



New Castle County  
 Department of Public Safety  
 Office of Emergency Management  
 3601 N DuPont Highway  
 New Castle, DE 19720  
 (302) 395-2700 www.nccde.org

## Office of Emergency Management



## Winter Storms



Glenn Field/NOAA

## Who Are We?

The Office of Emergency Management has been in operation in New Castle County since 1981. Our mission is *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 prepares for the 20 potential disaster agents that could threaten New Castle County each year, such as hurricanes, tornadoes and floods (natural hazards), as well as chemical spills and nuclear emergencies (technological hazards).

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.

The office regularly gives presentations to civic groups, maintenance corporations, volunteer groups, and concerned citizen groups. County residents may see our office information display at various events such as fire company open houses, area community days, health fairs and company safety meetings. If you would like the Office of Emergency Management to present disaster preparedness information to your group or organization, please contact us!

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## Presentation Topics Offered by Emergency Management

- 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
- Preparing Your Home and Car for the Winter Season
- Safety Tips for Using Hazardous Materials in the Home
- Winter Storm Preparedness
- Heat Wave Preparedness
- What is the Role of Emergency Management?
- Community Emergency Response Team (CERT) Training

## Shelter-in-Place vs. Evacuation

### 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

### 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 disaster area
- Extra Clothing
- Medications
- Important documents such as wills, deeds, stock certificates, insurance policies
- Games and favorite toys
- Sanitary Items

## IMPORTANT PHONE NUMBERS

Fire and Ambulance: 911

Police: Emergency ⇒ 911  
Non-emergency ⇒ 573-2800

Doctor:

Hospital:

Have a place, other than your home, where your family can regroup in an emergency. List one or more places here:

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[www.nccde.org](http://www.nccde.org), click "Emergency Planning"

### Snow Removal in Developments

- Residents who live above the C & D Canal, contact your Civic Association or Maintenance Corporation
- Residents below the canal, contact DeIDOT at 302-659-2400

**For reporting problems on main roads, contact DeIDOT at 302-659-2400**

## Winter Storms

Winter storms bring ice, freezing rain, extremely cold temperatures and snow which can severely impact New Castle County. Winter storms can disrupt utility systems, delivery of goods, business operations, schools and emergency response. Most winter storms are forecasted by the National Weather Service (NWS) well in advance of their arrival. NWS is responsible for issuing winter weather watches, warnings, and advisories via commercial TV and radio stations, NOAA Weather Radio, and the internet. Key terms used by the NWS for New Castle County are:

**Winter Weather Advisory:** Issued 0-24 hours before event. Snow (2-4"), freezing rain (0-1/4") and wind chills (-10° to -25° F) are expected.

**Winter Storm Watch:** Issued 36-48 hours before event. Heavy snow (4" or more), freezing rain (1/4" or more), and wind chills of -25° F or colder are possible.

**Winter Storm Warning:** Issued 0-24 hours before event. Heavy snow (4" or more), freezing rain (1/4" or more), and wind chills of -25° F or colder are expected or occurring.

**Blizzard Warning:** Issued when winds reach 35 mph or greater and blowing snow reduces visibility to 1/4 mile or less.

Despite the advanced notice of storm conditions, it is never too early to begin preparing your family, home and vehicle for the winter months.

### Family Preparations

- Have heavy blankets on hand
- Ensure that each family member has a warm coat, gloves or mittens, heat and water resistant boots
- Consult a doctor regarding flu shots for family members
- Prepare a 72-hour Emergency Supplies Kit

### Home Preparations

- Insulate the attic or crawl space
- Re-caulk around the outside of windows and door frames
- Install storm windows and doors
- Hang heavy window drapes which close completely
- Have the heating system serviced by a professional
- If the heating system depends on a fuel delivery supplier, maintain at least a 3 day supply of fuel

### Vehicle Preparations

- Replace worn tires
- Replace aging batteries
- Replace worn windshield wiper blades
- Maintain engine coolant at manufacturer's specifications to prevent freezing and overheating
- Maintain a full reservoir of windshield washer fluid
- Maintain a winter storm kit in the vehicle: blankets, ice scraper, shovel, sand, jumper cables, flashlight, signal flares and first aid kit

### 72-Hour Family Preparedness Kit

- ✓ Blankets, pillows
- ✓ Extra clothing
- ✓ Canned and other non-perishable foods
- ✓ 3 gallons of water per person in your household
- ✓ Medications
- ✓ Sanitary items
- ✓ Diapers, food and other essential items for baby
- ✓ Manual can opener
- ✓ First aid kit
- ✓ Zip-top plastic storage bags
- ✓ Plates, utensils, cups
- ✓ Flashlight with extra batteries
- ✓ Battery operated radio with extra batteries
- ✓ Paper towels or napkins
- ✓ Wrench to turn off water
- ✓ Important documents (such as deeds and insurance policies)
- ✓ Games for children

*Contact the Office of Emergency Management for Additional Information*

*Listen to your local emergency broadcasting radio stations for emergency weather information (WSTW: 93.7 FM; WDEL: 1150 AM; WJBR: 99.5 FM; WWTX 1290 AM; WILM: 1450 AM and WRDX 92.9 FM).*