

## Important Phone Numbers

Fire and Ambulance: 911

Police: Emergency → 911

Non-emergency → 573-2800

Doctor: \_\_\_\_\_

Hospital: \_\_\_\_\_

Have a place, other than your home, and outside of New Castle County, where your family can re-group in an emergency. List one or more places here:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FEMA: 1 (800) 621-FEMA (3362)

DEMA: (302) 659-DEMA (3362)

or Toll Free: 1-877-729-DEMA (3362)

New Castle County Office of

Emergency Management: (302) 395-2700  
(Not a 24-hour Phone Number)

### Municipal Emergency Management Offices:

Wilmington (302) 576-3914

Newark: (302) 366-7075

Elsmere: (302) 998-2215

City of New Castle: (302) 323-6081

Delaware City: (302) 834-4573

Middletown: (302) 378-2711

### Local Electric Utility Provider Emergency Numbers:

Delmarva: 1-800-898-8042

Newark: (302) 366-7050

City of New Castle: (302) 323-2333

Middletown: (302) 378-2211

## What to Do In Case of a Power Outage

Before calling your local electric utility provider to report a power outage, check to see if your neighbors are without power. If they have power and you do not, the problem could be a tripped circuit breaker within your own home. If the circuit breaker does not appear to be the problem, call your local electric utility provider to report your outage.

Call the emergency service number for your local electric utility provider to report any power outages, downed wires, burning wires, or struck poles.

Unplug or turn off all appliances until power is restored. Leave a lamp switched on so you will know when the power is restored. Then you can turn your appliances back on, one at a time, over a 20-minute period.

Keep freezer and refrigerator doors shut. Food will stay frozen for 36-48 hours in a fully loaded freezer if you keep the door closed. A half full freezer will keep food frozen for 24 hours.

Close shades or curtains to keep cooler in warm weather. During the winter, let the sun warm rooms during the day and close shades and curtains at night.

### Generator Safety

Never use a portable generator indoors; and when placed outside, keep away from windows and doors.

Have an electrician come out to install a transfer switch for your generator. This keeps the utility's power and the power for the generator separate.

## Who Are We?

Our Mission: To protect life and property by mitigating, preparing for, responding to, and recovering from natural and technological disasters that could impact New Castle County.

The Office of Emergency Management plans for emergencies by following the *Four Phases of Emergency Management*:

**Mitigation:** Implement actions to reduce long-term disaster damage.

**Preparedness:** Identify tasks, roles and responsibilities of all agencies involved.

**Response:** Implement emergency operations to save lives and property.

**Recovery:** Return communities to their pre-disaster condition.

The office accomplishes these tasks by working with local, state, and federal agencies along with volunteer organizations, the private sector, and the public. We perform training and outreach to the public by request.

### Presentation Topics Offered by our Office:

- Family Emergency Planning
- Fire Safety
- Flood, Thunderstorm, Hurricane, Tornado, and Lightning Preparedness
- Generator Use and Safety
- Homeland Security
- Preparing for Nor'easters
- Preparing for Nuclear Emergencies
- Winter Storm and Heat Wave Preparedness
- Safety Tips for Using Hazardous Materials in the Home
- Shelter-in-Place vs. Evacuation
- Community Emergency Response Team (CERT) Training
- What is the Role of Emergency Management?



New Castle County

Department of Public Safety

Office of Emergency Management

Mailing Address:

87 Read's Way

New Castle, DE 19720

(302) 395-2700 www.nccde.org

## Office of Emergency Management



## What To Do During an Emergency or Disaster

Your Guide to:

Public Warning and Notification  
Shelter-in-Place vs. Evacuation  
Shelters and Evacuation Routes  
What To Do in a Power Outage

## Who Will Notify Me In the Event of a Disaster?

Emergency Responders will determine the life safety impact and hazards posed to citizens in the affected area. A determination of a public protective action will be made and the public will be informed through one or more of the following methods:

**Emergency Broadcast Radio Stations (EBRS)/Local Emergency Alert System (EAS)** is a way for citizens to be informed of an emergency or disaster in their area. It is broadcast through radio and some cable TV networks. Radio Stations that broadcast EAS notifications in New Castle County are:

WSTW 93.7 FM    WJBR 99.5 FM    WILM 1450 AM  
 WDEL 1150 AM    WJBR 1290 AM    WTMC 1380 AM

**Delaware Emergency Notification System (DENS)** allows emergency messages to be delivered to a phone or to an answering machine. This system maintains a database of listed and unlisted phone numbers, except cell phone numbers. Those who use a cell phone as their primary phone may contact FirstCall Interactive Network, 866-484-3264, to register that phone in the system. The registration line is toll free and prompts callers through the registration process. On-line registration is possible by going to [www.FirstCall.net](http://www.FirstCall.net) and completing the "Unlisted Number Registration Form". DENS messages will include the name of the agency that activates the system, the type of emergency, protective actions, if any, and additional contact information.

