

The Emergency Notification System (ENS) is another mass notification service available to emergency management officials. During an emergency or disaster, it enables emergency management officials to contact hundreds or thousands of affected individuals in a specific area within minutes because of its high-calling capacity and the accuracy of its geographic information mapping and database. The ENS can be activated by designated emergency management officials of a city, county or other jurisdiction. An ENS message, which includes a warning and instructions for residents, is created and sent immediately to phone numbers in the area of an emergency. When citizens in the area receive the call, a recording will give them important directions.

EMERGENCY NOTIFICATION SYSTEM

The Emergency Alert System (EAS) is an alert tool that can rapidly disseminate emergency information to the general public. It can be initiated by local, state and federal officials. A national EAS alert may be activated by the President of the United States during a national crisis. A local EAS alert may be activated in response to local events such as severe weather, floods, industrial accidents, civil disorders, or any event that poses a danger to life or property. The Amber Alert is part of the EAS system and is initiated by law enforcement. The EAS utilizes radio and television broadcasters to relay emergency information to citizens. These messages interrupt programming on local television and radio stations and provide viewers and listeners with warnings and instructions on how to react in the event of an emergency.

EMERGENCY ALERT SYSTEM

**San Antonio
Flood Emergency**

**SAFE
SYSTEM**



**Be Prepared.
Be Informed.
Be Safe.**

SAN ANTONIO FLOOD EMERGENCY (S.A.F.E) SYSTEM

Due to the geography of San Antonio, floods are a natural hazard. In order to better prepare residents, the City's Office of Emergency Management has developed an early flood notification system and public awareness program called the San Antonio Flood Emergency (S.A.F.E) System. The mission of S.A.F.E. is to provide early flood notification during heavy rain events and educate the public on actions necessary to protect life and property.

The objectives are to:

- Educate the public on flood awareness, preparedness and safety.
- Develop a multi-media approach to public education and training.
- Work with the first responder community, the National Weather Service, school districts, business community, media, neighborhood and apartment organizations.
- Enhance existing emergency notification systems under a unified front.

The first 10 days of July 2002 saw continuous rains making it the wettest July on record. The heaviest rains fell to the north, northwest, and west of San Antonio, and also over parts of west and northwest Bexar County. For that period, the 100 year flood brought a total of 35 inches of rain to the San Antonio area which resulted in 12 deaths locally.

This guide provides tips from the Federal Emergency Management Agency and suggests ways to protect you, your family and property from the devastating effects of floods.

FLOOD FACTS

- The majority of deaths from flooding occur when people are trapped in automobiles that stall while driving through flooded areas.
 - Nearly half of all flood fatalities are vehicle-related.
 - Texas is prone to extremely heavy rains and flooding with half of the world record rainfall rates (48 hours or less). Central Texas, known as Flash Flood Alley, is particularly vulnerable because storms stall along the Balcones escarpment.
 - The majority of flood-related deaths are caused by people attempting to drive through moving water.
 - Texas is the state with the most flood/flash flood deaths in the past 36 years.
- Source: www.floodsafety.org*

FAMILY COMMUNICATION PLAN

Out-of-Town Contact Name: _____ Telephone Number: _____
 Email: _____ Telephone Number: _____

Fill out the following information for each family member and keep it up to date.

Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____

Where to go in an emergency. Write down where your family spends the most time: work, school and other places you frequent. Schools, daycare providers, workplaces and apartment buildings should all have site-specific emergency plans.

Home	Work
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Neighborhood Meeting Place: _____	Evacuation Location: _____
Regional Meeting Place: _____	

School	Work
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Evacuation Location: _____	Evacuation Location: _____

School	Other place you frequent:
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Evacuation Location: _____	Evacuation Location: _____

School	Other place you frequent:
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Evacuation Location: _____	Evacuation Location: _____

Important Information	Name	Telephone #	Policy #
Doctor(s):			
Other:			
Pharmacist:			
Medical Insurance:			
Homeowners/Rental Insurance:			
Veterinarian/Kennel (for pets):			

Other useful phone numbers: 9-1-1 for emergencies. Police Non-Emergency Phone #: _____



MAKE A PLAN

Your family may not be together when disaster strikes, so plan how you will contact each other and review what you will do in different situations.

- It may be easier to make a long-distance phone call than to call across town, so an out-of-town contact may be in a better position to communicate among separated family members.
- Be sure every member of your family knows the phone number and has coins or a prepaid phone card to call the emergency contact.
- You may have trouble getting through, or the telephone system may be down altogether; be patient.

