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(Hazard Mitigation Planning Team)

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The City of Lewes



DISASTER PREPAREDNESS STARTS AT HOME



FOR ADDITIONAL INFORMATION CONTACT

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City of Lewes
P. O. Box 227
Lewes, Delaware 19958

SPECIAL NEEDS REGISTRATION FORM

Information contained in this brochure is credited to:

“**Before Disaster Strikes: How Families and Individuals Can Prepare**”, American Red Cross

“**Your Family Disaster Plan**”, Federal Emergency Management Agency, FEMA L-191, American Red Cross, ARC 4466

“**Your Family Disaster Supplies Kit**”, Federal Emergency Management Agency, FEMA L-189, American Red Cross, ARC 4463

Independent Study Course (on-line): FEMA (Emergency Management Institute) IS-394A, “**Protecting Your Home or Small Business from Disaster**” (<http://training.fema.gov/EMIWeb/IS/crslist.asp>)

Additional emergency information on the Internet:

FEMA: <http://www.fema.gov>

DEMA: <http://www.state.de.us/dema>

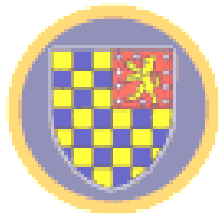
AMERICAN RED CROSS: <http://www.redcross.org/services/disaster/beprepared>

INSTITUTE FOR BUSINESS & HOME SAFETY:

<http://www.ibhs.org>

CITY OF LEWES: <http://www.ci.lewes.de.us> (Click on “Emergency Prep”)

DNREC: <http://www.dnrec.delaware.gov>



For additional information on disaster preparedness, contact your local emergency management agency, or the American Red Cross

Name

Street Address

Telephone Number(s):

RESIDENCY STATUS

- Full-time Part-time (which months) _____

DISABILITY/IMPAIRMENT

- Deaf or hearing impaired
 Blind or sight impaired
 Confined to a wheel chair
 Able to walk or move with assistance
 Could transfer to regular seats in a car, bus or van
 Confined to bed
 Difficulty walking or moving during an emergency
 Other _____

(Please Specify)

SPECIAL EMERGENCY ASSISTANCE REQUIRED

(Check only those that are applicable)

- Special notification because impairment prevents hearing public address system warnings
 Transportation if evacuation is required
 Special accommodations because of physical impairments or medical condition

NAME OF PERSON COMPLETING THIS FORM

Name & Relationship of Person Needing Assistance

Home Telephone #

Work Telephone #

Please return to: **Lewes Police Department**
PO Box 227, Lewes DE 19958

LEWES HAZARD MITIGATION & CLIMATE ADAPTATION PROJECT

In August 2011, The City of Lewes officially adopted a Hazard Mitigation and Climate Adaptation Action Plan. With its strong history of hazard mitigation planning and preparedness, Lewes is perfectly poised to take advantage of an increasing understanding of climate change impacts. Given the increasing future risks from climate change such as increasing temperatures and rising sea levels, the overall goal of the Hazard Mitigation and Climate Adaptation project has been to advance the City's hazard mitigation work by incorporating climate adaptation.

Climate adaptation is a long-term view of future climate change effects on the community that focuses on understanding not only the expected impacts, but also the community's ability to address them. The project has developed an action plan that aims to improve community sustainability and resilience through various education and regulatory recommendations. Local officials and residents participated in a series of workshops to determine the City's greatest existing and future vulnerabilities, and to chart a course of action to reduce these vulnerabilities.

Six specific actions were identified as recommendations to address key vulnerabilities, and associated implementation guidance was provided. The recommended actions have significant overlap with the Lewes Mitigation Planning Team's current priorities. The City will continue to work with partners to apply the recommendations that will integrate hazard mitigation and climate adaptation efforts. The action plan is available on the City's website, on Delaware Sea Grant's website and for review at Lewes City Hall and the Lewes Public Library.

www.deseagrant.org/lewes_pilot_project

Dial 9-1-1 to Obtain Immediate Assistance during an Emergency

NON-EMERGENCY CONTACT INFORMATION

Lewes City Hall	(302) 645-7777
Police Department	(302) 645-6264
Board of Public Works	(302) 645-6228
Wastewater Treatment Plant	(302) 645-6450
Fire Department	(302) 645-6556
Beebe Medical Center	(302) 645-3300
Emergency Department	(302) 645-3289

