



# **Relief and Recovery Assistance Guide**

**BOULDER COUNTY FLOOD  
September 2013**

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## **PURPOSE**

The purpose of this Relief and Recovery Guide is to connect Colorado residents affected by the Boulder County Flood 2013 with disaster assistance and information. The Guide lists information on many programs and agencies. Updates and verification are continuously being made to this document. Updates are available at <http://www.211colorado.org>

The Guide is arranged in sections based on needs and the types of services provided. Where applicable, there are tables arranged to show resources available within the county and statewide. Phone numbers and specific information regarding service eligibility, hours, etc. may also be outlined.

**Language translation services are available. Individuals with hearing and speech disabilities can call Relay Colorado at 7-1-1 (or 1-800-659-2656) to indirectly access Colorado 2-1-1. You can also visit <http://www.211colorado.org> to review resources and search the database of services in your local community. Colorado 2-1-1 will help identify the best local resources to fit your individual needs after a disaster or for life's everyday situations.**

**Disclaimer:** Colorado 2-1-1 shall have no liability or responsibility of any kind to any user, other person or entity as a result of these guidelines. Colorado 2-1-1 is not authorized to give legal, insurance policy, health or contracting advice. The use of any or all guidance presented is solely at the discretion of the user.

## IMMEDIATE RESOURCES

SERVICE	HOURS & OTHER INFORMATION
<p><b>Animal Evacuations</b></p>	<p>9/13 5:30 p.m.            Boulder County Emergency Management            Animal Control is currently doing animal evacuations in all areas of Boulder County. If you need to house your small animal because of an evacuation, owners can transport their animals to:</p> <p>The Boulder Valley Humane Society            2323 55th St            Boulder, CO            303-442-4030            Boulder Humane is open until 7:00 pm.            HSBV is accepting dogs, cats and other small animals</p> <p>The Longmont Humane Society            9595 Nelson Road            Longmont, CO            303-772-1232 Ext 248</p> <p>If you were evacuated and had to leave your animal at home, please contact our Call Center at 303-413-7730 to place an Animal Evacuation request. Please give them a good description of the animal(s), location of leashes or crates, access into the house, and a current contact phone number.</p> <p>Should you need assistance with large animals such as livestock, you can also contact the Call Center to place an Animal Evacuation request. The requests will be processed as personnel become available.</p> <p>We are also supporting emergency animal shelters at Niwot High School and LifeBridge Church. If you can bring a crate from your home to contain the animal, that would be appreciated. All facilities are in need of new and unopened cat and dog food. Cat food is the specific request. Animal airline or wire crates are also needed and must be new or great condition.</p> <p><b>** Until further notice the Humane Society of Boulder Valley and the Humane Society of Longmont are open for evacuees only. They are gratefully accepting online monetary donations at this time. **</b></p>

<p><b>Evacuation Shelters</b></p>	<p>Current open shelters:</p> <ul style="list-style-type: none"> <li>•<b>BOULDER:</b> YMCA of Boulder Valley, 2850 Mapleton Ave.,Boulder</li>   <li>•<b>LONGMONT:</b> St. Vrain Valley School District Mead High School , 12750 CR 7 Longmont. Longmont Senior Center, 910 Longs Peak, Longmont Life Bridge Christian Church, 10345 Ute Hwy, Longmont</li>   <li>•<b>ERIE:</b> Erie Community Center, 450 Powers St., Erie</li>   <li>•<b>Nederland:</b> Nederland Community Center, 750 Colorado 72 N. , Nederland, CO 80466</li>   <li>•<b>Niwot:</b> Niwot High School, 8989 Niwot, Niwot, CO</li> </ul>
<p><b>Financial Donations</b></p>	<p>For a list of agencies currently responding to the Boulder County Flooding visit:</p> <p><a href="http://HelpColoradoNow.com">HelpColoradoNow.com</a></p>
<p><b>Information Lines</b></p>	<p><u>Boulder:</u> 303-413-7730</p> <p><u>Longmont:</u> 303-651-8595</p> <p><u>Weld County:</u> Evacuation Information: 970-350-9600</p>
<p><b>Mail Pick-up</b></p>	<p><b>BOULDER</b> – A number of Post Offices have been impacted by the widespread flooding and road closures. The Postal Service has relocated postal services for a number of facilities and addresses. This is important information for those waiting on medication, checks, and important documents.</p> <p>For the immediate future, all mail destined for <b>Jamestown</b>, 80455 is now being held at the Nederland Post Office, 350 East St, phone 303-258-3247.</p> <p>Mail for <b>Coal Creek Crescent</b>, 81121, will be held at the Golden Post</p>

	<p>Office, located at 1100 Johnson Road in Golden.</p> <p>All mail destined for <b>Lyons</b>, 80540, and <b>Allenspark</b>, 80510, is now at the Longmont Post Office, 11830 N 75th, phone 303-776-0184.</p> <p>All other deliveries will be made as long roads remain open, passable and safe.</p> <p>Future decisions will be made after consultation with emergency management officials.</p>
<b>Power Outages</b>	<p>Call Xcel Energy to report any power outages.  <a href="tel:800-895-4999">800-895-4999</a></p>
<b>Public Health Advisory</b>	<p>9/15 1:20 p.m.  Lefthand Water District Clarification</p> <p>There has been some confusion about the boil water advisory that was sent out for the Left Hand Water district. The advisory was for those served by the Left Hand Water district only, if you are served by Left Hand Water district you would pay your bill directly to them. City of Boulder, Gunbarrel, City of Longmont, Town of Lafayette, Eldorado Springs, and Town of Erie drinking water continues to be safe to drink. If your drinking water is purchased from the any of those districts, you do not have to boil it.</p> <p>Some residents appear to have received the phone call from the Left Hand Water District to boil water. The phone call was sent to a geographic area, but there were some water customers included that are not served by the Left Hand Water district and some got the call inadvertently. Check your water bill to determine who your water provider is. If you are in an HOA or a multifamily or rental unit and your water bill is paid by the HOA or your landlord, ask them to confirm who provides your water. Visit <a href="http://lefthandwater.org">lefthandwater.org</a> and scroll down to the "District Service Clarification" section for more information.</p> <p>The Town of Lyons still continues to be under a Boil water advisory.</p> <p>9/15 11:15 a.m.  Boulder sewer blockage</p> <p>The Boulder Public Works crews are currently working on removing blockages from the sewer system around Boulder. Just because crews aren't in your neighborhood or in front of your home does not mean that they aren't working in your area.</p> <p>A large blockage was just removed from the Table Mesa Drive area that should help alleviate issues on the south side of town.</p>

However, if residents see or smell solid waste:  
They should evacuate, if possible, as raw sewage represents a health and sanitation risk: and  
Report the backup to the Emergency Call Center at 303-413-7730 and ask that the issue be reported to City of Boulder Public Works crews.

These backups could still be the result of issues on private property, but the city would like to gather the information to determine if it indicates a system failure.

The city understands resident frustration about this issue, and is doing everything in its power to mitigate the problem.

9/15 9:30 a.m.  
Public Health Advisory

Throughout Boulder County we have over 4,000 residents without electricity. Because of that Public Health would like to pass along some food safety tips.

Throw out all food and other supplies that you suspect may have become contaminated or come in to contact with floodwater, including:

Food from refrigerators and freezers, including condiments.  
Dry food in damaged packages.

Discard any perishable food that has been held at temperatures above 41°F for more than 4 hours.

Place food waste and other waste that rots or decays into plastic bags and place them in a designated area for separate collection. When in doubt, throw it out.

Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature.  
The refrigerator will keep food cold for about 4 hours if it is unopened. A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.  
Buy dry or block ice to keep the refrigerator as cold as possible if the power is going to be out for a prolonged period of time. Fifty pounds of dry ice should hold an 18-cubic foot fully-stocked freezer cold for two days.  
If you plan to eat refrigerated or frozen meat, poultry, fish or eggs while it is still at safe temperatures, it's important that each item is thoroughly cooked to the proper temperature to assure that any foodborne bacteria that may be present is destroyed. However, if at any point the food was above 40 °F for 2 hours or more — discard it.

Wash fruits and vegetables with water from a safe source before eating. For infants, try to use prepared, canned baby formula that requires no added water. When using concentrated or powdered formulas, prepare with bottled water if the local water source is potentially contaminated.

Foodborne illness often presents itself as flu-like symptoms such as nausea, vomiting, diarrhea, or fever. If you experience these symptoms, contact your healthcare provider.

9/14 9:30 p.m. Public Health advises prompt cleanup and precautionary measures for floodwater debris

The Colorado Department of Public Health and Environment warns that flooding can create debris and waste that needs to be removed immediately. Prompt cleanup and appropriate management of flood debris helps minimize potential public health and environmental issues that may be exacerbated the longer the debris is left in place.

In addition to the publicly available receptacles, the health department is providing a list of landfills (<http://goo.gl/maps/l3ksY>) that will accept flood debris and waste from the recent flooding. Roll-offs (dumpsters) can be taken to any one of the landfills on the list. Please call the landfill contact before transporting loads to alert the landfill that the material is coming and confirm it will accept the waste.

Because some of the flood waters may be contaminated with bacteria and waste, individuals cleaning out both public and private property are encouraged to use basic precautions, such as wearing protective clothing and gloves to avoid skin contact and eye protection.

Respiratory protection is also advisable, particularly if the cleanup occurs after materials have dried out.

A disposable particulate respirator that has been certified by the National Institute for Occupational Safety and Health (NIOSH) will offer some protection if properly worn.

Commonly available one-strap paper dust masks, which are designed to keep larger particles out of the nose and mouth, typically offer little protection.

Bandanas (wet or dry) tied over the mouth and nose offer little to no protection.

Filter material rated "N95" will capture at least 95 percent of very small particles, while filter material rated "P100" filters out at least 99.97 percent.

The following websites provide additional references and information:

Colorado Counties Inc. - <http://www.ccionline.org/>

Solid Waste Facilities List - <http://www.cdphe.state.co.us/hm/lflist.pdf>



9-14-13 6:30 p.m. Updates from the City of Boulder water and wastewater services

Boulder urges smart water usage; assessments continue on the wastewater collection system; and City of Boulder water customers do NOT need to boil water.

The City of Boulder is urging increased water conservation by city water customers for several reasons as a result of the recent flooding. Water customers are asked to turn off all irrigation systems. Turf, plants and trees do not need supplemental water at this time. Run only full loads in the clothes and dishwashers. Don't let taps run or flush toilets unnecessarily.

The city's Betasso Water Treatment Facility is operational and continues to deliver safe drinking water to city residents. However, due to high levels of turbidity in the Boulder Reservoir, the Boulder Reservoir Water Treatment Facility is not able to treat drinking water at this time and was not brought back online as the city had planned. While the Betasso facility has the ability to deliver water to all city customers, the city does not have redundancy in water treatment with the Boulder Reservoir Water facility offline. The city is urging water customers to use water conservatively until the Boulder Reservoir facility is operational again. This will allow the city to conserve and extend water treatment resources at the Betasso facility.

Additionally, the city's wastewater treatment facility is experiencing unprecedented flows and system anomalies. A reduction in water use will help alleviate the pressure on the wastewater collection system.

Visit [bouldercolorado.gov/newsroom/sept-14-2013-updates-from-the-city-of-boulder-water-and-wastewater-services](http://bouldercolorado.gov/newsroom/sept-14-2013-updates-from-the-city-of-boulder-water-and-wastewater-services) for more information.

9/14 11 a.m.

Boulder Office of Emergency Management Post

There has been some confusion about the boil water advisory that was sent out for the Left Hand Water district. The advisory was for those served by the Left Hand Water district only, if you are served by Left Hand Water district you would pay your bill directly to them. City of Boulder, Gunbarrel, City of Longmont, Town of Lafayette, Eldorado Springs, and Town of Erie drinking water continues to be safe to drink. If your drinking water is purchased from the any of those districts, you do not have to boil it.

Some residents appear to have received the phone call from the Left Hand Water District to boil water. The phone call was sent to a geographic area, but there were some water customers included that are not served by the Left Hand Water district and some got the call inadvertently. Check your water bill to determine who your water provider is. If you are in an HOA or a

multifamily or rental unit and your water bill is paid by the HOA or your landlord, ask them to confirm who provides your water. Visit [lefthandwater.org](http://lefthandwater.org) and scroll down to the "District Service Clarification" section for more information.

The Town of Lyons still will continue to be under a Boil water advisory.

9/14 8:50 a.m.

Boulder Office of Emergency Management Post

City of Boulder drinking water continues to be safe to drink. If your drinking water is purchased from the City of Boulder, you do not have to boil it. Some residents appear to have received the phone call from the Left Hand Water District to boil water. The phone call was sent to a geographic area, but there are also City of Boulder water customers in that area and some got the call inadvertently. However, if you get your drinking water from the City of

Boulder, you do NOT need to boil water. Check your water bill to determine who your water provider is. If you are in an HOA or a multifamily or rental unit and your water bill is paid by the HOA or your landlord, ask them to confirm who provides your water.

Visit [lefthandwater.org](http://lefthandwater.org) and scroll down to the "District Service Clarification" section for more information.

9/13 4:10 pm City of Boulder water and wastewater treatment facilities continue operations.

9/13 3:45 p.m.

Boulder Office of Emergency Management Post

The Left Hand Water District has decided to issue a boil water advisory. Residents whose homes are being served by the Left Hand Water District should use boiled or bottled water for drinking, cooking, making ice, washing dishes, and brushing teeth until testing shows the water is safe. Heat water until it bubbles vigorously (boils) for at least one minute. Let it cool before using. Bottled water is also an option. Because of special concerns for infants, use only bottled water to mix formula or use canned baby formula that does not require additional water be added.

If you become ill after drinking contaminated water, seek medical attention as soon as possible. Symptoms of illness from drinking unsafe water include upset stomach, vomiting, diarrhea, fever, cramps, and headaches.

9/12 2:33 p.m.

Boulder Office of Emergency Management Post

	<p>Residents with wells under standing water should assume the water is contaminated and follow boil water instructions.</p> <p>9-12 12:00pm Public Health Advisory</p> <p>Residents should stay out of all flood waters. Consider all standing or flowing water as contaminated. Heavy rainfall increases the flow of sediment into our local streams and creeks, increasing the cloudiness of water. The cloudiness and discoloration is an indicator of poor water quality and can mean an increased level of pathogens, such as E. coli and Giardia. Always avoid drinking untreated and unfiltered water from streams, creeks, lakes, etc. Cloudy, fast-moving water may also have hidden debris that poses a safety risk, so avoid all activity near creeks.</p>
<p><b>Road Closures</b></p>	<p>9/15 2:30 p.m. Only route to or from Nederland is through Blackhawk/Central City</p> <p>The only route to and from Nederland to the foothills (Denver/Boulder) is Highway 119 through Blackhawk/Central City.</p> <p>9/15 4:30 a.m. Updated Road Closure Information All Boulder County residents are asked to take precautions when driving on area roads. Driving conditions are dangerous and roads are impassable in many areas.</p> <p>You can also check the interactive map at: <a href="http://maps.bouldercounty.org/iemcop/">http://maps.bouldercounty.org/iemcop/</a></p> <ul style="list-style-type: none"> <li>• Hwy 7 at Mile Marker 24</li> <li>• Co Rd. 7 from Middle Fork to Plateau</li> <li>• 7th St and Pleasant</li> <li>• 36 Hwy at Neva – Neva to Lyons</li> <li>• 36 Hwy from Lyons into Larimer County</li> <li>• 39th from Ogallala to Plateau</li> <li>• 39th from Neva to Nebo</li> <li>• 41st and Oxford</li> <li>• 47th Street between Independence and Woodbourne Hollow</li> <li>• 47th Street between Independence and St. Johns Street</li> <li>• 55th Street at Cypress Drive</li> <li>• 57th at Indigo to Jay</li> <li>• 63rd from Bluebird to Modina</li> <li>• 63rd from Jay to Valmont</li> </ul>

