

READY BOSTON

AN EMERGENCY PREPAREDNESS AND
EVACUATION GUIDE FOR CITY RESIDENTS



波士頓嚴陣以待 波士頓市居民緊急應變與疏散指南

暴風雪/洪災



STORM/FLOODING

地震



EARTHQUAKE

火災



FIRE

恐怖攻擊



TERROR

斷電



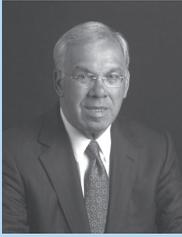
NO POWER

This booklet was developed by Mayor Thomas M. Menino, the Mayor's Office of Homeland Security and the Boston Public Health Commission.

Design by the Boston Public Health Commission Communications Office.

本手冊由 **Thomas M. Menino** 市長、市長辦公室國土安全小組以及波士頓公共衛生委員會共同編撰而成。

設計者為波士頓公共衛生委員會通訊辦公室。



Dear fellow Bostonians,

Together with the rest of the nation, we have watched tragedies take place across this nation, from terrorist attacks to the devastation of hurricanes. While Boston residents provided generous and heartfelt support to the victims, they also wondered how Boston would cope with a large-scale emergency. In thinking about our response to a major emergency, the safety of our residents must be foremost.

Over the past several years we've made great progress in anticipating emergencies and preparing our key agencies. However, the recent events in New Orleans reminded us of the importance of constantly working to update and improve our preparedness plans.

While City officials and agencies have important roles, we understand that we can't do it alone. Preparedness is a shared responsibility. We need your cooperation and support if we are to minimize the damage caused by a disaster. That is why we have written this booklet, which contains important information that you need to know about preparing for all types of emergencies.

I hope that you will find this information useful in preparing yourself and your loved ones.

Sincerely,

A handwritten signature in black ink that reads "Thomas M. Menino". The signature is written in a cursive, flowing style.

Mayor Thomas M. Menino

親愛的波士頓居民們：

在過去這段時間，我們跟美國其他地區的民眾一樣，親眼目睹了這塊土地上所歷經的憾事，包括恐怖份子攻擊以及颶風肆虐所帶來的重創。雖然波士頓居民發揮了人溺己溺的精神，無私地為受難者提供關懷與支持，但同時，也不禁會想到，萬一波士頓發生大規模的緊急災難時，該如何面對和應變。無論如何，我們在因應重大的緊急災難時，居民的安全絕對至上。

過去這幾年，我們在緊急災難防護和重要機關協調方面有了長足的進步。但是，看到最近在紐奧良地區所發生的不幸事件，再次提醒我們，確實有必要隨時更新和改進我們的應變計劃。

當然，市府當局和各級機關將積極參與應變計劃，但光靠我們的力量還不夠。應變準備工作要靠大家齊心協力。因此，我們需要您的合作和支持，將災難所帶來的傷害減至最低。這就是我們編撰這本小冊子的用意，提供給您在因應各種緊急狀況時所需的重要資訊。

我們希望您能從這本小冊子獲得實用的資訊，幫助您和家人做好萬全的準備。

敬祝安康

A handwritten signature in black ink, reading "Thomas M. Menino". The signature is fluid and cursive, with a prominent flourish at the end.

市長 Thomas M. Menino

How to prepare for an emergency

Every emergency is different. Since we can't anticipate the exact nature of an emergency we need a range of preparations -- only some of which will be needed depending on the situation.

While the City is taking important steps to prepare for an emergency, Boston residents must also begin their own preparations. The first step is to think about the needs of your household or family. This booklet will help you:

- Put an emergency supply kit together
- Plan for special needs
- Educate yourself about the City's plans for an emergency and how you can help

如何做好緊急應變準備

每一次緊急災難都會有不同的狀況。正因為難以預料，我們需要做好各項準備工作，再視情況派上用場。

雖然市府當局正採取各項重要措施來加強緊急應變準備，但波士頓居民也必須自行開始做準備。首先，便是要考慮到家裡或家人需要些什麼。這本小冊子將協助您：

- 準備緊急救難包
- 將特殊需求列入計劃
- 瞭解本市的緊急應變計劃，以及您能提供哪些協助

Make an Emergency Supply Kit:

Store an easy-to-carry container with:

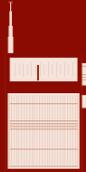
First aid supplies
(including prescriptions)*



Flash lights, extra batteries



Battery powered AM/FM radio



Extra set of car and house keys



A blanket and rain gear



Special items, such as formula*
for babies or items for
people with disabilities



Copies of important family
documents (birth certificates,
passports, etc.) and emergency
telephone numbers



準備緊急救難包：

在容易攜帶的背包中放入：

急救用品
(包括處方藥物)*

手電筒和備用電池

使用電池的 AM/FM 收音機

車子和房子備用鑰匙

毯子和雨衣

特殊用品，譬如嬰兒奶粉*或殘障人士用品

全家人的重要身份證件影本（出生證明、護照等）以及緊急聯絡電話號碼

* Check expiration dates on a regular basis.

*請定期檢查有效期限。

Try to keep a three day supply of the following at your home:

Canned or packed food that doesn't need to be cooked*



隨時在家中備有下列用品的三天存量：

無須烹調的罐頭或包裝食品*

Bottled water*
(estimate 1 gal./per person/per day)



瓶裝水*
(估計每人每天1加侖)

Stay in touch, be informed:

Create a Communication plan:

Know ahead of time how you will reach your family. Keep relevant telephone numbers and e-mail addresses in your wallet (such as schools and workplaces for all family members.)



擬定聯絡計劃：

事先讓家人知道彼此聯絡的方法。把全家人的電話號碼和電子郵件地址（例如學校和工作地點）放在皮夾中。

Learn about the emergency plans at schools, nursing homes and other facilities used by your family and loved ones:

Know ahead of time what these locations will do in an emergency.



熟悉學校、療養院或家人親友常去場所的緊急應變計劃為何：

事先知道這些場所在發生緊急狀況時會採取的措施。

* Check expiration dates on a regular basis.

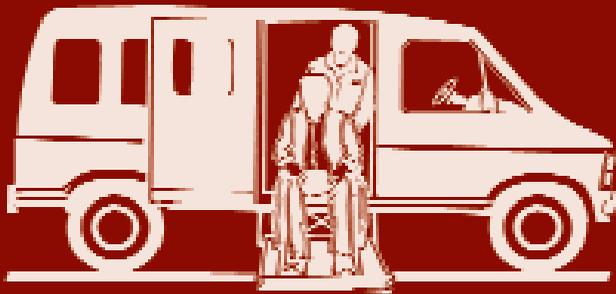
*請定期檢查有效期限。

For information on putting together an emergency kit or to purchase a ready-made starter kit, call the American Red Cross of Massachusetts Bay at 617-375-0700, x 285 or visit the website at www.bostonredcross.org

如需準備緊急救難包的資訊，或要購買現成的基本救難包，請打電話給美國麻薩諸塞灣紅十字會 (American Red Cross of Massachusetts Bay) : 617-375-0700, x 285，或上網站查詢：www.bostonredcross.org

Plan for seniors and people with disabilities:

Emergencies present special challenges for seniors and people with disabilities. Even with the best government agency responses, there are some needs that require individualized planning with the assistance of family, friends or health care providers.



長者與殘障人士緊急應變計劃：

對於年長者和殘障人士來說，萬一發生緊急事件，所帶來的不便將更甚以往。即使政府機關做了萬全的因應措施，但每個人可能會有不同的狀況，因此還是需要家人、朋友或醫護人員從旁協助。

Include the following in your plan:

Establish a network of people who will check on each other in an emergency -- exchange contact information, keys, and information about special needs.



Talk to your doctor about emergency prescription supplies and refills.



If you receive home care, dialysis or other medical treatments, ask your providers about their emergency plan.



Stock enough nonperishable food and bottled water to last a few days.



If you rely on electric medical equipment or oxygen, talk to your supplier and doctor about emergency situations, including the need for back-up power sources such as batteries.



Request and read a copy of FEMA's brochure entitled "Assisting People with Disabilities in a Disaster."

