

City of Wilmington

Disaster Preparedness Handbook



Photograph by:
Dick Dubroff/ Final Focus

IMPORTANT TELEPHONE NUMBERS

WILMINGTON OFFICE OF EMERGENCY MANAGEMENT.....	302-576-3914
WILMINGTON POLICE (NON-EMERGENCY).....	302-654-5151
WILMINGTON FIRE DEPARTMENT.....	302-576-3950
DELAWARE EMERGENCY MANAGEMENT AGENCY.....	302-659-3362
IN-STATE TOLL FREE.....	877-729-3363
NEW CASTLE COUNTY EMERGENCY MANAGEMENT.....	302-573-2855
KENT COUNTY EMERGENCY MANAGEMENT.....	302-735-3463
SUSSEX COUNTY EMERGENCY MANAGEMENT.....	302-855-7801
AMERICAN RED CROSS.....	800-777-6620
BLOOD BANK.....	1-888-8-BLOOD-8
CELL PHONE FOR STRANDED VEHICLES.....	#77
DELAWARE STATE POLICE	
NEW CASTLE.....	302-573-2800
KENT.....	302-739-4525
SUSSEX.....	302-815-5465
CONECTIV.....	800-375-7117
VOLUNTEERISM.....	800-815-5465
POISON CONTROL.....	800-722-7112

City Of Wilmington



James M. Baker, Mayor

Mayor's Office

302-576-2100
800 French Street
Wilmington, DE
19801-3537

William T. McLaughlin

Public Safety Building
300 North Walnut Street
Wilmington, DE 19801
302-576-3930

President City Council:

Theodore Blunt 576-2140

City Council Members:

1st District	Charles Potter, Jr
2nd District	Norman D. Griffiths
3rd District	Stephanie T. Bolden
4th District	Norman M. Oliver
5th District	Demetrio Ortega, Jr.
6th District	Kevin F. Kelley, Sr.
7th District	Gerard W. Kelly
8th District	Gerald L. Brady

City Council Members-At-Large:

Paul T. Barkowski
Charles M. Freel
Theopalis K. Gregory
Michael J. Hare

City Treasurer:

Henry W. Supinski 576-2480



Introduction

This booklet is meant to give you basic information to prepare for and survive in an emergency. Most of this information will help you during many kinds of emergencies such as coastal storms, winter storms, loss of electricity, floods and terrorist incidents. The most important thing to remember is to have an emergency plan and an emergency supply kit. Remember, emergency service personnel are there to help you, but they must know what the problem is, how serious it is, and where it is. **9-1-1** should be used for emergencies **ONLY**. When you report an emergency, remain calm, give the operator all pertinent information and remain on the phone as instructed to do so by the operator.

The City of Wilmington has an extensive emergency operations plan, which enables it to respond to and identify special needs requirements for a variety of emergencies, including the threat of a terrorist incident. The Wilmington Emergency Response team (Police, Fire, Emergency Management & Medical) has responded to minor and major incidents for many years. The City plan was devised in conjunction with local schools, the American Red Cross, and the Salvation Army. The City also works closely with the emergency teams in New Castle County, Kent County, as well as with State agencies. Through its close coordination with FEMA, DEMA and other State & Federal agencies, the City has instant access to emergency resources. Several national and local warning systems provide information concerning storm warnings and other emergencies.



How do I prepare my family for an emergency?

Family Emergency Plan

- Establish a plan of action for your family.
- The most important factor is to stay calm.
- Establish practice drills. Practice makes perfect, helps to reduce confusion and will help you to follow proper procedures when a real emergency occurs.
- Revise your plans if you change jobs, schools, or if a family member's physical ability changes.
- Listen to updated news bulletins.



Family Emergency Meeting Place

- Select two safe places for your family to meet if separated. Depending on the nature of the emergency, these places may be within your home, an outdoor landmark or a neighbor's house.
- Community facilities such as schools, libraries or churches may be appropriate meeting places

Take First Aid and CPR Classes

- Learn how to take care of yourself and others in case of an emergency.
- If there is a major disaster, the hospitals will treat the most serious injury cases first.
- Know how to handle less serious medical emergencies so you can help save lives.