EMERGENCY INFORMATION

Call **207-SAFE (7233)** or visit www.safloodsafe.com for the latest weather information. Also, monitor weather information through a NOAA weather radio and local television stations.

EMERGENCY PLANS

You may also want to inquire about emergency plans at places where your family spends time such as at work, daycare and school. If no plans exist, consider volunteering to help create one. Talk to your neighbors about how you can work together in the event of an emergency. You will be better prepared to safely reunite your family and loved ones during an emergency if you think ahead and communicate with others in advance.

FAMILY EMERGENCY PLAN

Make sure your family has a plan in case of an emergency. Before an emergency happens, sit down together and decide how you will get in contact with each other, where you will go and what you will do in an emergency. Keep a copy of this plan in your emergency supply kit or another safe place where you can access it in the event of a disaster.



FLOOD HAZARD TERMINOLOGY

FAMILIARIZE YOURSELF WITH THESE TERMS TO HELP IDENTIFY A FLOOD HAZARD:

FLASH FLOOD OR FLOOD WATCH: Flash flooding or flooding is possible within the designated WATCH area--Be alert to signs of flash flooding and be ready to evacuate on a moment's notice.

FLASH FLOOD OR FLOOD WARNING: Flash flooding or flooding has been reported or is imminent, act quickly to save yourself. You may have only SECONDS!

URBAN AND SMALL STREAM FLOOD ADVISORY: Flooding of small streams, streets, and low-lying areas, such as railroad underpasses and urban storm drains, is occurring. The Flood Statement will be used to issue this advisory.

BEFORE A FLOOD

TO PREPARE FOR A FLOOD, YOU SHOULD:

- Avoid building a house in a floodplain unless you elevate and reinforce it.
- Elevate the furnace, water heater, and electric panel if susceptible to flooding.
- Install check valves in sewer traps to prevent flood water from backing up into the drains of your home.
- Construct barriers (levees, beams, floodwalls) to stop floodwater from entering the building.
- Seal walls in basements with waterproofing compounds to avoid seepage.

DURING A FLOOD

IF A FLOOD IS LIKELY IN YOUR AREA, YOU SHOULD:

- Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly. Flash floods can occur in these areas with or without such typical warnings as rain clouds or heavy rain.
- Call 207-SAFE (7233), visit www.safloodsafe.com or listen to your NOAA weather radio and local media for weather and local flood condition information.
- Emergency shelters may be provided in your area. Locations of public shelters will be announced by the first responder community through local media.

IF YOU MUST PREPARE TO EVACUATE, YOU SHOULD DO THE FOLLOWING:

- Secure your home. If you have time, bring in outdoor furniture. Move essential items to an upper level floor.

EVACUATIONS

You may need to leave quickly if there is a flash flood danger or if evacuations are recommended by your emergency management officials. If you decide to leave, plan how you will assemble your family and anticipate where you will go. Choose several destinations in different directions so you have options in an emergency.

CREATE AN EVACUATION PLAN:

- Identify places where your family will meet, both within and outside of your immediate neighborhood.
- If you have a car, keep a half tank of gas in it at all times in case you need to evacuate.
- Become familiar with alternate routes and other means of transportation out of your area.
- If you do not have a car, plan how you will leave if you have to.
- Take your emergency supply kit.
- Lock the door behind you.

IF TIME ALLOWS:

- Call or email the "out-of-state" contact in your family communications plan. Tell your contact where you are going.
- If there is damage to your home and you are instructed to do so, shut off water, gas and electricity before leaving.
- Leave a note telling others when you left and where you are going.
- Check with neighbors who may need a ride.

PLAN FOR YOUR PETS

- Pets should not be left behind, but understand that only service animals may be permitted in public shelters. Plan how you will care for your pets in an emergency.
- Store extra food, water and supplies for your pet.

SPECIAL NEEDS ITEMS

Infants, the elderly and persons with disabilities may need more planning to be prepared for a flood. You should consider:

FOR BABY:

- Formula
- Bottles
- Medications
- Diaper rash ointment
- Diapers
- Powdered milk
- Moist towelettes

FOR ADULTS:

- Ask your doctor about storing prescription medications such as heart and high blood pressure medication, insulin and other prescription drugs.
- Denture needs
- Contact lenses and supplies
- Extra eye glasses

FOR SENIORS AND/OR PEOPLE WITH DISABILITIES:

- Plan how you will evacuate or signal for help.
- Plan emergency procedures with home health care agencies or workers.
- Create a support network and give one person a key to your house or apartment.
- Wear medical alert tags or bracelets to help identify your disability.
- Tell others where you keep your emergency supplies.
- Teach others how to operate necessary equipment.

