

Houston FEB Update #2

September 4, 2017

- Those in westside evacuation zone: If you don't have water in your home and are without power, please call CenterPoint Energy 713-207-2222.
- 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.
- Good news for those who need FEMA assistance - FEMA is now set up in the Community Center (2407 Market St, Baytown).
- 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

Critical Infrastructure:

- Airports:
 - Jack Brooks Regional (BPT) closed except for emergency and humanitarian aid; will remain closed until September 5;
 - Texas Gulf Coast Regional (LBX) - Closed except for relief aircraft; restricted flights until September 8 due to flooding.
 - Houston Executive (TME) - Restricted operations; two hour prior permission required due to military operations
- Ports: Upper Houston Shipping Channel above Mitchells Point/Baytown Highlines closed to ship traffic but open to tug and barge tow traffic Port of Victoria open with restrictions P
- Power Outages: 67,500 customer outages in TX
- Communications: 103,443 landline consumers out of service
- Oil and Natural Gas: Seven of ten previously closed refineries are in process of restarting, four are operating at reduced rates 30 offshore oil and gas platforms remain evacuated; personnel have returned to all 5 of the non-dynamically positioned rigs previously evacuated and all dynamic position rigs are on station
- Water: Limited or no water capacity in 18 of 35 declared counties
 - 50 of 4,512 drinking water systems are inoperable; approximately 181 TX water supply systems are under boil water requirements
 - 35 of 2,469 waste water systems are shut down
- 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.
- METRO opens most HOV/HOT Lanes Tuesday. All Park and Ride facilities will also be operational Tuesday.
- 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.
- Under State law, Houston Mayor has issued a mandatory evacuation order for about 4,700 homes already flooded by water in west Houston. The limited mandatory evacuation has been issued ONLY for flooded homes in the following areas: From State Highway 6 east to South Gessner, from I_10/Katy Freeway south to Briar Forest. If you live in the impacted area and have water in your home, you are being asked to evacuate as soon as possible. CenterPoint Energy will begin disconnecting power to the flooded homes beginning at 7 a.m., Sunday (today).
- 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.

- The Houston Health Department today (Sept. 2) opened four Women, Infants and Children (WIC) sites dedicated to help people affected by Harvey's unprecedented flooding. The sites will begin registering pregnant women, women who recently had a child, infants and children under the age 5 for WIC benefits at the shelter set up at the George R. Brown Convention Center and Walmart stores at 111 Yale Street, 11210 W. Airport and 9460 W. Sam Houston Parkway. Hours of operations are 9 a.m. to 5 p.m. WIC clients who evacuated and left behind their WIC card, food or formula benefits can replace the items by going to an open WIC clinic.
- 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.
- EZTAG lanes continue to be free of charge on all HCTRA roads until further notice. Follow the green arrows thru the non-stop #EZTAG lanes.
- 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.

This is the 1st of the Month when Social Security, OPM retirement, Railroad Retirement and VA checks come out. U.S. Postal Service Houston District is providing additional information on how customers displaced by Hurricane Harvey can retrieve Treasury checks they receive, via U.S. Mail. They will also distribute identifiable medications sent through the mail. Customers are reminded that, in order to retrieve their check, proper ID must be provided. In addition to retrieving checks, customers can also complete a Change of Address (COA) request, especially if they expect to be out of their homes for an extended period. Below is a list, by ZIP Code, where checks will be made available for pick-up. Simply locate your 5-digit ZIP Code on the left side to find the nearest Post Office location which will have your check available, beginning Friday, September 1. Customers may pick-up checks at any location between the hours of 10:00 a.m. – 6:00 p.m., Monday – Sunday.

