

RES HOME CARE
POLICY AND PROCEDURE MANUAL/COMBINED

POLICY C VII-10

Updated 10/2020

Disaster Plan

PURPOSE:

To develop a plan addressing foreseeable disasters and emergencies that coordinates agency efforts to continue to ensure the health and welfare of participants served and prevent or limit disruption of services.

POLICY:

Each Department Director and Administrator will ensure the following disaster plans are followed and updated as needed:

SERVICE COORDINATION: The role of service coordination is to ensure the health and safety of our participants. During a disaster, it is the service coordination department's plan is to contact each participant via phone if possible. If the service coordinator/director is unable to contact the participant via phone, service coordination will contact the participant's emergency contact. If they are unable to reach both the participant and emergency contact, the service coordinator will contact their county's emergency services office and notify them of each of our participant's location and contact information.

Service coordinators will maintain an up-to-date roster containing each participant's contact information and priority level. The service coordinator will practice reasonable safeguards to ensure the list of participants and their contact information is kept confidential. The SC Supervisor and Administrator will also keep a copy of an up-to-date roster containing each participant's contact information and priority level for all participants receiving service coordination. Directors will set priority levels for all participants receiving service coordination from the agency. This redundancy will ensure the needs of the participants are met in the event a disaster or emergency prevents a service coordinator from responding.

1/red: High priority participants. The participant requires 24-hour oversight and/or is in need of ongoing monitoring of a critical medical issue. The department will prioritize these participants when connecting participant's to emergency personnel in the event community services (Medicaid State Plan and/or waiver services) have been disrupted and/or if remaining within his/her home is unsafe due to emergency/disaster.

2/yellow: Medium priority participants. The participant does not require continuous oversight and is able to reasonably monitor his/her own medical care. However, the participant is unable to respond to an emergency effectively due to cognitive or physical limitations and cannot experience a disruption in community services for an extended amount of time without jeopardizing his/her health and welfare. The department will prioritize these participants after the high priority participants when connecting participant's to emergency personnel in the event community services (Medicaid State Plan and/or waiver services) have been disrupted and/or if remaining within his/her home is unsafe due to emergency/disaster.

3/green: Low priority participants. The participant does not require continuous oversight, is able to reasonably monitor his/her own medical care is able to respond to an emergency effectively (or has a natural support available to respond for him/her). The participant can experience a disruption in community services for a significant amount of time without jeopardizing health and

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welfare. The department will prioritize these participants after the high and medium priority participants when connecting participant's to emergency personnel in the event community services (Medicaid State Plan and/or waiver services) have been disrupted and/or if remaining within his/her home is unsafe due to emergency/disaster.

Service Coordinators, Service Coordination Supervisor and Administrators will ensure the following:

- The participant is contacted and reached.
- Determining if a change in location (shelter, hospital, etc.) is necessary for each participant is priority.
- Service Coordination will communicate with each participant's team about any changes in location and any needs for services during or right after the emergency/disaster.

STRUCTURED DAY PROGRAM/SOCIAL DAY CARE: In the event a disaster occurs while participants are attending structured day program, SDP staff will follow the current emergency plan for this department. This emergency plan is updated as needed and is located on sight at all times. Due to the nature of SDP, this department does not have a disaster plan to follow for participant's who are not physically in Structured Day Program during the disaster/emergency. Other individuals on the participant's team (natural supports, service coordinator, HCSS, PBIS, ILST, CIC, etc.) will be responsible for responding in the event of a disaster/emergency within the community.

For office closings follow the Connetquot School District.

- If the office is closed, SDP is also closed. SDP administration will ensure all participants are notified of closures. *Team members and clients will be reminded to refer to our website/Facebook page for closures, as at times school district closures could differ than RES closures.*

The SDP director will ensure all participants, transportation companies and their service coordinators are notified of closures due to emergencies/disasters.

PBIS, ILST, CIC departments: Supervisor will maintain an up-to-date roster containing each participant's contact information and priority level. Director will practice reasonable safeguards to ensure the list of participants and their contact information is kept confidential. This list will be reviewed for the need to modify/update monthly. The list will be available to other supervisors to ensure the needs of the participants are met in the event a disaster or emergency prevents a department director from responding.

