

Houston FEB Update #1

September 22, 2017

- New Disaster Recovery Center opens in East/Northeast Houston. North shore Community Fellowship of Faith, [444 Maxey Road](#)
- If you were affected by Harvey, you are invited to a shel Fair at Houston Community College, Northeast, Art Hub Gallery, [555 Community College Dr.](#): Saturday, Sept 23, 9am-4pm and Sunday, Sept 24, 9am-4pm
- You are invited to a FEMA townhall mtg hosted by Congressman Gene Green at MacArthur High School, [4400 Aldine Mail Route Rd.](#) on Saturday, Sept 23 from 10am-noon
- Houston permits: extended hrs for flood damage repair permits begin Sep 25 at all permanent satellite offices
- SBA has a variety of services available for those affected by Harvey, not just for small businesses! SBA offers federal low-interest disaster loans to businesses of all sizes, most private nonprofit organizations, homeowners and renters. Businesses of any size may borrow up to \$2 million to repair/replace disaster property damage. Small businesses, small businesses engaged in aquaculture and most private nonprofit organizations may also borrow to help meet disaster caused working capital needs. The \$2 million maximum applies to the combination of property damage and working capital loans. If you are a homeowner or renter, FEMA may refer you to SBA. SBA disaster loans are the primary source of money to pay for repair or replacement costs not fully covered by insurance or other compensation. Homeowners may borrow up to \$200,000 to repair or replace their primary residence. Homeowners and renters may borrow up to \$40,000 to replace personal property, including vehicles.
- Harris County: You can help us expedite debris pick up! Do not park vehicles on the street next to your debris piles. Please move parked cars so haulers can take your piled debris away. Harris County Debris Removal: [713-274-3880](#)
- Survivors: document damages w/ photos & begin the clean up. There is also Clean & Removal Assistance. FEMA has authorized Clean and Removal Assistance (CRA) for all designated counties in Texas for homeowners with disaster-related real property damage that do not qualify for Home Repair Assistance because the damage did not render the home uninhabitable. This assistance is intended to prevent additional loss and potential health and safety concerns and reduce contamination from floodwater.
- Clean and Removal Assistance is awarded as a one-time payment per household. This amount represents the average cost of cleaning, sanitizing and removing carpet in a flooded dwelling in the designated area.
CRA payments are part of FEMA's Other Needs Assistance program. Applicants must register with FEMA at [DisasterAssistance.gov](#) and meet all eligibility requirements. An inspector must verify that floodwater caused the damage to at least one item in the home.
- Traffic Update: N. Eldridge Parkway is temporarily closed after Monday's rain.
- New Disaster Recovery Center to Open in Humble, Texas. Anyone affected by Harvey can go for help, regardless of city or county. [1401 S Houston Ave. Humble TX](#) (7am-7pm)

FEMA has opened more Disaster Recovery Centers in @Houstontx.

Visit <https://houstonrecovers.org/disaster-recovery-centers/> for a list and interactive map.

- The Thunder & rain received yesterday can trigger stress after the trauma Houston's experienced. Disaster Distress Helpline [1-800-985-5990](#) or textt TalkWithUs to 66746

- Second location for the mobile #wellness units will be in Tomball today 3-7 pm! BE sure to go get free health kits and recovery info.
- FEMA) has asked those residents who initially filed their registrations with FEMA and indicated that their homes were “inaccessible” due to standing flood water, need to update their claim if the water has receded around their homes.

Not updating your registration may result in a delay for processing your FEMA claim. Residents may update their registration by calling [1-800-621-3362](tel:1-800-621-3362) (FEMA) or by visiting a Disaster Recovery Center.

- Remember: Students in kindergarten through college will ride free on buses and the light rail through all of September. (Accompanying parents of the younger ones will also ride free). Keep in mind, some routes on the west side are still experiencing delays.
- A rather strange population displaced during Harvey: Bats have always served as natural mosquito control along Buffalo Bayou near downtown, but the colony at the Waugh Street bridge appears to have taken a hit during the flood. A local school is constructing a new perch hoping they will return.
- Helping Children Cope with the After-Effects of a Hurricane The National Child Traumatic Stress Network (nctsn.org) has published some helpful guides for parents, teachers and families to to helping children cope with the emotional effects of Hurricanes.

