



Town of Upton

EMERGENCY PREPAREDNESS RESOURCE GUIDE

Preparing for the First 72 Hours of an Emergency or Disaster



Prepared by Brian Kemp, Director
Upton Emergency Management

KEY FAMILY CONTACT INFORMATION

Please fill out and print this page for your use in an emergency.

OUT OF AREA CONTACT

Name.....
Address.....
.....
Phone # (day)
Phone # (night)
Cell #

SCHOOLS

Address.....
Phone #
Address
Phone #

UTILITIES

LOCAL CONTACT

Name
Address
.....
Phone # (day)
Phone # (night)
Cell #

National Grid Power Outages & Emergencies... 800-465-1212
NSTAR Gas.....800-592-2000
Propane (LPG).....
Plumber
Oil
Telephone
Satellite TV
Internet Provider

NEAREST RELATIVE

Name
Address
.....
Phone # (day)
Phone # (night)
Cell #

OTHER IMPORTANT INFORMATION

Emergency 911
Police508-529-3200
Fire508-529-3421
Emergency Manager.....508-529-2501
Health Department508-529-3110
Town Manager.....508-529-6901
Poison Control800-682-9211
Doctor
Pharmacist
Medical Insurer
Medical Insurance No.
Home Insurance
Auto Insurance
MASS 2-1-1 Information2-1-1
Hearing Impaired7-1-1

FAMILY WORK NUMBERS

Father
Mother
Other
Other
Other

Website: www.upton.ma.us

Inside This Handbook

	Page
A Word from the Emergency Manager	4
Reasons for Family Preparedness	5
Hazards Facing our Community and the Commonwealth	6
Preparing Your Family	7
✓ Create a Plan	
✓ Prepare a Disaster Kit	
✓ Gather Information	
Family Emergency Communications Plan	12
Emergency Evacuation (2 Types)	13
Type 1	
✓ Planning for Evacuation	
✓ What to do if asked/told to Evacuate	
✓ What to Take With You	
Type 2	
✓ Shelter in Place	
Preparedness for Residents with Unique Needs	17
Special Considerations – 25 Maple Ave	19
Making Your Home Safe	25
Utility Shut-Off and Safety	28
Helpful Hints to Protect Your Animals	29
After a Disaster/Emergency Preparedness Education	31
Resources and Links	33



OFFICE OF EMERGENCY MANAGEMENT Town of Upton Massachusetts

Brian F. Kemp - Director
Email: bkemp@upton.ma.us
508-529-3421

P.O. Box 453
20 CHURCH STREET
UPTON, MASSACHUSETTS 01568

A Word from Your Emergency Management Director

Dear Upton Citizen,

I am pleased to present the Town of Upton's first edition Emergency Preparedness Resource Guide. This guide contains a significant amount of useful information and resources to help residents and their families successfully plan for an emergency event.

Included in this detailed guide is the public information portion of Upton's Public Safety response plan for the Grafton and Upton Railroad properties at 25 Maple Avenue. It is our hope that all Upton's residents take a proactive approach to family Emergency Planning. For more information regarding Upton's Emergency Planning, or to register for our Code Red Emergency Notification System, please visit the Town website at www.upton.ma.us

Sincerely,

Brian Kemp, Director

Reasons for Family Preparedness

In a disaster or emergency, you may need to survive on your own for some time before outside help will be available. Basic services such as electricity, gas, water, sewage treatment, and telephones may be cut off for several days, or even a week or longer. Preparedness means having your own supply of water, food, medications and emergency supplies for a period ranging anywhere from a minimum of a few days to possibly a week. You and your family may have to evacuate at a moment's notice and take essentials with you. You may not have the opportunity to shop or search for the supplies you need. Assembling those items you may need in a disaster or emergency ahead of time is essential in your family's disaster plan.

This Emergency Preparedness Guide has been prepared for Upton households by the Town of Upton Emergency Management Director. This guide has been designed to help residents learn how to protect themselves and their families against all types of potential hazards. It can be used as a reference resource or as a step-by-step manual. The focus of the content provides recommendations how to develop, practice, and maintain emergency plans that reflects what must be done before, during, and after a disaster to protect people and their property. Also included is information to assemble an emergency supply kit that contains the food, water, medications and other supplies in sufficient quantity for individuals and their families to survive, following a disaster, in the event they must rely on their own resources.

Hazards Facing Upton

The Town of Upton Fire EMS Department, Police Department, Department of Public Works and Emergency Management are prepared to respond to “all hazard” emergencies that occur in Upton. Your Public Safety Officials work in cooperation with the Massachusetts Emergency Management Agency who is prepared to coordinate a statewide response to any of the following natural or man-made hazards that may occur in the Commonwealth. Below is a list of possible hazards that our community may face.