Prepare a Family Emergency Kit

There are six basics you should stock for your home: water, food, first aid supplies, clothing, and bedding, tools and emergency supplies, and special items. Keep the items that you would most likely need during an evacuation in an easy-to-carry container – suggested items are marked with an asterisk(*). Possible containers include a large, covered trash container, a camping backpack, or a duffel bag.



Water

- Store Water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles. A normally active person needs to drink at least two quarts of water each day. Hot environments and intense physical activity can double that amount. Children, nursing mothers, and ill people will need more.
- Store one gallon of water per person per day. • Keep at least a three-day supply of water per person (two quarts for drinking, two quarts for each person in your household for food preparation/sanitation).

Food

- Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, preparation or cooking, and little or no water. If you must heat food, pack a can of sterno. Select food items that are compact and lightweight. Include a selection of the following foods in your **Disaster Supplies Kit**:
- Ready-to-eat canned meats, fruits, and vegetables. • Canned juices • Staples (salt, sugar, pepper, spices, etc.) • High energy foods • Vitamins • Food for infants • Comfort/stress foods

First Aid Kit

Assemble a first aid kit for your home and one for each car. • Sterile adhesive bandages in assorted sizes • Assorted sizes of safety pins • Cleansing agent/soap • Latex gloves (2pairs) • Sunscreen • 2-inch sterile gauze pads (4-6) • 4-inch sterile gauze pads (4-6) • Triangular bandages (3) • Non-prescription drugs • 2-inch sterile roller bandages (3 rolls) • 3-inch sterile roller bandages (3 rolls) • Scissors • Tweezers • Needle • Moistened towelettes • Antiseptic • Thermometer • Tongue blades (2) • Tube of petroleum jelly or other lubricant Non-Prescription Drugs • Aspirin or nonaspirin pain reliever • Anti-diarrhea medication • Antacid (for stomach upset) • Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center) • Laxative • Activated charcoal (use if advised by the Poison Control Center) Tools and Supplies • Mess kits, or paper cups, plates, and plastic utensils* • Emergency preparedness manual* • Battery-operated radio and extra batteries* • Flashlight and extra batteries* • Cash or traveler's checks, change* • Non-electric can opener, utility knife* • Fire extinguisher: small canister ABC type • Tube tent • Pliers • Tape • Compass • Matches in a waterproof container • Aluminum foil • Plastic storage containers • Signal flare • Paper, pencil • Needles, thread • Medicine dropper • Shut-off wrench, to turn off household gas and water • Whistle • Plastic sheeting • Map of the area (for locating shelters) Sanitation • Toilet paper, towelettes* • Soap, liquid detergent* • Feminine supplies* • Personal hygiene items* • Plastic garbage bags, ties (for personal sanitation uses) • Plastic bucket with tight lid • Disinfectant • Household chlorine bleach Clothing and Bedding*Include at least one complete change of clothing and footwear per person. • Sturdy shoes or work boots* • Rain gear* • Blankets or sleeping bags* • Hat and gloves • Thermal underwear • Sunglasses

Special Items

• Remember family members with special requirements, such as infants and elderly or disabled persons For Baby* • Formula • Diapers • Bottles • Powdered milk • Medications For Adults* • Heart and high blood pressure medication • Insulin • Prescription drugs • Denture needs • Contact lenses and supplies • Extra eye glasses Entertainment • Games and books • Important Family Documents • Keep these records in a waterproof, portable container: • Will, insurance policies, contracts deeds, stocks and bonds • Passports, social security cards, immunization records • Bank account numbers • Credit card account numbers and companies • Inventory of valuable household goods, important telephone numbers • Family records (birth, marriage, death certificates) • Store your kit in a convenient place known to all family members. Keep a smaller version of the supplies kit in the trunk of your car. • Keep items in airtight plastic bags. Change your stored water supply every six months so it stays fresh. Replace your stored food every six months. Re-think your kit and family needs at least once a year. Replace batteries, update clothes, etc. • Ask your physician or pharmacist about storing prescription medications. General Disaster Preparedness Materials Children & Disasters • "Disaster Preparedness Coloring Book" (ARC 2200, English, or ARC 2200S, Spanish) Children & Disasters ages 3-10. • "Adventures of the Disaster Dudes" (ARC 5024) video and Presenter's Guide for use by an adult with children in grades 4-6. To get copies of American Red Cross Community Disaster Education materials, contact your local Red Cross chapter.