[PARENT GUIDELINES FOR HELPING CHILDREN AFTER A HURRICANE](#)
[TEACHERS GUIDE FOR HELPING STUDENTS AFTER A HURRICANE](#)
[HURRICANES: RECOVERY FOR CHILDREN, YOUTH, PARENTS, AND EDUCATORS](#)

- Are you missing your pets after Harvey? Reunion center now open Several organizations have come together to make it as easy as possible for you to be reunited with your pet. They're calling it the “Pet Reunion Pavilion” – and they're determined to reunite every pet with its family. There are approximately 500 animals at NRG Arena right now – around 400 dogs, and 100 cats. They've been moved from shelter to shelter over the last two weeks, but now it's time for them to come home. Owners are given 30 days to reunite with their dogs and cats. After that, there will be a major adoption event on October 14 for anyone who might want the animals. [To find out if your pet is at NRG Arena, click here.](#)

The Pet Reunion Pavilion will be closed during Houston Texans home games, but will be open every other day from 10 a.m. to 7 p.m. The Pet Reunion Pavilion is a partnership of Best Friends Animal Society, Harris County Public Health, Austin Pets Alive!, Houston Pets Alive! and Houston PetSet.

- Harvey survivors needing to file insurance claims can visit TexasTDI mobile units for assistance. <http://www.tdi.texas.gov/consumer/storms/mobileunits.html>
- Do you need help de-mucking your home after Harvey? Call the Cleanup Assistance Hotline [1-844-965-1386](tel:1-844-965-1386) ASAP!
- In efforts to expedite the debris removal process, SWM asks that you separate your debris into 5 piles:
 - Vegetative
 - Construction & Demolition
 - Appliances

- Electronics
- Household Hazardous Waste
- Harvey has resulted in at least 70 confirmed deaths in the United States. [FEMA](#) director [Brock Long](#) called Harvey the worst disaster in Texas history, and expected the recovery to take many years. The State of Texas estimates that in Texas alone, Harvey caused up to \$180 billion in damage.
- FEMA is experiencing a high-call volume on their 800#. They are encouraging people to use the online site: disasterassistance.gov OR the FEMA App that can be downloaded from fema.gov/mobile-app, itunes for iPhones or Google Play for Androids. _
- Many Houstonians with disabilities lost vital equipment and supplies like wheelchairs and walkers during the Hurricane Harvey flood. The Houston Mayor's Office for People with Disabilities, the Houston Parks Adaptive Sports and Recreation Program, the United Spinal Association of Houston, the Rehabilitation Services Volunteer Project, and Ms. Wheelchair Texas will distribute cost-free, donated replacements from 9 a.m. to 4 p.m. Saturday at [7100 Grand Boulevard Houston, Texas 77054](#).
- Due to limited transportation options, METROHouston is offering free rides to all area students (K-College) through Sept. 30.
- FEMA doesn't need to see damaged items in person. Take photos and begin cleanup right away to prevent mold.
- Seniors, people with disabilities or special needs can sign up for help with cleaning of their homes. www.crisiscleanup.org or call [844-965-1386](tel:844-965-1386) (the hotline closes Sept 15th and will only help people who live in Texas)
- REMINDER: As of September 1st, it is ILLEGAL to text and drive in Texas (even though it has never been a good idea).

More FEMA Rumor control:

There are reports that disaster survivors should not remove flood-damaged sheetrock, flooring, carpet, etc. until the house is assessed by FEMA or insurance adjustors. This is FALSE. (September 1)

Cleaning up and making temporary repairs to your storm-damaged property will not disqualify you from federal disaster assistance. Property owners are encouraged to document storm damage to their properties – either with photographs or video – and to then begin cleaning up and making whatever temporary repairs are necessary to make their homes safe and habitable again. Put your health and safety first, take pictures of your damaged home, make repairs to prevent further damage to your property, and keep your receipts to show the inspector.

