



## CANTON FAMILY EMERGENCY PLANNING GUIDELINES

### EMERGENCY TELEPHONE NUMBERS:

#### Life Threatening Emergencies (Call in order)

1. 911
2. 781 828-1313 (Fire Dept.)
3. 781 821-5090 (Police Dept.)

#### Fallen Trees, Limbs, etc. (Call in order)

1. 781 821-5023 (Dept. of Public Works)
2. 781 821-5090 (Police Dept.)
3. 781 821-5000 (Emergency Management)

#### Electrical Power Problems (Call in order)

1-800-592-2000 (N-STAR)

#### Utilities, Water, Gas & Phone

781 821-5023 (Dept. of Public Works)  
1-508-588-3522 (Bay State Gas Company)  
1-800-446-8946 (Verizon Telephone Company)

#### General Inquiries or Information call:

781-821-5000 (Selectmen's Office)

KNOW THE LOCATION OF THE NEAREST FIRE ALARM BOX AND HOW TO USE IT.  
(FIRE ALARM BOXES MAY BE USED FOR ANY EMERGENCY, NOT JUST FIRES)

**DO NOT** CALL POLICE OR FIRE DEPARTMENTS TO INQUIRE ABOUT SCHOOL CLOSINGS.

During hurricanes, blizzards, floods, natural or manmade disasters, trees, limbs and power lines are likely to come down. To help keep you as safe as possible, check the following and be prepared.

Working flashlight (extra batteries)  
Portable radio (extra batteries)  
WBZ - 1300 on AM dial or Cable 8  
For local news  
Matches or lighters  
Charge any batteries you may need including  
cellular phone

Car gas tank full  
Supply of canned foods  
First Aid supplies  
Fresh water in containers  
Ice in cooler to preserve refrigerated food in cooler  
Propane or charcoal for cooking  
Necessary Prescription Drugs  
Fire Extinguisher  
Battery Operated Smoke Detector

#### **Do's**

Stay calm.  
Take in or tie down outside furniture.  
Bring small loose items inside  
Tape extra large windows.

Be prepared to leave  
Listen to radio and TV.  
Use water sparingly until all services are restored.

#### **If you are evacuating your home:**

1. Turn off oil and gas burners and furnace.
2. Cut off water service at meter. (Drain pipes)
3. Turn off electrical power at main switch
4. Secure the house when leaving.
5. Take keys.

### **Do Not's**

Do not panic.	Do not use telephone unless necessary.
Do not use charcoal or propane for indoor cooking.	Do not go outdoors unless necessary during Emergencies.
Do not touch ANY downed wires.	Do not run generators indoors or near buildings.
Do not approach problem areas unless requested to assist.	

One of the greatest hindrances in restoring services is people sight-seeing on foot or in vehicles in problem areas. Remember that under certain circumstances persons interfering with emergency services to a stricken area are subject to arrest.

### **Things to Consider**

-Will family member need electricity for life support?	-If trees are blocking your street, report it to Department of Public Works.
-Report downed wires to N-Star	-Report broken gas or water mains to the respective companies
-Drive cautiously and only in emergency	-Make arrangements for salvaging frozen food if power is estimated to be off over 24 hours.

### **Electrical Services**

N-STAR is staffed for major outages. However, in emergencies they depend on other municipal utilities for additional help. Because of constantly changing situations during and emergency, it is impossible to predict accurately when service will be restored. Therefore, it is the homeowners' responsibility to safeguard against frozen food spoilage or other inconveniences as the result of power loss. When power is lost, turn off or disconnect all major appliances, pumps, etc. until power is restored. Power will be restored on a priority basis in the following order:

1. Health Care Facilities
2. Designated Shelters
3. Sewer Pumping Stations
4. Utilities and Town Facilities
5. Individual Homes and Businesses

### **Police and Fire Departments**

Call 911 only in emergencies involving fire, health or life threatening situations.

### **Emergency Management**

Call Emergency Management 781-821-5000 for matters relating to shelters, evacuation, food, etc.

### **Department of Public Works**

The clearing of fallen trees, limbs, snow water, etc. which obstruct vehicular traffic is the Department of Public Work's top priority. Downed trees on town land will be removed by the town. Disposal of downed trees and other debris on private property is the responsibility of the homeowner and will not be picked up by the town. Remember that depositing private debris on town land and streets is subject to fines. The landfill is open for operation between April 1 and November 30 - Call 781-828-4369.

### **Schools**

The decision whether or not schools will be in session will be made by 5:30 A.M. by the School Department. If classes are cancelled it is broadcast periodically by radio stations WBZ (1030 AM), WRKO-AM, WBMX-FM, WBUR, and WHDH and TV Channels WCVB, Channel 5, WNAC Channel 7, WBZ Channel 4 and WLVI Channel 56.

**DO NOT CALL POLICE OR FIRE DEPTS., OR 911 TO INQUIRE ABOUT SCHOOL CLOSINGS.**

### GENERAL

-MAKE ONLY ESSENTIAL PHONE CALLS.  
-DO NOT KEEP CALLING A DEPARTMENT IF YOU HAVE NOT REPORTED A SITUATION, UNLESS THERE IS A LIFE OR DEATH PROBLEM.  
-RESTRICT WATER AND ELECTRICITY USAGE TO ESSENTIALS. CAPACITIES ARE LIMITED UNTIL ALL TOWN SERVICES ARE FULLY RESTORED.

-PLEASE BE PATIENT AND REALIZE THAT TIME ESTIMATES FOR RESTORING ANY SERVICES ARE ONLY APPROXIMATE AND BASED ON CONDITIONS AT THE TIME OF THE ESTIMATE. IN A DEVELOPING SITUATION ANYTHING CAN HAPPEN.

### OFFICIALLY DESIGNATED SHELTERS:

\*Galvin Middle School (GMS)  
55 Pecunit Street

\*Other shelters will be opened and locations announced as needed.

In the event you and/or your family need to utilize the above shelters, bring with you if possible:

- 1 sleeping bag and 2 blankets per person
- 1 pillow per person
- essential toilet articles, towels, toothpaste, etc.

To inquire if a shelter is operational or if you require transportation to a shelter, call Emergency Management at (781) 821-5000.

### WEB SITE FOR HOMELAND SECURITY:

[www.ready.gov](http://www.ready.gov) – This is an excellent web site to gather additional information about emergencies.

### DISASTER KIT CONTENTS:

- 🕒 Foods (canned goods and nonperishable foods) that do not need cooking
- 🕒 Utensils, such as, a manual can opener, disposable plates, cups, forks, knives, spoons, etc.
- 🕒 Drinking water in non-breakable containers (2 quarts per person/day)
- 🕒 Special dietary food if required
- 🕒 Identification, valuable papers, policies and photographs in a waterproof container
- 🕒 Personal hygiene item, such as, soap, deodorant, shampoo, toothpaste, toothbrush, washcloths, towels, sanitary items
- 🕒 First aid kit
- 🕒 Medications, prescription and over the counter, such as aspirin and antacid
- 🕒 Specific medical information
- 🕒 Personal aids, such as, eyeglasses, hearing aids, canes, etc.
- 🕒 Infant care items, such as, diapers and formula
- 🕒 Books, magazines, toys
- 🕒 Battery-operated radio
- 🕒 Flashlight
- 🕒 Extra batteries
- 🕒 Sleeping bag or blanket, sheet and pillow
- 🕒 Change of clothing
- 🕒 Rainwear
- 🕒 Toolkit
- 🕒 Container for your disaster supply kit, should be waterproof