Home Survey

Periodically survey your home and correct or report any potential hazard to your family. Ensure poisons are out of reach of children. In the event of an accidental poisoning, save any bottles, pill containers, etc and give them to responding emergency personnel. Check for exposed electrical wires within your house, attic or garage. Properly store any paints or flammable material. Ensure furnace vents are not blocked (this includes annual recommended) inspection/cleaning of chimneys). Do not allow extension cords to be placed under rugs or hung from metal shelves or hooks. Keep all exits (all windows and doors) accessible and in proper working order. Have a rope or rope ladder available for exits above the ground floor. The Wilmington Police and Fire Departments are available to assist with this survey and preparation. Fire, Smoke and Carbon Monoxide detectors are mandated by law in the City of Wilmington and must be properly installed and in working order.



Around Town

An activity sheet is a great tool especially during an impending emergency. This sheet should list the daily activity of each family member and (if appropriate) a contact phone number. Most important, every member of the family should have identification on them at all times. It should include name, and photo if possible, address, whom to contact in an emergency ((phone numbers) and other pertinent information (medical, special needs, etc)).

Pets



Your pets are very important so you should pre-plan for their welfare as well as your own. Have a plan for emergency evacuation, including a carrier, medication, food, identification and a drop-off location. In an emergency, a collar or leash is not the best way to evacuate an animal. Prepare a "pet kit" in the event you are required to relocate your pet. This may include food, water, bowl, litter, medications, muzzle and leash. **Pets will not be allowed in public shelters.**

Bomb Threat

If you receive a bomb threat, try to keep the person talking as long as possible. Listen for distinctive characteristics such as accent, sound of voice, background noises, age and sex. Get as much detail as possible such as type of bomb, location, detonation source and time. If you can, either call or have someone call 9-1-1 on another phone. If available, use "caller ID" and make note of the caller's number, address, time, etc. As soon as you complete the call, notify the police (911). **DO NOT handle or attempt to remove any suspicious packages.**

Lightning/Thunderstorms

During an electrical storm move inside and stay away from electrical appliances. Turn off all appliances and use your battery-powered radio. The safest areas are in the center of a room. If your home is struck by lightning, call the Fire Department immediately and advise them of the nature of the damage as well as if there are any injuries. When a storm approaches, find shelter in a safe place in your home where there are no windows, skylights, or glass doors. If you are in your car, keep all windows closed.

Lost Person

In the case of a lost person, quickly check the immediate area to ensure the person is not nearby, in an area unaware of your search or unable to respond. If you are unable to locate the person, call the police at once. While waiting for the police, write out a description of the missing person, locate recent photographs and stay at the location until police arrive. Someone familiar with the missing person and their environment should remain at the location at all times to answer calls and to report if the missing person returns.

Power Failure

If there is a power failure at your home, determine if it is just your house. Look for lights in other homes or check with a neighbor. If it is just your home, call Conectiv. If it is over a large area and Conectiv phones are busy, be patient and try your call later. With minimum use, your refrigerator will keep food fresh for at least two days. Do not call the police or fire departments unless you have an emergency.

Ozone Alert

This information is disseminated to the public via TV, radio and printed media. During an ozone alert, stay indoors as much as possible. Limit your physical activity, avoid smoke filled rooms and drive your vehicle as little as possible. If you must travel, use public transportation, walk or ride a bicycle. Do not use lawn mowers or other internal combustion engine until the alert is lifted. If someone in your home/family is sensitive to high levels of pollution, ensure they have proper medications available.

Cold Weather



Have your family ready for cold weather. Dress in layers of clothing, and cover all exposed body parts. Ensure that all heating equipment has been serviced before the cold weather season begins.

Collapsed Building

Call 9-1-1 as soon as possible. Get uninjured persons out of the area and turn off all utilities that you can safely reach. Evacuation should be done as orderly as possible and without disturbing any loose material. If you are trapped inside a building, remain calm, render aid to injured persons and await rescue personnel.

