



*Get Connected. Get Answers.*

# **Relief and Recovery Assistance Guide**

**LARIMER COUNTY FLOOD  
September 2013**

**2-1-1 is a service of The United Way of Larimer County**

**[www.uwaylc.org](http://www.uwaylc.org)**

**Dial 2-1-1 or 1-866-485-0211**

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## **PURPOSE**

The purpose of this Relief and Recovery Guide is to connect Colorado residents affected by the Larimer 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 [211colorado.communityos.org](http://211colorado.communityos.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.

**You are welcome to dial 2-1-1 (local: 970-407-7066 or toll free: 1-866-485-0211), 7:30 a.m. – 7:30 p.m., 7 days a week for help in finding available disaster assistance services. 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 [211colorado.communityos.org](http://211colorado.communityos.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.

## FLOOD RESOURCES

SERVICE	HOURS & OTHER INFORMATION
<b>Animal Evacuations</b>	<p><u>Estes Park Temporary Shelter:</u> Small Animals - Animal Medical Center 1260 Manford Ave 970- 586-6898</p> <p>Animal Hospital of the Rockies (Animal House) 453 Pine River Lane (970) 586-4703</p> <p>Large Animals- Estes Park Fairgrounds 1209 Manford Ave 970-586-6104</p> <p><u>Loveland and Fort Collins Temporary Shelter:</u> Small Animals- Larimer Humane Society 6317 Kyle Avenue Fort Collins, CO 970-226-3647</p> <p>Large Animals- Call the Larimer Humane Society to make arrangements for large animals at the Ranch. 970-226-3647 ext. 7 or 970-566-3526 The Ranch 5290 Arena Circle Loveland, CO</p> <p><u>For Pet Evacuation or Rescue:</u> email: <a href="mailto:dispatch@larimerhumane.org">dispatch@larimerhumane.org</a> or call 970-226-3647 ext.7</p> <p><u>To Locate a Missing Animal:</u> If you are missing a large animal, <a href="http://www.larimerhumane.org/animals/lost-and-found">visit the Larimer Humane Society website (<a href="http://www.larimerhumane.org/animals/lost-and-found">www.larimerhumane.org/animals/lost-and-found</a>)</a>. They will post updates as animals arrive.</p> <p><u>If you found an animal:</u> If you're able, please bring the animal to the Larimer Humane Society shelter. If unable to transport, please call Larimer Humane Society at 970-</p>

	<p>226-3647 ext. 7. If you would like to keep the stray animal in your home, please call us at 970-226-3647 ext. 0 to give us a description of the animal so we can list him/her on our "Lost &amp; Found" website.</p> <p>If you would like to foster a pet displaced by the flood, visit <a href="http://www.animalhousehelp.org/foster.php">www.animalhousehelp.org/foster.php</a></p>
<b>Basic Needs</b>	<p><u>Loveland Disaster Distribution Center</u>  The disaster distribution center is available to anyone impacted by the Larimer County 2013 Flood. Supplies are free and include personal items, household items, and non-perishable food. Visit to find what you need. Frequent shoppers are encouraged as inventory changes quickly. After September 17, visit the DRC first before proceeding to the distribution center.</p> <p><u>Loveland Disaster Distribution Center</u>  (Old Agilent/HP Building)  815 14th Street SW  Building D (for "Donations")  Loveland, CO  Enter off of Taft Avenue in Loveland. Follow signs to Building D.  Hours: Monday through Saturday, 10 a.m. - 7 p.m., Sunday, 1 p.m. to 7 p.m.  Closed Saturday Oct. 5 for a previously scheduled event.</p> <p>The Fort <u>Collins Distribution Center</u> has closed as of 9/20/2013</p> <p>Additional Distribution Centers have been set up at:  <u>Saint John the Evangelist Catholic Parish</u>  1730 W. 12th St  Loveland, CO  Open: September 23 – October 6  Hours: 10 a.m. - 7 p.m., Monday – Saturday; Noon - 5 p.m., Sunday</p> <p><u>Our Lady of the Valley Church</u>  1250 7th St.  Windsor, CO  Opens: September 23 - October 6  Hours: 10 a.m. - 7 p.m., Monday – Saturday; Noon - 5 p.m., Sunday</p>
<b>Basic Safety</b>	<p>Please check on your neighbors as we are unable to do welfare checks with limited staff and resources focused on evacuations and getting food and water to stranded residents.</p> <p>Stay out of flood water - it can be contaminated.</p>

	<p><b>DO NOT DRIVE THROUGH WATER OR PASS ROAD BLOCKS</b> - You are putting your life and those of emergency responders at risk if you do.</p> <p>If you feel unsafe at your home, trust your instincts and go to a shelter. You do not need to wait for a notification to evacuate if you feel threatened.</p> <p>Flooding is causing blocked roadways in low-lying areas. Hazardous road conditions exist throughout Larimer County, please limit travel and watch for road blocks at low-lying areas due to high water. Do not venture out unless absolutely necessary.</p> <p>All residents in low-lying areas are asked to be on alert for rising water. Be prepared to evacuate if needed.</p> <p>Residents are asked to limit driving, especially in mountain communities as gasoline may become scarce due to washed out roads</p>
<b>Bathing Facility</b>	<p>Showering facilities are open to all those displaced by the flood. Men, women, and children welcome. Towels, soap, and shampoo available in the facilities. Sign in at front desk. Will need to sign a liability waiver.</p> <p><b><u>Fort Collins:</u></b></p> <ul style="list-style-type: none"> <li>• Raintree Athletic Club 2555 S Shields St, Fort Collins, CO 80526 (970) 490-1300 Monday - Friday: 5a.m.– 12a.m. Saturday - Sunday: 6a.m.– 10p.m.</li> <li>• Edora Pool &amp; Ice Center 1801 Riverside Ave</li> <li>• NorthsideAtzlan Community Center 112 E. Willow St</li> <li>• Mulberry Pool 424 W. Mulberry</li> <li>• Fort Collins Senior Center 1200 RaintreeDr</li> </ul> <p><b><u>Loveland:</u></b></p> <p>The Loveland Gold's Gym is opening its doors for showers, toiletries, and towels for evacuees and first responders, as well.</p> <p>910 E. Eisenhower Blvd.</p> <p><b>Gym Hours:</b></p> <ul style="list-style-type: none"> <li>○ Monday-Thursday 5:00 a.m. to 11:00 p.m.</li> <li>○ Friday 5:00 a.m. to 10:00 p.m.</li> <li>○ Saturday &amp; Sunday 7:00 a.m. to 7:00 p.m.</li> </ul>

<b>Building Safety</b>	<p><u>Estes Park:</u></p> <ul style="list-style-type: none"> <li>• The Larimer County Building Department in Estes Park will be open September 24 and 25 from approximately 9 a.m. to 4 p.m. to accept permit applications, conduct plan reviews, issue permits and conduct inspections. Thereafter, the County is hoping to man the Estes Park office three days a week until further notice. The office is located at 1601 Brodie Avenue and can be reached at 970-577-2100.</li> <li>• 3,000 structures have been assessed in the Estes Valley. 12 structures were marked with red cards and were unsafe to occupy due to structural or electrical issues.</li> <li>• Please leave the business/home safety placards from the assessment team posted to help expedite other processes.</li> <li>• Beginning this week, areas with multiple buildings distressed will be reviewed more carefully.</li> <li>• Please call a structural engineer if you have any concerns about your home or business.</li> <li>• If electrical appliances were wet at any point during the incident, they must be checked for safety.</li> <li>• The Town's dedicated line for building safety inspection information is 970-577-3722. Please call if you have building safety concerns about your property. An electrical inspector is also available.</li> <li>• Before beginning any bank stabilization, temporary roads/bridges, shoring of buildings or other work in the flood plain, you must receive a permit through the Town of Estes Park Building Safety Division 970-577-3722.</li> <li>• Document your cleanup for insurance purposes; check with the company to see what is covered.</li> <li>• Licensed contractors can start work for customers and get permits before they receive inspection.</li> </ul>
<b>Case Management</b>	<p><u>Families with Children in Thompson School District</u></p> <p>If you are in need of assistance, please contact your local school. Staff members will complete the necessary paperwork and then help connect you to people who can fulfill your needs.</p> <p>Please note that students have the right to attend the school where they are living now in their attendance area. Transportation for students who prefer to attend their school of origin will be determined on a case-by-case basis by feasibility, based on the best interest of the child.</p> <p><u>Red Cross</u></p> <p>Individuals impacted by the flood can register with the Red Cross at the DAC/DRC's for client casework assessment.</p>