IMPORTANT: PLEASE READ

- Sussex County now has an enhanced 911 system. Go to *Smart911.com* to sign up.
- All residents are asked to contact their local telephone company to verify their 911 address. This must be done regardless of your billing address.
- Your telephone company's phone number can be found on your bill.
- Having your address correct with the telephone company and properly displaying 3-inch reflective numbers on your mailbox or 4-inch reflective numbers on your house can greatly improve your chances of obtaining the assistance you need in an emergency.
- If you have any questions, please contact the County's Mapping & Addressing office at (302) 855-1176.

EVACUATION ROUTES – SUSSEX COUNTY

The following Evacuation Routes are listed by the Sussex County Mapping & Addressing Department:

U.S. Rt. 113 Northbound from MD State Line to Kent Count Line
U. S. Rt. 13 Northbound from MD State Line to Kent County Line
DE Rt. 1 Northbound from MD State Line to Kent County Line
DE Rt. 54 Westbound from DE Rt. 1 to U. S. Rt. 113
DE Rt. 26 Westbound from DE Rt. 1 to U. S. Rt. 113
DE Rt. 24 Westbound from DE Rt. 1 to U. S. Rt. 113
DE Rt. 24 Westbound from DE Rt. 113 to U. S. Rt. 13
DE Rt. 16 Westbound from DE Rt. 1 to MD State Line
DE Rt. 9 Westbound from DE Rt. 1 to U. S. Rt. 13
DE Rt. 404 Westbound from DE Rt. 9 to U. S. Rt. 13
DE Rt. 18 Westbound from DE Rt. 1 to MD State Line
Sussex Rd. 361 from DE Rt. 26 to Sussex Rd. 368
Sussex Rd. 368 from Sussex Rd. 361 to DE Rt. 17
DE Rt. 17 Westbound from Sussex Rd. 368 to Sussex Rd. 370
Sussex Road 370 from DE Rt. 17 to DE Rt. 20
DE Rt. 20 Westbound from DE Rt. 54 to DE Rt. 26 (Sussex Rd. 382)
DE Rt. 54 Westbound from U. S. Rt. 113 to U. S. Rt. 13
DE Rt. 5 Northbound form DE Rt. 24 to DE Rt. 1
DE Rt. 30 (Sussex Rd. 64) Westbound form DE Rt. 24 to DE Rt. 1
DE Rt. 30 (Sussex Rd. 64) Westbound from DE Rt. 26 to U. S. Rt.13
DE Rt. 20 Westbound from U. S. Rt. 113 to U. S. Rt. 113
DE Rt. 26 Westbound from DE Rt. 113 to the Split of DE Rt. 24 & Rt. 30

SHELTERS – SUSSEX COUNTY

Sussex County Emergency Operations Center (EOC) will designate appropriate shelter locations to be opened to the public during emergency situations, such as a hurricane warning. Shelter locations will vary depending upon the circumstances of the emergency event. Potential shelters for Lewes-area residents include Cape Henlopen High School (Kings Hwy.) and the Beacon Middle School (Route 24). Stay tuned to the local Emergency Alert System (EAS) radio stations for instructions. Sussex County will make every attempt to post current shelter locations on the county's web site.

WHAT ARE THE BENEFITS OF FLOOD INSURANCE?

Buying flood insurance is the best thing you can do to protect your home, business, family, and financial security from a flood.

When you are a flood insurance policyholder:

- Flood insurance compensates you for all covered losses.
- Coverage is relatively inexpensive.
- You can depend on being reimbursed for flood damages, even if the President does not declare a Federal disaster.
- You do not have to repay a loan, as you might have to with many Federal disaster relief packages.
- Your covered losses are paid in full.
- You can count on your claim being paid in the event of a flood loss because NFIP flood insurance is backed by the Federal government.
- Your agent can help you handle your claim quickly, so that you will not have to put your life on hold if your property is damaged by a flood. You can even request a partial payment immediately after the flood, which can help you recover even faster.