Department Supervisors will determine the priority level for each participant based on his/her current needs for the service. Priority levels will consist of the following color-coded and/or numerical value:

1/red: High priority participants. The service (PBIS, ILST or CIC) is critical for the participant during an emergency/disaster. The department director will prioritize these participants for the particular service in the event of an emergency/disaster ensuring the high priority participants experience the least disruption in this essential service. It is expected a disaster or emergency may limit the number of PBIS, ILST or CIC workers available to provide services. This may require the

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department supervisor to prioritize staffing and remove staff from lower priority cases in order to ensure the high priority cases are covered.

2/yellow: Medium priority participants. The service (PBIS, ILST or CIC) is not critical for the participant during an emergency/disaster although due to the nature of the participant's needs, it is of the participant's best interest to resume the service as soon as possible to avoid any unnecessary risks/consequences. The department director will prioritize these participants second for the particular service in the event of an emergency/disaster ensuring the high priority participants experience the least disruption in this essential service. It is expected a disaster or emergency may limit the number of PBIS, ILST or CIC workers available to provide services. This may require the department supervisor to prioritize staffing and remove staff from lower priority cases in order to ensure the high priority cases are covered.

3/green: Low priority participants. The service (PBIS, ILST or CIC) is not critical for the participant during an emergency/disaster and the participant would not be at significant risk or face any immediate consequences if the service was not resumed immediately following the emergency/disaster. The department director will prioritize these participants last for the particular service in the event of an emergency/disaster ensuring the high priority participants experience the least disruption in this essential service. It is expected a disaster or emergency may limit the number of PBIS, ILST or CIC workers available to provide services. This may require the department supervisor to prioritize staffing and remove staff from lower priority cases in order to ensure the high priority cases are covered.

The responding supervisor (department supervisor and/or Administrator) will ensure the following:

- All participants scheduled for services during the disaster/emergency are contacted.
- The service coordinator is notified about the emergency/disaster and the department's response.
- Communication with the participant's team (including natural supports) regarding the plan to resume services.

Facility/Office procedure:

In the event of a disaster Administration will ensure that the following is completed immediately:

- Agency website is updated (Disaster plan is posted on website)
- Phone message is changed remotely
- Agency-wide email is sent with updated information on closures, and following the emergency disaster plan.

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The following information will be included in each message:

The office will be closed on (DATE). Please check the company greeting for any changes if you lose power~ 631-732-4794. Email alerts will be sent, along with social media announcements.

HCSS/PCA, SDP, CIC, SC, PBIS and ILST workers should continue to stay in contact with their supervisors and follow specific instructions from their specific departments.

We continue to remind everyone: to follow current emergency plan and procedures. Staff should be hearing from their immediate supervisors and contacting them with any questions/concerns.

During an emergency, a disaster, or severe weather, all staff are expected to attempt to contact their supervisor (or on-call number) if you are unable to fulfill a scheduled shift with a client or you find yourself unable to leave a client's home safely.

RES Home Care On-Call 631-732-0908

RESOURCES

EMERGENCY NUMBERS: call 911 in an immediate emergency.

Suffolk County

631-852-4851; FAX 631-852-4861

Fire Rescue & Emergency Services

Nassau County office of Emergency Management

(516)573-0636

NCOEM@nassaucountyny.gov

Additional Emergency related information:

SUFFOLK COUNTY

Emergency Management

The Office of Emergency Management(OEM) coordinates the county's response to natural and manmade disasters. OEM personnel are responsible for the operation of the county's Emergency Operation Center (EOC) and work with local, state, and federal officials in shelter management, planning, resource management, and radiological response coordination.

HOW TO REPORT AN EMERGENCY:

For fire and medical emergencies, please dial 911. If you believe that you have been exposed to a biological, chemical or radiological agent, or if you believe an intentional threat will occur or is occurring, please contact local emergency responders by calling 911.

Dial "911" only for life-threatening emergencies. Do not dial "911" for information.

Dial "852-COPS" - For non-Emergency Police calls in Suffolk County.