There are rumors that the fuel shortages in Texas are due to either FEMA blocking sales or fuel being committed elsewhere. This is FALSE. (September 1/Updated September 2/September 4)

It is true that there are sporadic and localized fuel supply disruptions in the southeast and Texas due to the impacts of Hurricane Harvey. Gasoline retailers obtain gasoline supplies based upon the nature of their relationship with their suppliers and can cause shortages at stations when supply is tight. There are three primary fuel supply arrangements: 1) major oil company owned and operated, 2) branded independent retailer who sign a supply contract with a major oil company and 3) an unbranded independent retailer (who purchases gasoline from the open market). With tight supplies due to Hurricane Harvey impacts gas stations that purchase fuel on the open market may not be able to acquire fuel supply since pre-existing supply contracts will be met before gasoline is placed in the open market.

Gasoline prices are also increasing in several regions. <http://fuelinsights.gasbuddy.com/HeatMap>; <http://gasprices.aaa.com>; <http://www.gaspricewatch.com>

Colonial Pipeline Operations

Colonial Pipeline east of Lake Charles, LA is operating intermittently when refinery and terminal

product is available to fill the line. The portion of the pipeline between Houston and Hebert remains down and Colonial is estimating returning this portion of the line to service this Monday. The lack of fuel is caused by a combination of factors including: refinery damage, preemptive shutdowns, damage to fuel terminals, and restricted port access for oil delivery in the region.

Strategic Petroleum Reserve

In response, the Department of Energy (DOE) authorized the Strategic Petroleum Reserve (SPR) to negotiate and execute emergency exchange agreements authorizing 5.3 million barrels of sweet crude oil and up to 300,000 barrels of sour crude oil to be drawn down from SPR's West Hackberry and Bayou Choctaw sites. In addition, DOE and EPA have issued waivers to Colonial which will allow it to accept more product into its pipeline. More information about DOE's response can be found in its Hurricane Harvey Situation Reports. (Updated September 2)

Info from FEMA Region VI (thank you Tony Robinson): If you applied for @FEMA disaster assistance, here's what to expect next. You may receive an application to apply for a low-interest long-term SBA Disaster Loan. Completing the SBA loan application is an important step in finding out what aid may be available for you.

As a homeowner you may borrow up to \$200,000 to repair/replace your primary residence, and up to \$40,000 to repair/replace personal property	You are not required to accept the loan in order to receive FEMA assistance, but it may enable you to be considered for additional types of assistance.
--	---

An Inspector will contact you to schedule a visit, be ready to:

- Keep your scheduled appointment.
- Appointments take 30-40 minutes and you must be present.
- Contact your insurance agency, if you have insurance.
- Prove your identity.

Show these documents:

- Photo ID: drivers license or passport.
- Proof of occupancy; lease or utility bill
- Proof of ownership; deed, title, mortgage payment book or tax receipts.

During the Inspector's visit:

Inspectors will.. <ul style="list-style-type: none"> • Wear official FEMA ID badges • Confirm your disaster registration number • Review structural and personal property damages • Ask you to sign official documentation • Verify ownership & occupancy 	Inspector's won't... <ul style="list-style-type: none"> • Determine eligibility • Cost any money • Ask for credit card information • Take the place of an insurance inspection.
--	---

After the Inspector's visit:

You will be sent a decision letter.

If approved for aid:

- You will receive a check or an electronic funds transfer.
- A follow-up letter will explain how the money can be used.

If you have questions regarding the letter, you can visit a Disaster Recovery Center in your area (fema.gov/drc) or call us at [800-621-3362](tel:800-621-3362)

7 Texas counties added today to the federal disaster declaration! Residents can register at <http://www.DisasterAssistance.gov> or [800-621-3362](tel:800-621-3362).

VA Regional Office has staff in two of the Disaster Resource Centers. If you know veterans needing assistance, please direct them to the Houston Center where they will have access to a full range of assistance, including their VA benefits.

The State of Texas says please don't donate or send more unsolicited goods at this time. Cash donations are best, to trusted organizations.

FEMA Info: Texans affected by the flooding in April will not lose Social Security benefits, pay additional taxes, or give up income-based benefit programs if they accept federal or state disaster aid.