FLOOD INSURANCE



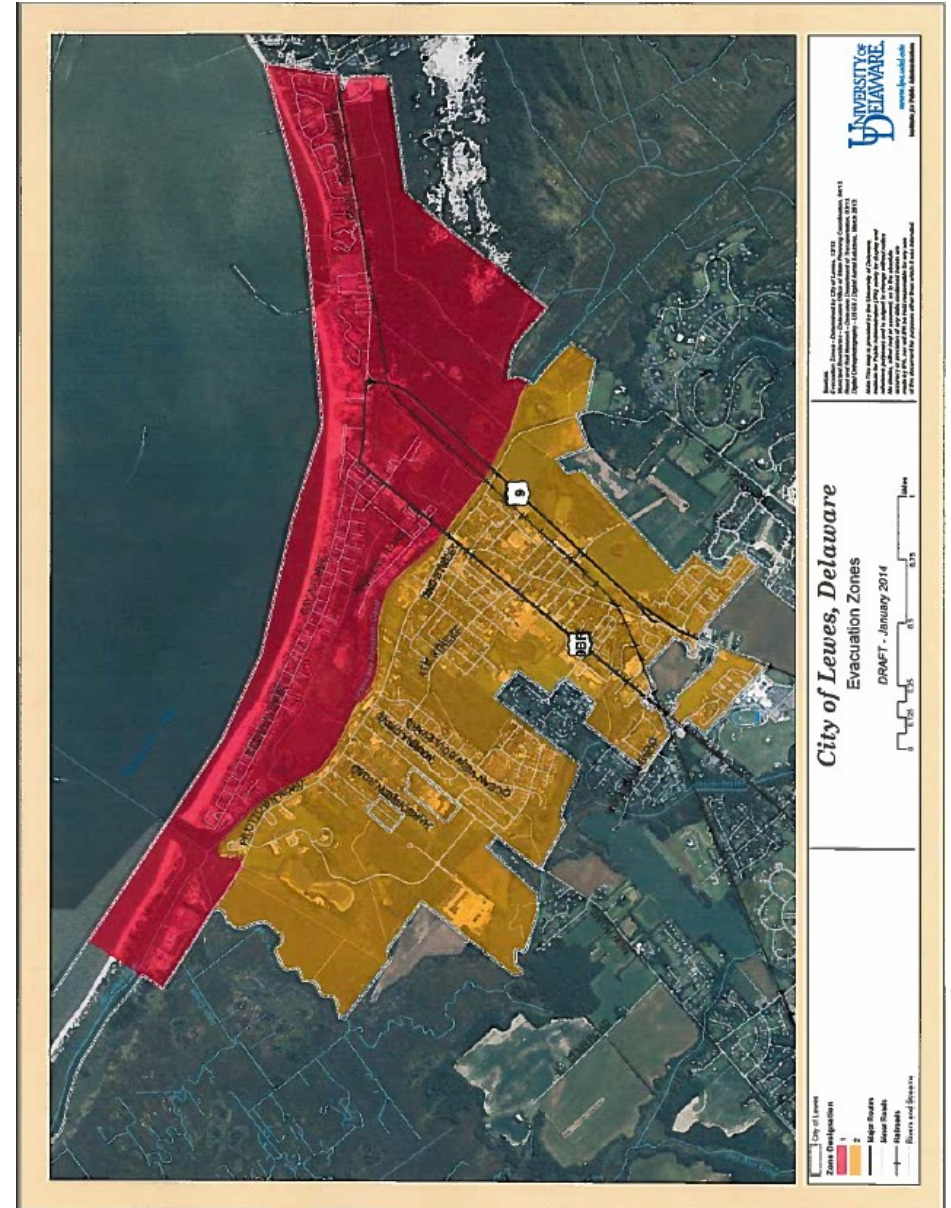
You don't have to live near water to be flooded. Floods are caused by storms, melting snow, hurricanes, and water backup due to inadequate or overloaded drainage systems, etc.

Flood damage is not covered by most homeowners policies, and there is usually a 30-day waiting period before flood insurance coverage goes into effect.

Flood Insurance is available to Homeowners, Renters, Condo owner/renter, & Commercial owners/renters. The cost will vary depending on how much insurance is purchased, what it covers and property Flood Risk.

