IMPORTANT CITY OF DETROIT AND UTILITY COMPANY PHONE NUMBERS

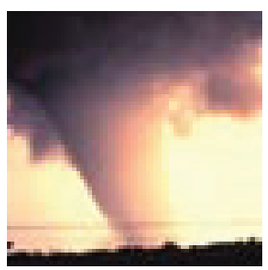
AGENCY	PHONE	PURPOSE
Detroit Police, Fire, and EMS	911	For Emergency Response Only
Detroit Police Telephone Crime Reporting	(313) 267-4600	Non-Emergency Situations
Detroit Water and Sewerage Dept. (DWSD) Emergency Hotline and Customer Service	(313) 267-8000	Street flooding, water overflow or sewer backup, standing water on a city road or DWSD billing, services or other questions.
General Services Dept.	(313) 628-0900	Report fallen tree on city property, or the tree is blocking the street
Department of Public Works • **Solid Waste Division**	(313) 923-2240 or (313) 876-0148	Household hazardous waste disposal
• Westside Residents • Eastside & Southwest Residents	(844) 233-8764 (844) 464-3587	Trash, recycling, bulk and yard waste pickup Westside Pickup – Advanced Disposal Eastside and Southwest Detroit – GFL Environmental
Detroit Health Department	(313) 873-4000	A public health emergency, such as: Hep A outbreak, foodborne outbreak, Pan Flu H1N1, COVID-19, health clinic vaccination, STD outbreak
DTE Energy	1-800-477-4747	Report downed power lines or power outage

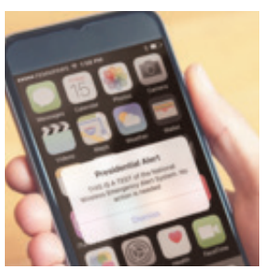
For more detailed information and resources, please visit the U.S. Department of Homeland Security website at **www.ready.gov** or the Office of Emergency Management & Homeland Security website at **www.detroitmi.gov/EMHS**

RISE HIGHER
MAYOR MARY SHEFFIELD

DETROIT EMERGENCY MANAGEMENT & HOMELAND SECURITY

EMERGENCY PREPAREDNESS RESOURCE GUIDE







The Detroit Office of Emergency Management & Homeland Security (EMHS) coordinates with local, regional, state, federal, and private-sector agencies to protect the community from natural and human-made emergencies and disasters. This guide provides useful emergency preparedness information and resources. For more detailed information and resources, please visit the U.S. Department of Homeland Security website at **www.ready.gov** or the EMHS website at **www.detroitmi.gov/EMHS**

EMERGENCY PREPAREDNESS

Prepare a Family Emergency Plan

Natural or man-made disasters and emergencies can occur at any time. To help protect your family, it's important to prepare a family emergency plan. Below are some important parts of an emergency plan:

Family Emergency Communication Plan

Complete your Family Emergency Communication Plan, including an emergency contact list. Complete the plan online at **ready.gov/** make-a-plan and you can print it onto a wallet-sized card for everyone in your family. The plan should include the following information:

- **Name, cell, social media, email, and important medical and other information for everyone in the family**
- **Name, phone, address, and website of each child's school, childcare center, and caregiver**
- **Emergency contact person, including their phone, cell, email, and address**
- **Out-of-Town contact, including their phone, cell, email, and address**
- **Police, fire, doctor, dentist, hospital, pharmacy, and medical insurance information**
- **Gas, water, and electric companies contact information**
- **Emergency meeting place: in neighborhood, out-of-neighborhood, and out-of-town**

Plan and be familiar with escape routes from your neighborhood. Have a battery-operated or hand crank radio and extra batteries

Include pets in your family disaster plan—including a kennel, food, water, sanitary items and toys. Consider buying a National Oceanic and Atmospheric Administration Weather Radio.



HOMELAND SECURITY

National Terrorism Advisory System

In 2011, the U.S. Department of Homeland Security (DHS) replaced the color-coded alerts of the Homeland Security Advisory System (HSAS) with the National Terrorism Advisory System (NTAS). NTAS advisories — whether Alerts or Bulletins — include steps that individuals and communities can take to protect themselves from the threat as well as help detect or prevent an attack before it happens. Citizens can go to **DHS.gov/alerts** to see the most recent advisories. Additionally, advisories will be sent out widely through social and mainstream media. Individuals should report suspicious activity to local law enforcement.



