



FLOOD PREPAREDNESS GUIDE

p r e p a r e d b y



CITY OF SAN ANTONIO
OFFICE OF EMERGENCY MANAGEMENT

Introduction

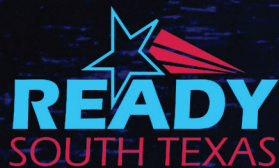
This guide is intended to help prepare you and your loved ones before, during, and after a flood. The recommendations combine several resources available to the public from the

San Antonio Flood Emergency (SAFE) System,

Ready South Texas program, and the **Federal**

Emergency Management Agency (FEMA).

Take a few minutes to review this emergency preparedness guide and share this information with your family, friends, and neighbors. Visit the helpful links listed in this guide to find useful tips, information, and programs and services available.



Watches, Warnings & Advisories

Advisories, Watches, and Warnings describe changing flooding and heavy precipitation weather conditions. By learning these terms you can understand how an approaching storm may impact you and what actions to take.

Flash flood warning:

Take Action! A Flash Flood Warning is issued when a flash flood is imminent or occurring. If you are in a flood prone area move immediately to high ground. A flash flood is a sudden violent flood that can take from minutes to hours to develop. It is even possible to experience a flash flood in areas not immediately receiving rain. Low water crossings and roads will likely be flooded and closed across the warning area.

Flood warning:

Take Action! A Flood Warning is issued when flooding is imminent or occurring along a specific large creek or river.

Flood watch be prepared:

A Flood Watch is issued when conditions are favorable for flooding. It does not mean flooding will occur, but it is possible.



Flood advisory be aware:

A Flood Advisory is issued when flooding is not expected to be bad enough to issue a warning. However, it may cause inconvenience, travel delays, and if caution is not exercised, it could lead to situations that may threaten life and/or property may flood.



How to Prepare for a Flood

Flooding events can make traveling extremely dangerous, cause utility outages, negatively impact critical community services such as public transportation, child care, and city services. Be prepared this flood season.



P R E P A R E

Now / Prepare

- Prepare an emergency kit and stock emergency supplies
- Know your area's type of flood risk and how it can affect your home.
- Make a family communication plan
- Sign up for local alerts and warnings
- Monitor local news
- Learn and practice evacuation routes.
- Review your flood insurance and safeguard critical documents.

During / Survive

- Monitor local news
- If told to evacuate, do so immediately.
- Do not walk, swim, or drive through flood waters.
- Remember when you come to a low water crossing or barricade Turn Around. Don't Drown®
- Stay off of bridges over fast-moving water.
- If your vehicle is trapped in rapidly moving water, stay inside. If water is rising inside the vehicle, seek refuge on the roof.
- If trapped in a building, go to its highest level. Do not climb into a closed attic. You may become trapped by rising floodwater. Go on the roof only if necessary. Signal for help.



S U R V I V E

After / Be Safe

- Although floodwaters may have reduced in some areas, danger still exists. Here are some things to remember:
- Know your area's type of flood risk and how it can affect your home.
- Monitor local news
- Listen to authorities for information and instructions.
- Avoid driving, except in emergencies.
- Be aware that snakes and other animals may be in your house.
- Wear heavy gloves and boots during clean up.
- Avoid wading in floodwater, which can contain dangerous debris and be contaminated.
- Underground or downed power lines can also electrically charge the water.
- Be aware of the risk of electrocution. Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off the electricity to prevent electric shock.
- After a disaster declaration from local, state and federal government, understand what individual assistance is available for recovery.



B E S A F E

Emergency Communications

Emergency Alert System (EAS)

The Emergency Alert System (EAS) is an alert tool that can rapidly disseminate emergency information to the general public and can be initiated by local, state and federal officials. A national EAS alert may be activated during a national crisis by the President of the United States. 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.

Amber Alert

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 residents. 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.

Accessible Hazard Alert System (AHAS)

This system provides accessible alert messages to registered residents who are deaf, blind, hard of hearing, or deaf/blind. AHAS subscribers will receive an accessible alert messages in American Sign Language (ASL) and English voice and text. Messages can be sent to internet and video capable computers, cell phones, smart phones, tablets, laptops, and wireless braille readers. For more information and to register please visit: <https://sat.aha-salerts.com/register.aspx> or call 3-1-1



- People who have communication barriers
- People who require additional medical assistance during an emergency event
- People who require transportation assistance
- People who require personal care assistance

How to register for alerts:

- Register online at [STEAR.tdem.texas.gov](https://stear.tdem.texas.gov)
- Dial 2-1-1
- Obtain mail-in form at tdem.texas.gov/wp-content/uploads/2019/08/TDEM-21-Form.pdf