HOW TO GET MORE INFORMATION DURING AND AFTER AN EMERGENCY

To get more information during and after an emergency, listen to your local television and radio broadcasts. If needed, contact local authorities such as the police, emergency management office, or health department. Please do not call a 911 or other emergency telephone line unless you need assistance with an immediate physical or medical emergency. Emergency numbers

Babylon	422-7600
Brookhaven	451-6161
East Hampton	537-7575
Huntington	351-3234
Islip	224-5306
Riverhead	727-4500
Shelter Island	749-0600
Smithtown	360-7553
Southampton	728-3400
Southold	765-2600

IF YOU ARE TOLD TO "SHELTER IN PLACE"

Go inside

Close all windows and doors

Turn off all ventilation systems

Turn on radio or television

Stay calm

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IF YOU ARE TOLD TO RELOCATE/EVACUATE

Follow instructions
Take your disaster supplies kit with you
Secure your home
Plan ahead - you may not be able to bring your pets with you.
Stay calm

Non-Emergency Contact Information

You may want to report the situation to our county or state offices of emergency management or health departments. Their phone numbers are:

Suffolk County Office of Emergency Management: 631-852-4900; 24-hr

N.Y.S. Office of Emergency Management, State Emergency Coordination Center - 24 hours: (518) 457-2200

Suffolk County Department of Health Services: (631) 853-3000 FAX (631) 853-2927

Emergencies after 5:00pm and weekends (631) 852-4820

NYS Department of Health, Division of Environmental Health: 1-800-458-1158 or visit their website at <http://www.health.state.ny.us/contact/doh800.htm>

REMEMBER: BEFORE PROCEEDING TO A SHELTER, LISTEN TO YOUR LOCAL RADIO OR TV STATION FIRST.

In the event of an emergency, the media will be notified as to which shelter will open and what times.

IN AN EMERGENCY OR DISASTER, ALL OF THESE SHELTERS MAY NOT BE OPENED.

Shelters are opened based on the nature, severity of an emergency, and the number of residents to be impacted.

Register for NY_ALERT notification:

By signing up for NY-Alert, you can receive warnings and emergency information via the web, your cell phone, email and other technologies. Signing up for NY Alert is free. Your information is protected and never shared with any one else. You can modify what type of information you receive or unsubscribe at any time. It is a tool to provide you with critical information when you may need it most.

To Learn more click here: <http://www.nyalert.gov/>

<http://www.co.suffolk.ny.us/Sections/public%20safety/Emergency%20Services.aspx>

The **[Suffolk County Department of Fire, Rescue and Emergency Services \(FRES\)](#)** is committed today to serving the residents of Suffolk County and the emergency responders who are dedicated to saving lives and protecting property.

[Emergency Management](#)

Important information are available through our links below:

[Evacuation Shelters](#)

[Are You Aware & Prepared?](#)

[What to do Ahead of Time](#)

[Hurricane Planning & Preparation](#)

[Shelter Locations and Storm Surge Map](#)

[Winter Safety](#)

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[Natural Disasters](#)

[Extreme Heat](#) 

[Floods](#) 

[Hurricanes](#) 

[Thunderstorms](#) 

[Tornados](#) 

[Wildfires](#) 

[Winter Weather](#)

[Suffolk County Fire Departments](#)

[24-hour emergency contact phone numbers by town](#)

[Today's Weather](#)

[Other Useful Information](#)

[Volunteer Opportunities](#)

[Joint Emergency Evacuation Program \(JEEP\)](#)

NEW! [Suffolk County Multi Jurisdictional Hazard Mitigation Plan](#)

<http://www.nassaucountyny.gov/agencies/oem/hurricane/routes.html>

It is never a question of if a hurricane will strike; it is a matter of when, so now is the time to get your home and workplace ready. And there is no better time to review your plans than on this year. The Suffolk County Office of Emergency Management (OEM) has specific recommendations on how you can prepare. They can save your life and your property!

Emergency Go-Kits

What you have on hand when a hurricane hits can make a big difference to how well your family handles it. In the event of a hurricane WATCH or WARNING, put these items into a smaller, portable Go-Kit - such as a hands-free backpack or duffel bag - or a container, in case you need to evacuate. Keep it by your front door or an exit in case of an emergency evacuation. Each person should have a Go-Kit. Create your own disaster preparedness kits - one for home and one to go as a "Go Bag" in case you need to evacuate - with enough supplies for everyone in your household for FIVE (5) days.