(<http://www.fema.gov/rrr/assistf.shtm>)

FEMA 資訊 (僅英文版)



請將下面各步驟列入您的計劃：

建立人際聯絡網，萬一發生緊急事件時，可以彼此有個照應，請相互交換聯絡方式、鑰匙以及特殊需求的資訊。

向醫師詢問有關緊急處方和領藥的相關事宜。

如接受居家照護、洗腎或其他治療，請向醫院詢問其緊急應變計劃為何。

存放不易壞的食物和瓶裝水，最好能足夠幾天所需。

如依賴電子醫療儀器或氧氣，請向提供者 and 醫師詢問緊急狀況時該怎麼辦，包括是否需要電池等備用電源。

Include pets in your plan:

Have the following available in your home:

At least three days worth of pet food and water



Vaccination / health records, license numbers and microchip numbers



A pet carrier or cage and leash or harness



Any necessary pet medications



請將寵物列入您的的計劃：

在家中準備好下列物品：

至少三天的寵物飼料和水

疫苗注射/健康記錄、
寵物執照編號和微晶片編號

放寵物的提箱或籠子，
以及牽繩或鞍帶

寵物所需的任何藥物

Evacuation in an emergency

In rare cases, you may have to evacuate your home or office because of a dangerous situation such as a flood, a chemical spill or a very large storm.

緊急疏散

在少數的危險情況下，像是洪災、化學物外洩或大暴風雪時，有可能需要從家中或辦公室疏散。

SMALL-SCALE EVACUATION

(A few streets or an entire neighborhood)

Neighborhood flood	Example
Residents will be sheltered temporarily in community centers and schools outside their neighborhood.	Where will residents go?
RADIO, TV AND NEWS (have a battery powered radio at all times!) Information will also be available at www.cityofboston.gov . and the Mayor's 24 Hour Hotline: (617) 635-4500. In a prolonged power outage the city will use outreach workers with bullhorns to share information in neighborhoods.	How will I know what to do?
Emergency officials will direct traffic away from local threat.	What are the routes?
Buses, vans and mass transit will be provided for residents displaced by a small scale emergency.	What if I don't have a car?

NEIGHBORHOOD HELP CENTERS

During an emergency, residents without transportation will go to these centers to register and get transportation out of the city. Visit www.cityofboston.gov/emergency for a list of these centers.

MASS CARE FACILITIES

These are located outside the unsafe area and will have food, water, bedding and staff to care for residents displaced from their homes.

There will be different types of mass care facilities to house Boston residents, with separate places for: general population / people with medical needs / people with mental health needs / prisons and holding facilities / pets

LARGE-SCALE EVACUATION (Multiple neighborhoods or the entire city)

Large natural disaster

Residents with cars will be directed to evacuation routes throughout the city.

(See fold-out map.)

- or - Residents without cars or who have special needs will be asked to go to their “NEIGHBORHOOD HELP CENTERS.”

From there, transportation will be provided to “MASS CARE FACILITIES.”

(See description below.)

RADIO, TV AND NEWS

(have a battery powered radio at all times!)

Information will also be available at www.cityofboston.gov and the Mayor’s 24 Hour Hotline: **(617) 635-4500**. In a prolonged power outage the city will use outreach workers with bullhorns to share information in neighborhoods.

For a city-wide evacuation, major routes have been identified throughout Boston and are shown on the map in the back of this booklet. Keep in mind that depending on the emergency, these routes may change.

(See fold-out map.)

Travel by car in a mass evacuation is likely to be a long, slow trip.

The city’s evacuation plan calls for residents to be transported by different means of transportation, including buses, trains, vans, etc. This will ensure that traffic is kept to a minimum and that everyone who needs transportation will get it.

(See “Where will residents go?”)

Mass transit will be used in an evacuation as per direction from officials. This will reduce the volume of automobiles during the evacuation roadways.

TIPS TO REMEMBER FOR EVACUATION:

- Follow instructions from emergency officials.
- Bring your emergency supply kit. (Consider supplies for personal protection such as dust masks and canvas gloves.)
- Bring at least one change of clothing per person as well as sleeping bags or blankets.
- Bring enough non-perishable food and water to last at least 3 days.
- If bringing a cell phone or laptop computer, remember power cords and charges.
- Check on any friends, family members or neighbors who may need special assistance in leaving their home.
- If you need transportation, stay tuned to local radio and TV or call the Mayor’s 24 Hour Hotline at **(617) 635-4500**.
- If using your own car, make sure you have enough gas in your tank before leaving.
- Lock your home before you leave.
- Have a plan to stay with out-of-town family or friends if possible.