This includes homeowners, renters and businesses in Austin, Colorado, Fayette, Fort Bend, Grimes, Harris, Liberty, Montgomery, Parker, San Jacinto, Waller and Wharton counties who register for disaster assistance.

In most cases, the Social Security Administration does not count federal or state disaster aid as income, according to recovery officials from the state of Texas and FEMA.

A few questions that often come up following a federal disaster declaration are:

FEMA Grants

Question: I'm between 62 and 65 years of age, and have chosen to receive Social Security benefits. If my income is more than a certain amount each year, I must reimburse a portion of my Social Security payment. Will FEMA grants add to my income and require me to repay Social Security?

Answer: No. FEMA grants for housing and other disaster assistance are not counted as income.

TAXES

Answer: No. The IRS does not count FEMA grants for housing and other disaster assistance as income.

Other Assistance

Question: Will receiving a grant cause my income to increase to the point that I am no longer eligible for Medicaid, welfare assistance or food stamps?

Answer: No. Grants for housing and other disaster assistance are not counted as income in determining eligibility for income-tested benefit programs that the U.S. government funds.

Texans can register online at DisasterAssistance.gov or by phone at [800-621-3362](tel:800-621-3362) (FEMA).

Persons who are deaf, hard of hearing or have a speech disability and use a TTY may call [800-462-7585](tel:800-462-7585). Applicants who use 711 or Video Relay Service may also call [800-621-3362](tel:800-621-3362).

The toll-free numbers are open from 7 a.m. to 10 p.m., seven days a week. Multilingual operators are available.

Harris County: Take Pictures and Save Your Receipts: Document! Document! Document!

If you are throwing out carpet, furniture or other items lost to flooding, take pictures of the lost items before they leave your property. Also, save any and all receipts related to the repair and recovery of due to flooding. This extremely valuable when you are seeking reimbursement of any kind from both your insurance company or FEMA.

Harris County & FEMA are asking residents to be aware of potential fraud:

- The Federal Emergency Management Agency (FEMA) is raising awareness that Hurricane Harvey disaster survivors, and their friends and family, must be alert for false rumors, scams, identity theft, and fraud. Although many are working hard to help their neighbors in Harris County and the surrounding areas, during chaotic times, some will always try to take advantage of the most vulnerable.

- To dispel some of the false rumors circulating on the internet and social media, FEMA created a dedicated website to address some of the most common themes. Remember, if it sounds too good to be true, it probably is. Visit <https://www.fema.gov/hurricane-harvey-rumor-control> to get the most accurate information from trusted sources.
- FEMA inspectors will be surveying areas in Harris County starting today. Here is how to protect yourself, or someone you care about, from disaster fraud:
 - Federal and state workers **do not ask for, or accept, money**. FEMA staff will never charge applicants for disaster assistance, home inspections, or help filling out applications. Stay alert for false promises to speed up the insurance, disaster assistance, or building permit process.
 - In person, **always ask to see any FEMA employee ID badges**. FEMA Disaster Survivor Assistance teams may be in impacted communities providing information and assisting survivors with the registration process or their applicant files.
 - A FEMA shirt or jacket is not proof of identity. All FEMA representatives, including **our contracted inspectors, will have a laminated photo ID**. All National Flood Insurance Program adjusters will have a NFIP Authorized Adjuster Card with their name and the types of claims they may adjust.
 - If you are unsure or uncomfortable with anyone you encounter claiming to be an emergency management official, do not give out personal information, and contact local law enforcement.
 - **If you suspect fraud, contact the FEMA Disaster Fraud Hotline at 866-720-5721** or report it to the Federal Trade Commission at www.ftccomplaintassistant.gov.
 - More information on disaster-related fraud is available at the Texas Attorney General's Office website at texasattorneygeneral.gov/cpd/disaster-scams or call - 800-252-8011.
 - In Louisiana, disaster-related fraud information is available on the State Attorney General's Office website at <http://www.agjefflandry.com> or contact the National Center for Disaster Fraud's hotline at 1-866-720-5721.
 - For more information about recovery resources in Harris County, visit <http://harrisrecovery.org/>.

