

**\*Please print and store this document in your home to reference during a storm or emergency event\***

## **TOWN OF GLASTONBURY: INFORMATION AND EMERGENCY SERVICES DURING EXTENDED POWER OUTAGES OR STORM / EMERGENCY CONDITIONS**

In the event of an emergency or extended power outage, such as those experienced during Storms Irene, Alfred, and Isaias, the Town of Glastonbury generally provides emergency services as outlined herein. Please keep in mind, services are largely dictated by each storm/emergency event, and information specific to each unique situation will be disseminated through the Town website, Call Center, and other communication platforms as applicable.

### **COMMUNICATION RESOURCES**

#### **CALL CENTER – (860) 652-7710**

Subject to the specific power outage or emergency conditions, the Town Emergency Call Center is activated. Operating hours will generally be 6:00 AM - 10:00 PM, subject to specific event conditions. When the Call Center is not staffed, a voicemail recording will contain pertinent information and storm/emergency resources. Specific details will also be posted to the Town website and other communication platforms.

#### **ELECTRONIC MESSAGE BOARDS & SIGNAGE**

Electronic message boards will be placed in the town center, South Glastonbury, and other locations as deemed necessary to relay important information and storm resources for residents without internet access or cell service.

#### **TOWN WEBSITE & SOCIAL MEDIA PLATFORMS**

A dedicated storm/emergency page is available on the Town website to relay timely resources, updates, and contact information. The page can be accessed at [www.glastonburyct.gov/storm](http://www.glastonburyct.gov/storm). Such updates will also be distributed through the Town's notification system, social media platforms, and other channels as available and applicable.

#### **EVERBRIDGE MESSAGES**

The Town Manager will periodically issue "reverse 911" calls through the Everbridge system. Such messages will typically be issued at the onset of a storm/emergency to relay helpful resources such as shelter and shower facility details, and supplemental messages will be issued on subsequent days as necessary.

#### **ESSENTIAL CONTACTS FOR SAFETY HAZARDS**

**Downed Wires** – To report a downed wire, please contact Eversource immediately at **(800) 286-2000** or Glastonbury Police Dispatch at **(860) 633-8301**. Always assume ALL wires (power, telephone, and cable TV) are live and stay as far away as possible until the area is cleared. Do NOT attempt to: move wires, block areas off yourself, or pass through blocked roads/areas that have been closed due to fallen trees or downed wires. Emergency Services may block roads with barricades, traffic cones, or caution tape. Please respect these markings - do NOT move/remove.

**Fallen Trees – WITHOUT WIRES** - To report a fallen tree on a town road or property that is NOT intermingled with downed wires and does NOT present an immediate safety hazard or concern, please visit [www.glastonburyct.gov/citizenrequest](http://www.glastonburyct.gov/citizenrequest) and submit a ticket using the electronic form. Residents without internet access may also report these concerns to the Town Customer Service Center at **(860) 652-7710**. Phones will be answered during normal business hours (Mon - Fri; 8:00 AM - 4:30 PM) or during established Emergency/Storm Call

Center hours. Please leave a voicemail if calling after hours and include the street address/closest intersecting street(s) and as much detail as possible to help staff prioritize and remediate the issue.

## **ESSENTIAL HEALTH AND SAFETY RESOURCES**

### **EMERGENCY SHELTER**

The Town uses the Glastonbury High School (GHS) Gymnasium at 330 Hubbard St. as its primary emergency shelter. The shelter is activated and staffed on an as-needed basis and storm-specific details will be available through the Call Center, Town website, and other communication channels. Comfort stations will also be available as conditions dictate at the GHS Gymnasium and/or the Riverfront Community Center (300 Welles St.).

Shelter Use Guidelines to keep in mind before leaving your home:

- To Bring - Bedding, toiletries, medications, oxygen equipment, personal items, cooler\*, and house keys (garage doors may not work upon your return home)
- Notify a family/caregiver of the shelter location
- Shut off city water or well pumps before leaving the house
- Please note: Alcohol, smoking, and un-prescribed medications are NOT permitted at the shelters

*\*Ice will be available for medications at shelters, however you will need to bring your own cooler.*

### **SPECIAL NEEDS REGISTRY**

If a shelter is opened during a storm/emergency event, residents who are registered through the Town's Special Needs Registry will receive transportation assistance to the shelter as needed. See more details below and visit the [special needs registry page](#) on the town website for more information.

### **SHOWERING FACILITIES**

As needed, and throughout the duration of an extended power outage, showering facilities will generally be made available daily at the Glastonbury High School from 6:00 AM to 10:00 PM. These facilities will open within 24 hours of a significant storm event where extended outages are projected. Visitors to shower facilities are required to bring appropriate toiletries (e.g. towels, soap, shampoo, shower shoes, etc.) and observe any current health guidelines for shared facilities and surfaces (e.g. CDC guidelines, pandemic regulations, etc.) Subject to specific conditions, additional facilities will be made available and publicized through the Call Center and Town communication platforms as applicable.

### **POTABLE WATER**

As needed, potable water will be available for residents through a hose located in the rear of the 4 Glastonbury Fire Stations. Residents must bring their own containers and should NOT park in front of any of the building doors in the event that firefighters and/or fire apparatus need to exit/enter. Please bring your own hand sanitizer and sanitize your hands before touching the hose or other water retrieval equipment. For health and safety purposes, do NOT place the hose on the ground. When finished, place the hose back on the spigot or the designated hook on the wall façade.