Winter Storms

Lightning

Dam Failure

Drought

Earthquakes

Extreme Cold

Extreme Heat

Floods

Forest Fires

Hazardous Material

Hurricanes

Nor’easters

Power Outages

Terrorism

Thunderstorms

Tornadoes

Transportation Emergencies

Utility Emergencies

Water Supply Emergencies

Wild Fires

Pandemic (especially Pandemic Flu)

CREATE A PLAN

Note: It is important to plan for either of the following situations.

EVACUATION – (Please refer to Emergency Evacuation, pg. 12)

Town Shelters: In an emergency the Town of Upton will designate a shelter location depending on the emergency incident. The available shelters in town are: the Blackstone Valley Technical High School, Memorial School and Nipmuc High School. These shelters have all been approved by the American Red Cross and the Massachusetts Emergency Management Agency. The Red Cross now opens regional shelters rather than shelters in each town. Upton's regional shelter is usually located in Northbridge. Listen carefully to Town Officials for shelter locations.

SHELTER IN PLACE – (Please refer to Emergency Evacuation, pg. 14)

At times during certain emergencies it is safer to stay home and shelter at home.

BE SURE TO:

- Assure that your entire family knows and understands your plan.
- Talk about how you will communicate with each other in different emergencies.
- Consider making an out-of-town family member or friend a point of contact should you get separated for any reason.
- Consider designating contact numbers in each of your family's cell phone's stored numbers list as an **ICE – In Case of Emergency** number. You can have ICE 1, ICE 2 and more.

PREPARE A DISASTER KIT

Every family should have an “All Hazards” Disaster Supply Kit. Regardless of the season, your family could become isolated in your home for up to a week, without power. Below are some suggested items that you may want to include in your kit. It is best to keep items in a waterproof, portable container. Every kit will differ, depending upon what items your family considers essential. Check expiration dates and rotate on a regular basis.

72 Hour Kit

- 1-2 Gallons of water per person, per day should be stored for sanitation and drinking
- Medications
- Food
- 72 + Hour Supply of Food and Water
- Warmth and Shelter
- Windproof/waterproof matches
- Second method to start a fire
- Tarps
- Wool-blend Blanket
- Sleeping Bag
- Emergency reflective blanket
- Lightweight stove and fuel. Never use inside or for heat.
- Hand and body warm packs
- Poncho
- Light sources
- Flashlight with batteries
- Light Stick
- Tools
- Pocket Knife
- Shovel
- Hatchet or Axe
- Sewing kit
- 50-foot nylon rope
- First Aid kit and supplies
- NOAA Weather Radio
- Plug-in Telephone
- Radio with batteries or radio with alternate power sources
- Whistle with neck cord
- Personal Sanitation
- Personal Comfort kit (include soap, toothbrush and gel, comb, tissue sanitary napkins, razor, and other needed items)
- Chlorinated Bleach
- Money - At least \$50 in small bills
-

- A complete outfit of appropriate clothing for each family member. Include extra socks, underwear, hat, sturdy shoes, and gloves
- Car and AC chargers for cell phones
- Stress Relievers – Games, books, hard candy, inspirational reading. For children:
 - small toys, paper and pen, favorite security items
 - Copies of documents important to your family (such as birth certificates, marriage licenses, wills, insurance forms), phone numbers you might need, credit card information

Canned goods and nonperishable foods that do not need cooking:

- Canned meats and fish
- Canned fruits and vegetables
- Canned soups and puddings
- Canned fruit juices
- Dried fruit and nuts
- Bread, cookies and crackers
- Peanut butter and jelly
- Parmalat Milk

Additional items:

- Extra food
- Extra batteries
- Manual can opener
- Camp stove mess kits and other cooking equipment
- Insect repellent, Sun block
- Portable toilet
- Special medication
- Extra glasses
- Portable Container
- Durable water resistant duffel bag, frame pack or day pack
- All purpose cleaner with Broom, mop and bucket

GATHER INFORMATION

It is important to stay calm during an emergency.

In the case of an actual emergency the Town of Upton will make available information to all residents through the following media:

Town-Wide Emergency Notification System – Code Red

This is a phone based notification system that allows the Town to contact residents and notify them of an emergency situation in a matter of minutes.