小規模疏散
(幾條街道或整個鄰近地區)

社區淹水	例如
居民將暫時到受災區以外的社區中心和學校避難。	居民該往哪去？
廣播、電視和新聞（請隨身攜帶使用電池的收音機！）此外，也可以上網查詢情況： www.cityofboston.gov 或撥打市長 24 小時熱線：(617) 635-4500 詢問相關情況。 若長時間停電，市府會請對外聯絡工作人員用擴音器在附近廣播，通知相關情況。	我要如何知道該 怎麼做？
緊急救難人員會指揮交通，避開附近受災區。	疏散路線為何？
萬一發生緊急事件而需要小規模疏散時，會有巴士、貨車及大眾運輸工具供居民搭乘。	如果沒車該怎辦？

社區緊急救難中心

萬一發生緊急事件，沒有交通工具的居民將前往這些中心登記，再搭乘交通工具離開本市。如需社區救難中心名單，請上網查詢：www.cityofboston.gov/emergency。

大型安置中心

這些中心位於受災區以外的地方，備有食物、水、床位和待命人員，以安置被迫離家的居民。

為波士頓居民所設的大型安置中心會分為好幾種，各在不同的地方：一般大眾 / 有醫療需求者 / 有精神治療需求者 / 監獄與拘留所 / 寵物

重大天然災害

有車的居民會經由指揮，往全市各疏散路線離開。(請參見背面地圖)
而沒有車的居民或有特殊需求的居民，將先前往「社區緊急救難中心」集合，
再搭乘交通工具前往「大型安置中心」。
(請參見下面的說明)

廣播、電視和新聞 (請隨身攜帶使用電池的收音機！)

此外，也可以上網查詢情況：www.cityofboston.gov，或撥打市長 24 小時熱線：
(617) 635-4500 詢問相關情況。若長時間停電，市府會請對外聯絡工作人員用擴音
器在附近廣播，通知相關情況。

在全市疏散的情況下，波士頓的主要疏散路線會張貼標示，如本手冊背面的地圖
所示。請注意，視緊急狀況而定，路線可能會變更。
(請參見背面地圖)

在大規模疏散的情況下，搭車離開可能要花很長的時間，速度也較慢。本市疏散
計劃呼籲居民利用各種不同的交通工具離開，包括巴士、火車、貨車等。這可讓
交通流量減至最少，也能確保有需要者能搭上交通工具離開。

(請參見「居民該往哪去？」)

如緊急救難人員認為有必要，會在疏散時使用大眾交通工具。這可減少疏散道路
上的車輛數量。

疏散須知：

- 請遵照緊急救難人員的指示。
- 隨身攜帶緊急救難包 (考慮一併攜帶個人防護用品，例如防塵罩和帆布手套)。
- 每人至少帶一套換洗衣物，以及睡袋或毯子。
- 攜帶不易壞的食物和水，至少足夠三天所需。
- 如果帶著行動電話或筆記型電腦，請記得一併攜帶電源線和充電器。
- 詢問朋友、家人或鄰居，看看他們是否需要特別協助來幫助他們離開。
- 如果需要交通工具，請注意當地的廣播和電視，或撥打市長 24 小時熱線：(617) 635-4500。
- 如果自行開車，請在離開前確定油箱有足夠的汽油。
- 離家時記得鎖門。

Shelter in place:

In certain situations, officials may ask you to shelter in place (stay where you are) if there are dangerous conditions outside – such as contaminated air - that could injure you or make you sick.

就地避難：

在某些情況下，如果外面有危險狀況（譬如空氣污染），而可能讓人受傷或生病時，緊急救難人員可能會要求您就地避難（即待在原地）。

Have your Emergency Supply Kit and a three day supply of food and bottled water in the house.



在家中準備好緊急救難包和三天的食物與瓶裝水存量。

Close doors, windows, air vents and fireplace dampers.



緊閉門、窗、通風孔以及壁爐活動氣門。

Turn off air conditioning/heating systems and exhaust fans.



關閉空調/暖氣機和抽風扇。

Listen to a radio or television for further instructions.



收聽廣播或電視，注意進一步的指示。

Special note to residents with children:

During an emergency, it is natural to want to rush out to pick up your children if they are away from home. However, during a shelter in place alert, it is important for them to stay inside wherever they are (school, daycare, etc). It is safer for you and your children to remain inside until public safety officials indicate otherwise.