Fire

If there is a fire in your home or you smell smoke, get out. Remember, extinguishers are designed to put out very small fires and to clear an escape route for you. Don't try to fight a fire. Heat and smoke rise, therefore if you drop to the floor and crawl to an exit, you have a better chance of getting out safely. If in a basement, go out through a window. Check doors before opening them. If they are hot to the touch or smoke is seeping around them, do not open them – go out a window. As you go out, close as many doors and windows as possible as this will help contain the fire.



Flooding

Local flooding occurs in some areas due to heavy rain. Whenever there is heavy rain the City will activate its flood watch procedure. Local residents will be advised of the threat of a flooding and be given instructions on what actions to take. If you live in a low lying area, secure all outside objects, move valuables to upper floors and remember your evacuation plan. If you are told to evacuate, please follow all instructions, An evacuation notice will not be issued unless it is necessary.

Gas Leak

If you smell gas in your home, immediately turn off the gas. If the odor is strong, do not try to turn off the gas or electricity. Leave your house immediately and call 9-1-1.

Heat

Dress for the heat; wear lightweight clothing, and light-colored clothing. Drink water. Eat small meals. Avoid strenuous activity. Stay indoors if possible. Check on elderly and at-risk family members.

High Winds

If winds begin blowing hard, check all outside items and secure them. If your home is damaged, turn off the utilities and call 911. Stay inside and stay away from window or skylights. Stay away from any downed power lines or exposed wires.

Recovery

Recovery is what happens after a disaster has affected our City. It may involve rebuilding a home or neighborhood. Regardless, the recovery stage begins while the disaster is occurring. In your home, recovery may involve the Fire Department, License and Inspections, American Red Cross, the Salvation Army, church organizations or other local or federal agencies. The City of Wilmington, State of Delaware and Federal agencies are well trained and equipped to handle these events. Included in the recovery process are programs which include small business loans, job placement and funding for rebuilding homes. These assets are provided to you by the City Departments working in concert with State and Federal agencies.

Delaware Storm, Hurricane and Inland Flood Information

Watch and Warning...Know the Difference !

A **WATCH** issued for Wilmington means that you could experience a storm or hurricane within 36 hours. This watch should trigger your family's disaster plan, and protective measures should be initiated, especially actions that require extra time, such as securing boats, removing items for lower levels, relocating out of the floodplain, etc.

A **FLOOD WARNING** issued for Wilmington means that moderate or severe flooding is occurring, is imminent or is expected within the next 12 hours.

A **HURRICANE WARNING** is issued when sustained winds of at least 74 mph are expected within 24 hours. Once this warning has been issued, your family should be in the process of completing your family disaster plan and decide the safest location to be during the storm.

Primary Emergency Alerting System (EAS) Radio Stations

New Castle County (Wilmington)	WSTW	93.7 FM
	WDEL	1150 AM
Kent County	WSDS	92.9 FM
	WDOV	1410 AM
Sussex County	WZBH	93.5 FM
	WSSR	900 AM

Traffic Advisory Radio Station

Statewide	WTMC	1380 AM
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Before the Storm

Plan and Listen

- 3 Listen to local radio, TV or NOAA Weather Radio Station and stay informed.
- 3 Keep portable radio and flashlight(s) on hand and have fresh batteries.
- 3 Clear yard of all loose objects.
- 3 Move boats to a safe harbor and secure. Do NOT stay on a boat during a storm.
- 3 Have either bottled water or store drinking water in a clean container.
- 3 Get cash.
- 3 Plan your evacuation route, know where to go, and fill your car's gas tank.
- 3 Work with your neighbors – provide for the elderly and those with special needs.
- 3 If not evacuating and a storm hits, gather your family in a safe room.
- 3 If leaving the area, notify family members where you are relocating.
- 3 If ordered to evacuate – Obey directives immediately! Turn off water, gas and electricity.
- 3 Have proper identification in order to re-enter the area after an emergency (drivers license, utility bill, tax bill, etc)
- 3 Take important papers and medications
- 3 Develop provisions for your pets (most shelters will not accept pets during emergency circumstances)

Re-Entry and Recovery

- Have identification immediately available.
- Keep listening to radio, TV or NOAA Weather Radio station for public service announcements.
- Wait until an area is declared safe before entering.
- If you are in a shelter, do not leave until shelter manager announces it is safe.
- Avoid loose and dangling wires, fallen trees or debris. Report them immediately to the appropriate department.