Personal Go-Kit

Your family disaster preparedness kits should include:

- First aid kit. Pack a "how to" guide as well.
- Medications. Essential prescription, nonprescription items & medical information.
- Battery-powered flashlight and radio (or crank radio), extra batteries and a 12-hour glow stick.
- Clothing. A change of clothes, plus rainwear, sturdy shoes and protective gloves for everyone.
- Personal items. Eye glasses, personal care items, & comfort items.
- Important document copies in a waterproof container:
 - Drivers' licenses
 - Wills
 - Birth and marriage certificates
 - Insurance policies
 - Proof of residence (deed or lease)
 - Recent tax returns
 - Credit card & bank account numbers

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- Social Security cards
- Passport numbers
- Home inventory list
- Items for infants, elderly, pets or loved ones with special need

Additional Hazard Forecast Updates:

- [National Hurricane Center](#)
- [National Weather Service](#)
- [Storm Prediction Center](#)
- [River Forecast Centers](#)
- [Hydrometeorological Prediction Center](#)
- [Climate Prediction Centers](#)

JEEP - Joint Emergency Evacuation Program

When a disaster strikes, shelter and transportation assistance is available to eligible disabled individuals who have no other way to evacuate their homes. In the event of a natural or man-made disaster, the Department of Fire, Rescue and Emergency Services (FRES) will coordinate assistance to eligible disabled residents. If you are at risk during emergency situations and require special planning, which may involve transportation and/or sheltering, the Joint Emergency Evacuation Plan (JEEP) may be of assistance.

[Click here to Joint Emergency Evacuation Program](#)

HOW JEEP WORKS

JEEP is a database of individuals who require emergency evacuation assistance during disasters. The database is maintained by FRES and activated prior to an impending disaster. To be eligible for this program, you must be so disabled or frail that you are unable to leave your residence without emergency assistance. You must apply ahead of time to be included. The information you provide will be reviewed to see if you meet the eligibility requirements, and will be kept confidential. If you are approved, you will be assigned to an appropriate shelter. Services provided will be based on need and availability.

WHAT DOES JEEP DO FOR ME?

If your application is approved, you will be informed about:

- Which services you may be eligible to receive.
- Your responsibility in having a personal emergency evacuation plan.
- What you will need to bring to a shelter, e.g. your walker, wheelchair etc.
- If you are assigned transportation, how transportation will be provided to you.

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- The need to listen to the radio or watch TV for information regarding evacuation to shelters and times that transportation will start.

HOW DO I APPLY FOR JEEP?

If you are interested, you can get a JEEP application by calling the Department of Fire, Rescue and Emergency Services at 852-4900 or the Office of Handicapped Services at 853-8333 (voice), 853-5658 (TTY). When an application is reviewed, JEEP's program managers will determine which services you will need. Your determination will be based on your medical and transportation needs as well as your lack of other evacuation options. If you need assistance filling out the form, try to find someone who can help you. If you do not have anyone to help you please contact the Office of Handicapped Services at the above listed numbers.

WHAT IF I AM DEPENDENT ON LIFE SUPPORT?

Now is a good time to check with your electric provider to make sure you are on their electric life support listing. If you are dependent on electric life support and do not live in an area being evacuated, you should stay put and listen to the radio or watch TV for instructions because you may also need to be evacuated later as the situation develops.

WHERE WOULD I GO DURING AN EMERGENCY EVACUATION?

Depending on your medical needs you will be taken to one of three types of shelters, a Medical Management Facility, a Special Needs Shelter or a General Population Shelter. Medical Management Facilities are intended for seriously ill people who, under normal conditions, would require hospitalization. Special needs shelters are for the well-being of medically dependent people who do not require hospitalization. Special needs shelters should not be utilized by healthy, able-bodied persons. Such persons should go to a General Population Shelter. General Population Shelters are managed by the Suffolk County Chapter of the American Red Cross. They are intended for those who are not eligible for a Medical Management Facility or Special Needs Shelter. There will be some people who apply to the JEEP who will be eligible for transport to a General Population Shelter.

CAN I BRING SOMEONE TO ASSIST ME AT A SPECIAL NEEDS SHELTER?

If you require emergency evacuation assistance and you have a caregiver available to assist you, they should come to and remain at the Special Needs Shelter with you. Only one person may come with you to a shelter.

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HOW DO I GET TO A SHELTER?