- If you are dependent on dialysis or other life sustaining treatment, know the location and availability of services for more than one facility.
- Label equipment like wheelchairs, canes or walkers.
- Keep a list of prescription medications including dosages in your supply kits.
- Keep extra wheelchair batteries and oxygen.
- Keep an extra pair of eyeglasses and hearing-aid batteries.
- Keep extra wheelchair batteries or other special equipment in your supply kit.
- Keep a scooter or wheelchair patch kit available; consider extra inner tubes and other repair supplies.
- Include heavy gloves for wheeling over glass and debris.
- Keep a list of the style and serial numbers of medical devices such as pacemakers.
- Keep a list of doctors and emergency contacts.

OTHER THINGS TO CONSIDER:

- Pads and pencils for communication and/or to keep track of instructions you may receive
- Power converter for a lap top computer
- Animal supplies

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- Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.

IF YOU MUST LEAVE YOUR HOME, REMEMBER THESE EVACUATION TIPS:

- Do not walk through moving water. Six inches of moving water can make you fall.
- If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely. You and the vehicle can be quickly swept away.

AFTER A FLOOD

AFTER A FLOOD, YOU SHOULD:

- Listen for news reports to learn whether the community's water supply is safe to drink.
- Avoid floodwaters. Water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
- Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines and report them to the power company.
- Return home only when authorities indicate it is safe.
- Stay out of buildings surrounded by floodwaters.
- Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.

DRIVING FLOOD FACTS

More deaths occur due to flooding each year than from any other thunderstorm or hurricane related hazard. Many of these deaths are from motorists trying to drive through flooded areas.

IMPORTANT POINTS TO REMEMBER WHEN DRIVING IN FLOOD CONDITIONS:

- NEVER drive through floodwaters or on flooded roads. Stay away from flood-prone areas such as low-water crossings, dips and ditches.
- When you approach a flooded road, **TURN AROUND, DON'T DROWN®** and take a **SAFE ROUTE**. Be on the lookout for the **SAFE ROUTE** street sign. These signs will provide you a SAFE alternative route when a low water crossing has become dangerous to cross.
- Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling. If your vehicle stalls, leave it immediately and seek higher ground.
- A foot of water will float many vehicles. Two feet of rushing water can carry away most vehicles including sport utility vehicles (SUV's) and pick-ups. Once cars are swept away, they often roll to one side or can flip over entirely. The driver has only a few seconds to escape the vehicle.
- Be careful while driving at night as it is harder to detect flood dangers.



Information gathered from WWW.FEMA.GOV/HAZARD/FLOOD
For more information about disasters visit WWW.READYOUTHTEXAS.GOV.

KIT CHECKLIST

RECOMMENDED SUPPLIES – BASIC KIT:

- Water, one gallon of water per person per day, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- First Aid kit
- Whistle to signal for help
- Dust mask or cotton t-shirt, to help filter the air
- Moist towelettes for sanitation
- Wrench or pliers to turn off utilities
- Can opener for canned food
- Plastic sheeting and duct tape to shelter-in-place
- Infant formula and diapers (if needed)
- Garbage bags and plastic ties for personal sanitation

OTHER ITEMS TO CONSIDER ADDING TO YOUR SUPPLY KIT:

- Emergency reference material such as a first aid book or a print out of this information
- Mess kits, cups, plates and plastic utensils
- Matches in a waterproof container
- Cash or traveler's checks, change
- Paper towels
- Fire Extinguisher
- Compass
- Paper, pencil
- Feminine supplies
- Disinfectant
- Rain gear
- Tent
- Signal flare
- Medicine dropper
- Personal hygiene items
- Household bleach

RECOMMENDED SUPPLIES – FIRST AID KIT:

- Two pairs of Latex, or other sterile gloves (if you are allergic to Latex)
- Sterile dressings to stop bleeding
- Cleansing agent/soap and antibiotic towelettes to disinfect
- Antibiotic ointment to prevent infection
- Burn ointment to prevent infection
- Adhesive bandages in a variety of sizes
- Eye wash solution to flush the eyes or as a general decontaminant
- Thermometer
- Prescription medications you take every day such as insulin, heart medicine and asthma inhalers. You should periodically rotate medicines to account for expiration dates
- Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies

OTHER ITEMS TO CONSIDER:

- Cell Phone
- Scissors
- Tweezers
- Tube of petroleum jelly or other lubricant

• Non-prescription drugs:

- Aspirin or non-aspirin pain reliever
- Anti-diarrhea medication
- Antacid (for upset stomach)
- Laxative

PREPARE A KIT



When preparing for an emergency situation, it's best to think first about the basics of survival: fresh water, food, clean air, warmth and first aid essentials. Because you or a family member can be injured during a flood, it's best to include a First Aid Kit in your emergency supply kit. You should have one in your home, car and work.