家有孩童者的特別注意須知

在發生緊急狀況下，如果孩子不在家，您會很自然想衝出門接回孩子。但是，若為就地避難警報，他們就必須待在原地，可能是學校、托兒所等。為安全起見，您和孩子最好能待在屋內，直到公共安全人員有進一步的指示。

How You Can Help Boston Prepare :

Develop a preparedness plan for yourself and your family. Get involved with groups that provide training on emergency preparedness and personal safety:

- **The Boston Medical Reserve Corps.**
Medical and non-medical volunteers are needed.
Call 617-534-2459 or visit www.bphc.org/volunteer
- **Boston Police Neighborhood Crime Watch Program.** Call 617-343-4345
- **First Aid and CPR Courses:**
 - American Red Cross of Massachusetts Bay.
Call 617-375-0700 (for lessons offered at workplaces, dial ext. 229)
or visit www.bostonredcross.org
 - American Heart Association
Call 1-877-AHA-4CPR
or visit www.americanheart.org/CPR

For more information:

Copies of the following emergency preparedness publications can be obtained free of charge.
Call the Mayor's 24 Hour Hotline at 617-635-4500.

"Live. Learn. Prepare."

"Terrorism: A Community Response"

"8 Things you can do to prepare for emergencies"

Available at Boston Public Libraries:

"A Citizen Preparedness Guide"

Web resources on preparedness:

U.S. Department of Homeland Security
www.ready.gov

U.S. Centers for Disease Control and Prevention
www.cdc.gov

Information on dealing with disaster-related stress:

MassSupport
Call 1-866-237-8274 or
visit www.mass.gov/eohhs/MassSupport

Important Numbers:

Police, Fire, EMS for emergencies, 9-1-1 *

Mayor's 24 Hour Hotline, 617-635-4500

Boston Public Health Commission, 617-534-5395

* Please note: Dialing 9-1-1 from a cell phone will connect you to the State Police, who can then transfer you to the public safety agency for the city or town you are calling from. OR, if you are calling from Boston, you can reach Boston 9-1-1 directly by dialing 617-343-4911.

一起協助波士頓做好準備：為自己和家人擬定一份應變計劃。積極參與提供緊急應變和個人安全訓練的團體：

- **波士頓醫療後備隊 (Boston Medical Reserve Corps)**
需要有醫療背景或非醫療背景的志工。
請撥打 617-534-2459 或上網查詢：
www.bphc.org/volunteer
- **波士頓警方社區犯罪防範計劃 (Boston Police Neighborhood Crime Watch Program)**
請撥打 617-343-4345
- **急救與 CPR 課程：**
 - 美國麻薩諸塞灣紅十字會 (American Red Cross of Massachusetts Bay)
請撥打 617-375-0700 (如需到公司上課，請撥分機：229) 或上網查詢：
www.bostonredcross.org
 - 美國心臟協會 (American Heart Association)
請撥打 1-877-AHA-4CPR
或上網查詢：www.americanheart.org/CPR

如需更多資訊：我們提供另一本應變準備指南：
"Live. Learn. Prepare." 歡迎免費索取。
請撥打市長 24 小時熱線：617-635-4500

上網查詢應變準備相關資訊：

美國國土安全部
(U.S. Department of Homeland Security)
www.ready.gov

美國疾病管制局
(U.S. Centers for Disease Control and Prevention)
www.cdc.gov

如何面對災難帶來的壓力：

MassSupport
請撥打 1-866-237-8274 或
上網查詢：www.mass.gov/eohhs/MassSupport

重要電話號碼：

報警、火災、急救服務 (EMS)
等緊急狀況，請撥打 9-1-1*

市長 24 小時熱線：617-635-4500

波士頓公共衛生委員會：617-534-5395

*請注意：從行動電話撥打 9-1-1 時，會先由州警接聽，再將您轉給發話所在的公共安全機關。或者，如果是從波士頓地區打電話，可撥打 617-343-4911，直接聯絡波士頓 911。