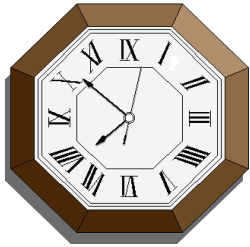
If your agent does not write flood insurance, you may call the NFIP toll free at 1-888-379-9531 to obtain the name of an agent in our area who does write flood insurance. Or you can also check the local Yellow Pages directory.

Information about the National Flood Insurance Program (NFIP) is also available at www.floodsmart.gov.



The City has been divided into two evacuation zones. Zone 1 (shown in red) starts from the Canal east to the beach, from Cape Henlopen State Park north to the Roosevelt Inlet and the north end of Pilottown Road. Zone 2 (shown in yellow) starts from the Canal west to the city limits and from Gills Neck Road to the Great Marsh. Refer to the city website for additional information .

ARE YOU READY? – DO YOU & YOUR FAMILY KNOW WHAT TO DO IN AN EMERGENCY???



- Are you prepared to survive on your own for at least 72 hours?
- What will you do if you are separated from your family? How will you know if they are safe?
- Who will provide first aid to your family if EMS is not available?
- Do you know what to do if you are at work when a disaster occurs? On the road? Or out of the area?

UTILITIES

Families can, and do, cope with disasters by preparing in advance and knowing what to do when an emergency does occur. This brochure has been developed to provide knowledge and information for families on how to prepare for, and respond to, a disaster or emergency.

Teach all responsible family members how to shut off natural gas, water and electricity in case the lines are damaged. Refer to your local telephone book for utility numbers.

ELECTRICITY

- To shut off your electricity, turn all circuit breaker switches to the OFF position.
- For a fuse box, pull out the two cartridges (see diagram).
- Electricity should be shut off if wires are broken or sparking

HOW YOU CAN HELP PROTECT YOUR HOME FROM WILDFIRES

The City of Lewes has over 100 acres of marsh within the beach area. This marsh area is conducive to growth of a non-native invasive species call PHRAGMITES. Phragmites grow in thick stands to approximately 15 to 20 feet tall and choke out most native plants. After the growing season ends the plant cures and remains standing. This creates a significant fire hazard for surrounding homes. The dead vegetation remains for up to five years. Historically, the city has sprayed, mowed and burned the phragmites to control its growth.

IN THE FUTURE

The City of Lewes will keep moving forward with the program with the State of Delaware Forest Service to maintain the phragmites by spraying and mowing.

HOW THE HOMEOWNER CAN HELP

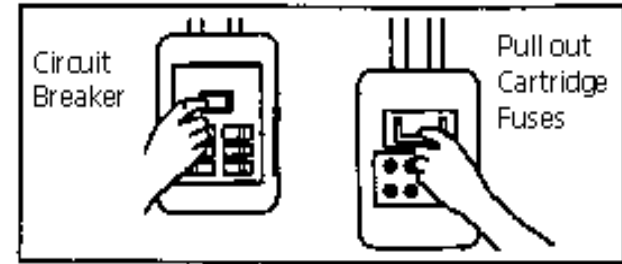
- Clean the roof & gutters of needles, branches & leaves
- Maintain a well watered green lawn that is mowed regularly
- Create space between you home and any flammables, ie, boats, sheds, firewood, etc.
- No open burning in the City of Lewes, §63-15 & §140-15
- Maintain landscaping around your residence
- Keep a defensible space between your dwelling and phragmites and brush
- Have your house numbers clearly presented.

CITY OF LEWES SNOW EMERGENCY ROUTES

In the event of a declared snow emergency, all vehicles on the following SNOW EMERGENCY ROUTES need to be REMOVED expeditiously.

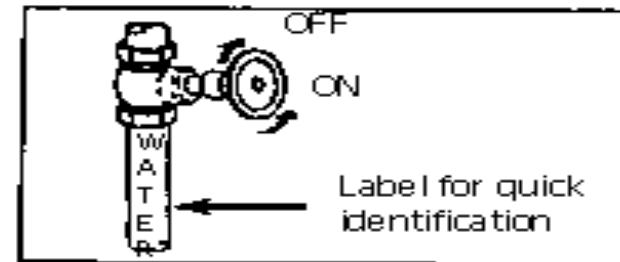
- ⇒ **Dewey Avenue** from Kings Highway to Savannah Road
- ⇒ **Kings Highway** from the City limits to Savannah Road
- ⇒ **W. Fourth Street** starting at New Road to Savannah Road
- ⇒ **Savannah Road** starting at the City limits to Bayview Avenue

Please refer to the City of Lewes Code §183-51.1 & §183-45.1 for additional information. The City Code can be found on the City's website, www.ci.lewes.de.us, at Lewes City Hall or at the Lewes Public Library.