- 63rd/61st from Jay Rd. to Valmont
- Hwy 66 at N. 75th to Lyons
- 71st NB & SB from Lookout to Winchester Circle
- Hwy 72 from Skyline to Blue Mountain
- 75th North of Nelson at Coyote Trail
- N. 75th from St. Vrain/Arapahoe to Hygiene/Baseline
- 83rd at Yellowstone
- 83rd N. Countyline Rd to Yellowstone Rd
- N. 95 from Valmont to Lookout
- N. 109th from Lookout to Jasper
- 115th from Kenosha to Jasper
- 119 Westbound at Arapahoe
- S. 120th from Commerce to West S. Boulder
- S. 120th at Dillon
- SH-157 from Hwy 36 to Pearl
- Hwy 287 from Ken Pratt to Boston Ave.
- 444 James and Canyon
- Airport from St. Vrain to 9th Ave.
- Arapahoe from 19th to 20th
- Baseline Eastbound at 55th
- Baseline Westbound – from 500 block west
- Baseline – Emergency Vehicles Only Grant Road to the canyon
- Boulder Canyon Drive from Canyon Blvd. to Nederland
- Bow Mountain from Wagon Wheel to Pinebrook
- Coal Creek at Canyon Drive and Hwy 93
- College NB from 7th
- E. Countyline Road from Niwot to Hwy 52
- Crane Hollow from Hygiene to St. Vrain Rd
- Cypress Drive at 55th (bridge is out)
- Empire Drive at SH42
- Even G Fine Foot Bridge Westbound – Closed at bridge
- Foothills from Eldorado Springs Drive to Greenbriar
- Foothills and Crestview – Bridge Damaged/Out
- Foothills from Lefthand Canyon to Neva
- Fourmile Canyon from Boulder Canyon north to Poorman
- Geer Canyon Road from Lefthand Canyon to Heil Ranch
- Golf Club and Pebble Beach
- Glacier View N. 71st to end of road
- Horizon Ave. from Majestic to Panarama
- Hygiene from 75th to Crane Hollow
- Hygiene from 75th to Foothills Hwy
- Lee Hill – Westbound at Broadway to the end
- Lefthand Canyon at Geer Canyon Dr
- Lefthand Canyon from Foothills Hwy to Peak to Peak

- Lefthand Canyon Rd at Lee Hill
- Linden Westbound at Wonderland
- Logan Mill at Fourmile to the end
- Lookout Rd. from 109th to 115th
- S. Main and County Line Rd Erie
- Millionaire Drive at Sugarloaf
- Neva at Hwy 36
- Sawmill from Lefthand to Gold Hill
- Spring Valley – North of bike path
- Spring Valley at Linden
- Sunset St. from Boston to Donavan
- Table Mesa at East Bound Lehigh to Ithaca
- Ute Hwy from 75th to McCall
- Violet – Broadway to 19th
- Wagon Wheel Gap at Lee Hill to the end of the road

9/14 8:50 a.m.

Boulder County Emergency Management

There are still no east to west routes open from U.S. 36 (Foothills Highway) to State Highway 72 (Peak to Peak). Sunshine Canyon Drive is barely passable for emergency vehicles and is NOT open to the public. It is currently the only way in and out of the Boulder foothills for emergency response vehicles equipped to traverse over extremely damaged roads.

For safety reasons as well as just sheer impassibility for personal vehicles, Sunshine Canyon Drive is ONLY open to emergency vehicle access until further notice. Please get out the word to your friends and neighbors.

9/13 9:52 p.m.

Boulder County Emergency Management

All Boulder County residents are asked to take precautions when driving on area roads. Driving conditions are dangerous and roads are impassable in many areas.

Please don't drive unless absolutely necessary and avoid driving through floodwaters.

The list and map of Boulder County road closures are not all-inclusive and the accuracy of the information cannot be guaranteed. Due to rapidly changing weather conditions and unpredictable floodwaters, all road closures are subject to change at any time.

- Hwy 7 at MM 24
- Co Rd. 7 from Middle Fork to Plateau
- 36 Hwy at Neva
- 36 Hwy into Larimer
- 39th from Ogallala to Plateau
- 39th from Neva to Nebo
- 41st and Oxford
- 55th Street at Cypress Drive
- 57th at Indigo to Jay
- 63rd from Bluebird to Modina
- 63rd from Jay to Valmont
- Hwy 66 at N. 75th
- 71st at Lookout
- Hwy 72 from Skyline to Blue Mountain
- 75th Street from Jay Road to Valmont Road
- 75th North of Nelson at Coyote Trail
- N. 75th from St. Vrain/Arapahoe to Hygiene/Baseline
- 83rd at Yellowstone
- N. 95 from Valmont to Lookout
- N. 109th from Lookout to Jasper
- 115th from Kenosha to Jasper
- 119 Westbound at Arapahoe
- 120th from Commerce to West S. Boulder
- 120th at Dillon
- SH-157 from 36 to Pearl
- 287 from Ken Pratt to Boston Ave.
- 444 James and Canyon
- Airport from St. Vrain to 9th Ave.
- Baseline Eastbound at 55th
- Baseline Westbound – from 500 block
- Baseline – Emergency Vehicles Only Grant Road to the canyon
- Boulder Canyon Drive from Canyon Blvd. to Nederland
- Bow Mountain from Wagon Wheel to Pinebrook
- Coal Creek at Canyon Drive and Hwy 93
- E. Countyline Road from Niwot to Hwy 52
- Cypress Drive at 55th
- Empire Drive at SH42
- Even G Fine Foot Bridge Westbound
- Foothills from Eldorado Springs Drive to Greenbriar
- Foothills and Crestview – Bridge Damaged/Out
- Fourmile Canyon from Boulder Canyon to Poorman
- Geer Canyon Road from Lefthand Canyon to Heil Ranch
- Golf Club and Pebble Beach
- Glacier View N. 71st to end of road
- Horizon from Majestic to Panarama
- Hover from Rogers to 3rd Ave.
- Hygiene from 75th to Crane Hollow
- Lee Hill – Westbound at Broadway