<p><b>Clean Up</b></p>	<p><b>Flood Clean-Up Assistance Now Available</b></p> <p>Larimer County residents who need help cleaning their homes and/or removing flood debris can now register for assistance. Many nonprofit organizations from across the United States are arriving in Larimer County to help with flood clean-up and recovery. United Way 2-1-1 will serve as the central registration point for clean-up assistance. Residents can register in person or over the phone to be placed on the waiting list:</p> <ul style="list-style-type: none"> <li>• <b>Register over the phone:</b> Call 2-1-1 (or 970-407-7066 from a cell phone) between 7:30 a.m. - 7:30 p.m. and ask to be placed on the Flood Clean-Up Assistance list.</li> <li>• <b>Register in-person:</b> Starting Wednesday, September 18<sup>th</sup>, residents can go to the Disaster Recovery Center, located at 815 Southwest 14<sup>th</sup> Street, Building B, in Loveland. This service will be available daily from 8:00 a.m. – 6:00 p.m.</li> </ul> <p><b>Fort Collins:</b></p> <p><b>Air Quality assessments</b> can be provided through <u><a href="#">City of Fort Collins Healthy Sustainable Homes</a></u> for residents of Fort Collins for free. Included with each assessment is a free radon test kit, they'll check your home for potential mold and moisture problems, and we'll leave you with a wealth of information and resources about your indoor air quality and steps you can take to mitigate many of the most common problems. Call 970-416-2832 or email <a href="mailto:mpaardrup@fcgov.com">mpaardrup@fcgov.com</a> to make an appointment. Visit <a href="http://www.fcgov.com/healthyhomes">www.fcgov.com/healthyhomes</a> for more information.</p>
<p><b>Clothing</b></p>	<p><u><a href="#">Women's Career Closet</a></u>  Call closet number: 970-482-0954 Select option 1 and if nobody answers leave a voicemail with contact information. The Women's Career Closet is located in Fort Collins.</p> <p><u><a href="#">Disaster Distribution Center</a></u>  Clothing may be available at the Disaster Distribution Centers. See the Basic Needs section of his table for more information.</p>

<b>Debris Removal</b>	<p><u>Loveland:</u> For more details, including a map of areas that will be serviced for debris removal please see <a href="http://www.cityofloveland.org/SolidWaste">www.cityofloveland.org/SolidWaste</a> or call (970) 962-2529.</p> <p><u>Larimer County:</u> Please call (970) 498-5760 for more information</p> <p>For free man power and heavy equipment, call <u><a href="#">Colorado Oil and Gas Association</a></u> at 303-907-5568 for possible assistance.</p> <p>See the <u><a href="#">CLEAN UP</a></u> Section of this document for more information</p>
<b>Disaster Recovery Center/Disaster Assistance Center</b>	<p><u>Northern Colorado Disaster Recovery Center/Disaster Assistance Center:</u> Rocky Mountain Center for Innovation and Technology (formerly Agilent) 815 Southwest 14th Street, Building B Loveland, CO Access from the entrance off Taft Avenue north of Southwest 14th Street, with access to the center clearly marked with signs.</p> <p>Services available from:</p> <ul style="list-style-type: none"> <li>• <u><a href="#">Workforce Center</a></u> - Information on unemployment insurance for employees and businesses, job search</li> <li>• <u><a href="#">Office on Aging</a></u> - Resources and referral for aging issues</li> <li>• <u><a href="#">Veterans Services</a></u> - Assistance with finances and employment</li> <li>• <u><a href="#">Larimer County</a></u> - Planning/bldg./engineering- structural safety, safety assessments, rebuilding homes and roads, flood plain questions, information on non-conforming structures and uses, etc.</li> <li>• <u><a href="#">Housing Authority</a></u></li> <li>• <u><a href="#">Small Business Development Center/Loveland Center for Business Development</a></u> - counseling for small business owners Specific Hours: Mondays, Tuesdays and Wednesdays, 9 am - 6 pm</li> <li>• <u><a href="#">Larimer County Health Department</a></u> - Information on clean up, sewage, waste disposal, drinking water, etc and Tetanus Shots</li> <li>• <u><a href="#">CSU Extension</a></u> - Information regarding soils, gardens, fields, food safety, financial tips, replacing documents, controlling mold, salvaging photos, caring for livestock, etc.</li> <li>• <u><a href="#">2-1-1</a></u> - Information and Referral, Crisis Clean Up Registration</li> <li>• <u><a href="#">Larimer Humane Society</a></u> - Information on fostering, list of vets, info</li> </ul>

on lost and found animals

- Natural Resources Conservation Area
- USDA
- House of Neighborly Service - Basic needs such as food, clothing, prescription, utility and transportation assistance to those in crisis
- Catholic Charities
- Colorado Department of Regulatory Agencies - Division of Insurance Regulates the insurance industry and assists consumers and other stakeholders with insurance issues. Consumer protection is the mission.
- Department of Employment and Labor
- Department of Local Affairs/Neighbor to Neighbor - Assists residents in locating housing alternatives, both short term and long term
- Salvation Army - Gift Cards, free lunch meals at the DAC, emotional support
- Touchstone Health Partners – disaster support and counseling
- Incident Information
- City of Loveland - Economic Recovery and Building Department– business assistance and building permits
- Red Cross - Bulk distribution, registration for client casework assessment, confidential health care assistance and information.
- Public Computers
- Serve 6.8
- Southern Baptist Relief
- FEMA - Information regarding Individual Assistance and other federal program
- Larimer County Department of Human Services - Food assistance(SNAP), Medicaid, some cash assistance – all programs are income based
- LDS Services
- Colorado Voluntary Organizations Active in Disasters (COVOAD) - Information regarding debris removal and disposal

Hours:

- Monday – Friday starting 9/23: 10 am - 7pm
- Saturdays:10 am - 4 pm
- Sundays: 12 pm - 4 pm

Proof of residence within the flood zone is required.

Estes Park:

Rocky Mountain Park Inn Conference Center

101 S. St. Vrain Ave.

Estes Park, CO 80517

Hours: 9 a.m. – 7 p.m., Monday – Friday

9 a.m. – 1 p.m., Saturday

Services Available:

- FEMA and Small Business Administration representatives are available at the Estes Park Conference Center 8 a.m. to 8 p.m. daily
- Register with FEMA for potential disaster assistance, if you sustained loss or damage due to the flooding. Call 1-800-621-FEMA (3362) or register at [www.disasterassistance.gov](http://www.disasterassistance.gov)
- Red Cross mental health representatives are available for crisis counseling at the Conference Center. There are clean up kits (1 per family) and bottled water available to the public at the Conference Center. The Red Cross will provide shovels, gloves, flashlights, masks and other clean-up items while supplies last.
- FEMA
- Small Business administration
- Red Cross Mental Health and Case Management
- State division of insurance
- State department of Local Affairs
- Victims Advocates
- Salvation Army
- Disabled American veterans

Estes Park SBA Business Recovery Center

Stanley Hotel

333 East Wonderview Ave

Estes Park, CO

Hours: Mondays through Fridays, 9 am - 6 pm & Saturdays, 9 am – 1 pm

Beginning Monday, September 23, SBA customer service representatives (CSRs) and counselors from Small Business Development Centers (SBDC) will be on hand at the SBA Business Recovery Centers to help businesses impacted by the disaster.