The Upton Emergency Management Director operates and maintains Upton’s Code Red Emergency Notification System. Upton maintains a contract with Code Red who uses hundreds of “hard line” telephone lines from one of several hardened facilities across the United States and maintains a data base of Upton resident’s telephone numbers. Unlike systems used by schools, which use voice over IP, Code Red was designed specifically for public safety. Upton’s Code Red system has the option of calling the entire town or only calling certain portions of town, such as the areas with municipal water. Custom “jobs” are created using a computer mapping system linked to Code Red. Using special launch and pass codes, Upton’s Town Officials can record a message and launch a call from anywhere using a mobile phone. The entire town can be notified in 6 to 8 minutes. Upton residents can customize their notification preferences by adding mobile phone numbers and email addresses.

Please check your information and add additional information including your cell phone numbers and email addresses at www.upton.ma.us. Follow the link to Code Red.

Cable Channel 11 – Upton Emergency Management operates Channel 11 which broadcasts public safety and emergency information such as severe weather or health and safety advisories specifically for Upton citizens. The Channel 11 system includes an automated severe weather notification system that, in the event of severe weather, immediately sounds an alert tone on Channel 11 followed by the National Weather Service warning for our area. By using mobile technology, emergency postings and updated advisories on Channel 11 can be made 24 hours a day. A library of public safety presentations created for Upton is broadcast when there are no advisories present.

GATHER MORE INFORMATION

Town of Upton website: www.upton.ma.us

Local Television Stations:	WBZ	Channel 4
	WCVB	Channel 5
	WHDH	Channel 7
	WFXT	Channel 25

Local Radio Stations:	WTAG	AM 580
	WMRC	AM 1490

Local Daily Newspapers:	Milford Daily News
	Worcester Telegram

**NOAA Weather Radio (for warnings/alerts) Worcester (162.550 MHz)
Please consider the purchase of a NOAA Weather Radio with a battery backup system.**

FAMILY EMERGENCY COMMUNICATIONS PLAN

Develop a Family Emergency Communications Plan in case family members are separated from one another during an emergency (a real possibility during the day when adults are at work and children are at school). This plan should also address reuniting after the immediate crisis has passed.

Ask an out-of-state relative or a friend to serve as the Family Emergency Communications Plan contact person. During and immediately after a disaster occurs, it is often easier to access a long distance telephone number than a local one. So calling outside a disaster area is usually easier than calling into or within the same area.

Make sure everyone knows the name, address and telephone number of the Family Emergency Communications Plan contact person.

Designate two meeting areas for family members – one within your community (your primary location), and one outside of your community (your alternate location). Sometimes an emergency could impact your neighborhood or small section of the community, so a second location outside of your community may be more accessible to all family members.

Be familiar with the Emergency Plans at your children's school as well as your place of business.

A Family Emergency Communications Plan can help reassure everyone's safety and minimize the stress associated with emergencies.

EMERGENCY EVACUATION

PLANNING FOR EVACUATIONS

During an emergency, always follow the direction of your local Public Safety Officials to know which evacuation routes and shelters will be utilized during that particular event.

If you do not have personal transportation, make arrangements with friends or your local government.

Those requiring specific assistance during times of emergency, such as transportation or alternative forms of communication, should notify the Upton Fire EMS Department or Police Department of these requirements.

Dial 911 for any life or health safety emergency.

Develop a Family Emergency Communications Plan. (See Pg 11)

As part of your Family Emergency Communications Plan, designate a meeting destination if you have to leave the community. In your planning, consider different scales of evacuation – neighborhood, town, county, etc.

Assemble a Disaster Supply Kit (See Pgs 8 & 9)

Keep your car fueled if evacuation seems likely. Gas stations may be closed during an emergency, or unable to pump gas during power outages.

Know how to shut off your home's electricity, propane and water supplies at main switches and valves. You may want to do so prior to evacuating your home.

After meeting your family needs, check on elderly or disabled neighbors.

WHAT TO DO IF ASKED/TOLD TO EVACUATE

Gather all persons in the house together.

Do not pick up children at their schools, unless instructed to do so. In many cases (such as a chemical spill emergency), school children may be taken to a pre-designated host school outside the impacted area where you may pick them up.

Household members, who are located outside the area when an event occurs, may be advised not to return to their residence or community during an evacuation. They may be directed to a reception center or mass care shelter where you can be reunited.

Do not call your local fire or police department emergency numbers or 911 for general information unless absolutely necessary. Our emergency personnel will need these telephone lines open for emergency use. Please use the business numbers listed at the beginning of this guide. If you need special help or have special concerns, contact the Upton Emergency Operations Center. If you have an emergency, call for help by dialing 911.

Stay tuned to your Emergency Alert System (EAS) radio stations: WTAG AM 580 or WBZ 1030 AM.

Turn off lights and unnecessary appliances. Close and lock windows and doors.

If a hard freeze is likely during your absence, take actions needed to prevent damage to water pipes, such as turning off the water main, draining faucets, hydronic heating systems, turning off inside valves for external faucets and opening outside faucets to drain.