	<ul style="list-style-type: none"> <li>• Lefthand at Geer Canyon</li> <li>• Lefthand from Foothills to Peak to Peak</li> <li>• Lefthand at Lee Hill</li> <li>• Linden Westbound at Wonderland</li> <li>• Logan Mill at Fourmile</li> <li>• Lookout from 109th to 115th</li> <li>• S. Main and Cnty Line Rd Erie</li> <li>• Millionaire Drive at Sugarloaf</li> <li>• Neva at Hwy 36</li> <li>• Spring Valley – North of bike path</li> <li>• Sunset from Boston to Donavan</li> <li>• Table Mesa at East Bound Lehigh to Ithaca</li> <li>• Ute Hwy from 75th to McCall</li> <li>• Upland – Broadway to 19th</li> <li>• Violet – Broadway to 19th</li> <li>• Wagon Wheel Gap at Lee Hill</li> </ul>
<b>Safe and Well Registry</b>	<p>People impacted by the flooding can register on the Safe and Well website to let people know they are OK. Similarly, people can look up loved ones on the Safe and Well website to determine if someone is OK.</p> <p><a href="http://www.safeandwell.org">www.safeandwell.org</a></p> <p>Lyons: Family and friends may call 303-776-2927 for information about how to reunite with people evacuated from Lyons.</p>
<b>Sandbags</b>	<p>Sand bag materials information is not available at this time.</p>
<b>School and Building Closures</b>	<p>9/15 1 p.m. All City of Boulder recreation centers, senior centers and libraries are now closed.</p> <p>All City of Boulder recreation and senior centers and city libraries have closed as of 1 p.m. on Sunday, Sept. 15. Decisions about Monday's city closures will be made later today and posted to all available channels.</p> <p>9/15 10 a.m. Boulder Medical Center Closed - The 2750 Broadway Location only is remains closed today.</p> <p>St Vrain Valley Schools are closed through September 18.</p>

	<p>9/13 6 p.m.</p> <p>All BVSD extracurricular events including activities, practices and athletic competitions have been cancelled for the weekend, including those that had been previously rescheduled to this weekend from Thursday (9/12) and tonight (9/13).</p> <p>9/13 12:30 p.m.</p> <p>All BVSD schools will remain closed to outside use on Saturday and Sunday, Sept. 14 and 15. There is damage to buildings that needs to be taken care of before Monday, Sept. 16</p> <p>9/12 3:15 p.m.</p> <p>All BVSD schools and administrative offices are closed on Friday, September 13, 2013.</p>
<p><b>Volunteers</b></p>	<p>9/15 11:30 a.m.</p> <p>Volunteers and Donations - Please wait until storm/flood threat has fully cleared. Please do not go to evacuation centers. We understand that many people want to help in times of great need. The biggest help we can get is for people to remain calm and stay home so our first responders can get into the community and help get things understood and under control. After the situation has calmed, volunteer organizations will begin to coordinate the cleanup effort and donation centers will be established. Thank you for your patience and understanding.</p> <p>Those interested in volunteering are encouraged to register at <a href="http://helpcoloradonow.com">helpcoloradonow.com</a> to create a profile for disaster agencies to use for information when volunteers are needed.</p> <p>As the needs arise, responding agencies can pull information from the website and get in contact with individuals directly.</p> <p>For the residents who have already sent an email to the County's <a href="mailto:bffvolunteer@elpaosco.com">bffvolunteer@elpaosco.com</a> to register as a volunteer, their information will be given to HELPCOLORADONOW.COM.</p> <p>Visit: <a href="http://www.HelpColoradoNow">www.HelpColoradoNow</a> to register to help.</p>



## HEALTH CONCERNS

### Mental Health during a Disaster

Crisis counselors may provide outreach and education services about coping with the emotional difficulties in the aftermath of emergencies.

Symptoms include anger, fatigue, loss of appetite, sleeplessness, nightmares, depression, inability to concentrate, hyperactivity and/or increased alcohol or drug use.

Stress may manifest in a different way for everyone and may appear weeks or months after a traumatic event. If you or someone you know is experiencing distress or feeling overwhelmed by painful emotions related to recent events, call Boulder County Mental Health, (303) 684-0555, :[www.mhpcolorado.org](http://www.mhpcolorado.org) , or the Colorado toll-free Mental Health helpline: 1-800-201-5264 where experienced crisis counselors can be reached. A TDD line is available at (303) 432-5049. Translation services are available.

### STAY OUT OF FLOOD WATERS

#### Drowning

Flood water poses drowning risks for everyone, regardless of their ability to swim. Swiftly moving shallow water can be deadly, and even shallow standing water can be dangerous for small children.

Vehicles do not provide adequate protection from flood waters. They can be swept away or may stall in moving water. Do not drive into water at any time; you do not know how deep it is and/or if the road below has been washed out. The Centers for Disease Control report that over half of all flood-related drowning's occur when a vehicle is driven into hazardous flood water.

#### Trench (Immersion) Foot

Trench foot, also known as immersion foot, occurs when the feet are wet for long periods of time. It can be quite painful, but it can be prevented and treated

- Symptoms:
- tingling and/or itching sensation
  - pain
  - cold and blotchy skin
  - swelling
  - prickly or heavy feet
  - numbness
  - food may be red, dry and painful after it becomes warm
  - blisters may form, followed by skin and tissue dying and falling of
  - untreated trench foot can involve toes, heel, or entire foot.

### **How is trench foot prevented and treated?**

When possible, air-dry and elevate your feet, and exchange wet shoes and socks for dry ones to help prevent the development of trench foot. Take the following steps:

Thoroughly clean and dry feet

- put on clean, dry socks daily
- treat the affected part by applying warm packs/soak in warm water for 5 minutes
- when sleeping or resting, do not wear socks

Obtain medical assistance as soon as possible. If you have a foot wound, your foot may be more prone to infection. Check your feet at least once a day for infections or worsening of symptoms.

### **Hypothermia**

Hypothermia occurs when the body loses more heat than it can produce, resulting in a dangerously low body temperature. Hypothermia most often occurs because of exposure to cold weather or immersion in a cold body of water.

Symptoms:      -constant shivering                              -lack of coordination  
                         -Slurred speech    -confusion  
                         -Apathy    -fatigue  
Symptoms in infants: bright red, cold skin and very low energy.

### **A temperature of 95°F or less is a life threatening emergency, dial 9-1-1.**

The person suffering from these symptoms should be moved to a warm, dry area; wet clothing should be removed and warm and dry clothing and blankets should be used to re-warm the individual.

### **Diarrheal Diseases**

Eating or drinking anything contaminated by flood water can cause diarrheal disease. To protect yourself and your family review the Food Safety and Water Treatment section of this guide. Also, practice good hygiene (hand washing) after contact with flood waters, do not allow children to play in flood areas and with toys that have not yet been disinfected, always wash hands before meals.

### **Wound Care and Tetanus Vaccinations**

The risk for injury after a disaster is high, especially during the clean-up of debris. Proper care of wounds is important to avoid infection and other complications. Tetanus, a disease caused by bacteria that affects the body's nerves and muscles, is also a concern for persons with both open and closed wounds. Please review the following information regarding wound care and tetanus vaccinations. Do not hesitate to **dial 9-1-1 in a life threatening emergency.**

### **Care for Minor Wounds**

- Wash your hands thoroughly with soap and clean water.
- Avoid touching the wound with your fingers while treating it.
- Remove obstructive jewelry and clothing from the injured area.
- Apply direct pressure to any bleeding wound to control bleeding.

- Clean the wound after bleeding has stopped:
- Examine wounds for dirt and foreign objects.
- Gently flood the wound with clean water, and then gently clean around the wound with soap and water.
- Pat the wound dry and apply an adhesive bandage or dry clean cloth.
- Provide pain relievers, if possible.

**Other Considerations:**

- Wounds in contact with soil and sand can become infected.
- Puncture wounds can carry bits of clothing and dirt into wounds and result in infection.
- Crush injuries are more likely to become infected than wounds from cuts.

**Wound Care: Seek medical attention as soon as possible if:**

- There is a foreign object embedded in the wound.
- The wound is at special risk of infection (such as a dog bite or a puncture by a dirty object).
- A previous wound shows signs of becoming infected (e.g. increased pain, heat, swelling, redness, draining, or fever).

