



Emergency Preparedness and Response Guide

2026-2027 EDITION

Fountain Hill Condominium Association, Inc.

408-420 Fountain Street | Westville | New Haven, Connecticut



LIFE-THREATENING EMERGENCY: CALL 911

Protect life first. Notify the Board only after everyone is safe.

A practical guide for a self-managed, owner-occupied community

Revised August 2026 | Review annually and after any major incident

ACT FIRST

The first five minutes

Use this page during an emergency. If there is immediate danger to life or property, call 911 before contacting FHCA.

Give dispatch the complete location

Say: **Fountain Hill Condominiums, 408-420 Fountain Street, New Haven**, then give the building number, unit number, your callback number, and the safest access point.

Hazard	Immediate action
Fire, smoke, explosion	Leave immediately. Close doors behind you if safe. Call 911 from outside. Stay out and meet responders.
Gas odor or hissing	Do not switch lights or phones on or off inside. Leave on foot. From a safe location call 911 and Southern Connecticut Gas: 800-513-8898 .
CO alarm or symptoms	Move everyone and pets to fresh air. Call 911. Do not re-enter until responders say it is safe.
Serious medical emergency	Call 911. Send someone to guide responders. Follow dispatcher instructions; do not move the person unless there is immediate danger.
Downed line or electrical danger	Stay at least 35 feet away and keep others back. Call 911 for immediate danger and UI at 800-722-5584 . Never touch the line or anything contacting it.
Active flood or major leak	Keep clear of water near electricity. Call 911 if there is electrical or structural danger. If safe, stop the unit source. Call RWA at 203-562-4020, press 1 for a water emergency.
Structural failure or falling tree	Leave the threatened area. Call 911 if anyone is at risk. Do not enter a damaged building until cleared.

After everyone is safe

Notify **FHCABoard@gmail.com**. Include the building and unit, time, what happened, agencies called, current conditions, and photos only when it is safe to take them. FHCA is not an emergency dispatch service.

KNOW THE SYSTEM

FHCA response and communication

FHCA is a 16-unit, five-building, self-managed condominium community. There is no on-site manager or maintenance team. Residents, emergency services, utilities, and the volunteer Board each have a distinct role.

Residents

- Protect life, leave danger, and call 911 or the utility directly.
- Warn nearby residents only when doing so does not delay escape or place you at risk.
- Meet responders and identify the exact building, unit, shutoff location, hazards, occupants, and pets.
- Keep emergency lanes, fire hydrants, walkways, and building entrances clear.
- Document conditions and preserve damaged items after the scene is safe.

FHCA Board

- Coordinate Association communications, access, records, vendors, insurance, and common-element follow-up.
- Support responders and utilities without directing their emergency operations.
- Track decisions, temporary controls, owner notices, costs, and restoration.
- Review the incident and update this guide when lessons or contacts change.

Do not wait for a Board reply

For fire, gas, medical, electrical, water, structural, or criminal emergencies, contact 911 or the responsible utility first. A Board email is not monitored as an emergency line.

Incident record

Record	What to capture
Basics	Date and time; building and unit; caller name and callback; affected people or pets.
Hazard	What was seen, heard, or smelled; where it began; whether conditions are changing.
Response	911 or utility called; agency or vendor name; arrival time; instructions given; reference number.
Controls	Evacuation, shutoff, barricade, temporary repair, relocation, or other action taken.
Evidence	Photos, video, receipts, damaged items, witness names, insurer or claim information.

Share only information needed for safety and response. Do not circulate medical details, access codes, or private contact information broadly.

PREPARE BEFORE THE ALERT

Alerts, household plan, and supplies

Every household should be ready to evacuate quickly and to stay safely at home during an extended disruption.

Register for alerts

- **New Haven Alerts:** newhavenct.gov/alerts
- **CT Alert:** portal.ct.gov/ctalert
- Keep Wireless Emergency Alerts enabled on mobile phones.
- Use a battery or hand-crank radio for official updates when internet or cellular service fails.

Make a household plan

- Choose two ways out and one outdoor meeting place away from buildings and apparatus.
- Choose an out-of-area contact and make sure everyone can text that person.
- Plan for children, older adults, disabilities, service animals, pets, medications, and powered medical equipment.
- Keep shoes, keys, glasses, phone, and a flashlight easy to reach at night.