City of Houston: Regular trash is running. Heavy debris has commenced, but recycling is suspended temporarily. Take recyclables here (open 8-8) <http://www.houstontx.gov/solidwaste/depositories.html>

Lost immunization records for students displaced by Harvey can be accessed online. More info at <http://dshs.texas.gov/immunize/>

- Free legal help for Hurricane Harvey survivors. Call the State Bar of Texas Disaster Helpline at 800-504-7030 or visit texasbar.com/disasters for more information
- Houston Office of Emergency Management: Solid waste crews are busy removing curbside debris & need vehicles removed from the street so they can get large haulers to people's homes.
- TX Dept of Insurance has revealed another scam: An Inspector claims to be from FEMA then tries to charge you. FEMA DOES NOT CHARGE FOR INSPECTIONS!
- Harris County wants everyone to know that FEMA has no business re-entry list. Before attempting to enter a disaster-impacted area, check with local officials.
- Opportunity to pose questions to clarify assistance programs, if they are not clear or you have specific questions concerning benefits available to you. Please share these

questions with your agency leader who will collect them and pass to the Federal Executive Board.

• **FEMA ASSISTANCE**

- Register online at www.DisasterAssistance.gov. If you are unable to access the internet, call [1-800-621-3362](tel:1-800-621-3362).
- Download the [FEMA Mobile App](#) to receive alerts from the National Weather Service, get safety and survival tips, customize your emergency checklist, and find your local shelter.

FOOD ASSISTANCE

- For a list of food pantries and other food assistance, contact the Houston Food Bank at www.houstonfoodbank.org/services/if-you-need-food, or call [832-369-9390](tel:832-369-9390).
- For disaster food stamp benefits, reach the Disaster Supplemental Nutrition Assistance Program (DSNAP) at [1-877-541-7905](tel:1-877-541-7905).

CITY OF HOUSTON 311 HELP AND INFORMATION LINE

Phone: 311 or [713-837-0311](tel:713-837-0311)

City TDD: [713-837-0215](tel:713-837-0215)

Email: 311@houstontx.gov

Website: www.houstontx.gov/311/

Smartphone App – Available at App Store & Google Play

To request information about:

- Food assistance
- Water safety concerns
- Referrals to shelters
- Heat emergencies
- Trash pickup schedules
- Evacuation registration
- City curfew

To report:

- Flood damage to your home
- Flood hazards
- Illegal dumping
- Traffic signal outage
- Potholes

- Landlords are encouraged to join Harris County's Free Listing Service to Help Harvey Survivors. The Harris County Housing and Community Resource Center is a free marketing service to all Landlords. They are invited to sign up property today and update it regularly with specific information about rental units available. This is particularly helpful at this time for those displaced by Harvey wishing to do a customized search. If you have