**Tetanus Vaccinations**

**Tetanus vaccinations are recommended for all residents returning to the disaster area who have not had a documented dose within the past ten years.** If you receive a puncture wound or a wound contaminated with feces, soil, or saliva, a health care professional should determine if a tetanus booster is necessary, based on individual records. Patients without a clear history of receiving at least three tetanus vaccinations and who have a wound should get the tetanus immune globulin (TIG) as well as the tetanus vaccination. Please speak with your personal physician or contact Boulder County Health Department at 303-441-1100

**INSURANCE**

**Many homeowners mistakenly believe their homeowner’s insurance policy covers flood damage. It doesn’t.** Flood insurance is available to homeowners, renters, and businesses whose communities participate in the federal government's National Flood Insurance Program (NFIP). Flood insurance can be purchased through any licensed property/casualty insurance professional who is writing flood insurance under arrangements with the Federal Insurance Administration.

**Can I buy flood insurance immediately before or during a flood?**

You can purchase Flood insurance at any time. However, there is a 30-day waiting period after you've applied and paid the premium before the policy is effective, with the following exceptions:

1. If the initial purchase of flood insurance is in connection with the making, increasing, extending or renewing of a loan, there is no waiting period. The coverage becomes effective at the time of the loan, provided application and payment of premium is made at or prior to loan closing.
2. If the initial purchase of flood insurance is made during the 13-month period following the effective date of a revised flood map for a community, there is a one-day waiting period. This only applies where the Flood Insurance Rate Map (FIRM) is revised to show the building to be in a SFHA when it had not been in a SFHA.

The policy does not cover a "loss in progress," defined by the NFIP as a loss occurring as a 12:01 a.m. on the first day of the policy term. In addition, you cannot increase the amount of insurance coverage you have during a loss in progress.

**If you have flood insurance, it is important to begin the flood insurance claims process as soon as possible. The sooner your claim is filed, the sooner you will receive your check to begin rebuilding.**

- Call your agent or insurance company. Have the following information with you when you place your call: (1) the name of your insurance company; (2) your policy number; and (3) a telephone number/e-mail address where you can be reached.
- When you file your claim, ask for an approximate time frame during which an adjuster can be expected to visit your home so you can plan accordingly.

**Flood insurance building and contents coverage does NOT cover the following:**

- Damage caused by moisture, mildew or mold that could have been avoided by the property owner
- Currency, precious metals and valuable papers such as stock certificates
- Property and belongings outside of a building such as trees, plants, wells, septic systems, walks, decks, patios, fences, seawalls, hot tubs and swimming pools
- Living expenses such as temporary housing
- Basement improvements like finished walls, floors or ceilings, or personal belongings that may be kept in a basement, such as furniture and other contents (most policies cover structural elements, essential equipment and other basic items normally located in a basement)
- There are also some exceptions for coverage in areas below the lowest elevated floor of your home
- Enclosed areas under the first floor used for storage; the contents will not be covered by flood insurance

**Once You Have Reported Your Loss:**

- An adjuster will work with you to calculate damage value and prepare a repair estimate.
- Please keep your agent advised if your contact information changes. If you are still in a shelter or cannot be easily reached, please provide the name of a designated relative or point-of-contact person who can reach you.

### **Before the Adjuster Arrives:**

- Local officials may require the disposal of damaged items. If you dispose of items, please keep a swatch or other sample of the damaged items for the adjuster.
- Separate damaged items from undamaged items. If necessary, place items outside the home.
- Take photographs. Take photos of any water in the house and damaged personal property as evidence for the adjuster to use to prepare your repair estimate.
- Make a list of damaged or lost items and include their age and value where possible. If possible, have receipts for those items available for the adjuster.
- If you have damage estimates prepared by a contractor(s), provide them to the adjuster since they will be considered in the preparation of your repair estimate.
- Call your insurance company if an adjuster hasn't been assigned to you within several days.

Adapted from the Rocky Mountain Insurance Information Association

### **Renter's Insurance and Rights**

Renters/tenants are not responsible for the building in which they live; the landlord's insurance policy should cover damages to the building. Tenants ARE responsible for their own belongings and liability. If you rent and your personal property was damaged or lost because of the flood and you have a renter's policy through the National Flood Insurance Program, contact them as soon as possible. If you do not have flood insurance, your basic renter's insurance policy may not cover your losses. Please contact your insurance agency.

Further information on Renter's Insurance can be found here

[http://www.rmiia.org/Homeowners/Walking\\_Through\\_Your\\_Policy/Renters\\_QA.asp](http://www.rmiia.org/Homeowners/Walking_Through_Your_Policy/Renters_QA.asp)

If a natural disaster damages or destroys a housing unit to the point of unsafe or uninhabitable living conditions (there are specific guidelines) this may violate the Warranty of Habitability Act. In this case, the landlord or the tenant may rescind the lease as long as the proper notice is given. Landlord-tenant laws vary from state to state and even county to county, please seek legal counsel for specifics (reasonable notice, health/safety repairs vs. uninhabitable living, security deposit, etc.). Information on rent abatement and/or security deposits should be disclosed in the lease.

### **Auto Insurance**

If your vehicle has been damaged by the flood, contact your insurance agent. Do not attempt to dispose of your vehicle at the landfill; it will not be accepted

What to Check if Your Car is Flooded:

- Check your oil indicator. A reading of an oil level that's too high may tell you there's water in the engine. Do not start or run your car-if could cause severe damage.
- Measure the depth of water that submerged your care. It is possible water did not enter any parts that are susceptible to damage.

- Determine how long your car was submerged. The shorter the time, the more salvageable parts may be.
- Fresh water causes less damage to your car than salt water.
- Warmer temperatures may speed up corrosion, check local weather reports.

Adapted from the Rocky Mountain Insurance Information Association  
 Further information on Auto Claims can be found through the Rocky Mountain Information Insurance Association:  
[http://www.rmiia.org/auto/steering\\_through\\_your\\_auto\\_policy/Filing\\_an\\_Auto\\_Claim.asp](http://www.rmiia.org/auto/steering_through_your_auto_policy/Filing_an_Auto_Claim.asp)

\*Disasters often attract scam artists and those affected by the flood should be vigilant in protecting their personal assets. The best way to verify authorized insurance agent is to contact the Colorado Division of Insurance. Go to <http://www.dora.state.co.us/insurance/consumer/ConsumerMainPage.htm> and click on “Find a Licensed Company or Producer” (agent). Consumers can also call the Division of Insurance at 303-894-7490. Consumers should know that inspectors that come to your residence will never solicit for personal information such as social security and bank account numbers. Also, under no circumstances are insurance agents (and FEMA or SBA representatives) allowed to accept money- if you are solicited for an application fee or a fee to be put on a list to have your home repaired be cautious of this potential scam. \*

## **LONGER TERM ASSISTANCE AND INFORMATION**

### **Boulder County Department of Human Services**

The Department of Human Services may provide services to assist individuals and families in achieving self-sufficiency and social well-being including financial assistance for shelter, food, and medical care.

<http://www.bouldercounty.org/dept/housinghumanservices/pages/hhsdivisions.aspx>

### **Employment Assistance**

If you lost your job as a direct result of the fire, you may qualify for unemployment benefits. Please visit the Colorado Department of Labor and Employment for information regarding these benefits: <http://www.colorado.gov/cs/Satellite/CDLE-UnempBenefits/CDLE/1248095315478>

**Colorado Workforce Centers** provide a variety of free services to assist job seekers. These include job listings, computer & internet access, career counseling and training for job seekers. Please contact the Boulder County Workforce Center at 303-301-2900.

### **Housing**

The Department of Housing and Urban Development may provide funds to help repair homes. If granted, the **203K Rehabilitation Home Mortgage Insurance** may be used to rehabilitate or improve an existing home. Please visit the following website for further information:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/hudclips/handbooks/hsg/4240.4](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/hsg/4240.4)

### **Change of Address**

A change of address form is available online at <http://www.usps.com/> or at any U.S. Postal Service location. If you change residence make sure that your address is current and all of the insurance agents that you have been working with are aware of your new address.