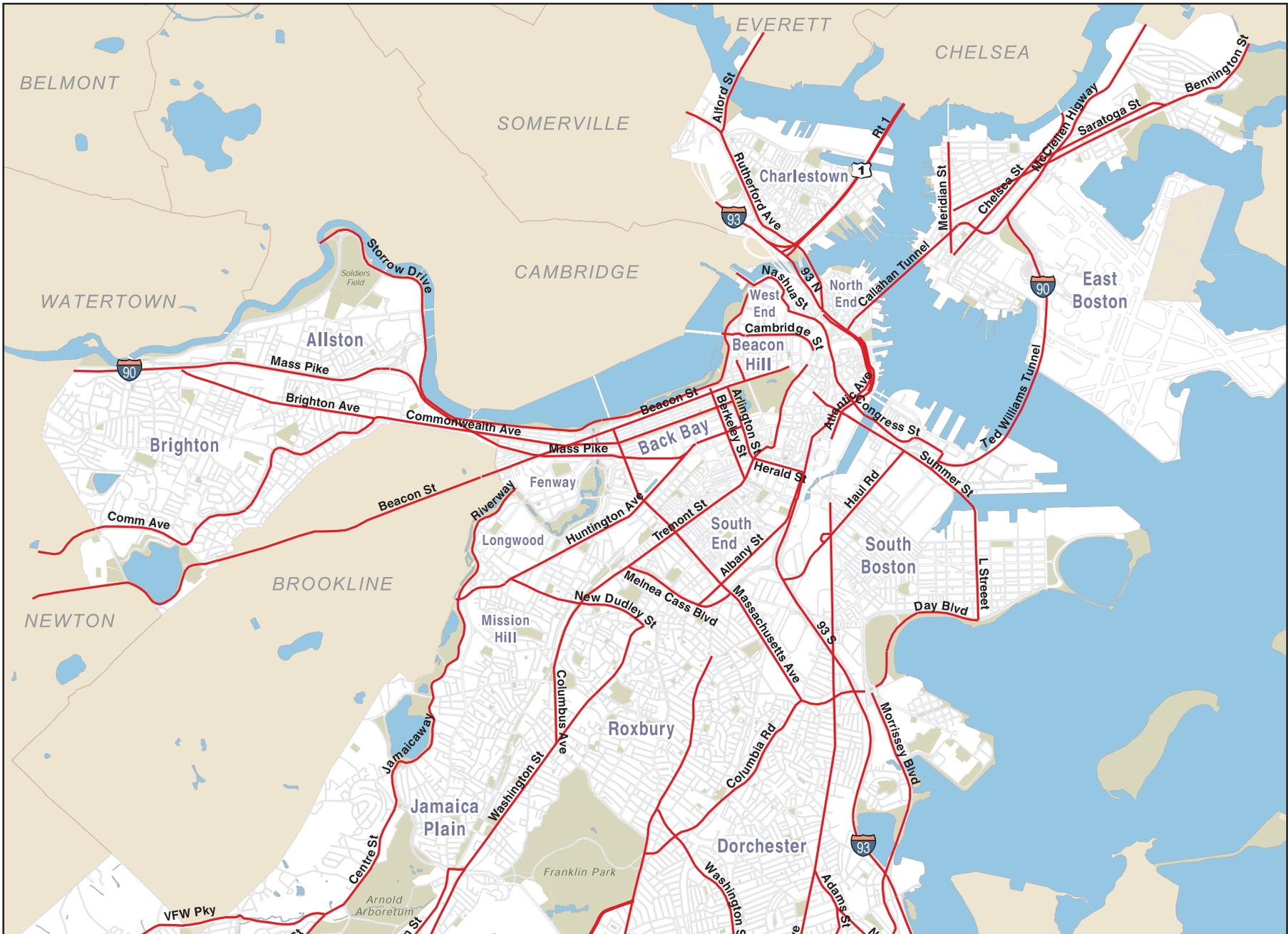
Look for these signs posted in Boston
along major evacuation routes.