People with special needs who have no other way to get out can have transportation to a shelter coordinated by JEEP. Transportation is limited to type and availability. During an emergency, it's important for you to arrange for your own transportation, if possible. NOTE: Users of self contained, self administered oxygen can be transported on public vehicles such as buses.

WHAT IF I DO NOT ENROLL IN JEEP?

If you do not plan ahead, last minute evacuation may be impossible. JEEP members will have priority over anyone who is not in the program. Enrolling in JEEP however, does not mean you will be evacuated in all emergencies. If you do not live in an emergency area that had been advised to evacuate, you should remain safely secured at home and listen to the radio or watch TV for further information.

WHAT IF I LIVE IN A NURSING HOME?

Hospitals, nursing homes, adult homes and assisted living facilities are responsible for the safe evacuation of their patients/residents in an emergency.

WHAT IF MY CONDITION OR ADDRESS CHANGES?

If your name is in the registry, you will be mailed an application each year to update your records. It is your responsibility to notify JEEP of any changes in your status, including disability, medical, address and phone numbers.

NASSAU COUNTY <http://www.nassaucountyny.gov/agencies/oem/prepare/disastersp.html>

All residents, including those with special needs are encouraged to develop an individualized disaster /evacuation plan. Preparedness is a responsibility promoted robustly by the county on all levels – starting with the individual to the local, state and federal government. It is vital to prepare for your own safety and welfare.

It is important that our most vulnerable residents and their caregivers take the time now to plan and practice evacuation. If your special needs requires additional planning and preparation, consider the following:

- Create a network of neighbors, relatives, friends and coworkers to aid you in an emergency. Discuss your needs and ensure everyone knows how to operate necessary equipment.
- Make prior arrangements with your physician or check with your oxygen supplier about emergency plans for those on respirators or other electric powered medical equipment. Be sure to have electrical back up for any medical equipment. *Most shelters will not have generator power; special needs shelters will have limited space available.*
- Maintain a two week supply of such items as dressings, nasal cannulas and suction catheters.
- Maintain a two week supply of medications, both prescription and non-prescription.
- Keep copies of your medical records and physician name and telephone number.
- Maintain a two week supply of items necessary for your service animal.
- If you have a caregiver, i.e., home health aide, home care nurse, or other paid provider, discuss your personalized evacuation plan with them.

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Disasters can happen at anytime and affect anyone. Whether the disaster is predictable, such as a hurricane, or happens without warning, such as a terrorist attack, it is important for Nassau County residents to have an at-home emergency kit as well as a shelter kit. People with special needs should consider additional personal items when compiling both a home emergency kit and a shelter kit. This checklist is intended to be a quick list of general and additional items for either "sheltering-in-place" (at home) or for a "grab-and-go" shelter kit (to be taken with you to a shelter). Home disaster kits contain enough items for a longer period of time (several days to a week). Shelter kits contain only essential items for a shorter period of time (12 to 72 hours). While not comprehensive, this is meant to be a starting point. It is recommended that this checklist be reviewed regularly and according to any changes in your needs.