### **FINANCIAL SERVICES AND CONSUMER ADVICE**

Among many other stressors, disasters take a financial toll. Please review this link leading to the **Disaster Recover: A Guide to Financial Issues** to help you regain a sense of financial balance following a disaster, including suggestions on steps to take immediately, what to do in the initial weeks and months, and then how to begin planning again for the future.

<http://www.redcross.org/preparedness/FinRecovery/>

### **Social Security Payments**

Anyone receiving Social Security payments that have been interrupted can go to any Social Security office to get an emergency payment. For information about changing mailing addresses, obtaining a new card, direct deposit, or locating the nearest Social Security office, call 1-800-772-1213 (TTY 1-800-325-0778) from 7 a.m. – 7 p.m. / Monday through Friday or go online at <http://www.socialsecurity.gov>.

### **Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)**

Those who already receive SSI and SSDI should contact the Social Security Administration directly at 1-800-772-1213 to learn how checks may be reissued, cards replaced or to report a change in address.

If you believe you have been a victim of fraud, or if you want to find out how to avoid fraud when making purchases and paying for services, contact the Colorado Consumer Protection

Division by telephone at 800-222-4444 or visit the website

[http://www.coloradoattorneygeneral.gov/departments/consumer\\_protection](http://www.coloradoattorneygeneral.gov/departments/consumer_protection)

**Other Resources Include:**

<p><u>Better Business Bureau</u> 1-800-564-0371 <a href="http://wynco.bbb.org/">http://wynco.bbb.org/</a></p>	<p><u>Consumer Credit Counseling Service</u> call 2-1-1 for the nearest location</p>
<p><u>Insurance Information</u> National Flood Insurance Program (Customer Service) 1-800-427-4661 (Existing Policies) 1-800-638-6620</p>	<p><u>Insurance Complaints and Assistance</u> Colorado Division of Banking and Insurance Consumer Information 1-303-894-7490 Toll Free Outside of Denver 1-800-930-3745 Complaints 1-303-894-7499</p>
<p><u>Veterans Benefits</u> U.S. Department of Veteran Affairs 1-800-827-1000 TTY 1-800-829-4833 Or online at <a href="http://www.va.gov">www.va.gov</a></p>	<p><u>National Insurance Crime Bureau</u> 1-800-835-6422 <a href="https://www.nicb.org/">https://www.nicb.org/</a></p>

**LEGAL SERVICES**

Below are local resources available to those who need legal counsel and services due to the disaster. If needed, please seek legal resources regarding housing, family, consumer, public entitlements, education, employment, and health care access.

<p>Colorado Legal Services</p>	<p><a href="http://coloradolegalservices.org/co/homepage.html">http://coloradolegalservices.org/co/homepage.html</a> 303-837-1321</p>	<p>Civil legal services for low-income individuals and families.</p>
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**DOCUMENT REPLACEMENT**

**Colorado Official Birth, Death, Marriage, and Divorce Records**

The Colorado Department of Public Health Environment, Certificates and Vital Records can help replace birth, death, marriage and divorce records. For more information call 303-692-2200 or visit <http://www.cdphe.state.co/us/certs/index.html>.

**Colorado Driver’s License of Identification Cards**

The Colorado Department of Revenue, Division of Motor Vehicles can help replace identification documents. Please visit <http://www.colorado.gov/revenue/dmv> to download required forms or find your local Department of Revenue.



### **Replacement Social Security Cards**

If your Social Security card was destroyed in the flood, it is important to replace the card because you will need to show the card to get a job, collect Social Security benefits and receive some other government services. Please visit <http://www.ssa.gov/ssnumber/> to apply for a new card.

### **Preserving Wet Documents**

To preserve family treasures, review this informational link at the National Archives [www.archives.gov/preservation/disaster-response/guidelines.html](http://www.archives.gov/preservation/disaster-response/guidelines.html)

## **RETURNING HOME**

Do not return to your home until it is declared safe to do so by local authorities. Injury is very common after a disaster when returning home because of debris, sharp objects, and unstable structures. Protect yourself by wearing eye protection, a mask, sturdy boots, long sleeves, long pants and gloves when returning home and cleaning up.

**Masks:** the Center for Disease Control recommends that a well-fitted, NIOSH-certified air-purifying respirator (such as an N-95 or more protective respirator) be used to reduce the potential health impacts of dust. If this type of respirator cannot be obtained, then at a minimum it is recommended that a face mask, sprayed with a fine mist of water be used to reduce exposure.

Be aware that your house may be contaminated with mold or sewage, which can cause health risks for your family. If the house has been closed up for several days, enter briefly to open doors and windows to let the house air out for a while (at least 30 minutes) before you stay for any length of time.

### **Pets**

If animals are lost during the disaster please contact local veterinarians, humane societies, pet shelters, and other facilities that might house animals. Be prepared to identify and document ownership when claiming lost livestock. The United States Department of Agriculture Missing Pet Network website at [www.missingpet.net](http://www.missingpet.net) may be of assistance.

Handle pets carefully and calmly as animals can become upset and react in unusual ways after a disaster. When you are allowed to return home, animals may become disoriented because of altered familiar scents and landmarks caused by the fire. If possible, leave your pet with a friend or family member, veterinarian, or a boarding facility while you clean and restore your home. Animals are naturally inquisitive and there are many dangers present in a post disaster area

(sharp objects, downed electric lines, wild animals, disorientation leading to pet becoming lost, etc.).

### **When Returning Home**

- Use caution and good judgment when re-entering the disaster area and your home. Never assume that the area is safe.
- Avoid damaged power poles or lines and down wires. Immediately report electrical damage.
- Inspect home for structural damage including roof, foundation and chimney cracks. If the building looks like it may collapse, leave immediately.
- If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can and call the gas company from a neighbor's home. If you turn off the gas for any reason, a professional must turn it back on.
- Do not approach wild animals that take refuge in your home. Wild animals often seek refuge from floodwaters on upper levels of homes and have been known to remain after water recedes. Call your local animal control office (970-226-3647) to handle the situation.

### **Water and Water Systems after a Flood**

Your well or septic system could be adversely affected by the flood, power outages, equipment failure from flood damage, or contamination of water supplies. Be prepared, and have plenty of bottled water available for drinking and cooking when you return home.

#### **Wells**

Drilled, driven or bored wells are best disinfected by a well or pump contractor, because it is difficult for the private owner to thoroughly disinfect these wells. If you suspect that your well may be contaminated, contact your local or state health department or agriculture extension agent for specific advice on disinfecting your well.

#### **Septic Systems**

- Do not drink well water until it is tested. Contact your local health department.
- Do not use the sewage system until water in the soil absorption field is lower than the water level around the house.
- Have your septic tank professionally inspected and serviced if you suspect damage. Signs of damage include settling or an inability to accept water. Most septic tanks are not damaged by flooding since they are below ground and completely covered. However, septic tanks and pump chambers can fill with silt and debris, and must be professionally cleaned. If the soil absorption field is clogged with silt, a new system may have to be installed.
- Only trained specialists should clean or repair septic tanks because tanks may contain dangerous gases. Contact your health department for a list of septic system contractors who work in your area.