Build two supply sets

Evacuation go-bag	Stay-at-home supplies
At least 3 days of water and nonperishable food; 7-day medication supply; chargers and backup battery; flashlight; radio; first aid; masks; hygiene items; clothing; cash; keys; pet supplies; copies of key contacts and documents.	Aim for 2 weeks of water and nonperishable food. Store 1 gallon of water per person per day . Add sanitation supplies, manual can opener, tools, blankets, seasonal needs, and extra batteries.

Keep critical information secure

Carry insurance contacts, medication and allergy lists, identification copies, and household contacts in a protected format. Do not place Social Security numbers, passwords, or full financial account details in an unsecured go-bag.

Review supplies every six months. Replace expired food, water, batteries, medications, and pet items. Update the plan whenever a resident, pet, vehicle, medication, mobility need, or emergency contact changes.

MOST URGENT HOME HAZARDS

Fire, smoke, and carbon monoxide

Modern home fires can become deadly in minutes. Early warning, immediate escape, and a practiced plan save lives.

Prevent and prepare

- Install smoke alarms inside every sleeping room, outside each sleeping area, and on every level. Interconnected alarms provide the best warning.
- Test smoke and CO alarms monthly. FHCA recommends a focused check each April and October and annual battery replacement unless the alarm uses a sealed long-life battery.
- Replace smoke and CO alarms according to the manufacturer and no later than 10 years unless the device specifies a shorter life.
- Know two ways out of each room. Keep windows, doors, stairs, and walkways usable.
- Clean and inspect fireplaces and chimneys at least every two years under FHCA's adopted maintenance standard, or more often if a professional recommends it.

If an alarm sounds

- Get low under smoke, leave immediately, close doors behind you, and use stairs. Do not stop for belongings.
- Never use an elevator during a fire unless firefighters direct you to do so.
- Go to the household meeting place, call 911, report anyone missing, and stay out.
- If smoke or heat blocks your way, keep the door closed, seal gaps if possible, call 911, and signal from a window.

CO warning signs

- Headache, dizziness, weakness, nausea, vomiting, chest pain, or confusion can indicate carbon monoxide exposure.
- If a CO alarm sounds or symptoms occur, move to fresh air, call 911, and wait for clearance before returning.

Never use combustion devices indoors

Do not use charcoal grills, camp stoves, outdoor heaters, generators, or vehicle engines in a home, garage, basement, or near openings. Do not use a gas oven to heat a home.

Practice the plan

USFA advises planning two ways out of every room and practicing the escape plan. Once outside, stay outside. Tell firefighters about missing residents, pets, oxygen, batteries, ammunition, or other special hazards.

AVOID SECONDARY HAZARDS

Utilities, power outages, and water

Treat damaged utility equipment, wet electrical areas, and gas odors as potentially life-threatening.

Situation	Safe response
Gas odor	Leave without using switches, phones, flames, garage doors, or vehicles in the affected area. From outside call 911 and SCG at 800-513-8898 .
Power outage	Report to UI at 855-784-3637 . Use flashlights instead of candles. Unplug sensitive electronics. Keep refrigerators and freezers closed.
Downed line	Assume every line is energized. Stay at least 35 feet away. Call 911 for immediate danger and UI at 800-722-5584 . If a line contacts your vehicle, remain inside unless fire forces you out.
Water emergency	Stay out of flooded areas where electrical equipment may be energized. Stop a unit source only if it is safe. Call RWA at 203-562-4020, press 1 when the public water system may be involved.
Loss of heat	Maintain at least 60 F under FHCA's maintenance standard. Protect pipes, close curtains, dress in layers, and use only indoor-rated heaters with clear space around them.

Food and medication

- A closed refrigerator keeps food cold about 4 hours.
- A full freezer holds temperature about 48 hours; a half-full freezer about 24 hours, if the door stays closed.
- When in doubt, throw food out. Never taste food to decide if it is safe.
- Ask the pharmacy or clinician how to protect refrigerated medications and what to do after temperature loss.

Backup power

- Operate generators outdoors and at least 20 feet from windows, doors, and vents, with exhaust directed away.
- Use battery-backed CO alarms. Never connect a generator directly to building wiring unless a qualified electrician has installed approved transfer equipment.
- Do not place, fuel, or connect a generator or large battery system on common elements without Board approval.
- Never refuel hot equipment.