WATER

- Locate the main water valve for your home (it will probably look like the diagram).
- Water pipes can rupture causing flooding if not turned off.
- To turn off the water, turn the valve handle clockwise until it stops.



PROPANE or NATURAL GAS

The propane tank or cylinder where the propane is stored is equipped with a shutoff valve, which turns the gas "on" or "off".

It is important for you to know the location of the main shutoff valve on the tank or cylinder. Remember its location and become familiar with how to shut it off in an emergency situation.

**DO NOT LIGHT OR TRY TO RE-LIGHT ANY APPLIANCES.
LEAVE THIS JOB TO YOUR SUPPLIER.**

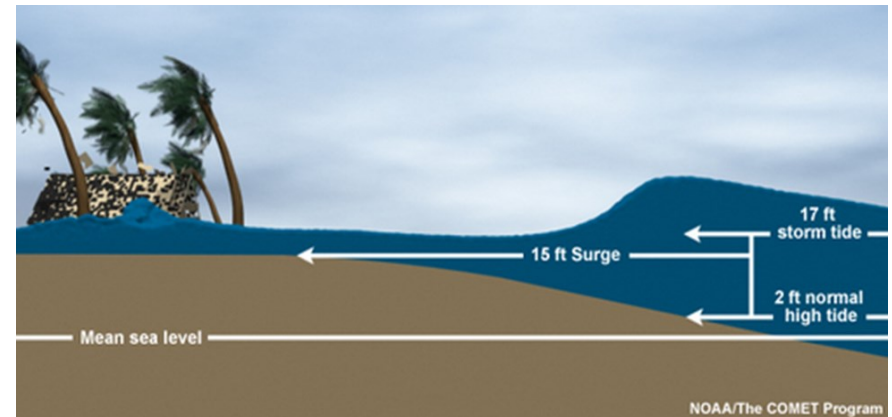
FAMILY DISASTER PREPAREDNESS IN FIVE EASY STEPS

1. **DISCUSS** the disasters most likely to happen in Delaware and their impact on your family's safety. Hazards in our area include home fires, severe winter weather, northeastern storms, hurricanes, flooding, and potential hazardous materials threats.
2. **TRAIN** all family members. Take first aid classes. Learn to use a fire extinguisher and how to shut off utilities. Do not take the chance that the only person who knows first aid or how to turn off the natural gas will be at home when needed.
3. **ASSEMBLE** your disaster supplies into a personal 72-hour emergency preparedness kit. This would include food, water, clothing and medications to last you at least 72-hours. You need a kit for EACH family member.
4. **IDENTIFY** in and out of state emergency names and numbers and provide copies to each family member. Post a copy near your phone and put copies in your 72- hour kit. When local phone service is out, family members can use their out of state contact to relay messages.
5. **MAINTAIN** your readiness. Review your disaster preparedness plan with your family at least once a year.

The amount of time you have to leave depends on the hazard. If the event is a weather condition, such as a hurricane that can be monitored, you might have a day or two to get ready. HOWEVER, many disasters allow no time for people to gather even the most basic necessities which is why planning ahead is essential.

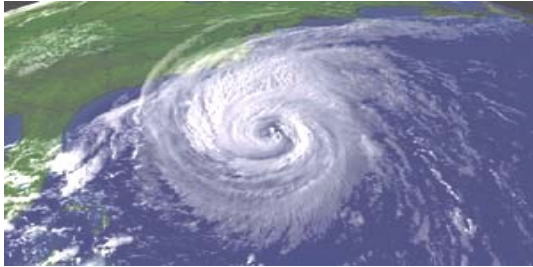
FACTS ABOUT STORM SURGE

Storm surge is an abnormal rise of water generated by a storm, over and above the predicted astronomical tides. Storm surge should not be confused with storm tide, which is defined as the water level rise due to the combination of storm surge and the astronomical tide. This rise in water level can cause extreme flooding in coastal areas particularly when storm surge coincides with normal high tide, resulting in storm tides reaching up to 20 feet or more in some cases



1. Storm surge is often the greatest threat to life and property from a hurricane.
2. Large death tolls have resulted from the rise of the ocean associated with many of the major hurricanes that have made landfall.
3. Storm surge is produced by water being pushed toward the shore by the force of the winds moving cyclonically around the storm.
4. The destructive power of the storm surge and battering waves could increase damage to building along the coast.
5. Currents created by the tides combine with waves can erode beaches and coastal highways.