- Do not enter your home if there is an odor of gas; report this immediately.
- Report broken sewer or water mains to the Public Works Department.
- Do not drink or prepare food with tap water until you are certain it is safe.
- If power has been off, check refrigerated food for spoilage. If spoilage is suspected, dispose of food.
- Do not walk or drive through standing water. Standing water may be electrically charged from underground or downed power lines. Remember: moving water only 6 inches deep can sweep you off your feet. Stay on firm ground.
- Only use phones for essential calls.
- Avoid using matches, lighters, candles or other open flames.
Do not enter buildings that have been flooded until foundations have been inspected.
- Place tarps over holes in roof to prevent further damage.
- Be careful when cutting fallen or leaning trees.

Terrorist Threat

Basic rules during a terrorist attack

1. **DO NOT PANIC!** Remain calm, follow instructions and/or proceed with your prepared plan of action.
2. **DO NOT CALL 911**, unless otherwise indicated in this booklet. 911 is reserved for emergencies. Listen to the radio or television stations to keep abreast of what to do. Remember, if you have cable television, you will need to turn to a local news channel.
3. **DO NOT** make non-emergency telephone calls during an event. Such calls will tie up the telephone lines and hamper rescue efforts.

What types of terrorist attacks can happen and what should I do?

Bomb Threat

Before: Keep a pad and pen near each phone. Be aware of items that are out of place or do not belong.

During: Take notes during the call. Listen for the caller's emotion, any background noises, the caller's accent and gender. Call 911. Follow the instructions of law enforcement personnel. Remain calm.

After: Cooperate with the police investigation and follow police instructions.

Hijacking Threat

Before: Be alert when traveling. Be aware of events and circumstances at home and locations, where you are traveling.

During: Be prepared to act against hijackers. Remember descriptions, names, accents, clothing, color of eyes/hair, facial hair, etc.

After: Cooperate with law enforcement.

Water Supply Threat

Before: Buy water supplies for at least 3 days (1 gallon per person per day)

During: Use bottled water. For additional water, get water from toilet tanks, cisterns, etc. Boiling water for at least five minutes will purify it.

Biological or Chemical Threat

Before: Know how to Shelter in Place. Have a plan and materials in place for you and your family.

During: Evacuate or Shelter in Place as instructed by officials. If evacuating, decontaminate if instructed and follow up with medical care, if necessary. Remain in your shelter until released by officials. Follow all instructions.

After: Decontaminate if indicated. Gently, but thoroughly, wash all areas of your body with soap and warm water to prevent absorption into your skin. Also wash clothes with a detergent. Seek follow-up medical care.

Biological, Chemical and Explosives Threat:

Watch for suspicious letters or packages – names misspelled, stains, postmark different than the return address, marked Personal or Confidential or a lot of postage stamps. Watch for misshaped packages, the use of too much tape or packages that have wires sticking out or leaky contents.

1. Each home should have a few gallon size sealable bags and a few large trash bags available.
2. **DO NOT OPEN** the envelope or package if you suspect anthrax or other threatening substances:
 - Place the envelope or package in a sealable bag or trash bag
 - Call 911 and report the incident
3. If the package was opened and it contains a threatening note and/or a powdery substance:
 - Place the envelope or package and contents in a sealable bag or trash bag
 - Call 911 and report the incident
 - Isolate everyone that was in the area at the time that the envelope or package was opened
 - Turn off air conditioning or heating blowers
 - Evacuate your home of all other people (those who were not in the immediate area when the envelope was opened)
4. **DO NOT OPEN** a package that you think might contain explosives:
 - Leave the area immediately, and take everyone with you
 - Call 911 and report
5. Beware of unattended packages in public areas that could contain explosives, biological substances or dangerous chemicals:
 - **DO NOT APPROACH THE PACKAGE.**
 - If persons in area exhibits distress, **DO NOT APPROACH HIM/HER.**
 - You should leave the area.
 - Call 911 and describe the situation.