Bulletin

Describes current developments or general trends regarding threats of terrorism.

Elevated Alert

Warns of a credible terrorism threat against the United States.

Imminent Alert

Warns of a credible, specific and impending terrorism threat against the United States.

See Something, Say Something

DHS encourages citizens to be alert and to report suspicious activity whenever it is observed. The "See Something, Say Something" campaign is intended to make the possibility of a terrorist attack more difficult by encouraging all citizens to use their eyes and ears to protect communities throughout the country.

It may be difficult to determine when to report something suspicious. People most familiar with a given environment are in the best position to determine whether or not something is out of the ordinary. Use common sense and follow these simple guidelines:

- **Trust your instincts; if something feels wrong, don't ignore it.**
- **Never assume that someone else has already reported it.**
- **Call 911, or the FBI Detroit Field Office at 313-965-2323**
- **Keep your distance – never approach a suspicious person, situation or package.**

Hometown Security Initiative – Enhance Security of Public Venues and Special Events

DHS engages closely with its private-sector and community partners to provide advice and assistance about protective measures they may implement to protect facilities and venues. This is called the "Hometown Security Initiative." Use the tools prepared by the U.S. Department of Homeland Security to help your company and community prepare for and enhance the security of public gathering sites and special events.

If your company has questions about the Hometown Security Initiative or would like to discuss security planning, training, and reporting specific to your company, please contact:

U.S. Department of Homeland Security (DHS)
(202) 282-8000.

WARNING SYSTEMS

There are a number of warning systems that may be used to provide emergency notifications to the public, including the following:

Sirens

The City of Detroit has 56 new outdoor warning sirens throughout the city, covering each of the city's 7 districts.



The sirens, which are meant to be heard in outdoor settings, are tested the first Saturday of each month at 1 p.m. The sirens serve as a warning system for residents. If you hear a siren outside of the monthly test time, tune in to a local television or radio station for any emergency alerts.

Wireless Emergency Alert (WEA), Emergency Alert System (EAS) and Detroit Alerts 365

These systems give the City of Detroit the capability to send mass notification emergency alerts to the general public. The WEA system is similar to Amber alerts which are sent to cell phones in a specific area. The EAS allows the City to broadcast radio emergency messages, which are monitored and rebroadcast by television stations.

Detroit Alerts 365 is a free communication system that enables the City to notify residents and businesses by telephone, text message and/or email of emergencies or urgent notifications based on their home or work address in Detroit. Residents can register to receive the alerts by visiting www.detroitmi.gov and searching Detroit Alerts 365.

Evacuation and Shelter-In-Place

In the event of an emergency or critical incident, lo-cal officials will direct residents whether to evacuate or shelter-in-place. Instructions may be disseminated through a variety of mediums including: The Emergency Alert System (EAS) broadcast interruption alerts; Wire-less Emergency Alerts (WEA) to cell phone users in Detroit; Detroit Alerts 365 notifications; media; social media, and sirens.

In general, sheltering-in-place is appropriate when conditions require that you seek immediate protection in your home, place of employment, school or other indoor location. Emergency officials, after considering the necessary information, will advise individuals when to shelter-in-place, and close windows, shut off ventila-tion systems, and seal areas to prevent outside air from coming inside.

Evacuation is used as a last resort when a serious threat to public safety exists. Officials will recommend routes to use when an evacuation is necessary. it is important to follow these routes to ensure that the area is evacuated quickly and safely.



Prepare Emergency Supplies

Keep enough supplies in your home to meet your needs for at least three days. Assemble an Emergency Kit with items you may need in an evacuation:

- **A three-day supply of water (one gallon per person per day)**
- **Canned goods and non-perishable food**
- **Manual can opener and utensils**
- **First aid kit**
- **One change of clothing and footwear per person, and one blanket or sleeping bag per person**
- **A battery-powered radio, flashlight and plenty of extra batteries**
- **Sanitation supplies**
- **Unique needs your family may have, including prescriptions and items for infant, elderly or disabled family members, and your pets**
- **Dust masks to filter contaminated air and plastic sheeting and duct tape to shelter-in-place**
- **Wrench or pliers to turn off utilities**
- **Cell phone with chargers and backup battery**

Determine a regular schedule to rotate the items in your Emergency Kit and be aware of expiration dates.