- If sewage has backed up into the basement, clean the area and disinfect the floor. Use a chlorine solution of a half cup of chlorine bleach to each gallon of water to disinfect the area thoroughly.
- Pump the septic system as soon as possible after the flood. Be sure to pump both the tank and lift station. This will remove silt and debris that may have washed into the system. Do not pump the tank during flooded or saturated drainfield conditions. At best, pumping the tank is only a temporary solution. Under worst conditions, pumping it out could cause the tank to try to float out of the ground and may damage the inlet and outlet pipes.
- Do not compact the soil over the soil absorption field by driving or operating equipment in the area. Saturated soil is especially susceptible to compaction, which can reduce the soil absorption field's ability to treat wastewater and lead to system failure.
- Examine all electrical connections for damage before restoring electricity.
- Be sure the septic tank's manhole cover is secure and that inspection ports have not been blocked or damaged.
- Check the vegetation over your septic tank and soil absorption field. Repair erosion damage and sod or reseed areas as necessary to provide turf grass cover.

### **Drinking Water Treatment in Emergencies**

Water supplies that are normally safe to drink and utilize for cooking and hygiene purposes may be adversely affected because of this disaster. If there is a water supply system disruption or loss of pressure because of line breaks, repairs, or power outages your water may need to be treated. If a safe supply of water is not available, it should be treated before being used for drinking, cooking, or brushing teeth.

Local or State Departments of Health will notify you that water should be boiled or treated before drinking; listen to your local radio and TV stations for a **“boil water advisory”**.

The following treatments only work in situations where the water is unsafe because of the presence of bacteria. If the water is unsafe because of chemicals, oils, poisonous substances, sewage, etc., do not use the water for drinking. If the water is cloudy, it should be filtered before treating. Filters designed for use when camping, coffee filters, towels (paper or cotton), cheesecloth, or a cotton plug in a funnel are effective ways to filter cloudy water.

### **Boiling (Boiling is the preferred method if available)**

- Boiling is the best way to purify water that is unsafe because of the presence of protozoan parasites or bacteria. Boiling should not be used when toxic metals, chemicals (pesticides, solvents, etc.), or nitrates have contaminated the water.
- Place the water in a clean metal or glass container and bring to a full boil. Continue boiling for at least one full minute.

## Liquid Chlorine Bleach

- If boiling is not possible, water can be made safe for drinking by treating with liquid household chlorine bleach, such as Clorox, Purex, etc. Household bleach is typically between 5% and 6% chlorine. Do not use bleaches that contain perfumes, dyes, or other additives. Be sure to read the label.
- Place the water (filtered if necessary) in a clean container. Add the amount of bleach according to the table. Mix thoroughly and allow it to stand for at least 30 minutes before using (60 minutes if the water is cloudy or very cold).
- Purifying tablets or chemicals designed for use when camping or backpacking can also be an effective way to treat water. Always follow the directions on the package.

### Treating Water with a 5-6% Liquid Chlorine Bleach Solution

(Allow treated CLEAR water to stand 30 minutes; treated CLOUDY water should stand for 60 minutes)

Volume of Water To Be Treated	Treating Clear Water Bleach Solution to Add	Treating Cloud, Very Cold or Surface Water Bleach Solution to Add
1 quart/ 1 liter	3 drops	5 drops
1/2 gallon/2 quarts/2 liters	5 drops	10 drops or 1/8 tsp
1 gallon	10 drops or 1/8 tsp	20 drops or 1/4 tsp
5 gallons	50 drops or 5 mL or 1/2 tsp	5 mL or 1 tsp
10 gallons	5 mL or 1 tsp	10 mL or 2 tsp

tsp=teaspoon; mL=milliliter

## Storing Treated Water

- Use proper storage containers. Store the water in containers that are made for water storage, or glass and plastic jugs previously used for juice, milk, pop, or bottled water.
- Clean containers thoroughly before using and make sure that the container has a tight fitting cap. Never use containers that were previously used for pesticides, chemicals, solvents, anti-freeze, oils, etc
- Store in a cool place.

Adapted from the Colorado Department of Public Health and Environment <http://www.cdphe.state.co.us/>

## CLEAN UP

### Clean-up Tips

- 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.
- After completing the cleanup, wash your hands with soap and warm water that has been treated.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a Laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become injured or ill.

### **Asbestos**

Asbestos is a naturally occurring mineral that has been added into thousands of various types of building materials to add fire resistance, strength, and durability. Asbestos-containing materials may be part of your building-especially if it was constructed before the 1970's. A number of local, state, and federal regulations cover the handling and disposal of debris potentially contaminated with asbestos. Please contact the Boulder County Department of Health and Environment at 303-441-1100 for further information on handling asbestos and debris.

### **Household Chemical Disposal**

Household cleaners, fertilizers and pesticides may have spilled or the containers may have become compromised due to the flood. Keep children and pets away from leaking or spilled chemicals and call Poison Control Center (1-800-222-1222) or Emergency Medical Services (dial 9-1-1) if anyone ingests chemicals. Clean up any chemical spill immediately with rags that you don't mind throwing away. Allow the fumes in the rag to evaporate outdoors, then dispose of the rags by wrapping them in a newspaper and placing them in a sealed plastic bag in your trash can. Do not put household chemicals in the trash or bury, burn, or pour chemicals down drains, storm sewers or toilets. Take household hazardous waste to a local collection program. Also, do not combine chemicals or smoke while using or cleaning chemicals as this may produce dangerous reactions.

### **Drying Out Your Home and Mold Concerns**

Water damage to your home from floods may increase the likelihood of mold contamination. To prevent mold growth, dry out your home as soon as possible (ideally within 24-48 hours). If mold has already started to develop it will often appear as spots, it may present in different colors and may smell musty.

Mold may present certain health risks. Mold sampling is not important because no matter what type of mold is present, it should be removed. Health complications related to mold include nasal stuffiness, throat irritation, cough or wheezing, eye irritation, and in some cases skin irritation. Individuals with mold allergies may have more severe reactions. Immuno-

compromised individuals, as well as people with chronic lung illnesses may get serious lung infections if exposed to mold.

**To prevent mold growth dry out your home as soon as possible.**

- If weather permits, open doors and windows to create a draft.
- If your home has electricity and **an electrician has determined it safe to turn on** use fans and dehumidifiers to remove excess moisture by blowing the air outwards rather than inwards.
- Remove standing water with a “wet-dry” shop vacuum, an electric powered water transfer pump, or sump pump. Be sure to wear rubber boots if operating equipment in wet areas. A portable generator to power equipment to remove standing water may be utilized, however, be aware that improper use may lead to dangerously high levels of carbon monoxide and can cause carbon monoxide poisoning.
- Before turning on home heating, ventilating and air-conditioning systems have them check and cleaned by a service professional if mold is a concern

**Properly remove mold and sanitize the area to help prevent future mold growth.**

- **\*Never mix bleach and ammonia\*** the mixture creates a toxic gas that can kill you.
- If the area of mold growth is greater than 10 sq. feet it is recommended to consult a professional
- Wear rubber boots, rubber gloves, goggles and an N-95 mask. Work in a well ventilated area.
- Do not paint or caulk moldy surfaces. Clean up mold and dry the surface before painting.
- To **prevent and remove mold that has already begun to grow**, clean area first with hot water and soap to remove mold. Scrub rough surfaces with a stiff brush. Disinfect with a 10% bleach solution (1 cup bleach to 1 gallon of water), by applying a thin coat of bleach solution to the entire area. Use a sprayer or a sponge to apply the solution liberally, but avoid excessive amounts of runoff or standing pools. Thoroughly dry.

Visit <http://www.epa.gov/mold/moldguide.html> for more information on mold growth and clean up.

**For local assistance contact your local or county Department of Health, or your local housing, or Environmental Health Agency.**

**Carbon Monoxide Poisoning**

Carbon monoxide (CO) is an odorless, colorless gas that can cause sudden illness and death if inhaled. When power outages occur during emergencies, the use of generators, grills, camp stoves, or other gasoline, propane, natural gas, or charcoal burning devices should never be used inside a home, basement, garage, or camper, or even outside near an open window.

