

Listening Session Themes and Major Concerns, West Haven (CT) Senior Center

Based on notes from a Listening Session on April 29, 2025 compiled by
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THEMES:

Apartments

- Fire codes and safety – no fire escapes;
- Accessibility and safety - how is assistance going to get to people? Concerns for those on upper floors re: evacuation and assistance – how do we evacuate without an elevator?
- "That's our natural disaster - fires and landlords"
- Windows don't open.
- Does the fire dept have a key to their apartment building in case of emergency?

Information needed

- Evacuation routes out of neighborhood?
- What food should we have on hand in an extreme event?
- Who do we contact if we need help during a weather event or emergency?
- How do we prepare for an emergency?
- What are the city's emergency preparedness plans?
- How can residents receive emergency information – how to register for call lists and citywide alerts?
- What numbers should residents call to receive or report emergency information?
- What do the different Alerts mean?
- Who are the EMDs and Officials? Interest in person-person events to learn more about these offices.

Shelters

- Where are shelters located? When should residents use them?
- Are there different shelters for different types of events?
- What do they provide (food, medical assistance, etc.?)

Trusted Information sources

- Cell phone alerts
- Power company
- TV News - channel 8, 12, 21, 3
- Friends and family (not neighbors)
- Little trust expressed for information coming from the city itself.

Flooding

- Concern about flooded streets and being unable to get home or get out of neighborhoods.

Emergency Supplies

- What do we need for different types of weather events (e.g. power outages, floods, heat, etc.)?
- Residents want a way to have emergency numbers accessible to them
- Updated contact lists, updated list of medications
- Emergency whistles
- Preparedness reminders and programming

Accessibility

- Emergency, weather, and evacuation information, etc. all needs to be provided in Spanish and English
- Pedestrians (non-drivers) face additional challenges during evacuations, ice/snow, and wind events.

Request

- Maps – evacuation and shelters
- Better communication with the city. EMD visit to Senior Center?
- Emergency phone numbers
- Posting important info on Senior Center bulletin boards as well

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