

What You Should Know When an Emergency Strikes in Norwalk

Whether it's power outages, hurricanes, blizzards, severe weather or fires, Norwalk has seen its share of emergency situations

STAY INFORMED

SIGN UP FOR EMERGENCY ALERTS: Sign up for emergency notifications at www.norwalkct.org and select the emergency notification bar on the left to receive emergency messages on cell phones, text pagers, wireless PDA's and home and work emails. Free Android and iPod apps are available for download as well.

BEFORE AN EMERGENCY

BUILD A DISASTER KIT: Make sure to have flashlights, hand crank or battery-powered AM/FM/NOAA radio, extra batteries, a basic first aid kit, emergency food and water for 72 hours and a non-electric can opener. Try to store a few days of medication or copies of your prescriptions in your kit.

IF A STORM IS FORECASTED: Check and re-stock your emergency kit and review your plan with all family members. Turn the refrigerator and freezer to the coldest setting and charge all cell phones and other mobile devices in case of a power outage. Bring in outdoor objects that may be tossed by high winds.

LISTEN TO LOCAL TV, AM/FM RADIO AND NOAA WEATHER FOR INFORMATION. Have a battery-operated or hand crank radio in your disaster kit so you can stay informed during an emergency. The NFD has a multi-purpose am/fm/noaa radio, flashlight and cell phone charger for sale. Contact us at 203-854-0238.

DURING AN EMERGENCY

FOOD SAFETY: In case of a power outage, refrigerated food will remain unspoiled only about four hours if the refrigerator is unopened. A full freezer will hold the temperature for about 48 hours (24 hours if it is half full) if the door remains closed. Use ice to keep your refrigerator at 40°F or below and the freezer at 0° or lower if there is a prolonged power outage.

AVOID CARBON MONOXIDE POISONING: It can be fatal for residents without power to use gas or charcoal grills, propane heaters and stoves, kerosene space heaters or generators indoors. These items are a source of carbon monoxide, which can build up indoors and cause carbon monoxide poisoning.

PREVENT FIRES: To prevent fires, appliances should be unplugged until the power is restored. Avoid using candles or outdoor grills indoors.

BE A GOOD NEIGHBOR: Check on your friends and neighbors, especially seniors and those with special needs. Lend a hand where you can.

TRAFFIC SIGNAL OUTAGES: Treat all "dark" intersections as four-way stops. Stop - then proceed cautiously.

FLOODING: Do not attempt to drive over a flooded road – you can be stranded or trapped. The depth of the water and the condition of the road is not always obvious.

POWER OUTAGES: The first priority for the City and utility providers is to make the roads safe for emergency vehicles and travel. Once this is done, work can begin on restoration.

IMPORTANT PHONE NUMBERS & WEBSITES

EMERGENCY ASSISTANCE: Dial 911 – including reports of downed or "hot" wires.

POWER OUTAGES: Contact **CL&P** at 800-286-2000, **SNEW** at 203-866-3366 or **Third TD** at 203-866-9271 to report power outages to your electric provider. Don't assume they know about your outage. Restoration times will come from your provider.

CITY OF NORWALK CUSTOMER SERVICE: 203-854-3200

CITY OF NORWALK WEBSITE: www.norwalkct.org **FOR MORE PREPAREDNESS TIPS:** www.ready.gov

Produced by the Norwalk Fire Department- Office of Emergency Management- 203-854-0238

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