<b>Employment Resources</b>	<p>The <u>Larimer County Workforce Center</u> has representatives available at the DRC/DAC in Loveland to assist affected business and worker needs with appropriate resources</p> <ul style="list-style-type: none"> <li>• It is encouraged that businesses that have been lost or closed due to the flood to contact the Unemployment Office to begin a claim as soon as possible. You may be eligible for benefits, and the Unemployment Office will want to identify your special circumstances.</li> </ul> <p>By Phone: 303- 318-9300 (recommended for flood affected business owners.)</p> <p>Online: <a href="http://www.colorado.gov/cdle">www.colorado.gov/cdle</a></p> <p>Businesses laying off workers temporarily or permanently due to the flood, please encourage your workers to file a claim with the Unemployment Office as soon as possible. (Initiating a claim over the phone is recommended for flood affected claimants: 1 -800-388-5515.)</p> <p>Also, they encourage businesses to make contact with the LCWC's Business Development Team as soon as possible. They can offer a variety of options for your workers including "Rapid Response" job search resources, UI claim information, and more. Call 970-498-6665 or email <a href="mailto:business@larimer.org">business@larimer.org</a></p> <ul style="list-style-type: none"> <li>• The Larimer County Small Business Development Center (SBDC), in conjunction with the Loveland Center for Business Development (LCBD), will provide free disaster relief consulting for affected businesses. We can help with loan assistance, insurance questions, and disaster resources. Visit our table at the Loveland Disaster Assistance Center. Contact us at 970-498-9295 or <a href="mailto:terri@larimersbdc.org">terri@larimersbdc.org</a>. If desired, you can apply for an SBA loan at <a href="http://www.disasterloan.sba.gov/ela">www.disasterloan.sba.gov/ela</a>, or call 1-800-659-2955 AFTER you have a FEMA registration number. Call 1-800-621-FEMA to get this registration number.</li> <li>• The LCWC is planning a large Job Fair for flood affected workers and employers throughout the region. Thousands have lost their income due to business closure or road damage. They do not have all the details yet, but here are the basics:</li> </ul> <p>Regional Job Fair, October 9th at the Ranch in Loveland, CO. Employers and workers from Boulder, Weld, and Larimer counties (and beyond!) are welcome. The LCWC will make an effort through the press, social media, the Department of Labor, and other</p>
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	<p>networks to invite as many flood affected workers as possible. For more information or to book a booth: Call Jackie Tuck at 970-498-6647</p> <p>If your organization would like to contribute to the job fair as a coffee, set-up, or media sponsor (financial or in-kind): Contact Catherine MacGowan at 970-498-6658.</p>
<b>Evacuation Shelters</b>	<p><u>Fort Collins:</u>      Timberline Church      2908 S Timberline Road      Fort Collins, CO</p> <p>CLOSED: Shelter at Tavelli Elementary</p> <p><u>Loveland:</u>      Thompson School District Administration Building      800 S. Taft Ave.      Loveland, CO</p> <p><u>Estes Park:</u>      Moved: Mountain View Bible Fellowship      CLOSED: Estes Park Conference Center      101 South Saint Vrain Ave.      Estes Park, CO      They will still be providing meals, clean up kits and bottled water, but no overnight services.</p>
<b>FEMA Assistance</b>	<p>Individuals impacted by the flood need to register within 60 days of the event.</p> <p>In determining what level of assistance will be available, FEMA will look at whether any losses are covered by insurance and whether the individuals would qualify for Small Business Administration (SBA) disaster loans (which cover more than just businesses) prior to looking at the potential for FEMA grants. Individuals with mortgage or home equity loans may qualify for SBA loan consolidation at low rates. It is important for individuals who might qualify to get their applications submitted within 60 days. This ensures their ability to resubmit later and take advantage of the fact that, unlike a bank, the SBA can make loans based on the pre-disaster value of property.</p> <p>Farmers and ranchers who want to make a claim for agricultural losses (as opposed to their home) should go through the Farm Services Administration, rather than the SBA.</p> <p>3 ways flood victims can contact FEMA for assistance:</p>

	<p>1. By phone at 1-800-621-FEMA (3362)  2. Online at <a href="http://www.disasterassistance.gov">www.disasterassistance.gov</a>  3. Smartphone at <a href="http://m.fema.gov">m.fema.gov</a></p> <p>Helpful information to have when registering:</p> <ul style="list-style-type: none"> <li>• Current telephone number</li> <li>• Address at the time of the disaster <i>and</i> current address</li> <li>• Social Security number, if available</li> <li>• A general list of damages and losses</li> <li>• If insured, the name of the insurance company, agent, and policy number and a bank routing number for any direct deposit</li> </ul> <p><u>Estes Park:</u>  FEMA representatives will be available in person to register individuals, businesses, renters, homeowners, for potential disaster assistance. If you sustained loss or damage due to the flooding, you may be eligible for disaster aid.  Estes Park Conference Center  101 S. St. Vrain Ave  Estes Park  Hours: 8 a.m.-8p.m., daily</p> <p><u>Loveland and Fort Collins:</u>  FEMA Representatives will be at the DRC/DAC to assist in registering individuals, business, renters, homeowners, for potential disaster assistance.</p>
<b>Financial Donations</b>	<ul style="list-style-type: none"> <li>• FINANCIAL SUPPORT TO VOLUNTARY AGENCIES RESPONDING TO DISASTERS IS THE MOST EFFECTIVE WAY TO HELP</li> <li>• Cash allows disaster agencies to purchase exactly what is needed</li> <li>• To make a financial gift to the organization of your choice, 2-1-1 has a list of reputable agencies responding to the disaster.</li> <li>• Do not go to the scene of a disaster to offer help</li> </ul> <p>Agencies currently responding to the Larimer County Flooding are:  <u>The American Red Cross</u>  <a href="http://www.redcross.org">www.redcross.org</a> designate CO Chapters  1-800-RED-CROSS  1-800-733-2767</p>

The Larimer Humane Society

[www.larimerhumane.org](http://www.larimerhumane.org)

970-226-3647

The Salvation Army

1-800-SAL-ARMY

[www.salvationarmyfortcollins.org](http://www.salvationarmyfortcollins.org)

Designate "Colorado Floods"

NoCo Rebuilding Network

info@nocorebuilding.org

[www.nocorebuilding.org/funding-details/](http://www.nocorebuilding.org/funding-details/)

Serve 6.8

[serve68.org/donate](http://serve68.org/donate)

Crossroads Ministry

[www.crossroadsministryofEP.org](http://www.crossroadsministryofEP.org)

Designate the donations flood relief

House of Neighborly Service

[honservice.org/donate](http://honservice.org/donate)

970-532-0161

Community Foundation of Northern Colorado

[www.mycommunityfoundationnc.org/flood](http://www.mycommunityfoundationnc.org/flood)

Animal House Rescue

[donatenow.networkforgood.org/1430275](http://donatenow.networkforgood.org/1430275)

Food Bank for Larimer County

[www.foodbanklarimer.org](http://www.foodbanklarimer.org)

970-493-4477

Long-Term Recovery Fund: Larimer County Floods

Gifts to this Fund will be used to support long-term recovery efforts to rebuild lives and provide stability to individuals and families affected by the flooding in Larimer County. United Way of Larimer County is serving as the fiscal agent for the Fund.