- any special offers for Harvey survivors, you may indicate it. For those SEEKING rental property, please go to: <http://www.housingandcommunityresources.net/>
- Harris County wants to remind you that whether your yard got a little wet or you had flood water in your home, be SMART about cleaning up the mess. Wear gloves and dispose of items that cannot be thoroughly cleaned. Work with someone else when using a ladder or other equipment. Get rid of standing water where possible. Recover SAFELY and stay HEALTHY.
 - Texas Department of Insurance has their Help Line open 8-5 this weekend and Labor Day to help with your insurance questions. [1-800-252-3439](tel:1-800-252-3439)
 - The Texas Department of Agriculture has a website and phone line set up with information regarding hay and feed for livestock. The phone line and website is for producers in need of feed/hay, as well as for people wanting to donate feed/hay. Feel free to pass it on to anyone inquiring information about livestock feed. <https://www.texasagriculture.gov/Home/ProductionAgriculture/HayHotline>
 - Hay Hotline: [\(512\) 463-9360](tel:512-463-9360) Email: HayHotline@TexasAgriculture.gov Reports of missing livestock, deceased livestock are coming into the various State Ag related agencies. Producers can call [800-242-7820](tel:800-242-7820) to report lost or found livestock. Plans are underway by these agencies to establish an Animal Response ICP in the field but will wait a few days to determine the best location. Field assessments will begin in a day or two once it is safe.
 - President Donald J. Trump today made additional disaster assistance available to the state of Texas by authorizing an increase in federal funding for certain eligible costs. The President's action today authorizes 90 percent Federal cost share for debris removal, including direct Federal assistance; and a 100 percent Federal cost share for emergency protective measures, including direct Federal assistance, for 30 days from the start of the incident period, and then a 90 percent Federal cost share thereafter. Under the President's major disaster declaration issued for the state of Texas on August 25, 2017, federal funding was made available for Public Assistance, Hazard Mitigation, and Other Needs Assistance Programs at 75 percent federal funding of total eligible costs.
 - The City of Houston Solid Waste Management Department is asking residents to remove all parked vehicles from the streets when debris crews are working in your neighborhood. Debris should be placed close to the side of the road away from mailboxes, trees, meters, fire hydrants and other structures. Please do not place debris in the roadway. If debris crews are unable to pass safely along the streets, they will not be able to remove your debris.
 - Houston Health Department testing water from private wells in 17 area counties impacted by Harvey, call [832-393-3939](tel:832-393-3939) for info.
 - Cleaning up after Harvey won't disqualify you from disaster assistance, but it's important to keep these tips in mind: 1)Take photos of the damage to your home & belongings before you clean up. 2)Make a list of damaged/lost items & gather any original receipts you have for those items. 3)Save all receipts for repairs, cleanup & disaster-related costs.
 - Not necessarily helpful, but interesting. Houston's 2017 rainfall total is 70.82 inches (38.8 inches above normal). The highest recorded was 72.86 inches in 1900.
 - **Emergency Leave Transfer Program is warranted:** Agencies with employees adversely affected by Hurricane Harvey are in the best position to determine whether, and how much, donated annual leave is needed by their employees and which of their employees have been adversely affected by the emergency within the meaning of OPM regulations. Agencies are responsible for administering

the ELTP for their own affected employees. Therefore, employees who wish to donate annual leave must contact their own agencies, not OPM, to determine if there are any affected employees in their agency and how to donate annual leave to them.

