# FREQUENTLY ASKED QUESTIONS

### What should I do if I have pets?

Make sure you prepare an emergency kit for your pets. Include food, water, and any medication your pet needs. As with your family's emergency kit, your pet's kit should be ready to go incase you need to evacuate.

### What other steps should seniors take to prepare?

If there's advance notice of an emergency (like a snowstorm), ensure you have an extra supply of prescription medicine. Also, find a friend or neighbor and use the buddy system in an emergency. Contact each other to make sure you both are safe.

### What other steps should someone with special needs take to prepare?

Develop a personal support network of friends, family, and others who can help you if you need assistance during an emergency. Include them in your planning so they can offer input and understand their role.

### When should I call 3–1–1?

Call 3–1–1 when you need information on Montgomery County services or programs or need to make a request for service (such as removal of a tree down in the roadway). You can also access 3–1–1 online at:

*MontgomeryCountyMD.gov/311*

### When should I call 9–1–1?

Call 9–1–1 **only** in an emergency. An emergency is any situation that requires immediate assistance from the police, fire department, or ambulance. Once you call, **do not hang up**. For non–emergencies, contact the Police at

*(301) 279–8000*

# IMPORTANT PHONE NUMBERS

## Emergency

| | |
|---|---|
| **Police** | 911 |
| **Fire** | 911 |
| **Ambulance** | 911 |

## Non–Emergency

| | |
|---|---|
| **Police** | (301) 279–8000 |
| **Suspicious Activity** | (800) 492–TIPS (8477) |
| **Montgomery County Government** | 311 |
| **Poison Control** | (800) 222–1222 |

## Utilities

| | |
|---|---|
| **PEPCO** | (877) 737–2662 |
| **BG&E** | (877) 778–2222 |
| **Allegheny Power** | (800) 255–3443 |
| **WSSC** | (301) 206–9772 |
| **Washington Gas** | (703) 750–1000 |

# Are You EMERGENCY Ready?

**A four step path to preparedness for Montgomery County residents**

MONTGOMERY COUNTY
1776
MARYLAND

# A Four Step Path to Preparedness

## 1. SIGN UP FOR ALERT! MONTGOMERY

Get the latest alerts and information from the Montgomery County Government right to your e–mail or phone.

Sign up for Alert! *Montgomery* and receive notifications of severe weather watches, major traffic disruptions, significant power outages, and floods.

This service is offered at no charge, however, check with your wireless plan to determine if text charges apply.

To sign up for Alert! *Montgomery*, visit: *Alert.MontgomeryCountyMd.gov*, or from your phone simply text 'Montgomery' to 411911.

## 2. Make A Plan

What should you do if an emergency happens and your family is not together? Do your children know who to contact if calls can't get through local phone and cell lines? Develop a plan, and review it regularly with family members. Your plan should include:

- A location outside your neighborhood where your family should reunite if your home is inaccessible
- An out of town contact where family members can get word about their safety in event local phone lines are overloaded
- Steps to take if Montgomery County officials ask you to either evacuate or shelter in place

For more information and resources, visit: **MontgomeryCountyMD.gov/OEMHS**

## 3. MAKE A KIT

An emergency kit is a key component of preparedness. You likely have many items in your home already. However, you should assemble them in an easily accessible area incase you need to grab it before you evacuate.

This list below contains recommended items that should be in your emergency kit.

- *Water* – One gallon per person per day for at least three days
- *Food* – A three–day supply of non–perishable food
- *Can Opener* – Manual hand–cranking
- *Radio* – Battery–powered or hand–cranking
- *Flashlight* – With extra batteries
- *First Aid Kit*
- *Medication* – A three–day supply
- *Toiletries* – For personal hygiene
- *Copies of Important Documents* – Insurance policies, identification, and bank accounts in a waterproof container
- *Other Suggested Items* – Infant formula and diapers, extra clothing, paper and pencil, books or games for children

## 4. GET INVOLVED

Once your family is prepared for emergencies, why not help prepare your community. Join one of the many emergency volunteer organizations that are actively involved in community preparedness and response. Some of these organizations offer regular trainings in neighborhood response, CPR and first aid, and more.

Whether you're looking for an opportunity to volunteer occasionally or on a regular basis, there is an organization to meet your needs. In Montgomery County, there are emergency volunteer groups that help with:

- Neighborhood response
- Health and medical support
- Shelters
- Pet shelters
- Search and rescue
- Many more

To learn more about how you can get involved, visit: **MontgomeryCountyMD.gov/EmergencyVolunteer**