Should I buy a protective gas mask or biological suit?

NO! In order for a protective gas mask to work, you will have to have it on when the attack occurs, putting it on afterwards does no good, and the same is true for a biological suit is the same. The biological suit can cause serious injury or even death, if you are not properly trained in its use.

What should I do and whom should I contact if I see someone acting strangely?

Get as much information as you can- height, weight, identifying marks, clothes, license plate number, model, make and color of car, direction of travel, etc. and then call the Wilmington Police Department.

Where should I go if there were a terrorist attack?

Biological/Chemical Threat – Shelter in Place. Stay at your location until you have been cleared to leave.

Bomb Threat. If at your place of business, follow the instructions of the person(s) responsible for determining what actions to take. Within the City of Wilmington government buildings, that person is the Facility Administrator. If at home, evacuate your family to your predetermined Emergency Meeting Place.

If I need a shelter, where are they located?

Listen to local radio stations or watch local television stations. They will tell you where to go. Shelters will have first aid for the less severely injured patients.

What if someone is injured? Should we go to the hospital?

Unless an injury is life threatening, you should:

- Be prepared to treat minor injuries for up to 72 hours.
- Have First Aid kits and know how to use them properly
- If you need additional medical care, call your local doctor or hospital.
Listen to your local radio station for further information on health facilities that are open and available.
- Be aware that shelters will have first aid for less severely injured patients
- Expect hospitals to tend to those with life threatening injuries. You will save time (and lives) by handling injuries as listed above.
- During major events, the State Public Health Department will establish community health facilities.

How Do I Make Decisions In Time Of Disaster?

Should I shelter in Place or Evacuate?

If you are told to Shelter in Place:

- Pick a room to house your family
- Turn off air conditioning
- Close vents and fireplaces flues
- Seal doors with duct tape and plastic
- Have food, water and medications on hand for three days
- **DO NOT** go to the basement, chemicals are heavier than air and will settle there.

If you are told to Evacuate:

- Pack enough medications and infant and elderly supplies for three days
- **LEAVE YOUR HOUSE** and follow evacuation instructions from local authorities
- Exercise your pet plan
- Go to a shelter

What should I do if there is a nuclear plant emergency?

Sirens are located in New Castle County and Kent County in Delaware. There are currently 37 sirens; they are tested four times a year. If the siren is sounded, there are two distinct sounds:

1. **Growl:** used for testing only; no action required by residents
2. **Steady blast:** sounds for 3-5 seconds. Go inside your home. **Tune to the local EAS stations for information.**

The City of Wilmington has received a plan for installing a siren system within the City limits. Once this system has been purchased and installed you will be advised how it will be used.

In New Castle and Kent counties, a portion of the population lives and works within a 10-mile radius of nuclear power plant sites in New Jersey. Wilmington's office of Emergency Management, Delaware Emergency Management Agency (DEMA), County Emergency Management Agencies and PSEG Nuclear, LLC, provide safety education and information for those within the 10-mile zone.

How Do I Make Decisions...? Continued

Listen to local radio or television stations for appropriate actions (see page 9). In the case of a biological/chemical event, hospitals could be sealed to protect their existing patients from contamination.

Please note:

Now that you have read this booklet in its entirety, we recommend the following:

1. Keep this reference material easily accessible.
2. Study it carefully and practice home safety/protection procedures.

If you require more information, all City of Wilmington Departments are available to assist you.

Please also note the following:

- The City of Wilmington Office of Emergency Management is your primary information/assistance source. One means by which we serve in this capacity is by providing programs on disaster planning and management for church groups, clubs, or other organizations (these programs include assistance related to summer and/or winter conditions).

We need your help:

There will always be a need for community involvement to ensure this program works successfully. Please contact your church and/or civic groups and become an active participant in protecting our City and your home.

If you have any questions, please contact the Wilmington Office of Emergency Management and a representative will come to your community/church/civic group meeting train and/or assist you.