- Sheltering and Immediate Assistance Available after Hurricane Harvey <https://www.fema.gov/news-release/2017/08/30/sheltering-and-immediate-assistance-available-after-hurricane-harvey>
- Know of a resident in a shelter that needs a sign language interpreter? contact the Harvey Interpreter Hotline tel: [281-845-4443](tel:281-845-4443)
- FLOOD TIP: disinfect items that touch floodwaters: 1 cup bleach/5 gallons CLEAN water. Trash whatever can't be washed.
- FAA warns drone operators that flying an unauthorized drone could interfere with local, state and federal rescue and recovery missions. You could be subject to significant fines if you interfere with emergency response operations. [Flying a drone](#) without authorization in or near the disaster area may violate federal, state, or local laws and ordinances, even if a TFR is not in place. Allow first responders to save lives and property without interference.
- US Office of Personnel Management is permitting solicitation of charitable contributions outside the CFC for organizations assisting those impacted by Hurricane Harvey (details sent in separate email). See your agency for guidance.
- Floating colonies of fire ants (as many as 500,000 in a group) are banding together to stay afloat in flood-ravaged Houston; they bite! So be aware of your surroundings when wading through flooded areas.
- City of Houston Health Dept has coordinated an emergency preparedness cookbook helps turn your emergency food supply into life-saving meals. It is available in 6 languages.
English: http://www.houstontx.gov/health/OSP/English_cookbook.pdf
- A hurricane-specific resource collection is offered through the Disaster Behavioral Health Information Series (DBHIS) from the SAMHSA Disaster Technical Assistance Center (DTAC). A flood-specific resource collection is also available. Learn more about floods and emotional distress (<https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/floods>). SAMHSA also offers the following tip sheets on coping, stress, and trauma after hurricanes and other disasters (<https://www.samhsa.gov/dbhis-collections/disaster-specific-resources?term=Hurricane-DBHIS>):
 - Tips for Talking With and Helping Children and Youth Cope After a Disaster or Traumatic Event: A Guide for Parents, Caregivers, and Teachers – 2012 covers signs of stress reactions in different age groups and how to help. <https://store.samhsa.gov/product/Tips-for-Talking-With-and-Helping-Children-and-Youth-Cope-After-a-Disaster-or-Traumatic-Event-A-Guide-for-Parents-Caregivers-and-Teachers/SMA12-4732>
 - Tips for Disaster Responders: Preventing and Managing Stress – 2014 includes strategies to help disaster responders prevent and manage stress during assignments. This tip sheet is also available in Spanish. <https://store.samhsa.gov/product/Preventing-and-Managing-Stress/SMA14-4873>
 - Tips for Survivors of a Disaster or Other Traumatic Event: Managing Stress – 2013 discusses stress-relief strategies and when to seek professional help. This tip sheet is also available in Spanish. <https://store.samhsa.gov/shin/content/SMA13-4776/SMA13-4776.pdf>
- Veterans needing prescriptions filled: present to CVS or HEB with your VA ID card & prescription bottle ask the pharmacist to call Heritage Health Solutions [866-265-0124](tel:866-265-0124), Mon-Fri, 7:00 a.m.-9:00 p.m., Saturday 10:00 a.m.-3:00 p.m. Representative will qualify the request by asking a few questions. No controlled medications will be processed. If you have a controlled medication needing refilled, contact your provider or call the Telecare Pharmacy, [800-639-5137](tel:800-639-5137) Mon-Fri 7:30 a.m. -4:00 p.m.
- There are disturbing reports that people impersonating Homeland Security Investigations (HSI) special agents are knocking on doors in the Houston area telling residents to evacuate -- presumably so these imposters can rob the empty homes. Real HSI officials wear badges that are labeled "special agent," which members of the public can ask to see and verify. ICE officers with Enforcement and Removal Operations (ERO) also wear badges labeled with ERO Officer. They also carry credentials with their name and organization. Members of the public who receive such visitors should ask to see these properly labeled badges, and their credentials. Houston Office of Emergency Management warns, ***To report suspicious activity or individuals you believe are impersonating ICE officials, members of the public should immediately contact ICE toll free at [866-347-2423](tel:866-347-2423).***

- Harris County District Attorney released a statement saying that looters will face more time for crimes committed in a disaster area!
- When in doubt, throw it out: Throw all foods that were contaminated or came in contact with floodwaters.
- Lost Dogs of Texas is maintaining several active Facebook pages documenting pets they've found amid the storm. Here is some information (with photos included) on animals found Coast Bend area at: <https://www.facebook.com/TexasHurricaneHarveyPets/> and those in the Houston area at <https://www.facebook.com/HurricaneHarveyLostAndFoundPetsHouston/>.
- CDC source: Hurricane-related and emergency response materials regarding mold.
 - Mold Prevention Strategies and Possible Health Effects in the Aftermath of Hurricanes and Major Floods. MMWR June 9, 2006; 55(RR08):1-27. How to limit exposure to mold and identify and prevent mold-related health effects after major hurricanes and floods.
 - Mold After a Disaster FAQs and Emergency Preparedness and Response resources for flood-damaged homes.
 - Health Concerns Associated with Mold in Water-Damaged Homes After Hurricanes Katrina and Rita — New Orleans Area, Louisiana, October 2005. MMWR January 20, 2006;55(02):41-44. Report: Hurricanes Katrina and Rita caused extensive mold damage in buildings. PDF[541 – KB]
 - Population-Specific Recommendations for Protection From Exposure to Mold in Buildings Flooded After Hurricanes Katrina and Rita, by Specific Activity and Risk Factor[PDF – 156 KB] Guidelines and chart showing how people particularly sensitive to mold can protect themselves.
- State of Texas source: In addition to the Federal Agencies' Employee Assistance Program (EAP) Coordinators (who can be accessed at <https://www.opm.gov/cclcontact/>), the Texas Dept of State Health offers the following: It is normal to experience different and strong emotions during and after a disaster:
 - Stress, anxiety, and other depression-like symptoms are common reactions.
 - Get help by calling 2-1-1 and selecting option 8, or visiting www.211texas.org.
 - Text with a counselor by texting HOME to 741741.
 - Find more mental health resources and information.
- Abandoned vehicles were towed (if they were scooped up before covered with water. Any employees who had vehicles towed can visit <http://findmytowedcar.com> or call [713.308.8580](tel:713.308.8580)
- Please report storm damage to 3-1-1 (through their app, website: Houston311.org, or call 311)
- FEEA offers disaster relief grants to eligible federal employees when these disasters strike. Grant application package is at: https://feea.org/wp-content/uploads/2017/08/grant_app_package_8-17.pdf