Symptoms: Most common symptoms of CO poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain and confusion. Exposure to CO can cause loss of consciousness and death.

Carbon Monoxide detectors should be checked twice a year, at the same time batteries are checked. If conditions at home are too hot or too cold, seek shelter with friends or at a community shelter.

### **Food Safety after a Flood**

Flood waters are most likely contaminated with many substances including human and animal waste. This contamination can lead to illnesses with symptoms including nausea, vomiting, abdominal cramps and diarrhea. Please review the following information on food safety to reduce chance of illness and please contact your physician if you or someone in your household has come into contact with polluted waters and is exhibiting these symptoms. **Discard all food that may have come into contact with flood waters.** Please dispose contaminated food at a local collection.

### **Canned and Glass Packaged Foods**

- Place cans and glass containers in separate piles to facilitate identification after labels are removed for cleaning and sterilizing.
- **Discard** all containers showing evidence of excessive rust, leaking, swelled ends or faulty closures; glass containers with porous screw top type closures of paper or fiber, (mayonnaise, mustard, pickles, drug bottles, baby food). Contents from glass containers having crimped caps (bottled beer, soda water) should not be consumed.
- Wash cans and glass containers (commercial vacuum type lids and two-piece Mason-Dome type) that can be used, with hot water and detergent and rinse in clear water. Then submerge containers with a chlorine solution. Use one (1) tablespoon of household bleach which is **UNSCENTED** and has 5% available chlorine, to each gallon of clear water) for at least one minute. Experience has shown the only flood damaged foods that are entirely safe for salvage are those in sealed metal cans, cleaned and sterilized as noted.

### **Sealed Foil or Cellophane and Paper Packaged Foods**

- If submerged, **discard all.**
- Food products in these types of containers (candy, cereals, crackers, bread, chewing gum, shelled nuts) stored above flood levels are often damaged by condensation and subsequent decomposition. Examine such containers for leaks or breaks and **discard** any that are damaged.
- If food in these containers is finely divided, (i.e., powdered or granulated) but now is found to be caked or not free flowing, **discard.**
- If foil packages are sound, discard those which show stain on inner paper wrapper.

- If unbroken and otherwise acceptable packages show evidence of **only** outer water contamination, they may be wiped dry and used.
- Cans with fitted lids, (non sealed type; cocoa, baking powder, condiments) should be opened and examined. **Do not** keep if there is evidence of moisture inside.

### Unpackaged Foods

- Fruits, root and tuberous vegetables should be washed and immersed for at least one minute in chlorine solution, (one (1) tablespoonful of bleach which is **UNSCENTED** and has 5% available chlorine to each gallon of water). As added precaution, these foods should be peeled and if possible, cooked.
- Head and leafy vegetables should be **discarded**.
- All dried bulk foods, grains, beans, nuts, dried fruits, and dried milk and eggs should be **discarded**.
- All fresh or processed meat (except those in hermetically sealed cans) cheese, eggs, dairy and poultry products should be **destroyed**.
- All submerged drugs should be **destroyed**.

### Frozen Foods

- If flood water has reached the inside of the refrigerator or freezer, **throw away** all foods not sealed in cans.
- Foods, not contaminated by flood water, may be salvaged and frozen if they have not reached a temperature above 45°F. Also, if foods that are only partially thawed and still retain ice crystals may be salvaged, however, refreezing of foods may result in some impairment of quality. Completely thawed foods including fruits, vegetables, meats and poultry, fish, shellfish, and cooked food should not be refrozen

### Power Outages

The main concern with perishables stored in the refrigerator and freezer is the availability of electrical power. If a power outage has occurred, keep the refrigerator and freezer doors closed. Open the refrigerator as little as possible. Refrigerated items should be safe as long as the power is off no more than about 4 hours. A full freezer should keep foods safe for about two days; a half-full freezer, about one-day. If foods still contain ice crystals and/or if the freezer temperature is 41° F or lower and has been at that temperature no longer than one to two days, food that was safe when it was originally frozen should still be safe. These foods can be refrozen or cooked and eaten.

- Discard any perishable food that has been held at temperatures above 41° F for more than 2 hours, or any food that has an unusual odor, color or texture.
- Never taste food to determine its safety.
- If you have returned from being evacuated and are not sure if the power was shut off and then turned back on, check with your utility company.
- Check for suspicious signs in your refrigerator and freezer, such as the presence of liquid or refrozen meat juices, soft or melted and refrozen ice cream, or unusual odors.



**Remember** that food unfit for human consumption is also unfit for pets. **If in doubt, throw it out!**

**De-Contaminating Of Kitchen Items and Appliances.** Kitchen items (ceramic dishes, utensils, mugs, pots and pans, etc.) and appliances (refrigerator, freezers, etc.) that were exposed to flood waters can be decontaminated. Wooden cutting boards, plastic utensils, baby bottle nipples and pacifiers should also be discarded.

**To decontaminate:**

- Wash with detergent and hot water. Rinse surfaces with clear water.
- Disinfect with a chlorine solution of one (1) tablespoon of bleach which is UNSCENTED and has 5% available chlorine, rinse with clean water and allow to air dry.
- If an odor remains, try washing with: 1 teaspoon baking soda to each quart of warm water or 1 cup of vinegar or household ammonia to each gallon of water. This can be followed by use of commercial deodorizers. Charcoal (activated charcoal is best) will absorb odors in warm and/or cold freezers.

## REPAIRS AND REBUILDING

If you are planning to renovate, deconstruct, or demolish a structure damaged by the flood, you will need to obtain an inspection and any required permits

First speak with flood insurance agents and adjustors to discuss your coverage. Replacement costs will frequently include rebuilding to current codes and regulations. Improved methods and materials have become standard practice with more attention to updated weatherization and energy requirements. Be careful to choose a licensed and experienced architect and/or contractor and be cautious of scam artists and fraud.

Verify licensure, file complaints and find other consumer information through the following:

<b>Better Business Bureau</b>	1-800-564-0371	<a href="http://wynco.bbb.org/">http://wynco.bbb.org/</a>
<b>Colorado Department of Regulatory Agencies</b>	1-800-886-7675	<a href="http://www.dora.state.co.us/index.html">http://www.dora.state.co.us/index.html</a>

Colorado law requires at least three business days' notice, prior to outdoor construction or digging. Whomever is excavating -property owners or contractors- must call the Utility Notification Center of Colorado (UNCC) by **dialing 8-1-1** or 1-800-922-1987. UNCC will mark the site with paint, flags or stakes. Please respect the marks and dig with care, hand digging within two feet to buried piping and facilities. For additional information visit the UNCC website at <http://www.uncc2.org/web/>.

The American Red Cross has created this booklet with further information on how to recover from a flood

[http://www.redcross.org/www-files/Documents/pdf/Preparedness/file\\_cont333\\_lang0\\_150.pdf](http://www.redcross.org/www-files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf)

## UTILITY CONTACT INFORMATION

To report problems with utilities or when utilities need to be shut off or during reconstruction, please refer to the following numbers:

### Electrical Services

<b>Xcel Energy</b>	<b>1-800-895-4999</b>	<a href="http://www.xcelenergy.com">www.xcelenergy.com</a>

### Natural Gas Services

<b>Xcel Energy</b>	<b>1-800-895-4999</b>	<a href="http://www.excelenergy.com">www.excelenergy.com</a>

### Phone Service

<b>ATT</b>	<b>1-800-288-2747</b>	<a href="http://www.att.com">www.att.com</a>
<b>Verizon</b>	<b>1-800-427-9977</b>	<a href="http://www.verizon.com">www.verizon.com</a>

### Water Services