77326; 77532: Greens North-1530 GREENSMARK DR. HOUSTON 77067

77707: Martin Luther King, 9444 Cullen Blvd, Houston 77051

77422: Alvin, 455 E House St, Alvin 77511

77360: 100 Cannan Dr, Angleton 77515

77630, 77659, 77368, 77662: Beaumont MPO, 5815 Walden Rd., Beaumont 77707

77502: 4115 5th St, Brookshire 77423

77371;77476; 77705; 77521; 77480; 77486: 2121 E Wm J Bryan Pkwy, Bryan 77801

77084: Sam Houston, 1500 Hadley St, Houston 77002

77612: 6500 De Moss Dr, Houston 77074

77332, 77615, 77629: 531 Sheldon Rd, Channelview 77530

77619: 1324 Port Neches Ave, Port Neches 77651

77650: 2500 Broadway Ave, Port Bolivar 77650

77362: 815 Goodson Rd, Magnolia 77355

77336: 110 S Mechanic St., El Campo 77437

77701; 77372; 77706: 1202 1st St E, Humble 77338

77378: 3190 Highway 30W, Huntsville 77340

77334; 77494: 20180 Park Row Dr., Katy 77449

77365; 77585; 77374; 77376: 1245 S Pine St, Kountze 77625

77657: 509 Laurel St, La Marque 77568

77538; 77024; 77364; 77582: 1515 Sam Houston St, Liberty 77575

77539: 1199 Pasadena Blvd, Pasadena 77501

77655; 77650: 345 Lakeshore Dr., Port Arthur 77640

77616; 77626; 77664: 4956 FM 3063, Village Mills 77663

77422; 77415; 77463; 77480: 350 W Brazos Ave, West Columbia 77486

77420; 77468: 141 E Milam St, Wharton 77488

77622;77623; 77358; 77363; 77367; 77661: 324 Highway 124, Winnie 77665

77327; 77357: 23550 Partners Way, Porter 77365

77560; 77597: 411 W Main St, Anahuac 77514

77624: 120 County Rd 1520, Warren 77664

77625: 111 W Avenue P, Silsbee 77656

77331: 1350 S Byrd Ave, Shepherd 77371

77333: 20821 Eva ST Ste H, Montgomery 77356

77614: 11424 Highway 12, Mauriceville 77626

77656: 650 S Main St, Lumberton 77657

77350: 7440 US Highway 59 S, Goodrich 77335

77577: 6003 5th St, Danbury 77534

77359: 14231 State Hwy 150 W, Coldspring 77331

77335; 77351; 77369: 1213 E Houston St, Cleveland 77327

- **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-wracked Houston; they bite! So be aware of your surroundings when wading through flooded areas.
- With its app working in Houston again, Uber offers free rides to and from shelters (up to \$50 per trip). Thank you!
- People in the Iverness Forest Subdivision are urged to boil their water due to possible contamination from flooding; this includes water for pets, and any other use. (Harris County OEM)
- 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>
 - City of Houston: Curfew in Effect from Midnight - 5am until Further Notice
 - 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!
 - Oklahoma's OG&E just sent a fleet of trucks and linemen toward Houston to assist with power restoration! (guess we're connected in a few ways)
 - When in doubt, throw it out: Throw all foods that were contaminated or came in contact with floodwaters.
 - If anyone needs high ground for horses, there is a private individual offering to allow pasture access with the invite that if you want to stay with your horses, you can bring a trailer. They are 3-1/2 hrs north and only want mares and geldings. I would suggest you strenuously vet someone you don't know! Some people just want to help, others have other motives. This is provided for you to determine: [936-201-6642](tel:936-201-6642) Ralph & Tamara Hampton.
 - 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)
 - Transtar wants to remind everyone to NOT rely on your traffic app to tell you which roads are clear. Harris County has found numerous motorists led astray by this means.
 - 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/Pages/MissingPersons.aspx> 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.

Garbage Collection Schedule

Normal collection services will resume on the schedule as follows:

- Thurs., Aug. 31, 2017 - normal collection schedule
- Friday, Sept. 1, 2017 – normal collection schedule
- Mon., Sept. 4, 2017 - no collection for Labor Day
- Tues., Sept. 5, 2017 - Monday's garbage will be collected
- Wed., Sept. 6, 2017 - Tuesday's garbage will be collected
- Thurs., Sept. 7, 2017 - normal garbage schedule resumes

Recycling Collection

Curbside single stream recycling collection will be suspended until further notice. Customers may bring recyclables to neighborhood depository locations or the Westpark Recycling Center located at 5900 Westpark, Mon.-Sat., 8 a.m. – 5 p.m. Closed Sept. 4 for Labor Day.

Yard, Junk, And Tree Waste Collection

Yard, junk, and tree waste collections will be suspended until further notice due to the need of extra personnel for debris collection related to disaster recovery.

For more information, visit www.HoustonSolidWaste.org or call 3-1-1.

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>.

September 4, 2017