Keep important family documents in a waterproof and fireproof container.

Keep a smaller kit in the trunk of your car including a blanket for the winter season.

Community Emergency Response Team (CERT)

To improve the emergency preparedness of the community, a Community Emergency Response Team program has been established in Detroit.

The CERT program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, treating burns, fractures, strains, and hypothermia, and how to use an Automated External Defibrillator (AED).

If you are interested in taking the free 4-day CERT training, please register online at **www.detroitmi.gov/EMHS** or call **313-596-1742**.



SEVERE WEATHER HAZARDS

Flooding

Residents and businesses are encouraged to report emergency water and sewer issues in Detroit, including street flooding, gushing water and sewerage backups, by calling (313) 267-7401, or use the "Improve Detroit" SeeClickFix mobile app for Apple and Android devices.

Extreme Heat

Extreme heat often results in the highest number of annual deaths among all weather-related hazards. Extreme heat is defined as a long period (2 to 3 days) of high heat and humidity with temperatures above 90 degrees. In extreme heat, evaporation is slowed and the body must work extra hard to maintain a normal temperature. This can lead to death by overworking the human body. Remember that:

- **Extreme heat can occur quickly and without warning.**
- **Older adults, children, and sick or overweight individuals are at greater risk from extreme heat. Humidity increases the feeling of heat as measured by a heat index.**

If You Are Under An Extreme Heat Warning:

- **Find air conditioning**
- **Avoid strenuous activities**
- **Watch for heat illness**
- **Wear light clothing**
- **Check on family members and neighbors**
- **Drink plenty of fluids**
- **Watch for heat cramps, heat exhaustion, and heat stroke**
- **Never leave people or pets in a closed car**

Extreme Cold and Severe Winter Weather

Protective Actions You Can Take

Follow the guidance of your local officials and check for the latest updates and available resources.

- **If you are told to stay off the roads, stay home.**
- **When it is safe, check on your neighbors or friends nearby who may need assistance or extra support.**

Limit your time outside. If you need to go outside, wear layers of warm clothing.

Avoid carbon monoxide poisoning. Only use generators and grills outdoors and away from windows.

Never heat your home with a gas stovetop or oven.

Reduce the risk of a heart attack. Avoid overexertion when shoveling snow.

Watch for signs of frostbite and hypothermia and begin treatment right away.

- **Frostbite causes loss of feeling and color around the face, fingers, and toes.**

  SIGNS: Numbness, white or grayish-yellow skin, firm or waxy skin.

  ACTIONS: Go to a warm room. Soak in warm water. Use body heat to warm. Do not massage or use a heating pad.

- **Hypothermia is an unusually low body temperature. A temperature below 95 degrees is an emergency.**

  SIGNS: Shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech, or drowsiness

  ACTIONS: Go to a warm room. Warm the center of the body first—chest, neck, head, and groin. Keep dry and wrapped up in warm blankets, including the head and neck.

Check on neighbors. Older adults and young children are more at risk in extreme cold.

Do not leave your pets exposed to extreme temperatures for long periods of time.

Create an emergency supply kit for your car. Include jumper cables, sand for traction, a flashlight, warm clothes, blankets, bottled water, and non-perishable snacks

Keep the gas tank full.

Lightning

Reduce the risk of lightning strikes if no safe shelter is nearby:

- **Avoid standing under trees, towers or utility poles. Lightning tends to strike the tallest objects in the area.**
- **Avoid hills, mountain ridges or peaks.**
- **Steer clear of lakes, ponds or any other bodies of water.**
- **Stay away from objects that conduct electricity such as fences or wires.**
- **Do not lie flat on the ground.**

When indoors, stay away from doors, windows and other items that conduct electricity.

Monitor weather reports and postpone outdoor events when storms are forecasted.

Tornadoes

If You Are Under A Tornado Warning, Find Safe Shelter Right Away

- **If you can safely get to a sturdy building, then do so immediately.**
- **Go to a safe room, basement, or storm cellar.**
- **If you are in a building with no basement, then get to an interior room or hallway on the lowest level.**
- **Stay away from windows, doors, and outside walls.**
- **Do not get under an overpass or bridge. You're safer in a low, flat location.**