[www.uwaylc.org/long-term-recovery-larimer-county-floods](http://www.uwaylc.org/long-term-recovery-larimer-county-floods) - designate to Long-Term Recovery Fund (Larimer County Floods)

970-407-7000

visit [www.helpcoloradonow.org](http://www.helpcoloradonow.org) for more information

<b>Food</b>	<p><u>Estes Park:</u>  Crossroads Ministry  851 Dry Gulch Road  Estes Park, CO  Hours: Monday &amp; Friday 10:00 a.m.-4:00 p.m., Wednesday 10:00 a.m.-1:00 p.m., Tuesday &amp; Thursday 10:00 a.m. -2:00 p.m. &amp; 4:00 p.m. - 7:00 p.m.</p> <p><u>Loveland and Fort Collins:</u>  Non-perishable food items are available at the Disaster Distribution Center depending on the type and quantities of donations. See the Basic Needs section of this table for more information.</p> <p>Food Bank for Larimer County  1301 Blue Spruce Drive, Fort Collins  2600 N. Lincoln Avenue, Loveland  Hours: Tuesday – Saturday, 9 a.m. – 2 p.m.  There are no income requirements for individuals impacted by the flood.</p> <p><u>Loveland:</u>  House of Neighborly Service has a food pantry for Loveland residents. Speak with their representative at the DRC/DAC.</p>
<b>Health Information</b>	<p>Several articles addressing health concerns related to flooding:  <a href="http://www.larimer.org/health/emergency/">www.larimer.org/health/emergency/</a>  -OR-  Call the Colorado Health Emergency Line for Public Information at  1-877-462-2911  Hours: Hours: 9am-10pm Monday-Friday  9am-5pm Saturday &amp; Sunday</p>
<b>Hearing Aid Replacement</b>	<p>Colorado Hearing Tinnitus and Balance can replace hearing aids for individuals impacted by the flood.  Candidates for relief help will be approved utilizing the following guidelines created by the Starkey Hearing Foundation.</p> <ul style="list-style-type: none"> <li>• Recipients can be of any age.</li> <li>• Recipients should be in need and without other means of replacing their hearing aids.</li> <li>• Full audiometric assessment, hearing test, will need to be done. This requires a current hearing test, which we will provide. This testing does need to be scheduled so they can call us at 303-776-7770 or stop in at 2030 Mountain View Avenue Suite 500 (we are in the United Medical Building) Longmont CO 80501</li> </ul>

<b>Home Owners Insurance</b>	<p><u>Insurance Info from United Policyholders: Flood Insurance and Homeowners Insurance</u></p> <p>United Policyholders is a national non-profit consumer advocate group for insurance policyholders. United Policyholders assisted Larimer County residents with insurance issues following the High Park Fire. A homeowner's policy covers falling and rain-driven water, so if the storm created any breaks in the house exterior—holes in the roof, broken windows, penetrated seals through which rain fell or through which wind drove rain inside—there is coverage through a homeowner's policy. All flooding from rising water or river flooding is excluded unless a Flood Insurance Rider has been added to the policy by the homeowner. No exceptions.</p> <p>For people who have no flood insurance but want to know if anything is covered in their home policy: Home policies should cover people's temporary living expenses due to being out of their homes under a mandatory evacuation order by a government entity. But that may require an argument to be made. Company adjusters may initially say no and state the damage relates to flooding so it's excluded. Homeowners can respond to this information and stress that the evacuation order is the triggering cause of their loss of use. This homeowner's insurance coverage only lasts as long as the home is uninhabitable due to the evacuation order, and it will not include repair costs.</p> <p>For those who have flood insurance and want a basic understanding of what's covered visit the United Policyholders flood claim page for Colorado residents. A video is included. There are several presentations on the video including one by a representative from the National Flood Insurance Program plus a flood insurance agent based in Denver. Flood policies have limited coverage (for example: basements are excluded), and there are lots of rules and conditions.</p> <p>Or, use the "<a href="#">Ask an Expert</a>" forum (<a href="http://uphelp.org/ask-an-expert">uphelp.org/ask-an-expert</a>) to register and post your question. Expect a reply within a week in most cases.</p>
<b>Home Reentry and Clean Up</b>	<p>Homeowner guidance on cleaning up after residential sanitary sewer backups information found at: <a href="http://goo.gl/yNPkT3">goo.gl/yNPkT3</a></p> <p>-OR-</p> <p><a href="http://www.ext.colostate.edu/pubs/drought/flood.html">www.ext.colostate.edu/pubs/drought/flood.html</a></p> <p>-OR-</p> <p><a href="http://www.extension.purdue.edu/floodpub/">www.extension.purdue.edu/floodpub/</a></p> <p>See the <a href="#">CLEAN UP</a> Section of this document for more.</p>

<b>Housing Donations</b>	<p><a href="http://www.northerncoloradorentals.com"><u>www.northerncoloradorentals.com</u></a></p> <ul style="list-style-type: none"> <li>• If you need housing or have housing to donate:</li> <li>• On Northern Colorado Rentals, there is now a new Property Type called "Housing for High Park Fire Evacuees" for those who have rental housing available.</li> <li>• Any questions email: <a href="mailto:info@NorthernColoradoRentals.com">info@NorthernColoradoRentals.com</a>.</li> <li>• If the housing is ONLY for evacuees, you can call: 970-412-6742, and will list it for FREE. 11:46 a.m.</li> </ul> <p><a href="http://www.coloradohousingsearch.com"><u>www.coloradohousingsearch.com</u></a></p> <ul style="list-style-type: none"> <li>• Donations for VACANT rental properties, vacation homes, can be listed through <a href="http://ColoradoHousingSearch.com">Colorado Housing Search</a>. <b>Please note donated rooms in homes can NOT be accepted</b></li> </ul> <p><u>Estes Park Housing Authority</u></p> <ul style="list-style-type: none"> <li>• Please call 970-577-3730 if you have housing that you would like to donate or have a housing need. You can also visit their website at <a href="http://www.esteshousing.org">www.esteshousing.org</a>.</li> </ul>
<b>Information Lines</b>	<p><u>Estes Park:</u> 970-577-3716</p> <p><u>Larimer County:</u> 970-498-5500</p> <p><u>Loveland:</u> 970-962-2020</p> <p><u>Fort Collins:</u> 719-502-7020</p> <p><u>Weld (Johnstown):</u> 970-350-9600</p>
<b>Internet Access</b>	<p><u>Estes Park:</u></p> <ul style="list-style-type: none"> <li>• Airbits is providing free public WiFi at Stanley Village, Appenzell Inn on Big Thompson Ave., Mountain View Bible/Evac Center, and downtown. No Password required.</li> <li>• Summitview Coffee on Moraine is also providing free wifi at their location as are many other businesses.</li> <li>• The Town has free WiFi at Town Hall and the Estes Park Visitor Center.</li> <li>• Computers and internet are available at the Estes Valley Library.</li> </ul>

	<p><u>Fort Collins:</u></p> <ul style="list-style-type: none"> <li>• Edora Pool &amp; Ice Center (Free WiFi) 1801 Riverside Ave</li> <li>• NorthsideAtzlan Community Center (Computers to use and WiFi) 112 E. Willow St</li> <li>• Mulberry Pool (Free WiFi) 424 W. Mulberry</li> <li>• Fort Collins Senior Center (Computers to use and WiFi) 1200 RaintreeDr</li> </ul> <p><u>Loveland:</u></p> <ul style="list-style-type: none"> <li>• DRC/DAC - Rocky Mountain Center for Innovation and Technology (formerly Agilent) (Public Computers) 815 Southwest 14th Street, Building B Loveland, CO</li> <li>• Regis University (Free WiFi) 1605 Foxtrail Dr. Loveland, CO</li> </ul>
<b>Laundry</b>	<p><u>Loads of Hope</u></p> <p>TIDE is bringing a "LOADS OF HOPE" trailer to Loveland! Residents and relief workers can drop off their laundry to be washed, dried and folded free of charge. Unfortunately, we're unable to accept bedding, jackets, or other large pieces.</p> <p><a href="http://www.tide.com/en-US/loads-of-hope/about.jspx">www.tide.com/en-US/loads-of-hope/about.jspx</a></p> <p>Loveland's Laundromat (29th Street Plaza shopping center) 266 E 29th Street Loveland, CO</p>
<b>Legal Advice</b>	<p><u>Colorado Flood Legal Relief</u></p> <p>Colorado Flood Legal Relief is a legal services program sponsored by the <a href="#">Federal Emergency Management Agency</a>(FEMA) and the <a href="#">American Bar Association Young Lawyers Division Disaster Legal Services Program</a>. The Colorado Joint Disaster Legal Services Task Force comprises the <a href="#">Colorado Bar Association</a>, <a href="#">Colorado Legal Services</a>, <a href="#">Colorado Trial Lawyers Association</a>, <a href="#">Colorado Criminal Defense Bar</a>, and several local bar associations.</p> <p>Victims seeking legal advice can visit <a href="http://colofloodlegalrelief.org/">colofloodlegalrelief.org/</a> to complete a legal assistance form or call the toll-free helpline at 855-424-5347 24 hours</p>