Emergency Notification System

The Emergency Notification System (ENS) is another mass notification service available to emergency management officials. During an emergency or disaster, it enables local authorities to contact affected individuals in a specific area within minutes via landlines, cell phone, text, and e-mail. An ENS message is delivered, providing warning and instructions for residents. There are currently three counties participating in this program, Bexar, Guadalupe, and Comal. For more information and to register for this service visit:

www.saoempprep.com/AlertSA

State of Texas Emergency Assistance Registry (STEAR)

The State of Texas Emergency Assistance Registry (STEAR) is a voluntary registry that provides local emergency management and first responders with information related to your needs during an emergency.

Who Should Register:

- People with disabilities
- People who are medically fragile
- People with access and functional needs such as:
 - People who have limited mobility

Prepare an Emergency Kit and Stock Emergency Supplies

Think proactively about what you would need for yourself and family. Gather the necessary supplies and items you will need in advance to stay safe during and after a flood event. Your emergency kit should contain supplies for each member of your family for 3 to 5 days.

Recommended supplies for a 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 items
- ☐ Manual can opener (if kit contains canned food)
- ☐ Flashlight and extra batteries
- ☐ Battery-powered or hand crank radio
- ☐ Extra batteries and portable charger
- ☐ First aid kit
- ☐ Whistle to signal for help
- ☐ Wrench or pliers to turn off utilities
- ☐ Prescription Medications and eyeglasses
- ☐ Plastic sheeting and duct tape to shelter-in-place
- ☐ Infant formula and diapers (if needed)
- ☐ Garbage bags and plastic ties for personal sanitation
- ☐ Cups, plates, and plastic utensils

Additional items to consider for your supply kit:

- ☐ Important family documents in a portable waterproof container and/or USB flash drive
- ☐ Cash
- ☐ Personal hygiene items and hand sanitizer
- ☐ Masks recommended for everyone ages 2 and above for airborne diseases and particles
- ☐ Paper and pencil
- ☐ Books, games, puzzles or other activities
- ☐ Pet food, water and supplies for your pet
- ☐ Complete change of clothing including a long-sleeved shirt, long pants and sturdy shoes
- ☐ Disinfectant, household bleach

Don't forget to plan for:

- ☐ Kids
- ☐ Elderly
- ☐ Pets
- ☐ Specialized Medical Equipment

Functional Needs Items

For elderly and/or people with disabilities:

- ☐ Plan how you will contact your family member, neighbors, and friends.
- ☐ Let people in your support network know of your emergency plans. Tell them where you keep your emergency supplies. They may be able to assist you in ensuring that your assistive devices will go with you if you have to evacuate your home.
- ☐ Keep extra batteries and a spare charger for hearing aids, personal assistive listening devices, and other durable medical equipment.
- ☐ Keep records of where you got your medical assistive devices and exact types of batteries.
- ☐ Many new cell phones and smart phones have an alerting capability that includes specific sounds and vibrations that can be set to signal users of an emergency.
- ☐ Write an explanation of your needs in advance. If you need an assistive device or an interpreter, write it down. For example: "I use American Sign Language, I have a hearing loss and I need an interpreter, I need my (name of device)."
- ☐ Mark emergency supplies with Braille labels. Keep a list of your emergency supplies on a portable flash drive or make an audio file that is kept in a safe place where you can access it.
- ☐ Have an extra mobility cane, if used.
- ☐ Consider carrying a laminated personal communication board, if you might need assistance being understood. This could be one or several 3"x 5" cards containing written messages.
 - ☐ If possible, stock extra over the counter and prescription medicine, oxygen, insulin, catheters, or other medical supplies you use.
- ☐ Make copies of medical prescriptions, doctor's orders and the style and serial numbers of the support devices you use.
- ☐ Ask your doctor about storing prescription medications such as heart and high blood pressure medication, insulin and other prescription drugs.

For more information or to watch a preparedness video, visit:
www.ready.gov/disability



Create Your Family Emergency Communications Plan

Emergencies can happen at any time and any place. It is important for everyone in your family to know how you will contact each other and how you will get back together in case you are not home, or your family is separated during an emergency. Remember, you might not always have access to your cellular phone.

Keep important numbers written down in your wallet in case you cannot access the contact list in your phone. Landline and cellular phone systems are often overwhelmed following a disaster, so you may need to use text messages and social media. Designate an out-of-town contact who can help your household reconnect.

Be sure to practice your plan with your family.

Make a family emergency plan

Know what resources are available in case of an emergency, and how they can be applied your preparedness plan.