WATCHES AND WARNINGS -- BE SURE YOU KNOW THE DIFFERENCE



A **WATCH** indicates the possibility that our area could experience coastal storm or hurricane conditions within 36 hours. A Watch should trigger your family's disaster plan, and protective measures should be initiated – especially those actions that require extra time such as securing a boat, leaving a barrier island, etc.

A **COASTAL FLOOD WARNING** indicates that moderate or severe coastal 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 protective actions and deciding the safest location during the storm.

Useful Web Links & Resources:

NOAA Tides Online: water level, tide & storms urge information:
tidesonline.nos.noaa.gov/geographic.html

National Weather Service, (NWS) Mt. Holly, NJ:
www.erh.noaa.gov/phi/index.php

NWS National Hurricane Center: www.nhc.noaa.gov/

NOAA Coastal Services Center: www.csc.noaa.gov/

Delaware Environmental Observing System: www.deos.udel.edu/

CREATE A FAMILY DISASTER PLAN

Meet with your family:

- Discuss the types of disasters that could occur.
- Explain how to prepare and respond.
- Discuss what to do if advised to evacuate.
- Discuss what to do with pets.
- Practice what you have discussed.

***Knowing what to do is your best protection ...
And it's your responsibility***

SPECIAL ITEMS

Remember family members with special needs such as infants and elderly or disabled persons. Pack their kits accordingly. Include diapers and formula, or prescription medications. Keep important documents in a waterproof container.

- Insurance policies, contracts, deeds, stocks and bonds, and wills.
- Passports, social security cards, immunization records.
- Bank account and credit card numbers, company contacts.
- Inventory of household goods.
- Family records (birth, marriage and death certificates).
- Important telephone numbers.
- Have travelers checks, cash and change on hand for when ATM machines are down.
- Copies of prescriptions and extra medication.
- Spare pair of eyeglasses.
- Anything else you think you might need.
- Cell phone & charger

This is your personal preparedness kit. Customize it to meet your individual needs. **NOTE:** American Red Cross shelters DO NOT take pets. ***Don't forget to plan for your animals too!!***

***You never know when a disaster will strike,
or where you will be when it does.***

CLOTHING & BEDDING

Include at least one complete change of clothing and footwear per person.

- Sturdy shoes or work boots
- Rain gear/thermal underwear
- Blankets or sleeping bag
- Hat and gloves
- Sunglasses

PERSONAL VEHICLE

- Gas tank full
- Tool box (tow cable, jumper cables)
- Extra oil, anti-freeze
- Emergency flares and distress flag/signal
- Flashlight and extra batteries
- Portable radio and extra batteries
- Tow chain or rope
- Traction devices, bag of sand and shovel
- Windshield scraper and brush
- First aid kit
- Necessary prescriptions
- Blanket or sleeping bag
- Bottled water
- Canned fruit/nuts and non-electric can opener
- Cell phone & charger

Plan how your family will stay in contact if separated by a disaster.

- Pick two (2) meeting places:
 1. A location that is a safe distance from your home in case of fire.
 2. A place outside your neighborhood in case you cannot return home.

Keep Specialized Items Ready

- √ extra wheelchair batteries
- √ oxygen
- √ catheters
- √ medication
- √ prescriptions
- √ food for service animals
- √ any other items you might need.

Be sure to make provisions for medications that require refrigeration. Keep a list of the type and model numbers of the medical devices you require. Wear medical alert tags or bracelets to identify your disability.