Electrical panels and shutoffs

Know the unit electrical panel and water shutoff locations before an emergency. Do not operate a shutoff or panel in smoke, standing water, or any location that feels unsafe. Wait for responders or the utility.

CONNECTICUT CONDITIONS

Storms, flooding, winter weather, and heat

Follow New Haven, Connecticut, National Weather Service, utility, and first-responder instructions. Conditions can change faster than Association-wide notices.

Hazard	Before and during
Severe storm or hurricane	Charge devices; secure permitted outdoor items; move vehicles only when advised and safe; keep away from windows; expect falling branches and outages. Do not approach roof, tree, or wire damage.
Flooding	Move to higher ground when instructed. Never walk, swim, or drive through floodwater. Keep out of basements or low areas if water may contact electricity, fuel, sewage, or chemicals.
Tornado	Go to a basement or small interior room on the lowest safe level, away from windows. Protect head and neck. If flooding makes a lower level unsafe, choose a sturdy interior space above it.
Snow, ice, and extreme cold	Stay off untreated stairs and walks. Keep heat at 60 F or higher. Use only indoor-rated heaters. Report ice, pipe, roof, and drainage concerns before they worsen.
Extreme heat	Use air conditioning or a cooling center; drink water; check older adults and people with medical risks; never leave a person or pet in a parked vehicle. Call 211 for current cooling resources.

Property-specific precautions

- Keep entrances, walkways, and fire access clear.
- Do not climb on roofs, ladders, trees, or damaged structures.
- Photograph visible damage from a safe location and note the building number.
- Report blocked drains, active leaks, loose exterior materials, or leaning trees promptly.
- Do not move barricades or enter a closed area.
- Notify the Board after emergency calls are complete.

If ordered to evacuate

Leave early using the route officials provide. Take household members, service animals, pets, medications, mobility equipment, phones and chargers, identification, and the go-bag. Tell your out-of-area contact where you are going.

FOLLOW OFFICIAL INSTRUCTIONS

Shelter-in-place and evacuation

Different hazards require different protective actions. An official alert or responder instruction always takes priority over this guide.

Shelter-in-place

- Bring everyone and pets inside. Close and lock windows and exterior doors.
- For an outdoor chemical release, turn off fans, air conditioners, and systems that draw outdoor air **only when officials instruct**. Move to an interior room and seal obvious gaps if directed.
- For radiological danger: get inside, stay inside, and stay tuned. Move to the basement or middle of the building, away from exterior walls and the roof.
- Use texts and official alerts to preserve phone capacity. Do not travel until authorities say it is safe.

Evacuation

- Leave immediately when ordered. Do not wait for a Board message.
- Wear sturdy shoes and weather-appropriate clothing. Take the go-bag, medications, identification, keys, phones and chargers, mobility items, and pet supplies.
- Close and lock doors if time permits. Never delay escape to collect property.
- Use designated routes and shelters. Do not drive around barricades or through water, smoke, debris, or downed lines.
- Report your safe location to the household contact. Share it with the Board only if needed for Association coordination.

Public safety threat

For violence, suspicious activity, or an active threat, call 911 when safe and follow police instructions. Run, hide, or take other protective action based on the immediate danger. Do not approach or document a threat if doing so increases risk.

Returning home

- Return only when public officials, responders, or the utility say the area is safe.
- Look and listen for gas odor, smoke, sparks, shifting materials, contaminated water, mold, or animals before entering.
- Do not energize wet equipment or disturb damaged building materials. Use qualified professionals.
- Photograph damage, contact the unit insurer promptly, save receipts, and coordinate common-element questions with FHCA.

PLAN FOR THE WHOLE HOUSEHOLD

Accessibility, pets, neighbors, and recovery

Emergency plans work best when they account for how people actually communicate, move, receive care, and manage animals.

Access and medical needs

- Create a personal support network with at least two people who understand the plan and equipment.
- Keep written medication, allergy, clinician, equipment, and emergency contact lists current.
- Plan backup power for oxygen, refrigeration, mobility, communication, or other medical devices. Register with the utility if an applicable medical protection program is available, but keep a separate outage plan.
- Pack spare glasses, hearing-aid batteries, charging cables, communication cards, and mobility supplies.
- Request accessible alerts through CT Alert and tell 911 dispatch about access or communication needs.

