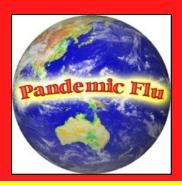


HOW WILL YOU FIND OUT?









The Town of Needham is committed to assisting residents in time of emergency. The most common emergency situations involve severe weather and loss of electrical power. Residents whose power is disrupted should always contact NSTAR directly to report the outage (at 800-592-2000). In cases of sustained power loss, the Town may open a "respite center" in a Town building. The respite center is likely to be housed in the Public Library or the Senior Center.

In cases of extreme emergency – typically requiring residents to be evacuated from their homes – the Town will open an emergency shelter at Needham High School.

During periods of emergency, the Town of Needham will employ some or all of the following strategies to provide notice to residents. Please take a few moments <u>right now</u> to make sure that you know how to access to information in times of emergency or power outage.

ARE YOU READY?

The Town has established a Twitter account to provide both emergency and non-emergency communication to residents. Twitter is a real-time information network that connects you to the latest information about what you find interesting. To follow us on Twitter, simply visit Twitter.com, sign-up for the service, and use the search feature to find "TownofNeedham."

EVACUATE AREA INANTENATELY

On occasion, the Town may program electronic signboards to provide information to motorists. These

boards may be used for emergency communication purposes as circumstances allow. The Town uses a "reverse 911" system that places telephone calls to listed numbers from



the local telephone directory, as well as those that are provided by subscription. Residents are encouraged to subscribe via the Town's web site (www.needhamMA.gov) or by calling the Needham Fire Department at 781-455-7582 during normal business hours. Each resident can enter up to four numbers, such as cell phones and work telephone numbers. Local Needham numbers need not be entered as those are called automatically. If you receive a reverse 911 call, please do not contact the Police and Fire Departments as the dispatch area cannot keep up with a high volume. In most cases, the content of the telephone call will provide all needed information. In some cases, an emergency operations center will be opened and a telephone number will be provided for questions. In general, the system is only used in cases of emergency including wide-spread power outages, water main breaks resulting in low or no water, plowing emergencies, and the like.

The Town's website (www.needhamMA.gov) will provide up-to-date information during an emergency, such as limited hours of government operations or building closures.





The Town Hall telephone answering system (781-455-7500) will provide information about the status of Town departments during an emergency.

Be prepared to care for yourself and your family for 72 hours—have a "Go Bag" ready in case you need to evacuate, etc. Visit: www.ready.gov for more information.

Office of the Town Manager Needham Town Hall 1471 Highland Avenue Phone: (781) 455-7500 Fax: (781) 449-4569 Email: otm@needhamma.gov