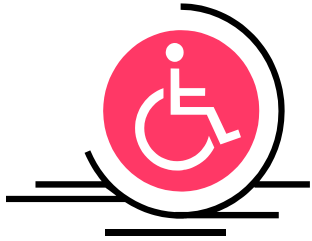
Know the location and availability of more than one facility if you are dependent on a dialysis machine or other life-sustaining equipment or treatment.

If you or a member of your household have special needs that would require assistance in the event of an emergency evacuation: Please complete the “Special Needs Registration Form” (found at the back of this booklet) and return it to *Lewes City Hall, Attn: Cpl. Chatham Marsch, P. O. Box 227, Lewes, DE 19958.*

The information you provide will assist the city with making special arrangements in advance to assist you when necessary. The information you provide will be entered into our database and will be held in strict confidence.

For additional resources designed to assist people with disabilities in preparing for natural and other disasters and their consequences, please visit:

DisabilityInfo.gov



ASSISTANCE FOR PEOPLE WITH DISABILITIES & OTHER SPECIAL NEEDS

Check for Hazards in the Home: During and right after a disaster, ordinary items in the home can cause injury or damage. Anything that can move, fall, break or cause fire is a home hazard. Check for items such as bookcases, hanging pictures, or overhead lights that could fall and block an escape path.

Be Ready to Evacuate: Have a plan for getting out of your home or building (ask your family or friends for assistance, if necessary). Also, plan two evacuation routes because some roads may be closed or blocked in a disaster.

Create a network of neighbors, relatives, friends, and coworkers to aid you in an emergency: Discuss your needs and make sure everyone knows how to operate necessary equipment.

Discuss Your Needs with Your Employer: If you are mobility impaired and live or work in a high-rise building, have an escape chair.

If you Live in an Apartment Building: Ask the management to mark accessible exits clearly and to make arrangements to help you leave the building.

Choose an out of state friend or relative as a check in contact for everyone to call to notify that they are safe.

Because your family may not be together when disaster strikes, plan how you will contact one another. Think about how you will communicate in different situations. Complete an emergency contact card for each family member. Have family members keep these cards handy in a wallet, purse, backpack, etc. You may want to send one to school with each child to keep on file. Below is a sample emergency contact card. Please reproduce as many copies as you need for all members of your family.

Anticipate that cell phones and/or computers may not be functioning

REMEMBER TO PRACTICE & MAINTAIN YOUR PLAN!

***Even though we can't predict Mother Nature,
we can be responsibly prepared.***

COMPLETE THESE STEPS

- √ Post emergency telephone numbers by every phone.
- √ Show responsible family members how and when to shut off the water, gas and electricity at main switches.
- √ Install a smoke detector on every level of your home. Test monthly and change the batteries at least twice a year.
- √ Learn first aid and CPR.
- √ Meet with your neighbors and plan how you could work together after a disaster.
- √ Make plans for child care in case parents cannot get home.
- √ Consider how you could help neighbors who have special needs, such as elderly or disabled persons

DISASTER SUPPLIES KIT

WATER

A normally active person requires a minimum of 2 quarts of water per day. Hot environments or intensely stressful activities can double that amount. Nursing mothers, children and ill people will need more.

- **Store at least 1 gallon of water per person per day.**
- Store in plastic containers such as soft drink bottles. DO NOT use plastic milk cartons or glass containers that will break.

FOOD

Store at least a 3-day supply of non-perishable food per person. Foods should require no refrigeration, preparation or cooking and little or no water. If you need to heat food, pack a can of sterno. Food items should be compact and lightweight. Suggestions include:

- Ready to eat canned meat, fruits and vegetables
- Canned juices, milk, soup
- Staples: sugar, salt, pepper
- High energy foods: peanut butter, jelly, crackers, granola bars, trail mix
- Vitamins
- Foods for infants, elderly persons, or those on special diets, if appropriate
- Comfort/stress food: cookies, hard candy, sweetened cereals, lollipops, instant coffee, tea bags
- Prepackaged foods such as MREs
- Non-electric can opener
- Keep a 72-hour emergency preparedness kit in your car
- Keep a 72-hour emergency preparedness kit in your home
- Consider keeping a kit near your desk at work

Local Radio Stations - In the City of Lewes, area residents and visitors may tune to the following radio stations for the most up-to-date information and instructions for the affected areas:

- WGMD-FM 92.7
- WXDE-FM 105.9

Many other local radio stations also monitor the emergency communication system and have agreed to re-broadcast emergency announcements immediately.

