

Plan For Severe Weather

Be Prepared! Have a 72 hour emergency supply kit for you and your family. Insure you have a battery powered NOAA weather radio, flashlights, extra batteries, and emergency food and water.

For More Information

For more information about flood response, contact the Emergency Management Coordinator: **(540) 853-2426**.

For more information about residential flooding, visit: **www.roanokeva.gov/2134/flood-safety**

Reverse 911- Register your mobile device for the City's reverse 911 notification system:
<https://roanoke.onthealert.com>

City of Roanoke Information Line:
(540) 853-2000

Registry for Special Needs

If you or your business has special needs that will require special attention in the event of a disaster, please register under the Emergency Needs Registry:

<http://roanokeweb.roanokeva.gov/emergencynneeds/>



www.facebook.com/RoanokeEmergencyManagement



www.twitter.com/roanokeem



<http://www.roanokeva.gov/639/Emergency-Management>



540-853-2426

Only Call 9-1-1 for Emergencies!

Use these important resource numbers for non-emergencies:

Information on Available Community Services
2-1-1

Clothing

Salvation Army: (540) 563-5585

Code Enforcement

(540) 853-2771

Fire-EMS

(540) 853-2327

Food

Department of Human Services: (540) 853-2591

American Red Cross: (540) 985-3535

Utilities

Appalachian Electric Power: (800) 956-4237

Water Authority: (540) 853-5700

Roanoke Gas: (540) 777-0623

Cox Cable: (540) 776-3848

Verizon: (800) 837-4966

Water Damage/Restoration

Chem-Dry: (540) 427-3937

Rainbow International: (540) 904-7991

SERVPRO: (540) 389-5818

Police

(540) 853-2212

FLOOD PREPAREDNESS AND RECOVERY GUIDE

DISASTER RESPONSE RESOURCE INFORMATION



Image Credit:
Jeff Perzan/WLSL10



Disclaimer: Roanoke City does not endorse or recommend any private vendor, or cleanup technique.

What To Do After Flooding

First...

Find out if it is safe to enter your community or neighborhood. Follow the advice of your local authorities.

Find out if local medical facilities are open and if emergency services are functioning again. DO NOT call 911 to do so, call administrative phone numbers.

When Returning Home, Bring...

- Government-issued photo ID and proof of address
- Important phone numbers
- Bottled water and non-perishable foods
- First Aid Kit
- Cleanser/ hand cleaning gel for personal use
- Hygiene products and toilet paper
- Insect repellent and sunscreen
- Long sleeved shirts, long pants, sturdy waterproof boots and work gloves
- Flashlight, portable radio and extra batteries
- Cameras for photos of damage for insurance claims

Before Entering Your Home...

- Wear protective clothing, including rubber gloves and rubber boots.
- Beware of rodents, snakes, insects and other animals that may be on your property or in your home.
- Look for downed power lines, ruptured gas lines, foundation cracks and other exterior damage.
- Smell for gas. If you smell natural gas or propane, or hear a hissing noise, leave immediately and contact the Fire-EMS department.

At Your House, Check...

- NEVER turn the power on, or use an electrical tool or appliance, while in standing water.
- If your home was flooded, assume it is contaminated with mold. Mold increases health risks for those with asthma, allergies or other breathing conditions.
- Open door and windows. Let the house air out before staying inside for any length of time if the house was closed for more than 48 hours.
- Check the ceiling and floor for signs of sagging. Water may be trapped in the ceiling or floors, making them unsafe.

Is there damage to your home? If so, contact your insurance company right away!

Clean...

- Throw out all food, beverages and medicine exposed to flood waters and mud, including canned goods and containers with food or liquid that have been sealed shut. When in doubt, throw it out!
- Throw out items that absorb water and cannot be cleaned or disinfected (e.g. mattresses, carpeting, cosmetics, stuffed animals and baby toys).
- Remove all drywall and insulation that has been in contact with flood waters.
- Clean hard surfaces (e.g. flooring, counter tops and appliances) thoroughly with hot water and soap or detergent.

Water Removal & Damage Restoration Companies Use...

- Moisture detectors and other meters to measure the extent of moisture saturation;
- Submersible pumps for pumping of high-level water;
- Truck-mounted and portable extraction units to perform efficient water removal;
- Disinfection products that stop the growth of bacteria, fungi, mildew, and other harmful microorganisms;
- Drying equipment that helps prevent property water damage like swelling and warping of floors, walls and furniture.

What About Flood-Related Disaster Assistance?

It is always best to utilize your insurance first. When flooding causes extensive and widespread damage and a statewide emergency is declared, the Governor may make a disaster proclamation.

These proclamations can make disaster-related assistance available to affected property owners, however there are no guarantees and this is a lengthy process.

It is also important to know that disaster assistance is typically not a grant or forgivable loan, instead it is a loan that you must repay with interest.