Check with neighbors to see if they need assistance. Offer to share transportation.

If unable to take them with you, shelter your livestock, leaving at least a three-day supply of stored food and water that has been protected from possible contamination.

SHELTER –IN-PLACE

Sheltering-in-place is a standard protective action utilized in emergencies during an accident or event in which hazardous materials have been released into the

atmosphere. You may, at some time, be instructed by local officials to “Shelter-in-Place” to reduce your exposure to some type of hazardous materials in the air. The purpose is to create as airtight as possible enclosures to prevent the hazardous material from reaching the enclosure’s occupants.

The following are steps to be taken only when instructed to “Shelter-in-Place”. These steps are not to be completed ahead of time:

You should immediately go indoors. Keep children and pets indoors.

Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.

Turn off air handling systems such as window fans, kitchen and bath exhaust fans, air conditioners, and other sources of outside air. Shut off clothes dryers.

Close the fireplace flue if it is not in use. A structure with a burning fire in the fireplace or woodstove is not a good candidate for sheltering-in-place in the event of a flammable substance emergency such as a propane truck spill.

Seal off any cracks that could cause leakage from the outside such as with a damp towel at door jams.

If you have livestock, try to shelter them as well. Provide them with stored feed and water from a covered source. Do not put yourself or your family at risk to do this if directed to go indoors immediately.

Go to an above ground room with the fewest windows and doors. Use a below ground room during a tornado or hurricane.

If Sheltering-in-Place is recommended during school hours, children will be sheltered in their school building and cared for by school personnel. When the emergency is over, you will be directed where and when to pick them up.

IF TRAVELING WHEN SHELTERING-IN-PLACE IS ORDERED

If you are traveling in a motor vehicle, close the windows and air vents. Turn off the heater and air conditioner. Keep the radio tuned to an Emergency Alert System (EAS) station for the official messages and instructions.

Go inside a nearby building. If none is available, leave the area immediately.

Stay inside your vehicle or building until officials say otherwise.

Do not use your telephone unless in need of special assistance.

Do not call '911' unless it is a true emergency.

PREPAREDNESS FOR POPULATIONS WITH UNIQUE NEEDS

For residents who have physical, medical, sensory or cognitive disabilities, as well as for our senior citizens, emergencies can present real challenges. Here's what you can do:

1. Create a disaster supply kit. Depending upon your needs, you may want to include extra eyeglasses, hearing aid batteries, wheel chair batteries, oxygen, the style and serial number of your medical devices, a list of your medications, including dosage, a list of your allergies, medical insurance information and medical cards. If you utilize a manual wheelchair, include heavy gloves to help make your way over glass and debris. (See pgs 8 & 9)
2. Make an Emergency Plan. Create a Family Emergency Communications Plan. (See page 11). If you receive regular support services from a provider or Personal Care Attendant (PCA), speak with them about their disaster plans and their services during times of emergency. Work with them to identify back-up services.
3. Complete a Personal Assessment of what you can do for yourself and what assistance you may need to face the challenges of an emergency. Consider the environment during and after an event, your capabilities, and possible barriers.
4. Create a 'Personal Support Network' or 'Self-Help Team' who can help identify and acquire resources, and assist you before, during and after the emergency. Your Team should include roommates, relatives, friends, neighbors and co-workers because disasters might strike when you are at home, school, the workplace, a volunteer site, or wherever you spend a lot of time. Teach others on your Team to operate any special equipment you might utilize, as well as where you keep your emergency supplies.
5. If asked to evacuate, inform your Team where you are staying, i.e., public shelter, relative, friend, hotel, etc, because it may not always be the first choice in your Plan.
6. Find the location of the main utility cutoff valves and switches in your home, and learn how and when to disconnect them during an emergency, either by yourself or with a Team member.

7. Become informed. Learn your area's vulnerabilities, as well as Upton's Emergency Operations Center plans, including potential evacuation routes and accessible shelter locations.

8. Learn about Upton's Alerting/Warning Systems.

9. If you are disabled and wish to register for specific alert and notification systems, transportation assistance, or other programs, contact the Upton Board of Health to learn more about Upton's Special Populations Registry. All information gathered through such a program will be kept confidential and used only in case of emergency.

10. Wear medical alert tags or bracelets to help identify your disability or health condition.

11. Label any special equipment including wheel chairs, walkers or canes with your contact information.

Most individuals who normally live independently should be able to function well at a universal public shelter. Individuals requiring higher levels of medical support or assistance might be transferred to a higher-level care shelter where they can receive a higher level of support.

While at a shelter, you may ask disaster personnel for any accommodation you may require.