WATER AND FOOD

WATER

- One gallon of water per person per day, for drinking and sanitation.
- Keep at least a three-day supply of water per person.
- Children, nursing mothers, and sick people may need more water.
- If you live in a warm weather climate more water may be necessary.
- Store water tightly in clean plastic containers such as soft drink bottles.

FOOD

- Store at least a three-day supply of non-perishable food.

- Select foods that require no refrigeration, preparation or cooking and little or no water.
- Pack a manual can opener and eating utensils.
- Choose foods your family will eat:
 - Ready-to-eat canned foods
 - Protein or fruit bars
 - Dry cereal or granola
 - Peanut butter
 - Dried fruit
 - Nuts
 - Crackers
 - Canned juices
 - Non-perishable pasteurized milk
 - High energy foods
 - Vitamins
 - Food for infants
 - Comfort/stress foods

LOW WATER CROSSINGS

If it is raining and there isn't a danger of flash flooding, stay off the roads and wait for the road conditions to improve. If you must drive, find a SAFE alternate route around low water crossings. You should familiarize yourself with low-water crossing locations around your home, work and other sites you visit frequently. Visit WWW.SAFLOODSAFE.COM for a map of low water crossings in San Antonio.

The San Antonio Fire Department will issue a \$600 rescue fee to anyone needing to be rescued from a low-water crossing. (Ord. No. 2007-09-13-0973E) Additionally, It shall be unlawful for any person to wilfully move a barricade erected by a person authorized to erect such barricade, or circumvent or drive a motor vehicle past a barricade so erected. Residents driving around a barricade will be fined up to \$200 by the San Antonio Police Department. (Code 1959, § 38-19; Ord. No. 63132, 6-26-86).



Agua the SAFE System Frog

FLOODPLAIN AND FLOOD INSURANCE

DO YOU LIVE WITHIN A FLOODPLAIN?

Local floodplains have been mapped by the Federal Emergency Management Agency. Visit WWW.BEXARFLOODFACTS.ORG to find out if your home or neighborhood is located in the floodplain. Everyone has some risk of flooding and one of the most important things you can do to protect your home and family before a flood is to purchase a flood insurance policy. Flood insurance protects you from the financial devastation caused by floods. Even a few inches of water can bring thousands of dollars in repair and restoration costs. Most homeowners insurance policies do not cover floods. Visit WWW.FLOODSMART.GOV for detailed information on flood insurance.

Flood insurance, like earthquake insurance, is “single peril” insurance, sold separately from homeowners insurance. Flood insurance protects against losses to buildings and their contents, not the land surrounding them. To be considered a flood, the waters must cover at least two acres or affect at least two properties.

Flood insurance is available both within and outside of floodplains. Your property's flood risk is shown on flood hazard maps. You can obtain flood insurance through your insurance company or agent. Your agent can tell you whether the standard or preferred policy (for medium or low risk) is most appropriate for you.

If you live in a high-risk area, you will need a Standard Policy. Most mortgage lenders will require that you have such a policy before they will approve your loan.

If you live outside of a high-risk area, flood insurance is also available, usually at a lower cost. A Preferred Risk Policy covers both a home and its contents, with premiums as low as \$119 per year. While you aren't federally required to have flood insurance in a low-to-moderate risk area, that does not mean you won't ever need it. Large floods often extend beyond the boundaries of high-risk areas and smaller floods occur outside high-risk areas as well. In fact, a quarter of all flood insurance claims come from low-to-moderate risk areas.

Flood insurance covers both homes and businesses. With residential coverage you can get up to \$250,000 of insurance to protect your home and up to \$100,000 to protect its contents. If you are located in (or moving into) a high-risk area, federally regulated or insured lenders will require you to have flood insurance for the amount remaining on your mortgage, or \$250,000, whichever is lower. With commercial coverage, you can get up to \$500,000 of insurance to protect your building and up to \$500,000 to protect its contents.

Flood insurance is backed by the National Flood Insurance Program (NFIP), administered by the Federal Emergency Management Agency. Everyone has some flood risk and anyone in a participating community is eligible. Don't wait until a flood to purchase your policy; there is a 30 day waiting period on new flood policies. For more information about the NFIP and flood insurance, contact your insurance company or call the NFIP at 1-888-379-9531.

Information gathered from FLOODSMART.GOV, the official site of the National Flood Insurance Program.