	<p>a day. Those seeking assistance are asked to provide as many details about their situations in the online form or message as possible. Applications of victims seeking help will be reviewed to determine the areas in which they need assistance and then paired with a volunteer attorney who has experience in those areas of the law. This free service begins immediately.</p> <p>The type of legal assistance available includes:</p> <ul style="list-style-type: none"> <li>• Assistance with securing FEMA and other government benefits available to disaster survivors</li> <li>• Assistance with life, medical and property insurance claims</li> <li>• Help with home repair contracts and contractors</li> <li>• Replacement of wills and other important legal documents destroyed in the disaster</li> <li>• Assisting in consumer protection matters, remedies and procedures</li> <li>• Counseling on mortgage-foreclosure problems</li> <li>• Counseling on landlord/tenant problems</li> </ul>
<b>Mail Pick Up</b>	<p>Visit <a href="http://about.usps.com/news/state-releases/co/2013/co_2013_0917.htm">about.usps.com/news/state-releases/co/2013/co_2013_0917.htm</a> for updates on mail distribution during the recovery phase.</p> <p><b><u>Mail for Drake, 80515, Glen Haven 80532,</u></b>          Loveland Post Office (Change from Grand Lake)          449 E 29<sup>th</sup> St          970-663-3010</p> <p><b><u>Mail for Estes Park</u></b>          The Estes Park Post Office is now open and delivering mail to accessible areas. Please be patient while they try to catch up from the delay over the last several days. If you live in area that is not accessible, the Post Office will hold your mail and you may contact them to provide instruction on how you would like to retrieve it. You can also go to <a href="http://www.usps.com">www.usps.com</a> and select the "manage my mail" banner to change your address or you can call them directly at 970-586-0170</p> <p><b><u>Mail for Bellvue80512</u></b>          Available at normal Post Office</p> <p><b><u>Mail for Masonville 80541</u></b>          Loveland Post Office          449 E 29<sup>th</sup>          970-663-3010</p>

<b>Material Donations</b>	<p><b><u>Disaster Distribution Center (Donation Center)</u></b>  815 14th Street SW, Building D (for "Donations")  (Old Agilent/HP Building)  Loveland, CO  Enter off of Taft Avenue in Loveland. Follow signs to Building D.</p> <p>Thanks to the generosity of many in our community, the Donation Center is now chock-full of useful household items, furniture and dry goods that are being disseminated to area flood survivors.</p> <p>Beginning Monday, September 30th, residents who want to donate are asked to make a monetary donation rather than bringing in dry goods and furniture, etc. Potable water will also continue to be accepted.</p> <p>Donation Center hours will also change and decrease over time, also based on the need of those it is serving.</p> <p><b><u>New Disaster Distribution Center Hours as of Monday September 30th:</u></b></p> <ul style="list-style-type: none"> <li>• Monday through Saturday from 10 a.m. -7 p.m.</li> <li>• Sunday from 1 p.m. to 7 p.m.</li> <li>• The Donation Center will be closed Saturday Oct. 5 for a previously scheduled event.</li> </ul> <p><b><u>Saint John the Evangelist Catholic Parish</u></b>  1730 W. 12th St  Loveland, CO  Open: September 23 – October 6  Hours: <ul style="list-style-type: none"> <li>• 10 a.m. - 7 p.m., Monday - Saturday</li> <li>• Noon - 5 p.m., Sunday</li> </ul> DONATION ITEMS: Baby Food, Diapers, Wipes</p> <p><b><u>Our Lady of the Valley Church</u></b>  1250 7th St.  Windsor, CO  Opens: September 23 - October 6  Hours: <ul style="list-style-type: none"> <li>• 10 a.m. - 7 p.m., Monday - Saturday</li> <li>• Noon - 5 p.m., Sunday</li> </ul> DONATION ITEMS: Baby Food, Diapers, Wipes</p> <p><b><u>House of Neighborly Service</u></b>  565 N. Cleveland Avenue</p>
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	<p>Loveland, Colorado 80537  Hours: Monday - Thursday from 9 a.m. - 12 p.m.; 1 p.m. - 4 p.m.  DONATION ITEMS: linens, pillows, toiletries items, blankets, warm clothing and shoes, non perishable food, homeless provisions- camping gear and outdoor clothing. Cash donations greatly appreciated to provide shelter and other emergency requests.</p> <p><u>Animal House</u>  1104 W Vine Dr  Fort Collins, CO  Hours: M-F: 11am-5:30pm, Sat &amp; Sun 11am-5pm  DONATION ITEMS: Crates (any size), Wet Dog/Cat Food, Leashes for Larger Dogs, Pet Bowls, Cat Litter, Poop, Cat Toys, Small/Exotic Mammal supplies</p> <p><u>Food Bank for Larimer County</u>  1301 Blue Spruce Drive, Fort Collins  2600 N. Lincoln Avenue, Loveland  Hours: Tuesday – Saturday, 7 a.m. – 3 p.m.</p>
<b>Medical Equipment</b>	<p><u>Apria Health</u>  Call 970-663-0500 for walkers, canes, and oxygen.</p>
<b>Medical Insurance</b>	<p><u>Anthem Blue Cross and Blue Health Insurance</u>  Anthem Blue Cross and Blue Shield in Colorado announced today that it has revised medical and pharmacy guidelines and extended support services to help members in Boulder, El Paso and Larimer counties who are directly impacted by the Colorado floods.  For impacted members in Boulder, El Paso and Larimer counties, Anthem is:  <ul style="list-style-type: none"> <li>• Extending filing claim deadlines.</li> <li>• Suspending early refill limits for prescriptions.</li> <li>• Allowing payment for replacement of covered Durable Medical Equipment or supplies for impacted members who call in.</li> <li>• Providing member access to a 24-hour Nurse Helpline.</li> <li>• Allowing affected members to see any physician necessary to provide access to covered care.</li> <li>• Offering 24-hour, free telephonic counseling and referral services to members in areas impacted by the floods through Anthem's Employee Assistance Program (EAP), at the phone number on the back of the member's identification card or by calling 1-877-208-8240.</li> </ul> These medical and pharmacy guidelines are effective for the next 30 days (starting 9/12/13). For additional questions, members should call the phone number on the back of their membership card. If they do not have their card or otherwise <u>need replacement cards</u>, they should call 1-888-231-5046.</p>