12. If you self-evacuate to stay with family, friends or hotel, place a note on your door so Public Safety Officials will know where to find you and know that you are OK.

SPECIAL CONSIDERATIONS:

Comprehensive All Hazards Emergency Response Plan for Grafton and Upton Rail Yard, 25 Maple Avenue

Prepared by Brian Kemp, Emergency Management Director

Overview:

The property at 25 Maple Avenue is the site of the Grafton and Upton Rail Yard. This property has been used as a rail yard for decades and is also the former location of Upton Fuel and Construction and the Town of Upton landfill. The complex is bordered by Maple Ave., Depot Street, Railroad Avenue, Farm Street and Hartford Avenue South. Adjoining properties include the Town of Upton Waste Water Treatment Plant, the Millhaus Apartments that is home to approximately 110 mostly senior residents, the West Upton Center, a Town water well field, and the West River. While the property itself is industrial, there are residential areas immediately adjoining the G & U property to the north and east. The main rail line that runs from Grafton to Milford travels along the north side of the property. The three schools in Upton, Nipmuc Regional High School, Memorial School and Blackstone Valley Technical High School lie within 1/2 mile of the property. These three schools are registered as emergency shelters with the Massachusetts Emergency Management Agency and the American Red Cross. Alternative shelters would be used if all three schools were in an evacuation zone. Alternative shelters are available in both Northbridge and Grafton.

The property at 25 Maple Avenue is owned by the Upton Development Group and the Grafton Upton Railroad. The G & U is in the process of developing the property into a rail/truck tanker trans-loading facility. A considerable amount of the G & U's current trans-loading business involves the loading and unloading of combustible and flammable chemicals.

A pellet bagging facility is also located on the north side of the property, adjacent to the G & U rail main line. Wood pellets, used for heating fuel, arrive at the facility in bulk rail cars. The G & U provides bagging and transportation services at this facility to their customers. Bagged pellets are loaded onto pallets and shipped from this facility by truck.

Several areas of the property are in the process of being developed. Railroad siding or spurs are being constructed in the central part of the property. A steam plant for unloading chemicals in the trans-loading facility is under construction. Site work that includes retention ponds for containing waste water is ongoing. Work that includes the capping of the landfill is ongoing. Plans include the replacement of a large underground sewer line that travels along a right of way under the property and the piping of a stream that dissects the middle of the property. Security fencing has been completed along the north side of the facility. There are currently two main entrances to the property along Maple Avenue. Plans include additional fencing, gates and security along Maple Avenue. The property fencing includes an emergency access to the property from Depot Street for fire, EMS and police. There is an additional emergency access gate along the main line tracks at South Hartford Avenue.

All vehicular traffic arrives and leaves via the Maple Avenue entrance. Maple Avenue is a two lane roadway maintained by the Town of Upton. This roadway is heavily travelled during commuter time frames connecting the Towns in the Blackstone Valley to Route 135 in Hopkinton, Route 9, Interstate 495 and the Massachusetts Turnpike to Boston. Route 140 which is the Town's main street is .3 Miles to the north and Pleasant Street is 0.4 miles to the South of 25 Maple Ave. Traffic on this roadway includes considerable commercial traffic not associated with the 25 Maple Avenue facility. Common commercial roadway traffic includes gasoline, propane gas, home heating oil, jet fuel and chorine. In addition, the G & U railroad reports they are trans-loading approximately 75 tractor trailer tanker loads a week of combustible or flammable chemicals.

Hazards:

Hazards at 25 Maple Ave include those that are generally found at industrial complexes including personal injury accidents from machinery, fires and the potential for small or large fuel or chemical spills. Hazards at the site are present due to the loading and unloading of chemicals from one transportation vehicle to another. First Responders dealing with incidents at 25 Maple Ave need to be specially trained on railroad operations and over-the-road tankers in addition to Hazardous Materials Response.

Public Safety Response Overview:

Incidents at 25 Maple Avenue will be operated utilizing an appropriate management command structure as outlined by the National Incident Management System (NIMS).

All responding public safety employees are NIMS certified to the appropriate level. The Public Safety response to an incident at 25 Maple Avenue may be managed in multiple levels. The response may include Fire, EMS, Police and DPW.

Police Response:

Police are responsible for securing the area, traffic control, notification, evacuation and the investigation of accidents.

Fire Response:

Box 2 Response - When responding to a minor call, the first due vehicle will be the only one to enter the complex to determine the extent of the incident. Other responding apparatus will stage on Maple Avenue to await instructions. EMS may also respond to these calls.

Full Box Alarm Response – Future Fire Alarm Boxes assigned to 25 Maple Ave will be 41, 42, 43 and 45. The “4” designation simplifies recognition of the box alarms for the responders and the public at the 25 Maple Avenue address.