- Fire Station # 1, 2825 Main Street (Use Pratt Street to access)
- Fire Station # 2, 905 Main Street
- Fire Station #3, 1089 Chestnut Hill Road
- Fire Station #4, 1247 Manchester Road

## CHARGING STATIONS

Charging stations are typically made available at GHS and/or the Academy Building Cafeteria (2143 Main St.) Hours of operation are generally daily, from 6:00 AM to 10:00 PM. As with other services, actual operating hours are condition-dependent. For those with special needs, facilities are made available to charge wheelchairs and other mobility equipment. Event-specific details will be available through the Call Center and website/Facebook.

## WI-FI (INTERNET)

As applicable, Wi-Fi will be available at the following locations:

- Academy Building Parking lot (2143 Main Street)
- Buckingham Park Parking Lot (1285 Manchester Road)

In each storm/emergency event, Wi-Fi locations will be verified and communicated through the Call Center and Town communication channels. Additional Wi-Fi locations at Town facilities are contingent on power status and will be made available as necessary and as conditions permit. Subject to the scope of power outages, local businesses within the town center may offer Wi-Fi to patrons as well.

## ROAD CLOSURES/BLOCKAGES and TRAFFIC SIGNALS

During and after a storm event, the Town will work with Eversource to clear roads, walkways, and Town properties of debris and downed wires/trees. For the safety of all, please heed road closure signs, cones, and detours and avoid areas where with debris or downed/hanging wires. If a traffic signal is inoperable, treat it as an [ALL-WAY STOP](#). Remember that other drivers may not know how to react when a traffic signal is inoperable. Always stay alert and proceed cautiously through an intersection.

## DEBRIS REMOVAL

After a significant storm event, the Town will generally extend the hours at the Bulky Waste Facility and waive fees / permit requirements to allow for disposal of storm-related brush and debris. Additionally, residents may dispose of spoiled food through the Town's Food Compost program at the Transfer Station with fees and permit requirements waived. Unless a directive has been issued, residents should NOT move debris to the side of the road, or onto public or private property with the expectation that it will be collected by the Town. Town-wide collection of storm-generated debris from properties will ONLY be considered in response to significant and severe town-wide storm damage or other extenuating circumstances and critical situations, and is subject to formal budgetary appropriation and Town approvals.

## STORM PREPAREDNESS

**GENERATORS** - Before a storm event, property owners should verify that their generator has been properly installed by a licensed electrician. This will help avoid back feed into the Eversource system that could cause injury to Town/Eversource employees or anyone near a downed power line. (An electrical permit is required to have a generator installed, along with an inspection by the Building Department.)

- [Generator Safety Tips from the Department of Public Health](#)
- Generators should be properly grounded and should never be plugged directly into a home's wiring. Place them outside, (not in garages), with the exhaust facing outward and as far away from your home as possible (e.g. away from doors, windows, and air vents) to avoid carbon monoxide poisoning.
- Do NOT fuel your generator while it's running.

**SEWERS and WELL WATER** - Prior to a severe storm event with anticipated power outages, residents dependent on well water should consider filling their bathtub(s). This water can be used to fill your toilet's tank and allow you to flush the toilet. At least a 1 gallon bucket is recommended. Customers who use sewage grinder pumps for sanitary sewage disposal should restrict water use (toilets/sinks) unless your pump is tied into an emergency power system.

#### **GENERAL SAFETY TIPS**

- To avoid safety/fire hazards, residents should NOT use small camping-style stoves inside their homes for cooking or to serve as a heat source.
- Clear snow accumulation away from all vents and appliances (e.g. generators). Residents with gas and oil furnaces that exhaust through the side of their dwellings should prevent snow accumulation around the vent, as it could create a carbon monoxide hazard.
- During prolonged power outages, residential alarm systems depend upon battery back-up. These batteries typically last only 24 to 48 hours without power and should be replaced frequently. Consult your alarm company for further information.
- If frozen pipes present an issue, it is recommended that you turn off the water supply to your residence and leave faucets slightly turned on to allow them to trickle.
- If your electric meter or the electric cable attached to your home is damaged, contact a licensed electrician to make the needed repairs. When completed, please have your electrician's name accessible and call the Building Inspection Department at **(860) 652-7521** to schedule an inspection.

**SPECIAL NEEDS** - Residents with special needs are strongly encouraged to register with the Town **BEFORE** a storm event. This database is used by first responders when responding to a 9-1-1 call and coordinating transportation to a shelter as needed in an emergency/storm event. Senior residents who have special needs should make arrangements with neighbors to check on one another 2x/day. Residents should have the following items prepared in the event of a storm:

- 3-day minimum of supply of medications requiring refrigeration. A small cooler and 4 frozen ice packs to keep temperature controlled medications cold during power outages.
- 7-day minimum supply of non-refrigerated medications.
- Oxygen dependent residents - 3-day minimum supply of oxygen that is NOT dependent on power/electricity.

If going to a shelter, bring all medications/oxygen equipment and notify a family member/care giver of the location.

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As noted previously, please keep this document handy and accessible in your home in the event of a storm or emergency. Specific information and resources will be provided on a case-by-case basis through the Town of Glastonbury website and other communication platforms.