**Reverse 911** is an on-site telephone call-back system. This is not a typical emergency notification system, but used as a tool to alert residents to various public safety conditions. Trained personnel map an area of concern and activate numerous outgoing phone lines. The New Castle County system only contains listed numbers, and you can register with New Castle County Reverse 911 by calling (302) 395-8050.

**Route Alerting (Door to Door)** is the most often used form of notification and is the most effective tool in directing seriously affected residents and businesses to either shelter-in-place or evacuate.

## Shelter in Place vs. Evacuation Two Methods of Public Protection

### Shelter-in-Place

When local authorities instruct residents to shelter-in-place, please observe the following:

- Immediately seek shelter indoors.
- Close all doors, windows, vents, and shut off all ventilation systems, such as furnaces and air conditioners.
- Tune to your local emergency broadcasting radio station for further information.
- Authorities will notify residents with an "All Clear" message, when the situation is deemed safe.

### Evacuation

If local authorities instruct you to evacuate, please heed the warning. Follow your family or business emergency plan for relocation, or follow the instructions of emergency officials. At a minimum, take the following items with you:

- Identification (driver's license or state issued ID, passport, visa) for use in re-entering the disaster area
- Extra clothing
- Medications/any special care items for children or elderly
- Important documents such as wills, deeds, stock certificates, insurance policies, and emergency contacts
- Games and favorite toys
- 72-hour preparedness/disaster supplies kit

## Shelters in New Castle County

Initial evacuation for short notice events will be to a local fire station or other community site while a shelter location is assessed and staff is notified. In the event that you are advised to evacuate, emergency personnel will tell you where these shelters are located. Below are different types of facilities that emergency officials may direct you to:

**Registration Centers** are a meeting place where all residents are initially sent. The registration center staff will send you to the appropriate shelter after they have determined your needs and recorded contact information. If you are evacuating to a family member's house or not staying at a shelter, please cooperate to provide contact information.

**General Population Shelters** are pre-identified sites that are inspected to meet the American Red Cross standards, and have a minimum of trained shelter management staff. They have restrooms and the ability to prepare or distribute meals. Medical staff may be available to provide support with minor medical or health needs. Pets are restricted from being housed in the general population shelter.

**Medical Needs Shelters** are for the population having specific medical, physical, or mental conditions that make it difficult for them to utilize a general population shelter. These shelters are for residents that are oxygen dependent, bedridden, have wounds that need professional care, have contagious conditions, or that require life sustaining equipment to survive.

**Unattended Child Care Centers** are for children who have been found unaccompanied by their guardians. The children are held here until reunited with their guardians or until they are properly processed through the procedures for Family Services.

**Companion Animal Shelters** are for the evacuation of your pets. Your pet will be housed and you will be able to help care for your pet in a controlled environment. In the event of a large evacuation of animals, the animals will be housed at SPCA Shelters before the opening of the companion animal shelters. Make every effort with your local vet/kennel or out of town relative to pre-plan for a disaster. These shelters will be co-located with a general population shelter on a limited basis. Most hotels and motels do not allow animals. Be sure to have a place for your pet to go in an emergency, (i.e. humane society, animal shelter, SPCA, etc.).

## Evacuation Routes in New Castle County

New Castle County has developed five different evacuation scenarios that could affect the county:

- A hurricane affecting the southern Delmarva peninsula
- A hurricane/emergency evacuation affecting New Castle County directly, including the City of New Castle and Delaware City
- An emergency evacuation of Wilmington
- An emergency evacuation of Newark
- An emergency evacuation of Middletown

Evacuation routes are all unlimited access roadways with numerous entrances and exits. A network of secondary evacuation routes directs local residents to the primary evacuation routes. Secondary routes can also be utilized to reroute traffic during an evacuation in the event that the primary evacuation routes become impassable. Each route will lead you from the area of the emergency or disaster to an area out of harm's way. Evacuation routes are marked throughout Wilmington, or follow directional ("trail blazer") signs. As always, listen to local radio stations for instructions from emergency personnel so that you and everyone else can evacuate safely.

The following is a list of the most common evacuation routes. Please refer to our website [www.nccde.org](http://www.nccde.org) for a more detailed map.

Pennsylvania Ave to DE/PA boundary	S Heald St/4th St to I-495	Northeast Blvd to US 13
Maryland Ave to SR 141	S Market St to I-495	S Union St to SR 141
Lancaster Ave to DE/PA boundary	N Market St to I-95	Concord Pike to DE/PA boundary
SR 1 to I-95	US 13 to I-295	SR 72 to US 13
US 301/SR 896 to I-95	SR 273 to I-95	SR 141 to I-95