Pets and service animals

- Include food, water, medications, leash or harness, carrier, waste supplies, identification, records, and a photo with the animal.
- Identify pet-friendly shelters, hotels, transportation, and a temporary caregiver in advance.
- Never leave an animal behind during a required evacuation unless responders direct otherwise.

Neighbor support

- Arrange voluntary check-ins during extreme heat, cold, outages, and evacuations.
- Offer help without entering danger. Call 911 for a welfare emergency.
- Respect privacy. Share medical or access information only with consent or when necessary to protect life.

Recovery priorities

First	Then
Follow responder clearance; prevent further injury; arrange safe temporary housing; contact the unit insurer; preserve evidence and receipts.	Notify FHCA about common-element impact; document decisions; use licensed and insured professionals; monitor stress, sleep, medication, and mental health.

Emotional support

Disasters can cause strong and delayed reactions. For immediate mental health crisis support, call or text **988**. Call 911 for imminent danger. Connecticut 211 can connect residents to shelter, food, transportation, warming and cooling centers, and other services.

SAVE THESE CONTACTS

Emergency quick reference

Verify the situation, move to safety, and call the responsible agency. FHCA contacts come after emergency services and utilities.

Need	Contact
Life safety, fire, gas, serious medical, active crime	911
FHCA Board - after immediate danger is addressed	FHCABoard@gmail.com
New Haven Police non-emergency	203-946-6316
New Haven Fire Headquarters	203-946-6300
New Haven Office of Emergency Management	203-946-8224
United Illuminating - outage or trouble	855-784-3637
United Illuminating - downed line/equipment	800-722-5584
Southern Connecticut Gas emergency	800-513-8898
Regional Water Authority emergency - press 1	203-562-4020
Poison Control	800-222-1222 poison.org
Human services and local shelter resources	211 211ct.org
Suicide and Crisis Lifeline	Call or text 988 988lifeline.org
New Haven emergency alerts	newhavenct.gov/alerts
Connecticut emergency alerts	portal.ct.gov/ctalert

Address to give responders

Fountain Hill Condominiums, 408-420 Fountain Street, New Haven, CT 06515. Add the building number, unit number, safest entrance, your callback number, and any gate, pet, oxygen, mobility, or language information that responders need.

Numbers and URLs were verified for this August 2026 edition. Agencies can change contact information. In an emergency, use 911, official alerts, utility statements, or the agency website if a listed number does not connect.

KEEP IT CURRENT

Readiness checklist and sources

FHCA and each household should review this guide at least annually and after a major incident, utility change, building project, or change in resident needs.

Household - every 6 months

- Test alarms and replace expired supplies.
- Update contacts, medications, pets, and access needs.
- Practice two exits and the outdoor meeting place.
- Confirm go-bag, chargers, flashlights, radio, and water.
- Review insurance and photograph property.
- Register for New Haven Alerts and CT Alert.

FHCA - at least annually

- Verify emergency and utility contacts.
- Review access, hydrant, shutoff, key, and vendor information.
- Confirm Board communication and incident records.
- Review residents' voluntary access support process.
- Incorporate after-action lessons.
- Publish the current dated edition to FHCABoard.com.

Primary official sources

- [American Red Cross - emergency kit supplies](#)
- [U.S. Fire Administration - escape plans and smoke alarms](#)
- [CDC - carbon monoxide and generator safety](#)
- [Ready.gov - power outages, floods, tornadoes, winter weather, evacuation, radiation](#)
- [Connecticut Emergency Management - CT Alert](#)
- [City of New Haven - Office of Emergency Management and alerts](#)
- [United Illuminating - outages and electrical emergencies](#)
- [Southern Connecticut Gas - gas emergency](#)
- [Regional Water Authority - contact and water emergencies](#)
- [Poison Control, Connecticut 211, and 988 Lifeline](#)

Important limits

This guide supports preparedness; it does not replace instructions from 911, public officials, utilities, insurers, clinicians, manufacturers, or licensed professionals. It does not change FHCA governing documents or responsibility allocations. When instructions conflict, follow the authority responsible for the immediate hazard.

Prepared for Fountain Hill Condominium Association, Inc. | Revised August 2026