Local TV Stations

- WBOC Channel 16

Lewes Police & Fire Department Personnel – City Police and Fire Department personnel using loudspeakers and making door-to-door contacts.



NOAA Weather Radio - Early alert warning devices such as a NOAA Weather Radio provide an excellent source of up-to-date emergency information. In Lewes, turn to the following frequencies for current weather information:

- 162.550 MHz (Lewes, DE)
- 162.474 MHz (Salisbury, MD)

When the DENS system is activated, as many as 300 phone numbers can be dialed within one minute. DENS can provide emergency notification to the entire state or to an area as specifically defined as 10 houses on one street. Calls will include the name of the agency that activates the system, type of emergency, recommended protective actions, if any, and resources for obtaining additional information. Appropriate Emergency Alert System radio stations and television stations will also be provided. The party responsible for the call, such as a chemical company experiencing problems potentially threatening to the public pays the cost of calls. Activation of the system costs 25-30 cents per call. Based on a determination made by the State, costs associated with a bonafide emergency due to a natural or technological incident that requires activation of the DENS, will be funded by the State.

Emergency Alert System (EAS) Radio Stations –

Frequent announcements over the local Emergency Alert System (EAS) radio stations. This system includes a cooperative agreement with the major radio and television stations in our area that have agreed to broadcast emergency information and instructions when we are confronted with such an emergency. The EAS Stations serving Sussex County are:

- WZBH (93.5 FM)
- WSSR (900 AM)

** EAS stations will provide the most up-to-date information and instructions for the affected local area(s). Residents should remain in their homes unless they are instructed to evacuate.



FIRST AID KIT

You should assemble a standard first aid kit for your home, for each individual 72-hour disaster preparedness kit, and for each vehicle. These can be put together at home, or purchased.

TOOLS & SUPPLIES



- Flashlight and batteries
- Battery operated radio and batteries
- Shut off wrench for household gas and water
- Pliers
- Sanitation and personal hygiene supplies
- Small sewing kit
- Fire extinguisher
- Whistle
- Paper, pencil

Review the contents of your disaster supplies kit every three to six months and update as needed. Rotate water, food and medical supplies. Don't forget also to update important papers and emergency contact numbers.

Both individual and family disaster supplies kits are also available for purchase commercially. The kits are designed to contain everything an individual or family will need for three days during and in the aftermath of a natural disaster such as a hurricane.

DISASTER SUPPLIES KIT FOR YOUR PET(S)

(A critical element of your total disaster planning)

Picture of each pet	 
Pet carrier or cage for each pet	
3-day supply of food and water	
Non-spill food and water bowls	
Medications and dosing instructions	
Pet first-aid kit	
Vaccination and medical records	
Your veterinarian's information	
Cat litter box and litter	
Newspaper	
Plastic bags for waste disposal	
Paper towels	
Disinfectants	
Leash and collar/harness	
Blankets	
Toys and treats	

HOW RESIDENTS WILL BE ALERTED OF AN EMERGENCY OR DISASTER

If a situation or event becomes a potential threat to our residents and visitors, the public will be alerted by one (or several) of the following methods, as appropriate:

Delaware Emergency Notification System - The primary system for public warning and emergency protective action information will be the Delaware Emergency Notification System (DENS). **DENS serves the entire state and is fully operational for residents and businesses that have listed telephone numbers.** The DENS allows emergency messages to be delivered to a person answering the phone or to an answering machine. It also bypasses "zapper" type phone devices that stop incoming computer-generated calls often used by telemarketers. In addition to the State Emergency Operations Center and the Delaware State Police Communications Center in Smyrna, activating points for the DENS include the primary emergency 911 Centers in each county and Wilmington and the Division of Public Health. For emergencies in the City of Lewes, the system can be activated through the Sussex County 911 Center by a designated authorized individual of the City.

If your phone number is unlisted or if you use a cell phone as your primary phone, you may contact First Call Interactive Network at 1-866-484-3264 or visit the [FirstCall](#) website, to register for the DENS list. The registration line is toll free and prompts callers through the registration process. There is no cost to register. A street address is necessary for cell phone users, and only one phone number per address is permitted.