<ul style="list-style-type: none"> • Photo identification and proof of address • Insurance policies, contracts, wills, passports, deeds, stocks and bonds, social security cards, immunization cards, Medicare/Medicaid cards (and keep in a water-proof bag) • Banking and credit card information • Emergency Contact Information: names and phone numbers of those in your personal support network, family members, doctors, equipment suppliers, and utility companies • One-week supply of non-perishable canned/packageged food • Bottled water (gallon/day) • Manual can opener • Flashlight with extra batteries • Plastic trash bags • Battery operated radio/TV with extra batteries • Family photos (new and old) • First Aid Kit • Toiletries • Blankets and pillows • Change of clothes • Childcare items • Cell phone w/ spare batteries • Phone that plugs directly into the wall 	<p>Shelters Shelter kits should be stored in an easy-to-carry container, such as a backpack, and located in an easily accessible area. If you have a home health aid, it is recommended you bring that person along with you. Some shelters may not have special equipment; be prepared to bring your own.</p> <p>If you are evacuating to a shelter, before you leave your home:</p> <ul style="list-style-type: none"> • Secure windows and shutters with plywood for storm emergencies • Remove all dead and diseased limbs from your house • Secure patio furniture • Top-off car gas tank • Turn off electricity at main switch • Shut gas valve at the appliance, not the main • Let friends, relatives or neighbors know where you are going <p><i>*Remember to listen to local radio and TV stations for emergency information and evacuation instructions.</i></p> <p>Protecting Pets and Animals Only service animals are allowed in Nassau County shelters. If you bring your service animal with you, be sure to bring water, food, medicine, toys and other necessities. Since pets are not allowed in shelters, Nassau County is taking steps to care for your pet during an evacuation by establishing shelters just for pets. For more information concerning your pet during an emergency, contact the Pet Safe Coalition at 676-0808.</p> <p>Preparing at Home A home emergency plan for you and your family should include a communication system, home disaster supply kit for sheltering-in-place, and a meeting place.</p> <p>Work and School</p>
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<ul style="list-style-type: none"> • Hard soled shoes • Money (small bills and change) • Auxiliary medical equipment with extra batteries if necessary (i.e., oxygen, scooter battery, hearing aid) • Style and serial numbers of medical devices (such as pacemakers) • Medicine supply and written dosage instructions (rotate to ensure it does not expire) • Medical alert bracelet • Disposable face mask/gloves • Food and water supply for pets • Pet carrier/cage with toy • Leash/harness with ID tag for pets * It is recommended that you have alternative plans for pets since pets are not allowed in shelters. <p>Additional supplies to consider based on your special needs:</p> <ul style="list-style-type: none"> • Cane, crutches, walker or wheelchair • Glasses with repair kits and contacts with cleaning supplies • Heavy gloves for operating equipment (for caregivers) • Whistle, loud bell or other alert device and a way for others to notify you • Instructions for any device you may have • Pre-printed messages/note pad and pen 	<p>Every workplace and school should have an evacuation plan and emergency procedures. Become familiar with evacuation plans in areas where you spend a great deal of time. You may want to store a few essential items at these places as well. Remember – 911 Is For Emergencies Only</p> <p>Additional Information</p> <p>N.C. Office of Emergency Management (516)573-0636 NCOEM@nassaucountyny.gov</p> <p>American Red Cross (516)747-3500 www.redcross.org</p> <p>N.C. Main Number (516)571-3000</p> <p>Nassau County Police (516)573-7000</p> <p>Nassau County Health Department (516) 571-3410 nassaucountyny.gov/agencies/Health/index.html</p> <p>TTY Relay Operator 1-800-421-1220</p> <p>Federal Emergency Management Agency www.fema.gov (for emergency preparedness information)</p> <p>NYSEMO www.nysemo.state.ny.us</p> <p>National Organization on Disability's Emergency Preparedness Initiative</p>
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Emergency Preparedness
Community Partners

The Agency is a member of the NYS Department of Health's "HPN" (Health Provider Network). Staci Herbst and Jodi Repperger are the 2 identified HPN Coordinators. Staci and Jodi are always available via email.

HCSS on-call number is 631-732-0908

Community resources (Community Partners):

SUFFOLK COUNTY POLICE DEPARTMENTS

The First Precinct

555 Rt 109, W.Babylon, NY 11704
631-854-8100

Second Precinct

1071 Park Ave
Huntington, NY 11743
631-854-8200

The Third Precinct

1630 5th Ave, Bay Shore, NY 11706
631-854-8300
NY 11787
631-854-8400

The Fourth Precinct

727 Veterans Memorial Hwy., Smithtown,

The Fifth Precinct

125 Waverly Ave, Patchogue, NY 11772
631-854-8500

The Sixth Precinct

400 Middle Country Road Selden, NY 11784
631-854-8600

The Seventh Precinct

1491 Wm. Floyd Pkwy, Shirley, NY 11967
631-852-8700

NASSAU COUNTY POLICE DEPARTMENTS

1st Precinct

900 Merrick Road
Baldwin N.Y. 11510
516-573-6100

Second Precinct

7700 Jericho Tpke
Woodbury, N.Y. 11797
516-573-6200

Third Precinct

214 Hillside Ave
Williston Park N.Y. 11596
516-573-6300

Fourth Precinct

1699 Broadway
Hewlett, N.Y. 11557
516-573-6400

Fifth Precinct

1655 Dutch Broadway
Elmont, N.Y. 11003
516-573-6500

Sixth Precinct

100 Community Drive
Manhasset, N.Y. 11030
516-573-6600

Seventh Precinct

3636 Merrick Road
Seaford, N.Y. 11783

Eighth Precinct

286 N. Wantagh Ave
Levittown, N.Y. 11756
516-573-6800

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SUFFOLK COUNTY FIRE MARSHALL
CHIEF FIRE MARSHAL

PO Box 127
Yaphank, New York 11980
Main (631) 852-4855
Fax (631) 852-4861
Evenings & Weekends: (631) 852-4815

