



# *Weather Emergency Preparedness Guide*

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For Residents in New York  
City Condos, Co-ops and  
Rental Buildings



**FirstService**  
RESIDENTIAL



# Introduction

Is your property manager equipped to prepare your building for an emergency weather event? Drawing upon four decades of experience, FirstService Residential designs and deploys end-to-end emergency procedures customized to the unique challenges and requirements of your property. This includes mass communication tools for rapid text, email and voice alerts, round-the-clock emergency response teams and emergency scenario training for building staff.

In the event of building damage, our in-house lending, insurance and project management teams can facilitate necessary repairs and offer unmatched access to qualified remediation and restoration professionals.

Every property should have a solid plan in place to protect the building and its residents. The information, resources and checklists contained in this comprehensive guide will help you be prepared to weather any storm.

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# Resources for Residents



## EMERGENCY PREPARATION

### Make a Plan

Develop an emergency preparedness plan with all individuals residing in your household that outlines what to do, how to find each other, and how to communicate in the event of a weather emergency. Your plan should also address what to do with your pet if the situation requires you to evacuate. For additional information, please visit: [NYC.gov/myemergencyplan](https://www.nyc.gov/myemergencyplan).

### Emergency Supply Kit

In the event of a hurricane or tropical storm, you may need to shelter in place. You should have a supply kit in your residence equipped with enough supplies to last seven days. Additionally, basic services such as electricity, water, public transportation, and telephones may be disrupted for several days or longer. Make sure that you have enough additional supplies for potential service outages.

Also make it a habit to periodically check the expiration dates of all items in your supply kits, and replace or update them as needed. A good way to set a reminder for yourself is to time your emergency kit updates with both daylight saving time changes each year.

# EMERGENCY PREPAREDNESS

## What To Do if a Storm Approaches

Make sure to stay informed on the latest updates regarding New York City's evacuation zones, and know your zone in case there is a danger of flooding. A link to the city's Hurricane Evacuation Zone Finder can be found on [page 10](#).

Be well informed of your building's evacuation plan ahead of time.

Photograph and/or videotape the contents of your home (with date stamps) as baseline documentation. Store images in the cloud and/or print and store in a waterproof container.

Bring unsecured, lightweight objects from patios or terraces inside and be sure any drains are free of debris.

Anchor objects to the ground that will be unsafe to bring indoors, such as gas grills or propane tanks.

Securely close and lock all windows and doors leading outside.

Charge cell phones.

Fill your vehicle with fuel and consider moving it to higher ground if you live in an evacuation zone.

Turn your refrigerator and freezer to a colder setting. If you lose power, items will stay cooler for longer.

Fill your bathtub and other large containers with water—you may lose water service if the power goes out.

Refill prescription medications.

Be sure you have cash; in the event of a power outage, ATMs will not operate.

Check on your neighbors, especially older adults and people with disabilities or health conditions, and help them to prepare to evacuate if needed.

If you live in a high-rise building, especially on the 10th floor or above, stay away from windows in case they break or shatter. Or, move to a lower floor for the duration of the storm.

# Checklist for Residents







# Storm Preparation *Checklist*

## Pack a Go Bag

Every household member should have a Go Bag—a collection of items you may need to access quickly and easily during an evacuation. We recommend that you use a backpack or other small travel bag.

## Go Bag Essentials

Copies of your important documents in a waterproof, portable container (insurance cards, birth certificates, deeds, photo IDs, proof of address, etc.)

Extra set of car and house keys

Copies of credit/ATM cards and cash (in small bills)

Bottled water and nonperishable food

Flashlight (LED flashlights are more durable and last up to 10 times longer than traditional bulbs)

Battery-operated AM/FM radio with extra batteries/chargers

A list of the medications for each member of your household, why they take them, and their dosages

First aid kit and toiletries

Notepad and pen

Contact and meeting place information for your household

Lightweight rain gear and Mylar blanket

Child care supplies and games/small toys for children



# EVACUATION

## If You are Ordered to Evacuate

**If a mandatory evacuation is issued, it is important to follow instructions provided by the city.**

When possible, use public transportation. If you must travel using your vehicle, be aware that certain routes may be blocked by debris or fallen trees.

Be prepared to stay with friends or family who live outside an evacuation zone.

If you don't have options for shelter, find a list of New York City evacuation centers [here](#).

If you cannot shelter your pet at a kennel or with friends outside the evacuation area legal pets are allowed at all New York City evacuation centers.

Be sure to take your Go Bag, sleeping bag or bedding, toiletries, and at least a week's supply of any medication, medical supplies, or medical equipment you use regularly.

Before you leave, unplug electrical appliances and turn off the gas, electricity and water in your apartment, if possible.

## If You are Not Ordered to Evacuate

**If you have any concerns about how a loss of power, basic services, or public transportation may affect you, consider evacuating.**

Shelter in place and make use of your Go Bag supplies if necessary.

Stay indoors to avoid hazards, and stay away from windows in case they break or shatter.

Seal and lock all windows and doors. Close air vents and fireplace dampers. Turn off fans, air conditioning and forced air heating systems.

Be sure your entire family stays in a safe room.

Tune in to a local radio station on a battery-powered radio to receive updates.