- ☐ For Emergencies: 9-1-1
- ☐ For Resources: 3-1-1
- ☐ For Services: 2-1-1

Everyone in your household should know the following:

- ☐ Who to text or call
- ☐ Where to meet
- ☐ Where your emergency kit is



National Flood Insurance Program

Flooding can happen anywhere it rains or snows, and standard homeowners insurance does not cover flooding. It is important to have protection from floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the United States.

Do you live within a floodplain?

Visit www.sariverauthority.org/services/flood-risk-mitigation/digital-flood-insurance-rate-map to view floodplains throughout Bexar County to find out if your home or neighborhood is located in the floodplain. The City of San Antonio is officially a Class 6 CRS community, effective October 1, 2022. The City's Class 6 status provides a 20% discount on flood insurance policies to residents within the Special Flood Hazard Areas (SFHAs) and a 10% discount to residents outside the SFHAs. For more information visit www.floodsmart.gov

In the event of a flood, your National Flood Insurance Program (NFIP) policy covers direct physical losses to your structure and belongings.

Residential coverage

If you own your home – including condominiums and townhouses – the NFIP offers flood insurance policies to cover your home's structure and belongings.

What's covered: Your foundation, electrical and plumbing, finishings, appliances, electronics, personal belongings, for a complete list of items visit www.floodsmart.gov/

Commercial coverage

If you are a business owner, the NFIP offers commercial flood insurance policies to help protect your business's structure and equipment. What's covered: Your foundation, electrical and plumbing, finishings, equipment, furniture, inventory, for a complete list of items visit www.floodsmart.gov/



- Most homeowners, commercial, and renters insurance policies **do not cover** flood damage.
- The NFIP has an advanced claims payment process to kick-start recovery. Policyholders may receive **payments of up to \$20,000** before an adjuster inspects the property. Visit FloodSmart.gov/start for more info on coverage and filing claims.

Turn Around Don't Drown®

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.

- **Do Not** attempt to drive through a flooded road. The depth of water is not always obvious. The road may be washed out under the water, and you could be stranded or trapped.
- **Do Not** drive around a barricade. Barricades are there for your protection. Turn around and go the other way.
- **Do Not** try to take short cuts. They may be blocked. Stick to designated evacuation routes.
Be especially cautious driving at night when it is harder to recognize flood dangers.

Low water crossings

If it is raining and there is a danger of flash flooding, stay off the roads and wait for the road conditions to improve. You should familiarize yourself with low water crossing locations around your home, work and other sites you visit frequently. **BexarFlood.org** shows the road conditions of monitored low water crossings across Bexar County.

It is unlawful for any person to willfully 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, 6026086

The San Antonio Fire Department will issue a \$645 rescue fee when a firefighting unit is requested to rescue victims from a low or swift water crossing. (**San Antonio City Code of Ordinance Article II, Section 11- 16, subsection M**)

Bexar County HALT

This system is a tool to warn drivers when there is too much water over the road to drive through safely. HALT uses a sensor detectizing water. Once the water reaches a certain depth, the system will warn drivers to turn around with either flashing lights or a combination of flashing lights and gates.



Resources

The following resources and websites can help you further prepare for, respond to, and recover from a flood event.

For Emergencies	Dial 9-1-1 for any medical or life-threatening situation.
For City of San Antonio Services	Dial 3-1-1 or visit 311.sanantonio.gov/
For Community Resources	Call 2-1-1 or visit www.uwsatx.org
For Water Outages	Call SAWS at 210-704-7297 or www.saws.org/water-outage-map
For Power Outages	Call CPS at 210-353-2222 or visit www.cpsenergy.com
For Street Closures	Street closures in the city: gis.sanantonio.gov/PWD/StreetClosures/ City & County street closures due to water over roadway: www.bexarflood.org
For Traffic Conditions	Visit its.txdot.gov/its/District/SAT
For City of San Antonio Emergency Preparedness	Visit www.saoempprep.com
For San Antonio Flood Emergency Safe System	Visit www.safloodsafe.com/
For San Antonio River Authority	Visit www.sariverauthority.org/
For Bexar County Emergency Management	Visit www.bexar.org/672/Emergency-Management
For Bexar Regional Watershed Management	See if your home is in the floodplain: www.brwm-tx.org/
For Weather Conditions	Visit www.weather.gov/SanAntonio
Other Emergency Preparedness Resources	Federal Emergency Management Agency: www.ready.gov/floods American Red Cross: www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/flood.html Center for Disease Control and Prevention www.cdc.gov/disasters/floods/index.html