<b>Mental Health Resources</b>	<p>Anyone can call the Disaster Distress Help line at 1-800-985-5990 or text "TalkWithUs" to 66746 24-hours a day.</p> <p><u>Larimer County Residents:</u>          Touchstone Health Partners          Monday – Friday 8a.m.-5p.m.: 970-221-5551          After normal hours: 970-221-2114          Visit <a href="http://www.larimer.org">www.larimer.org</a> for tips on coping with a disaster</p> <p><u>Canadians:</u>          Kimberly Pittman          Canadian Consulate          303-626-0659</p> <p><u>Estes Park</u>          The Red Cross has Mental Health representatives at the Estes Park Disaster Assistance Center/Disaster Recovery Center.</p>
<b>Missing Friends and Family</b>	<p>An investigations team has been established to start tracking confirmed reports of missing people. To report a missing or unaccounted person in Larimer County, please call 970-416-1985.</p> <p>The American Red Cross Safe and Well website should be used to find someone or post information about your location for your family and friends. This website is <a href="http://www.safeandwell.org">www.safeandwell.org</a>. Register today! The Red Cross is currently working on registering all evacuees at the local shelters.</p>
<b>Mortgage Assistance</b>	<p>If you have a mortgage, but need to seek alternate housing due to the flood, contact your lender to see if they have any services to assist for these circumstances. You can also contact the following agencies for mortgage counseling:</p> <ul style="list-style-type: none"> <li>• Neighbor to Neighbor - 970-663-4163 (Loveland) or 970-484-7498 (Fort Collins)</li> <li>• GreenPath - 970-229-0695</li> </ul> <p>You may also qualify for a Small Business Administration loan consolidation.</p>
<b>Pet Food/Supplies</b>	<p><u>Prevent Unwanted Pets</u>          Emergency pet food available for people affected by the floods          Please call 970-226-2416. If no answer, leave a voicemail. Call by 6pm.          Food can be delivered.</p> <p><u>Disaster Distribution Center</u>          There are varying kinds of pet supplies available and the Disaster Recovery Center/Disaster Assistance Center in Loveland. See the Basic Needs section</p>

	<p>of this table for more information.</p> <p><b><u>The Colorado Horse Care Food Bank</u></b>  Offering free or reduced-cost large animal feed to evacuees. Call 303-717-4821 or visit 9265 WCR 24, Fort Lupton (near WCR 24/WCR19 intersection).</p>
<b>Phones, Internet &amp; Cable Services</b>	<p>Cellular services are restored to limited capacity. Please restrict use to necessity -- text data will be best to ensure towers can accommodate use. Do not send videos or photos. This is critical for emergency services' ability to use the service.</p> <p>Century Link has restored landline phone service in Estes Park. Landline 9-1-1 has been restored locally, so working landlines should be able to call 9-1-1.</p>
<b>Photo Damage</b>	<p>If you have damaged or wet photos from the flood, <u>Leave a Legacy</u> is offering free scanning services.</p> <p><u>Leave a Legacy</u>  1827 E. Harmony Rd  Fort Collins, CO  970-226-0102  Hours: 10 a.m. to 4 p.m. Monday and Saturday  9 a.m. to 5:30 p.m. Tuesday-Friday  If you are unable to get to their location, you can call or go online for tips to save your photos. <a href="http://www.flip-pal.com/memory-rescue-centers">www.flip-pal.com/memory-rescue-centers</a></p>
<b>Power Outages</b>	<p><u>Estes Park:</u>  Power outages should be reported to 970-586-5335</p> <p><u>Xcel:</u>  1-800-895-1999</p>
<b>Prescription Needs</b>	<p><u>Estes Park:</u>  Anyone who needs emergency medication should visit the Conference Center evacuation center with copy of driver's license by 1 p.m. on Monday and Wednesday to have staff pick them up  <u>Estes Park Conference Center</u>  101 s. St. Vrain Ave  Estes Park, CO</p> <p><u>Loveland:</u>  House of Neighborly Service has limited prescription assistance for Loveland Residents. Speak with their representative at the DRC/DAC for more information.</p>

	<p>The Red Cross representatives at the DRC/DAC may be able to help replace any medications lost due to the flood.</p> <p><b><u>Medicaid Clients</u></b></p> <p>The Colorado Department of Health Care Policy and Financing will cover refills of drugs which have been lost or destroyed due to recent flooding. If a claim for a lost or destroyed drug is denied as a refill-too-soon, pharmacy staff should contact the Pharmacy Help Desk at 1-800-365-4944 for an override. The override request must include the city or county in which the client resides.</p>
<b>Property Damage/Assessment</b>	<p>The County Assessor's office working on compiling a list of damaged properties. They anticipate having this information at the end of the 9/22 week or beginning of the 9/29 week. Call the County Assessor's Office at 970-498-7050.</p> <p>Larimer County has a form to fill out to report flood damage at <a href="http://www.larimer.org/flooding2013/assessor-flood-damage-report.pdf">www.larimer.org/flooding2013/assessor-flood-damage-report.pdf</a></p>
<b>Re-Entry</b>	<p><b><u>Larimer County</u></b></p> <p>The Sheriff's department is evaluating what is necessary for re-entry. For updates visit <a href="http://www.larimersheriff.org">www.larimersheriff.org</a></p> <p>As access becomes available to areas affected by the flood, the Larimer County Sheriff's Office will be requiring registration and credentialing to enter these areas and will be limited to residents only. These areas may be accessible only by means other than a regular vehicle. (ATV, hiking, horse, etc.). It is highly recommended that the area of the Big Thompson Canyon (Highway 34) between the mouth of the canyon west to Drake be avoided.</p> <p>Registration and credentialing are required for those residents attempting to gain access. A photo id with a current address in the closed area or a photo id and proof of residency (utility bill, tax statements, etc.) must be presented to be issued credentials.</p> <p>Registration and credentialing will be available at the Larimer County Sheriff's Office located at 2501 Midpoint Drive in Ft. Collins, between the hours of 9:00 a.m. and 4:00 p.m. Monday through Friday, and at the Estes Park Police Department between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.</p> <p>Residents of Storm Mountain, Drake and points east including east of The Retreat and the Waltonia area must get credentials from the Sheriff's office in Fort Collins.</p> <p>The Larimer County Sheriff's Office in conjunction with the City of Fort</p>

	<p>Collins is providing residents of Storm Mountain access to Power Line Trail via the Bobcat Ridge Natural Area. This area will only be accessible with specialized vehicles designed to handle the extremely rough terrain or by horseback or hiking in.</p> <p>Residents may access County Road 43 down to Glen Haven with regular vehicles from Estes Park. Highway 34 to mile marker 72 is also open to residents from Estes Park.</p> <p>The Retreat by Glen Haven is accessible to residents only by hiking in. Parking is only available at the roadblock.</p> <p>Residents of Meadowdale Hills - Meadowview Drive, Pinion Trail, Alpine Dr, Pole Hill Road, CR122, Timber Lane, Overlook Lane, Columbine Lane, Pine Tree Drive, Juniper Lane, Hell Canyon Road and addresses below the 6300 block of Highway 36 will have unrestricted access and will not need a pass. Pinewood Springs is accessible to residents only by hiking in.</p> <p>Residents attempting to get back to their homes will encounter many unknown hazards and will enter at their own risk. The Larimer County Sheriff's Office cannot guarantee the safety of residents who enter these areas or guarantee that deputies will be available to provide assistance if needed.</p> <p>Regular patrols are being conducted including patrols by the Larimer County Sheriff's Posse in the remote areas. Individuals without credentials will be cited. Residents in the closed areas who see people without credentials are asked to contact the Larimer County Sheriff's office at 970-416-1985.</p> <p><b><u>City of Loveland</u></b> For information on re-entry in Loveland, visit <a href="http://www.ci.loveland.co.us">www.ci.loveland.co.us</a></p>
<b>Reverse 9-1-1 Notifications</b>	To sign up for Reverse 9-1-1 emergency notifications on your cell phone, visit <a href="http://www.let911.org">www.let911.org</a>
<b>Road Closures</b>	<p>For most up to date information visit:</p> <ul style="list-style-type: none"> <li>• Larimer County - <a href="http://larimer.org/roads/road_closures.cfm">larimer.org/roads/road_closures.cfm</a></li> <li>• Fort Collins - <a href="http://www.fcgov.com">www.fcgov.com</a></li> <li>• Loveland - <a href="http://www.ci.loveland.co.us">www.ci.loveland.co.us</a></li> <li>• For a complete list of road closures State wide, a web page has been set up at: <a href="http://www.coloradodot.info/travel/colorado-flood-highway-updates">www.coloradodot.info/travel/colorado-flood-highway-updates</a>.</li> <li>• CDOT Hotline 800-999-4997 from 8 a.m. to 5 p.m.</li> </ul> <p>The National Guard is assisting with traffic control and roadblocks. In addition to the numerous county road closures.</p>

