be prepared to bring your own.

Shelters are subject to change depending on the emergency. Check with your local Fire Department for where your town's emergency shelter is located. Shelters may be set up in schools, City buildings, and places of worship. The City will notify residents if the shelter is pet-friendly or if pet services are available off-site.

Ask family members or someone in your emergency support network to go with you to the shelter.



**BUILD
A KIT**

4

**PACK A
GO KIT**

Everyone in your household should have a Go Kit - a collection of things you would want if you have to leave in a hurry. Your Go Kit should be sturdy and easy to carry, like a backpack or a small suitcase on wheels.

Check off items you have and add those you will need:

- Copies of your important documents in a waterproof container (e.g., insurance cards, Medicare/Medicaid cards, photo IDs, proof of address, marriage and birth certificates, copies of credit and ATM cards)
- Flashlight, battery-operated AM/FM radio, and extra batteries
- List of the medications you take, why you take them, and their dosages
- Contact information for your household and members of your support network
- Cash, in small bills
- Notepad and pen
- Aerosol tire repair kits and/or tire inflator to repair flat wheelchair or scooter tires
- Supplies for your service animal or pet (e.g., food, extra water, bowl, leash, cleaning items, vaccination records, and medications)
- Backup medical equipment (e.g., glasses, batteries)
- Other personal items:



BUILD
A KIT

4

PACK A
GO KIT



GREATER NASHUA





**BUILD
A KIT**

5

**PUT TOGETHER
A STAY KIT**

In some emergencies, like winter storms and tornadoes, you may have to stay at home. A Stay Kit should have enough supplies for at least three days.

Check off items you have and add those you will need:

- One gallon of drinking water per person per day
- Nonperishables, ready-to-eat canned foods, and a manual can opener
- Flashlight, battery operated AM/FM radio, and extra batteries, or wind-up radios that do not require batteries
- Whistle or bell
- Back-up medical equipment (e.g., oxygen, medication, scooter battery, hearing aids, mobility aids, glasses, facemasks, gloves)
- Style and serial numbers of medical devices (such as pacemakers) and usage instructions
- Other items:



**BUILD
A KIT**

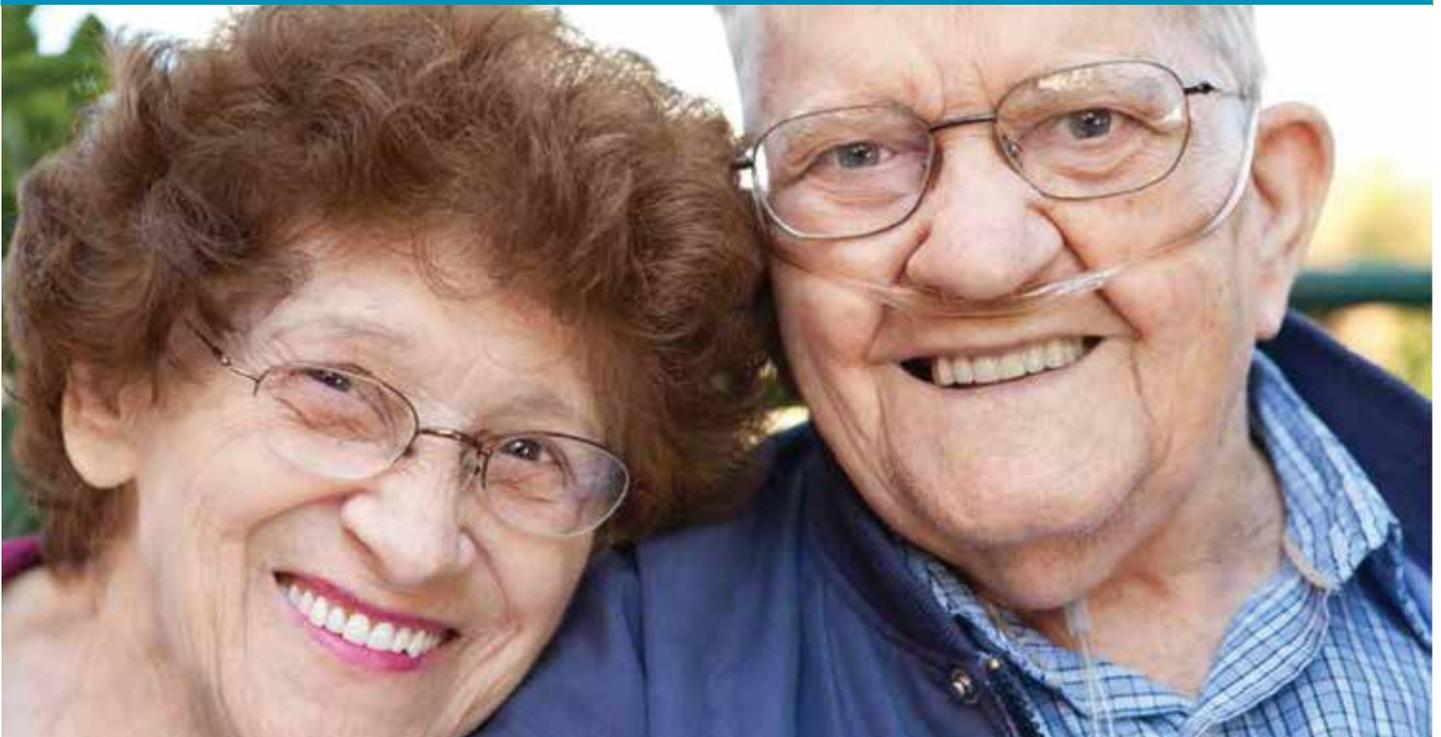
5 PUT TOGETHER A STAY KIT

Special Considerations:

- If you rely on electrical medical equipment, contact your medical supply company for information about back-up power.
- Ask your utility company if you qualify as a life-sustaining equipment customer, and see if you can sign up for priority power restoration.
- If you rely on oxygen, talk to your oxygen supplier about emergency replacements.
- If you receive treatments such as dialysis or chemotherapy, know your provider's emergency plan.

**ONCE YOU HAVE FILLED OUT THIS GUIDE,
YOU ARE A READY GREATER NASHUAN!**

» CONGRATULATIONS!





6 SIGN UP FOR ALERTS

Sign up for **FREE Alerts** at:
NashuaNH.gov/CodeRED



Download the **FREE**
NH Alerts App!

CodeRED:

CodeRED is an emergency notification service that allows officials to notify residents and businesses by telephone, cell phone, text message, email and social media regarding time-sensitive emergency notifications. Residents have the option to **OPT-IN to non-emergency community messages**. **Only authorized officials have access to send notifications with the CodeRED system.**

Only residents with a publicly listed FairPoint landline number will automatically be added to the CodeRED database. All other residents and businesses are encouraged to add other landline and cellular numbers as well as an email address.

NH Alerts App:

NH Alerts is a free public safety app to effectively alert and inform within the State of NH by providing the community information that could save their lives. NH Alerts delivers free emergency, community and missing person notices generated by authorized officials at the State level as well as Nashua's CodeRED system. The CodeRED powered app also delivers free weather warnings from the National Weather Service to users within the direct path of severe weather. The app is completely customizable by the end user who may select the types of warnings they would like to receive in the app's settings.

Individuals can download the free NH Alerts app for Apple and Android smartphones at: www.NashuaNH.gov/CodeRED

Other Ways to Receive Alerts:

You may also automatically receive alerts through the **Wireless Emergency Alerts (WEA)** system on your cell phone or the **Emergency Alert System (EAS)** on TV & Radio. You will only receive AMBER Alerts, Presidential Alerts during a national emergency, and alerts on extreme weather, and other threatening emergencies in your area. WEA and EAS are not managed by the City of Nashua. For more information about these systems, visit: www.fema.gov/ipaws

To receive real time alerts, residents should utilize a **NOAA All-Hazards Radio**. Inexpensive and reliable, this device is alerted instantly by the National Weather Service during warnings and watches for the owner's respective location. NOAA radios save lives!

Other Ways to Stay Informed:

Radio:

FM: 88.3, 90.3, 94.1, 95.7, 96.5, 97.9, 98.9, 99.9, 100.3, 101.1, 106.3
AM: 610, 900, 1110, 1250, 1370, 1590

TV:

WMUR (ABC), WCVB (ABC), WBZ (CBS), WBTS (NBC), WFXT (FOX), WHDH, NECN, WUNI (Univision), WNEU (Telemundo), constant emergency info on Nashua Local Access Channels 16, 96, 99

Internet:

NashuaNH.gov/emergency
Other local media websites

Facebook:

www.facebook.com/nashuaocem

Twitter:

@nashuaocem



**STAY
INFORMED**

7 REPORT ISSUES IMMEDIATELY

911

Is **ONLY** to be used for
police, fire, & medical
emergencies!