Box 41 – Wood Pellet operation Master Box: Automatic Fire Alarm (currently in use).

Box 42 – Box alarm to report a fire at the trans-loading facility (planned).

Box 43 – Box alarm to report a hazardous condition at the trans-loading facility (planned).

Box 49 - (two rounds) – **Evacuation alarm** to alert residents (Future).
(Station 1 air horns will be disabled)

A “Box Alarm Response” to 25 Maple Ave will bring at least 2 fire engines, a ladder truck, rescue truck and an ambulance. Upon arrival and initial size up by the

fire officer in charge, additional resources from Upton and surrounding communities will be dispatched as needed. Staging for arriving fire apparatus will be on Maple Avenue therefore police will block off Maple Ave at Main Street and at Pleasant Street if a working response is struck.

DPW Response:

DPW personnel may be requested to an incident at 25 Maple Avenue. The role of the DPW may include: placement of road blocks, setting up detour signs and providing materials to contain hazardous and non-hazardous material spills.

Public Notification and Instructions:

Residents in the area of 25 Maple Ave will immediately know if there is a reported fire or hazmat incident at the property because the air horn mounted on a building at the Sewer Treatment Plant will sound 4-1, 4-2 or 4-3. If the dispatcher received a telephone call reporting the incident, he or she will sound the appropriate alarm from dispatch. Residents should keep in mind the horn alarm means the alarm has been received but does not verify an actual incident.

The Town of Upton will use a multilevel system to notify residents and businesses of an incident at 25 Maple Avenue. The decision regarding the level of the incident will be made by the Incident Commander. There are six ways residents of Upton will be notified in the event of an emergency:

(1) **Code Red**, commonly known as reverse 911, delivers a message to residents via telephone advising them of an incident and special instructions such as evacuation plans. Residents can also register their cell phones and direct dial work phones to receive calls. The Code Red system enables the Town to notify all Town residents in a little as 10 minutes.

Specific Calling Zones for Code Red have been established for the area around 25 Maple Ave:

Zone 1 is a 500 foot radius around the trans-loading site. This zone is limited to the actual facility.

Zone 2 is roughly a ¼ mile radius around the trans-loading site. It encompasses Maple Ave, Victoria Drive, Depot Street, Railroad Ave, a portion of Farm Street and a portion of Hartford Ave South. It does not include the Mill Haus Apartments.

Zone 3 is a ½ mile radius around the trans-loading site. It encompasses all of West Upton to include part of Hartford Ave North, Main Street to Mendon Street, Florence Circle, Knowlton Circle, Blackstone Valley Technical High School, Maple Ave., Glen Ave., Hartford Ave South, Rockdale Hill Circle, Stagecoach Road, Railroad Ave., Depot Street, Russell Ave., Farm Street and Victoria Drive.

(2) **Cable Channel 11** will carry updates to keep residents informed on an ongoing basis. In the future, Cable Channel 11 will be streamed to Upton’s web site.

(3) **Portable radio transmitter** supplied by the Massachusetts Department of Public Health may be utilized to transmit a recorded message. Since there are multiple transmitters that may be deployed, each with a different frequency, the broadcast frequency of the portable radio transmitter in use will be announced by way of our notification systems.

(4) Upton Emergency Management’s **trailer mounted message boards** may be placed in West Upton and on Pleasant Street to provide information to those travelling our roadways. Additional message boards, also furnished by Massachusetts Homeland Security, may also be placed at strategic locations in Upton.

(5) **Local media outlets** such as radio and television stations will also be informed of large scale incidents. The Town will notify Boston media outlets to include WBZ Channel 4, WCVB Channel 5, WHDH Channel 7 and WFXT Channel 25. Residents should tune to these stations for information during an emergency incident. Cable Channel 11 will continue to provide the most current and constant information to Upton residents.

(6) Public Safety officials may elect to go door-to-door to alert residents or provide special instructions.

Additional areas may be notified depending on the incident type, product involved, amount and weather conditions. Public Safety officials will always use the most cautious approach when developing notification plans and instructing residents what they should do.

MAKING YOUR HOME SAFE

Make sure all of your equipment and hazardous detection devices are approved and certified by a nationally recognized testing institute, such as Underwriters Laboratory (UL). Follow the manufacturer's instructions for the proper use, installation, maintenance and testing procedures.

SMOKE DETECTORS

Have a minimum of one (1) smoke detector installed on each habitable level of your home (including the basement) and outside each bedroom.

If you have a garage under or attached to your home, have a heat detector installed in the garage. The heat detector must have a sounding device within 20 feet of the nearest door to the garage.