<b>Road Repair</b>	<p>Homeowners using privately owned access roads and bridges that were damaged as a result of the severe storms, flooding, landslides and mudslides may receive limited disaster assistance help from the Federal Emergency Management Agency (FEMA) and the U.S. Small Business Administration (SBA).</p> <p>FEMA's Individual Assistance (IA) program is available to help homeowners, renters and business owners in nine designated Colorado counties (Adams, Arapahoe, Boulder, Clear Creek, El Paso, Jefferson, Larimer, Logan and Weld).</p> <p>Homeowners may be eligible for a grant to repair road entrances or rights of way from their homes, including privately owned roads and bridges that provide solitary access to a home.</p> <p>Homeowners who jointly own access roads and bridges may also be eligible for repair grants under certain circumstances.</p> <p>To discuss your circumstance, please visit any of seven disaster recovery centers or call FEMA at 800-621-3362 (Voice or 7-1-1/Relay) or TTY 800-462-7585.</p> <p>The SBA offers low-interest disaster loans for homeowners, renters, businesses of all sizes and private nonprofit organizations.</p> <p>In some cases, SBA may be able to offer low-interest rate disaster loans to help homeowners, homeowner associations, co-ops or road-owner associations that own damaged privately owned roads or bridges that provide solitary access to a home. SBA disaster loans must only be used to pay for disaster-related repairs. They cannot be used to pay for pre-existing damage or any upgrades to the property, unless such upgrades are code required.</p> <p>Please visit a disaster recovery center or an SBA Business Recovery Center to discuss your case.</p> <p>For more SBA information go to <a href="http://www.sba.gov/disaster">www.sba.gov/disaster</a> or call (800) 659-2955 (TTY 1-800-977-8339).</p> <p>If individuals have concerns about their disaster-damaged privately owned access road, they should contact their local emergency manager.</p>
<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>

<b>Sanitation</b>	<p><u>Estes Park:</u></p> <ul style="list-style-type: none"> <li>• The NO FLUSH zone along Fall River now consists of just 2-3 properties after temporary repairs to the public sewer lines. Crews continue to work in this area.</li> <li>• The Fish Creek NO FLUSH Zone remains a top priority. A contractor is assessing the ability to implement a temporary above-ground system to restore sewer service to the NO FLUSH Zone, which should be viable even in freezing temperatures. Within a week Upper Thompson expects to have more information on the viability of this option and any potential time frame for temporary repairs.</li> <li>• The most current NO FLUSH zone map is available at <a href="http://www.estes.org">www.estes.org</a> under Hot Topics and is updated as boundaries change. Check your status by calling UPPER THOMPSON SANITATION DISTRICT at 970-586-4544.</li> <li>• Human waste can be disposed of at the Upper Thompson Sanitation Treatment Plant at 2201 Mall Road. Absolutely no trash, waste bas, chemicals, etc. can be accepted.</li> <li>• Port-a-Johns have been provided throughout the NO FLUSH ZONES. Please contact Waste Management to order a Port-A-John for private property at 970-586-5740, or email <a href="mailto:events@estes.org">events@estes.org</a>. Other companies outside of Estes Park may also be able to deliver units. DO NOT put trash or plastic bags of waste in the port-a-johns. This causes extreme difficulty in servicing and ultimately affects availability.</li> </ul>
<b>Scams</b>	<p><u>BEWARE OF SCAMS</u></p> <p>Natural Disasters bring out the best and the worst in people and unfortunately con artists and criminals take advantage of those who have been devastated by these large events. Below is a short list of common scams reported by Military One Source that take place and residents should be aware of:</p> <ul style="list-style-type: none"> <li>• <u>Home Repair Frauds</u>- Home repair and cleanup frauds are very common after natural disasters. Be extremely careful before hiring anyone to work on your home. Check references, never pay a contractor or other vendor in cash, always get a written estimate and ask for a second opinion. Also remember never to pay the full amount for work done before work has begun.</li> <li>• <u>Fake Charities</u> - Con artists and criminals often pretend to solicit money to help victims of a natural disaster and will make up a name of a charity which sounds nearly identical to a legitimate charity. Check out any charity groups you are unfamiliar with, never make cash donations and always make checks payable to the organization and not the individual soliciting money for the charity.</li> </ul>

	<ul style="list-style-type: none"> <li>• <u>Fake FEMA Representatives</u> - Sometimes a con artist will pretend to be a FEMA representative, collecting a "processing fee" for an emergency loan or other financial assistance. If you are contacted by someone claiming to be a representative of an agency always call the agency directly to confirm that representative is legitimate. Do not use the phone number the solicitor gives you. The number for FEMA is 1-800-621-3362.</li> <li>• <u>Identity Theft</u> - Losing important papers and documents in times of a natural disaster is common. These items contain important personal information like social security numbers, bank account numbers and credit card numbers which can be used by criminals to make purchases and/or open new accounts in your name. To avoid these problems makes sure to use a paper shredder to dispose of any papers or documents with personal information when you are cleaning up after a disaster. Get a copy of your credit report a few weeks after the disaster to make sure no one has illegally used your information. Contact your creditors immediately to report lost credit cards and contact your bank if you find you are missing checks or a bank card.</li> </ul> <p>See <a href="http://www.larimersheriff.org/site-page/frauds-and-scams">www.larimersheriff.org/site-page/frauds-and-scams</a> for additional information and tips on what to do if you have fallen victim to a scammer.</p> <p>Also check with the <u>Better Business Bureau</u> at <a href="http://www.wynco.bbb.org">www.wynco.bbb.org</a> or by calling 1-800-564-0371</p>
<b>School Closures</b>	<u>Estes Park:</u> Schools are reopened as of Monday, September 23.
<b>Small Business Administration</b>	<u>Estes Park SBA Business Recovery Center</u> Stanley Hotel 333 East Wonderview Ave Estes Park, CO Hours: Mondays through Fridays, 9 am - 6 pm & Saturdays, 9 am – 1 pm  Beginning Monday, September 23, SBA customer service representatives (CSRs) and counselors from Small Business Development Centers (SBDC) will be on hand at the SBA Business Recovery Centers to help businesses impacted by the disaster.  <u>Loveland:</u> <u>Small Business Development Center/Loveland Center for Business Development</u> - counseling for small business owners Location: Loveland DRC/DAC, 815 Southwest 14th Street, Building B, Loveland, CO Specific Hours: Mondays, Tuesdays and Wednesdays, 9 am - 6 pm

<b>Storage</b>	<p><u>Greenbox Self Storage:</u>  Offering two months of free self-storage at two locations:</p> <ul style="list-style-type: none"> <li>• 3310 Bright Boulevard, Denver CO 8021: 303-293-8888</li> <li>• 1385 Santa Fe Drive, Denver CO 80223: 303-744-8888</li> </ul> <p>Individuals need documentation that they are a flood victim (i.e. insurance claim) and will also be asked for a credit card to remain on file for possible charges after the two month period. There is a onetime administration charge of \$20.</p> <p>Individuals should contact the location to set up use of a truck and access to a self-storage unit.</p>
<b>Tetanus Shots</b>	<p><u>Fort Collins</u>  1525 Blue Spruce Drive  970-498-6700  Monday: walk-in 9:00 a.m.-noon and 1:00-3:30 p.m.  Tuesday: walk-in 3:00-6:00 p.m.  Friday: walk-in, 9:00 a.m.-noon;</p> <p><u>Loveland</u>  205 East 6th Street  970-679-4580  *No clinics first Wednesday of each month  Wednesday: walk-in, 3:00-6:00 p.m.  Friday: walk-in, 9:00 a.m.-noon</p> <p><u>Estes Park</u>  1601 Brodie Avenue  970-577-2050  *No clinics first Wednesday of each month  Tuesday: walk-in, 3:00-6:00 p.m.  Wednesday: walk-in, 9:00 a.m.-noon</p>