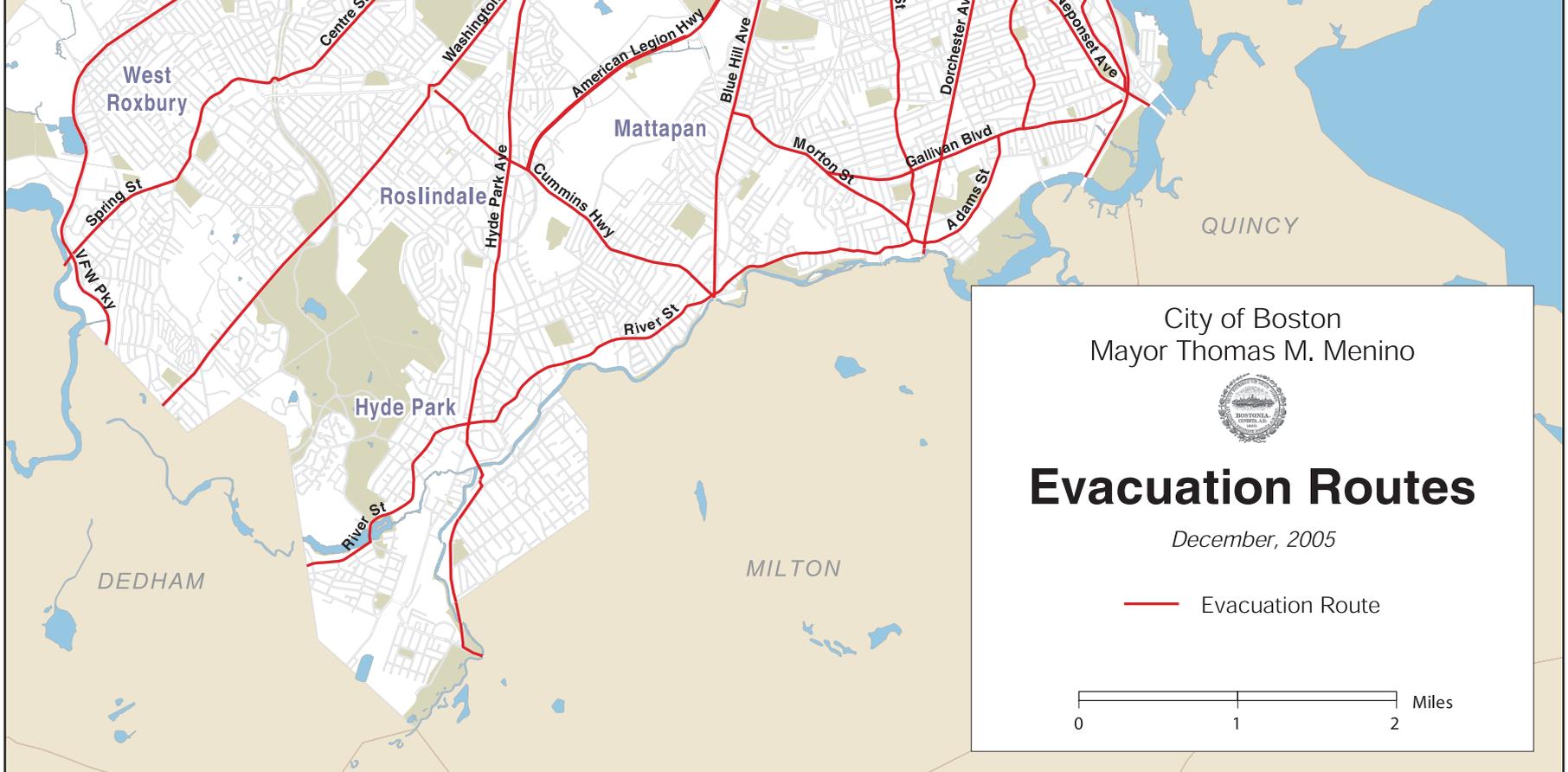
(See fold-out map)



波士頓的主要疏散路線
會張貼下面的指示牌。

(請參見背面地圖)





Evacuation routes have been chosen to maximize safe traffic flow out of the city. The Boston Police will determine the travel direction on the routes during a disaster. The travel direction may change based on the location of an emergency incident.

More information on Boston's evacuation plan can be found at the City of Boston's web site at www.cityofboston.gov/emergency.

我們所選擇的疏散路線能將居民安全地大量疏送到市外。萬一發生災難，會由波士頓警方在疏散路線上指揮交通。視緊急狀況發生地點而定，路線可能會變更。

如需進一步瞭解波士頓的疏散計劃，請上波士頓市網站查詢：www.cityofboston.gov/emergency。