CARBON MONOXIDE DETECTORS

Have at least one (1) Carbon Monoxide (CO) detector on each habitable floor of your home, and also within ten (10) feet of each sleeping area.

Do not place a CO detector in a garage, furnace room, or near a stove or fireplace. Doing so may cause false alarms.

Do not place CO detectors near open windows or doors, excessively hot, cold, or damp areas and 'dead-air spaces' such as corners of rooms and peaks of ceilings. Doing so may minimize the effectiveness of the detector.

Be able to differentiate between the alarm sounds of your Smoke and Carbon Monoxide detectors.

Test each smoke and CO detector on a monthly basis.

Replace all batteries once a year or sooner if power is low. Develop a schedule, choosing the same days; such as the days we move the clocks forward/backwards, New Year's Day, etc. Smoke alarms over ten years old and CO detectors over five years old need to be replaced with new units.

Please contact the Upton Fire EMS Department for any questions regarding fire detection and alarm systems. The Department will gladly arrange for an explanation of relevant codes and laws regarding new versus existing homes, additions, renovations and the sale of homes.

FIRE ESCAPE PLAN

Have at least two (2) escape paths from each room, a primary and an alternate. Never use an elevator in case of a fire.

Make sure everyone can easily unlock and open doors utilized in the escape plan.

If you must go through a smoky area, crawl. The coolest, cleanest air will be up to 18” from the ground.

Designate a family meeting area located a safe distance from the house.

Safely leave the building before contacting the fire department. Never return into a burning structure.

Practice your Fire Escape Plan at least twice a year. For assistance in designing your own plan, visit ‘Family Fun’ with Sparky the Fire Dog on the National Fire Protection Association web page: www.NFPA.org or contact the Fire Department.

Parents with children should attend an upcoming Fire Safety Day at the Upton Fire EMS Headquarters’.

FIRE EXTINGUISHERS

Have at least one (1) multi-purpose (ABC) fire extinguisher located near an escape path.

Ensure that the fire extinguisher is cared for and maintained properly according to manufacturer’s instructions which you should keep with your extinguisher.

Ensure everyone understands how to properly and safely use the extinguisher. Even though extinguishers come in a number of shapes and sizes, they all operate in a similar manner. An easy acronym for fire extinguisher use: PASS (Pull, Aim, Squeeze and Sweep).

Recharge or replace all fire extinguishers immediately after use, regardless of how much or little they were used.

EMPOWER YOURSELF

Immediately following a disaster, emergency resources may be taxed and unable to respond everywhere at once. You could be the difference between life and death for someone close to you. Make it a practice to check on your neighbors, especially the elderly and disabled. Get yourself some invaluable training on life-saving techniques. Check a few of the resources available to you on pg 26 of this booklet.

UTILITY SHUT-OFF AND SAFETY

In the event of a disaster, you may be instructed to shut off the utility service at your home. Below is some general guidance for shutting off utility service. You should modify the information provided to reflect your shutoff requirements as directed by your utility company. Please refer to the utility company directly with any questions regarding when utilities will be restored during a power outage.

Propane

Propane leaks and explosions are responsible for a significant number of fires following disasters. It is vital that all household members know how to shut off propane.

If you smell propane or hear a blowing or hissing noise, open a window and get everyone out quickly. Turn off the gas, using the outside main valve if you can, and call your propane company from a neighbor's home.

CAUTION – If you turn off the propane for any reason, a qualified professional must turn it back on. NEVER attempt to turn the propane back on yourself.

Electricity

Electrical sparks have the potential of igniting propane if it is leaking. It is wise to teach all responsible household members where and how to shut off the electricity. Locate your electrical circuit box. Teach all responsible household members how to shut off the electricity to the entire house.

FOR YOUR SAFETY: Always shut off all individual circuits before shutting off the main circuit breaker.

NOTE: If you plan to use a generator, be absolutely sure that the connections to the street electrical supply wires have been disconnected. It is strongly recommended that you have a professional electrician do this type of work.

HELPFUL TIPS TO PROTECT YOUR ANIMALS

Taking your pets along is the most important thing individuals or families can do for their animals during an evacuation. Pets left behind can be injured, lost or killed during an emergency, or in its aftermath. Pet owners should include their animals in their Family Disaster Planning, before a disaster threatens.

Prepare an emergency kit for your pets. Include a photo of yourself with your pet, collars and leashes, a three-to-five-day supply of food, a can opener, bottles of water, bowls, litter boxes and plastic bags, and a week's supply of medications (with instructions) that your pet may be taking (in case you and your pet are separated).

Have copies of your pets' vaccinations, medical records and prescriptions and your veterinarian's phone number.