Utility Disruptions:

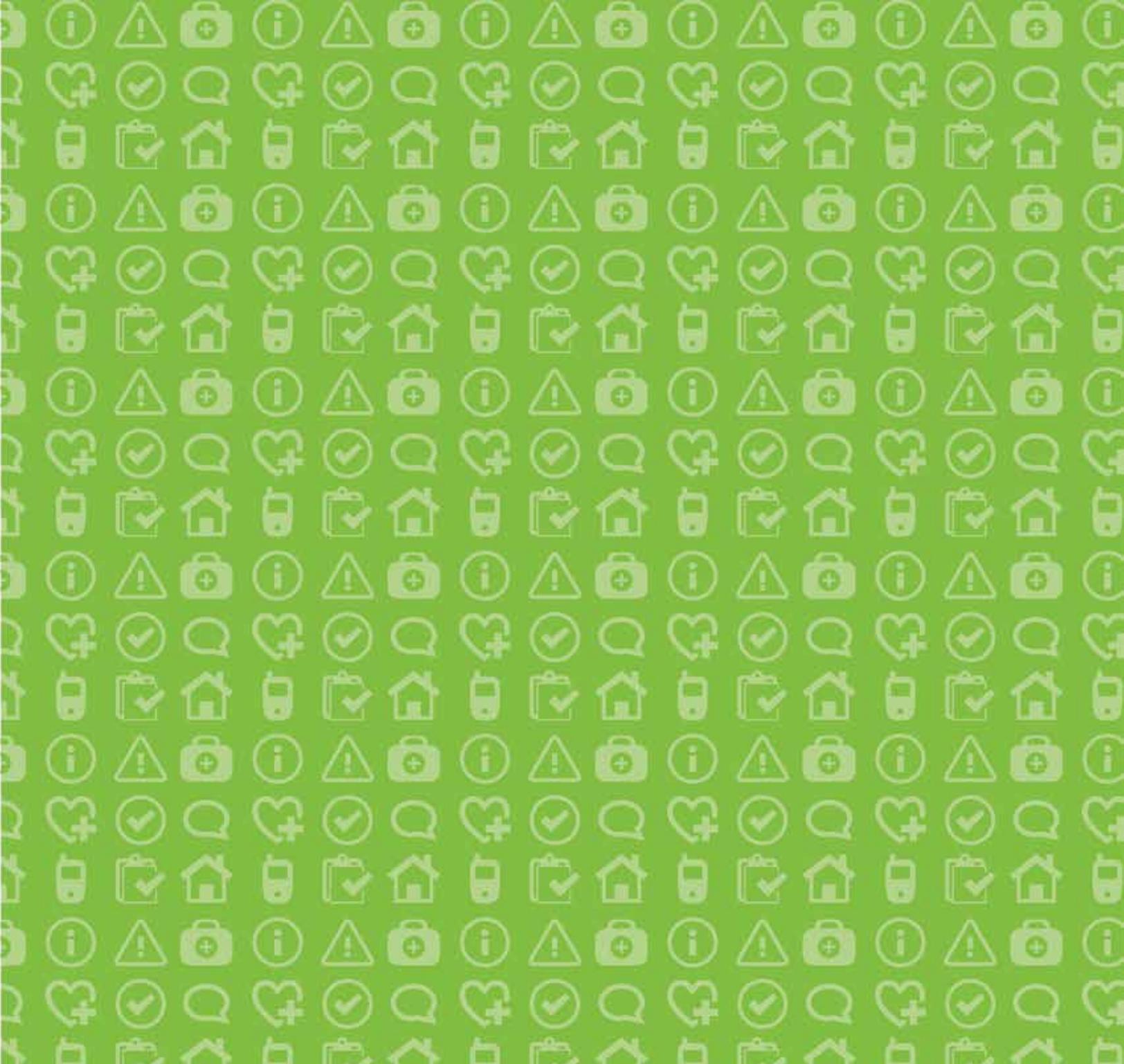
All residents need to report **ALL** power outages and downed power lines to **Eversource Energy at 1-800-662-7764**. Eversource may not be aware of the outage and even though a resident thinks their neighbor has reported it, they need to report it as well.

- Pennichuck Water Works:** 603-882-5191
- Nashua Wastewater Department:** 603-589-3560
- Liberty Utilities Gas Emergency:** 1-855-327-7758
- FairPoint:** 1-866-984-1611
- Comcast:** 1-800-934-6489

Important Contact Numbers:

Fire Department, Non-Emergency	
Police Department, Non-Emergency	
City Hall	
Town Administrator	
Street Department	
Street Department Snow Line	
Solid Waste Department	
Transportation Department	
Building Safety Department	
Public Health Division	
Environmental Health Department	
Welfare Department	
School District	
St. Joseph Hospital	
Southern NH Medical Center	
American Red Cross	

Add your own important resources and phone numbers here:



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