# Evacuation Checklist for Residents



# Go Bag Checklist *for Pets*

## Go Bag Essentials for Household Pets

Current color photograph of you and your pet together (in case you are separated)

Copies of medical records that indicate dates of vaccinations and a list of medications and dosages your pet takes and why he or she takes them

Proof of identification and ownership, including copies of registration information, adoption papers, proof of purchase, and microchip information

Physical description of your pet, including species, breed, age, sex, color, distinguishing traits, and any other vital information about characteristics and behavior

Animal first aid kit, including flea and tick treatment if applicable

Food, water and suitable dishes for at least three days

Portable carriers (cages, tanks, etc.), muzzle and sturdy leash if applicable

Cotton sheet to place over the carrier to help keep your pet calm

Comforting toys or treats

Litter, litter pan, litter scoop and plastic bags for clean-up

For more information on how to keep your pet safe during an emergency, please [download our pet emergency preparedness guide](#).



# Resources for Residents

## After the Storm is Over

Be aware of hidden dangers like downed power lines and water-covered holes.

Notify your resident manager, superintendent or property manager of any damages so they can take appropriate action, such as placing tarps over damaged windows and removing debris, to reduce the threat of injuries or further damage.

Photograph or video all damages to document necessary repairs or replacement.

Run generators only in well-ventilated outdoor areas (never indoors) to prevent carbon monoxide poisoning.

Discard all food that may no longer be safe, especially if your building has lost power.

Contact your insurance company to report all damages immediately.





## IMPORTANT RESOURCES

### FloodHelpNY.org

Resources for homeowners to make informed decisions about reducing their risk to future floods  
[www.floodhelpny.org](http://www.floodhelpny.org)

### NYC Office of Emergency Management (OEM)

[www.nyc.gov/oem](http://www.nyc.gov/oem)  
212.639.967

### NYC Information Hotline

Report any structural stability issues or unsafe conditions due to flooding  
311 (24/7 non-emergency information)  
For building-related emergencies call 911

### National Flood Insurance Program

[www.floodsmart.gov](http://www.floodsmart.gov)  
888.379.9531

### National Weather Service

[www.weather.gov](http://www.weather.gov)

### NYC Emergency Management on Facebook and Twitter

[Facebook](#)  
[Twitter \(@nycoem\)](#)

### NYC Mayor's Office for People With Disabilities

[nyc.gov/mopd](http://nyc.gov/mopd)

### Notify NYC

[nyc.gov/notifynyc](http://nyc.gov/notifynyc)

Register to receive text/phone alerts of public emergencies

## UTILITIES

### Con Edison

800.752.6633  
[www.coned.com](http://www.coned.com)

### PSEG Long Island

800.490.0025  
[www.psegliny.com](http://www.psegliny.com)

### National Grid

718.643.4050  
[www.nationalgridus.com](http://www.nationalgridus.com)

## NYC AGENCIES: REPORTING DAMAGE AND FILING CLAIMS

- ▶ Call 311 to report any non-emergency damage or unsafe conditions due to flooding.
- ▶ [Click here](#) to report city trees and branches that have fallen to the ground on public property (streets, sidewalks, parks, and other public places).
- ▶ [Click here](#) to report a power outage, blackout, or file a power outage claim to be reimbursed for spoiled food.
- ▶ [Click here](#) to report flooding or ponding on a street.
- ▶ [Click here](#) to access the online Damage Assessment Tool which allows the city to immediately collect damage information to assess the impact on affected areas. (Note: Reporting damage with this form is for tracking purposes only.)
- ▶ [Click here](#) to file a claim against the city for property damage as a result of flooding

## EMERGENCY ASSISTANCE

### American Red Cross Greater New York Region

877.733.2767 (hotline)

- ▶ Residents who experience flooding in their home can call the hotline to register and request assistance in the form of a flood kit.
- ▶ If totally displaced, residents should indicate that to the operator.
- ▶ [Click here](#) to access the website.
- ▶ [Click here](#) to access the Disaster Relief and Recovery webpage.
- ▶ [Click here](#) to find an open Red Cross shelter.

### FEMA Disaster Recovery Centers

[Click here](#) to find help for your immediate needs and get a list of the closest FEMA Disaster Recovery Centers

### GetFoodNYC: Free Food Locations

[Use this map](#) to find NYC locations that offer free food, as well as grocery stores and farmers' markets.



**FirstService**  
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## *Corporate Responsibility*

At FirstService Residential, our goal is to make a difference, every day, for the residents and communities we serve. That's why we provide our managed properties with comprehensive emergency preparedness solutions and support following a major weather event or other emergency. FirstService Residential teams work closely with first responders, vendors, contractors, insurance adjustors and residents to help families return home as quickly and safely as possible.

- ▶ Expert consultants for building specific emergency operation plans
- ▶ Disaster relief resources to assist buildings with storm damage recovery
- ▶ Emergency loan funds to repair damages before insurance claims are finalized
- ▶ Mass communication tools for text/email alerts owners for impending weather events
- ▶ Educational seminars with FDNY, engineers, insurance professionals and legal experts
- ▶ Emergency event training programs for building staff and property managers

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