

James City County:

Your guide to local emergency information

Save for Future Use!

August - September 2004 • www.jccEgov.com

PHONE NUMBERS YOU SHOULD KNOW

JCC Emergency Hotline	875-2424
JCC Emergency Management	566-4315
Dominion VA Power.....	1-888-667-3000
Water/Sewer (7am – 3:30 pm)	229-7421
after hours).....	566-0112
Citizen Inquiry (after EOC activation).....	566-4315
VDOT	1-800-367-7623
Virginia Natural Gas.....	1-877-572-3342

COUNTY INFORMATION SOURCES

www.jccEgov.com
 JCC TV48, government Channel 48
 Channel 46 Community Access
 Channel 47 W/JC Schools (school info. only)
 Emergency Hotline: 875-2424

HAMPTON ROADS MEDIA

WAVY Channel 10
 WTKR Channel 3
 WVEC Channel 13
 WNOR FM 99
 EAGLE 97
 WWDE 101.3
 JAMZ 103
 WAFX 106.9

WHERE DO I FIND LOCAL INFORMATION?

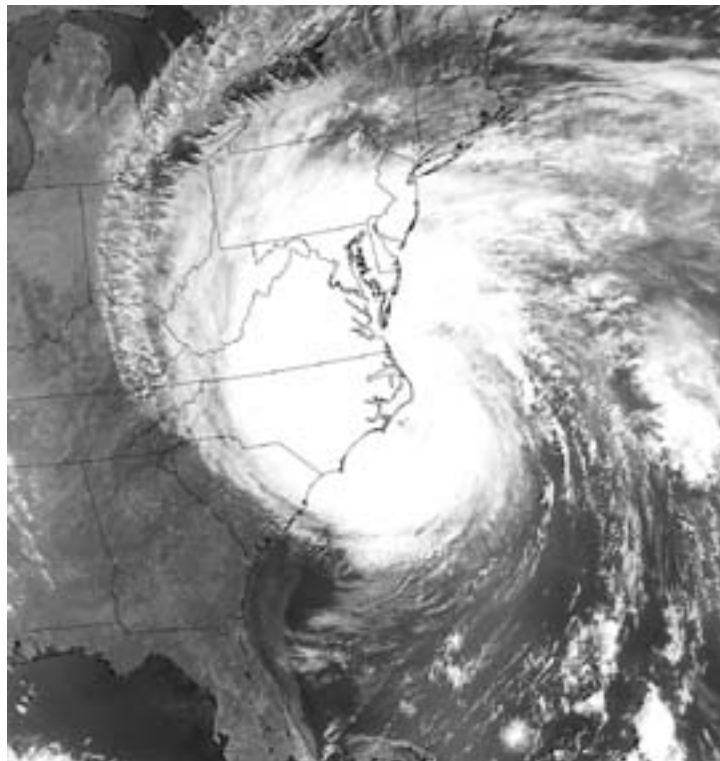
The County is committed to providing the latest information during all the stages of a local emergency.

WHEN POWER IS ON:

- www.jccEgov.com
- Hampton Roads media
- Richmond media
- Newspapers
- Local area radio
- County Information sources

WHEN POWER IS OFF:

- Local area radio
- Newspapers
- James City County Emergency Hotline: 875-2424



RICHMOND MEDIA

Channel 12 (Ch. 71 on Cox Cable)
 Richmond Times-Dispatch

NEWSPAPERS

Daily Press
 Virginia Gazette
 Richmond Times-Dispatch

LOCAL AREA RADIO

WMBG AM740 Williamsburg
 WXGM 99.1 Gloucester

IS IT TRUE THAT....?

A citizen inquiry line, 566-4315, is established for citizens to obtain and verify information when the County's Emergency Operations Center (EOC) is activated.

The Virginia Department of Emergency Management also has a Public Inquiry Center for citizen calls during an emergency, 1-866-880-4280.

SHOULD I EVACUATE?

James City County Emergency Management will recommend, or in some circumstances, mandate evacuation of certain areas. For your safety, you should evacuate AS EARLY AS POSSIBLE. At the height of a storm, public safety personnel may not be available to help you leave.

I HAVE SPECIAL NEEDS.

HOW DO I FIND ASSISTANCE?

Prepare ahead by signing up with Heads Up, 564-2144, James City County's assistance program for residents with special needs such as hearing impaired or wheel chair bound. The confidential database system is activated should emergency personnel need to respond to a medical emergency at your address or during a county-wide disaster.

WHERE IS THE PUBLIC SHELTER?

The James City/Williamsburg Community Center, 5301 Longhill Road, is the County's public shelter during an emergency. Check your local information sources to find out when the shelter will open. Pets are not allowed at public shelters. Bring clothing, personal hygiene items, medicines, activities for children, bedding, baby formula and other essential infant supplies.

WHAT IF I CHOOSE TO STAY AT HOME?

You should prepare for the possibility to be without power, telephone, water and other utilities up to 7 days. At minimum, you should have a:

- battery-operated radio and extra batteries,
- supply of bottled water,
- first-aid kit, and a
- supply of non-perishable food.

WHAT ABOUT MY PETS?

Pets are not allowed in public shelters because of safety and health regulations. Check these possibilities when looking for a place to shelter your pets:

- your veterinarian or local kennel,
- friends or relatives in a different location, or
- hotels and motels outside your immediate area.

Remember to assemble a portable pet disaster supplies kit.

HOW WILL I KNOW IF DRINKING WATER IS SAFE?

The Health Department, James City Service Authority, or Newport News Waterworks will notify residents and the County if public water supplies are determined unsafe and precautions are necessary. Generally, residents living in the Grove and Kingsmill areas receive their water from Newport News Waterworks. Check your water bill to verify who supplies your water.

HOW CAN I HELP MY NEIGHBORS?

Neighborhood Connections, 229-7630, and the County Office of Emergency Management, 566-4315, can help your neighborhood create an emergency plan that includes tips on neighborhood surveys, needs assessments, and setting up successful phone trees. When the power goes out, communications and County services are limited. Neighborhood Connections is a vital part of emergency support.

DO YOU HAVE EMERGENCY PHONE NUMBER MAGNETS?



Your family, neighborhood and business should have important phone numbers handy. You can pick up magnets at the following locations:

- Williamsburg Library
 - James City County Library
 - County Complex buildings
 - All County Fire Stations
 - Satellite Services, Toano
 - James City/Williamsburg Community Center
 - Neighborhood Connections Office
 - County Fair, Upper County Park (August 13 and 14)
- Large quantities may be picked up by calling the Office of Emergency Management, 566-4315, or Neighborhood Connections, 229-7630.

WHEN WILL THE ELECTRICITY COME BACK ON?

Power restoration is the responsibility of Dominion Virginia Power. Customers can find information about outages and restoration by calling Dominion Power at 1-888-667-3000 or visiting www.dom.com.