From the City of Houston Emergency Information Center

For emergencies call 911.

For non-emergencies call HPD at [713-884-3131](tel:713-884-3131).

LOCATE LOVED ONES: To find family or friends or to register yourself as safe, visit the [@redcross](https://www.redcross.org) Safe & Well site: <https://safeandwell.communityos.org/cms/>.

FATALITIES

- The Harris County Institute of Forensic Sciences is maintaining a list of Hurricane Harvey-related deaths. Visit their website at <https://ifs.harriscountytexas.gov/Documents/HarrisCountyHarvey-RelatedDeaths.pdf> to check the list.
- To report the location of a body, call 911. Please do not attempt to move or disturb the body in any way.

HEALTH INFORMATION

The Houston Health Department urges people impacted by Harvey flooding to take steps to stay safe and healthy. Good hygiene and food safety are of utmost importance:

- Practice good hygiene such as handwashing after any contact with floodwaters. Wash children's hands frequently, especially before meals.
- Do not allow children to play in floodwater areas.
- Do not eat any food that was in contact with floodwaters.

People who experienced flooding but are now able to enter their homes safely can begin cleaning and sanitizing their homes.

- If rain or floodwaters got into your home, take steps to prevent mold growth. First, wash surfaces with soap and warm clean water to remove dirt and debris. Next, sanitize surfaces with household bleach. Clean it with a solution of 1 cup household liquid bleach per 5 gallons of water. Remember:
- Keep children and pets out of the affected area until cleanup has been completed.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.

STORM DEBRIS COLLECTION

Storm debris will be collected on an ongoing basis until further notice. Please place debris at the curb separated into the following piles:

- Leaves, logs, plants, tree branches (do not bag).
- Construction & demolition material - carpet, drywall, furniture, lumber, mattresses
- Appliances – dishwashers, freezers, refrigerators, stoves, washers, dryers, water heaters
- Electronics – computers, radios, stereos, televisions, other devices with a cord.
- Household Hazardous Waste – cleaning supplies, batteries, lawn chemical, oils, oil-based paints, stains and pesticide

Neighborhood Depositories

Neighborhood depositories will be open 7-days a week from 10 a.m. - 7 p.m. until further notice.

- North - [9003 N Main 77022](#)
- Northwest - [14400 Sommermeyer 77041](#)
- Northeast - 5565 Kirkpatrick 77028
- Southeast - [2240 Central Street 77017](#)
- South - 5100 Sunbeam 77033
- Southwest - [10785 SW Freeway 77074](#)

No household garbage, electronics or household hazardous waste is accepted at the neighborhood

depository locations. No pets are allowed on the premises.

Customers must provide the following at the Neighborhood Depository Locations*:

- A current Texas Driver's license or State Issued I.D.
- A current utility bill or city property tax receipt.

* Addresses and names on all presented documents must match and electronic records are NOT accepted. No proof of residency is required for recycling only.

CONSUMER PROTECTION

Be cautious of those in the criminal element who are trying to feed on the misfortune of others.

- To report price gouging, suspected contractor scams and other types of consumer exploitation, contact the Texas Attorney General at consumeremergency@oag.texas.gov or call [800-621-0508](tel:800-621-0508).
- To verify organizations requesting donations for Hurricane Harvey relief, visit either the Texas Voluntary Organizations Active in Disaster website for a list of vetted disaster relief organizations at <https://txvoad.communityos.org/cms/node/104> or the National Voluntary Organizations Active in Disaster website at <https://www.nvoad.org>.