NASSAU COUNTY FIRE MARSHALL

1194 Prospect Avenue, Westbury, NY 11590
General Information Phone # 516-573-9900

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Ways to Report a Power Outage - 24/7	YOU SHOULD KNOW:
 <p>My Account Desktop / Mobile Log in at pseg.com</p>	<ul style="list-style-type: none"> • Select "Report My Power Outage" • Estimated Time of Restoration (ETR) is available through "Check Status of Outage" • Downed wires or other hazardous conditions must be called in to PSE&G at 1-800-436-7734
 <p>Phone 1-800-436-7734</p>	<ul style="list-style-type: none"> • Outage can be reported through automated phone system • ETR is provided • Downed wires or other hazardous conditions must be reported to a representative
 <p>Text "OUT" to 4PSEG (47734)</p> <p>Register by texting "REG" to 47734</p>	<ul style="list-style-type: none"> • If the phone you're texting from is not registered, you will need your account number to register • ETR is provided • Downed wires or other hazardous condition must be called in to PSE&G at 1-800-436-7734
How to Receive Outage Updates - 24/7	WHAT YOU WILL LEARN:
 <p>Outage Maps Desktop / Mobile at pseg.com/outagecenter</p>	<ul style="list-style-type: none"> • Overall PSE&G outage information • Number of customers without power in a specific town or county • Range of ETRs by area
 <p>My Account Desktop / Mobile Log in at pseg.com</p>	<ul style="list-style-type: none"> • Current status of your outage • Updated ETR for your outage
 <p>Text "STAT" to 4PSEG (47734)</p>	<ul style="list-style-type: none"> • Current status of your outage <p><i>Must sign up for MyAlerts or text REG to 47734</i></p>
 <p>MyAlerts Text / Email Notifications</p> <p>Sign up through <i>My Account</i></p>	<p>If enrolled in <i>MyAlerts</i>, you will receive notification of:</p> <ul style="list-style-type: none"> • Information when there is an outage in your area • ETR and ETR updates • When the outage in your area has been restored
 <p>Phone 1-800-436-7734</p>	<ul style="list-style-type: none"> • Automated phone system provides current outage information • Connect with a representative if you need to provide additional information
Important Information Provided by PSE&G	WHAT YOU NEED TO DO:

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POLICY AND PROCEDURE MANUAL/COMBINED

Previous shelters:

Riverhead High School, Robert Frost Middle School in Deer Park, Brentwood High School, Long Wood Senior High School in Brookhaven, Eastport South Manor Junior and Senior High School, East Hampton High School, Walt Whitman High School in Huntington, North Babylon High School, Hamptons Bay High School, Sachem East High School and Riverhead Middle School.

AMERICAN RED CROSS

Disaster Services

Disaster Services provides *immediate* emergency assistance to families affected by disasters of all sizes and provides additional help if government-funded programs or family resources are inadequate or unavailable. The American Red Cross program is coordinated with public safety and emergency service agencies. Initially, assistance may be provided as mass care in the form of feeding, shelter, first aid, and supplementary medical care. Other immediate assistance includes distribution of personal care kits, provision of needed blood and blood products, and handling of welfare inquiries from concerned families outside the disaster area. As soon as possible, the American Red Cross will meet the emergency needs of individual families so they can resume normal living, and will refer them to government-funded resources for additional help. The organization serves as an advocate in assisting families to get supplemental help, when necessary.

For *all* Disaster Services please call

757-536-9859

Suffolk County Health Department

- (631) 853-3000

Nassau County Health Department

- Nassau County Health Department
26 Main Street
Hempstead, NY 11550

Phone: (516) 572-0931

New York Regional Poison Control Centers - 1-800-222-1222