Typically, only service animals are allowed inside a public shelter, although in Massachusetts, the State of Massachusetts Animal Response Team (SMART) has made great strides in creating 'pet-friendly' sheltering options. Contact the Emergency Management Director regarding Upton's animal policies at shelters, as well as other options you may have for sheltering your pets during an emergency.

Make plans ahead of time to take your pet to stay at relatives, friends or a kennel outside the affected area.

Know the locations of pet-friendly hotels and motels.

Prepare a list of boarding facilities and veterinarians who could shelter your animals in an emergency; include 24-hour phone numbers.

Ask local animal shelters if they provide emergency shelter or foster care for pets in a disaster. Animal shelters may be overburdened caring for the animals they already have, as well as those displaced by a disaster, so this should be your last resort.

Make sure your pets wear collars with current license and rabies tags, and identification tags that include information on where you will be staying during the emergency.

Use a pet carrier for each of your pets to make transportation easier.

Birds should be transported in a secure travel cage or carrier. During warm weather, carry a plant mister to mist the birds' feathers periodically. Do not put water inside the carrier during transport. Provide a few slices of fresh fruits and vegetables with high water content. Have a photo and leg band for identification. If the carrier does not have a perch, line it with paper towels and change them frequently. Try to keep the carrier in a quiet area. Do not let the birds out of the cage or carrier.

Exotic and dangerous pets are generally dealt with on a case-by-case basis in order to ensure that they are handled, transported and cared for by properly trained personnel and at an appropriate facility. For the safety of their animals, owners of these pets should have advanced planning preparations ready for their pet's special needs.

AFTER A DISASTER

Assessment and Clean-up

If you have been evacuated, do not return to your home until you have been directed to do so by state or local officials.

Keep tuned to local Media for information about such things as caring for your household, where to find medical help, and applying for financial assistance.

Do not become a spectator. Unnecessary travel into the impacted areas could hinder the efforts of Public Safety Officials and could be hazardous to your safety.

Drive only when and where necessary. Streets may be filled with debris or flooded. Flooded roads may be weakened and could collapse under the weight of your vehicle. Roads are closed for the protection of the public travelling on and emergency personnel working in the roadways.

Upon returning home, do not turn on any electronic equipment until the electricity has been safely restored.

Be sure to check all electronic equipment for water damage. If you are uncertain, throw damaged equipment away. It is better to be safe than risk electrocution.

Watch for loose or dangling power lines. Assume any downed wire is a live wire! Be careful when clearing fallen trees with a chainsaw.

If there is structural damage to your home or downed trees in the yard, use care.

If Public Safety Officials determine it is safe for you to return home, open doors and windows to ventilate.

Limit your use of the telephone, utilizing it only for emergency calls.

Guard against spoiled food. If the power was disrupted, food in the refrigerator may have spoiled. Freezers can keep food for several days, if unopened.

Do not refreeze food once it begins to thaw.

Only use generators outdoors, in well ventilated areas.

For specific assessment and clean-up remedies, contact the appropriate Town Departments.

MAINTAIN YOUR PLAN

Once you and your family have developed your plan, you need to practice and maintain it. For example, ask questions to make sure your family remembers meeting places, phone numbers, and safety rules. Conduct drills and create theoretical scenarios and see how family members respond.

Do not wait for a disaster or emergency to occur. Plan and prepare now so that when an unplanned disaster or emergency does occur, you and your family will be ready.

EMERGENCY PREPAREDNESS EDUCATION

Community Emergency Response Teams (CERT)

The Community Emergency Response Team (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, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community. Anyone interested in becoming a member of the Upton CERT contact Director Brian Kemp at 508-529-2501.

RESOURCES/LINKS

ONLINE RESOURCES -

Massachusetts Emergency Management Agency

www.mass.gov/mema

Executive Office of Public Safety & Security	www.mass.gov/eops
Department of Homeland Security	www.dhs.gov
Federal Emergency Management Agency	www.fema.gov
Are you ready?	www.Ready.gov
American Red Cross	www.redcross.org
National Weather Service	www.nws.noaa.gov
National Hurricane Center	www.nhc.noaa.gov
Massachusetts Department of Public Health	www.mass.gov/dph
State of Massachusetts Animal Response Team	www.smart-mass.org
Community Emergency Response Team (CERT)	https://www.citizen corps.gov/cert/
Guide to Massachusetts State Services	http://www.sec.state.ma.us/cis/ciscig/guide.html
Town of Upton	www.upton.ma.us
Region 2 Public Health Emergency Preparedness	http://publichealth-massregion2.org/
Worcester Regional Medical Reserve Corps	http://www.worcesterregionalmrc.org/
Central Massachusetts Disaster Animal Response Team	www.cmdart.org