Emergency Contact Information

Dr _____ Phone # _____

Hospital _____

Police Emergency # 911

Police Non-Emergency Phone # 302-654-5151

Name: _____ Work Phone # _____

Cell Phone # _____

Name: _____ Work Phone # _____

Cell Phone # _____

Name: _____ Work Phone # _____

Cell Phone # _____

Name: _____ Work Phone # _____

Cell Phone # _____

Name: _____ Work Phone # _____

Cell Phone # _____

Meeting Place _____

Alternative Meeting Place _____



INTERESTED IN VOLUNTEERING?

The Volunteer programs listed below offer a wide variety of volunteer opportunities. They are funded by the Corporation for National and Community Service, and sponsored by Delaware Health and Social Services and First State Community Action Agency. For more information about volunteer opportunities, contact the agencies listed below.

VOLUNTEER TODAY! **Call the Delaware Senior Corps**

Retired and Senior Volunteer Program (RSVP)

New Castle County	302-577-4965 #201	smartin@state.de.us
Kent County	302-734-1200 #129	rsvp@modern_maturity.org
Sussex County	302-856-5815	mhook@state.de.us

Foster Grandparent Program (FGP)

Statewide	302-739-4456	swojcieszyn@state.de.us
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Senior Companion Program (SCP)

Statewide	1-800-372-2240	rfisher@firststatecaa.org
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AmeriCorps

Statewide	302-577-4965 #227	bdeldo@state.de.us
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Notes

Notes

City of Wilmington Special Needs Questionnaire

How many people in your household have the following problems?

Number of people

1. Hearing impairments _____
2. Visual impairments _____
3. Non-ambulatory _____
4. List cane, walker, wheelchair, etc _____

5. Other impairments _____
Describe: _____

6. Do you have a TTY machine? _____

Circle answer: Yes No

7. If it became necessary for you or your family to leave the area because of an emergency declared by local, county, or state officials, would you need transportation assistance?

Circle answer: Yes No

8. For how many people? _____

9. Type of transportation needed?

Bus Car Ambulance Handivan

10. If you identified any needs on this form, please complete and return this form (Please print)

Name _____

Address _____

City, town, etc. _____

State _____ Zip _____

Daytime phone _____

Evening phone _____

Describe your house (color, size, etc.) _____

Comments _____

NOTE: This information is considered to be confidential and will only be used for emergency purposes. You will be contacted by Emergency Management personnel to better serve you in the event of an emergency.

Date _____

Your Signature _____

Ciudad de Wilmington

Cuestionario de necesidades especiales

Cuántas personas en su hogar tienen los siguientes problemas?

Número de personas

1. Incapacidad Auditiva _____

2. Incapacidad Visual _____

3. No Ambulatoria. _____

4. Bastón, Caminador, Silla de Ruedas, etc. _____

5. Otras incapacidades _____

Describe: _____

6. Tiene usted una máquina TTY? _____

Marque con un círculo. Si No

7. Si se convierte necesario para usted o su familia dejar el área porque hay una emergencia declarada por oficiales locales, del condado o estatales, necesitaría usted ayuda para transportarse?

Marque con un Círculo: Si No

8. Para cuántas personas? _____

9. Qué tipo de transporte necesita? _____

Bus Carro Ambulancia Van para

Discapacitados.

Fold here

10. Si usted identifica alguna necesidad en esta forma, por favor compléetela y devuélvala (impresa por favor)

Nombre _____

Dirección _____

Ciudad, Pueblo, etc _____

Estado _____ Código Postal _____

Teléfono en el día _____

Teléfono en la noche _____

Describe su casa (Color, Tamaño, etc) _____

Comentarios _____

NOTA: Esta información es considerada confidencial y será usada para casos de emergencia. Usted será contactado por Personal para Manejo de Emergencia para servirle mejor en caso de emergencia.

Fecha _____

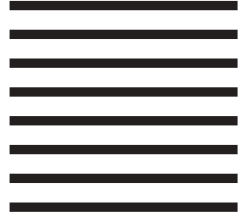
Su Firma _____

Business Reply Mail

**POSTAGE
PERMIT
NO. 623**

Postage will be paid for by the addressee

**City of Wilmington
Office of Emergency Management
300 North Walnut Street
Wilmington, DE 19801**



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