<b>Transitional Housing</b>	<p><b><u>Transitional Sheltering Assistance (FEMA):</u></b></p> <p>This emergency lodging program will provide funding for the use of designated hotels, motels, and other temporary shelters for emergency housing.</p> <p>The initial period of assistance is from Sept. 22 to Oct. 5, 2013. Meals, telephone calls and other incidental charges are not covered, and applicants are responsible for any lodging costs above the authorized allowance. The program does not reimburse previously incurred hotel expenses.</p> <p>Through Oct. 5, a phone message will notify eligible applicants of the 89 Colorado hotels partnering with this program. The goal is to provide safe, sanitary and secure locations until long-term housing needs can be met.</p>
<b>Transportation Resources</b>	<p>The Red Cross may have additional transportation assistance; visit their booth at the DRC/DAC in Loveland for more information.</p> <p>The Salvation Army is offering limited transportation assistance; visit their booth at the DRC/DAC in Loveland for more information.</p> <p>House of Neighborly Service has limited transportation assistance with bus passes; Visit their booth at the DRC/DAC in Loveland for more information.</p> <p><u>SAINT</u> offers transportation to individuals over 60 or who are living with a disability with free rides within either Fort Collins or Loveland City limits; however, they cannot provide rides to Fort Collins from Loveland and cannot accommodate wheel chairs. You must have a permanent address within Fort Collins or Loveland city limits. Call 970-223-8645 to register.</p> <p><u>Estes Park:</u></p> <p>Via Mobility will provide transportation to the FEMA offices in Estes Park for individuals with transportation limitations as a result of the recent flood as long as we can safely get to the pickup location.</p> <p>To schedule a ride to FEMA location or the local Disaster Assistance Center in Estes Park, call 303-447-9636 or toll free 1-888-647-9768 from 8 a.m. to 5 p.m., Monday through Friday and provide your name, address/pick up location, phone number and referral source (if referred by another agency).</p> <p>Via will also provide free transportation within Estes Park on a temporary</p>

	<p>basis to flood victims who need access to essential services such as health care, food or other needed efforts to help stabilize their lives.</p> <p><b><u>Fort Collins:</u></b> Catholic Charities is providing their regular bus pass assistance. To make an appointment call 970-484-5010.</p> <p><b><u>Loveland:</u></b> City of Loveland Transit(COLT) Paratransit Service offers door to door (including hotels) transportation services within Loveland city limits for those individuals who cannot easily access regular bus service (seniors or individuals with disabilities). Registration required, then may call for an appointment for available time slots, on a ride share basis. Call 970-962-2700 to register. For information on Bus Routes: <b><u>Fort Collins:</u></b><a href="http://www.fcgov.com/transfort">www.fcgov.com/transfort</a> <b><u>Loveland:</u></b> <a href="http://www.cityofloveland.org/index.aspx?page=175">www.cityofloveland.org/index.aspx?page=175</a></p>
<b>Water Quality</b>	<p><b><u>Lighthouse Ready</u></b> has Water Filter Products to help the Colorado Flood Victims that are in stock and in Northern Colorado. We are providing communities and individuals with donated BugOut Water Filters in affected areas to insure clean water for drinking, sanitation, and hygiene. Learn more at: <a href="http://www.lighthouseready.org">www.lighthouseready.org</a> or call 970-206-4600</p> <p>Visit <a href="http://www.larimer.org/health/ehs/drinking.asp">www.larimer.org/health/ehs/drinking.asp</a> for more information on testing your drinking water.</p> <p><b><u>Estes Park:</u></b></p> <ul style="list-style-type: none"> <li>• There are no boil orders in place for any of Estes Park.</li> <li>• Some properties along Fish Creek will continue to be without water until that can be restored.</li> <li>• The Water Division is taking quality samples throughout Town to ensure water quality and safety.</li> <li>• The bulk water dispenser is available on Fourth Street – Visit Town Hall to set up a prepaid account.</li> <li>• Town of Estes Park utility bills will be delayed in going out, and there will be a grace period on payments.</li> </ul> <p><b><u>Loveland:</u></b> Loveland Water and Power has delivered potable water tank for customers on bottled water order</p> <p>A 1,000 gallon tank of potable water is available for the 73 customers listed</p>

	<p>as “BOTTLED WATER ONLY,” who live between West Ridge Drive and US Highway 34. The tank is available in the parking lot of Sandy’s Convenience Store (5649 U.S. 34). Water will be available during daylight hours.</p> <ul style="list-style-type: none"> <li>• Please bring your own jugs/containers/buckets to fill.</li> <li>• We ask that customers limit to taking 20 gallons per visit.</li> </ul> <p>Call 970-962-3000 with questions.</p> <p>Please Note: There is debris in the area. Wear closed toe shoes and be aware that Sandy’s Convenience Store and the City of Loveland are not responsible for damage or injury at the delivery service site.</p>
<b>Updates on Social Media/Twitter</b>	<p>Updates can be found at:</p> <p><a href="http://www.larimer.org">www.larimer.org</a>  <a href="http://www.cityofloveland.org">www.cityofloveland.org</a>  <a href="http://www.fcgov.org">www.fcgov.org</a>  <a href="http://www.facebook.com/epfloodrecovery">www.facebook.com/epfloodrecovery</a></p> <p>Twitter:</p> <p>@larimersheriff  @fortcollinsgov  @townofestespark  @cityofloveland  @CSP_larimer  @UnitedWayLC211</p>
<b>Volunteers</b>	<ul style="list-style-type: none"> <li>• The arrival of unexpected volunteers and material donations will interfere with response efforts</li> <li>• Call 2-1-1 to register to help.</li> <li>• Visit <a href="http://www.helpcoloradonow.org">www.helpcoloradonow.org</a> for more information</li> </ul> <p><b><u>Larimer County:</u></b>  Volunteers are needed at the 4 Red Cross shelters in Northern Colorado. The shifts are 12 hours, but any length of time commitment is welcome. Volunteers should email rcfloodvolunteer@gmail.com to get scheduled.</p> <p><b><u>Loveland:</u></b>  City of Loveland has a Volunteer Information Line  970-962-2020</p>

Hours: Monday – Friday 9a.m.-4p.m.

If all lines are busy, callers may leave their name and phone number and their call will be returned as soon as possible. Those wanting to volunteer can also go to the Disaster Assistance Center at 815 SW 14th St, Building D and register with the check-in person at the volunteer registration desk.

The response by the Loveland community to volunteer has been overwhelming and there are currently many more people interested in helping than positions available. Thank you for your willingness to help your neighbors during this emergency.

Estes Park:

Volunteer Clearinghouse

[www.estesparkvolunteers.com](http://www.estesparkvolunteers.com)

To volunteer please call 970-577-3974 or email [vch@estes.org](mailto:vch@estes.org)

In need of a volunteer please call 970-577-3975

Hours: 9a.m. - 3p.m., daily starting September 25

## 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 or feeling overwhelmed by painful emotions related to recent events, call Touch Stone Health Partners: 970-221-5551, 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 drownings 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 off	
	-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 Larimer County Health Department at 970-498-6700.

## INSURANCE

**Health Insurance**

Anthem Blue Cross and Blue Shield in Colorado announced today that it has revised medical and pharmacy guidelines and extended support services to help members in Boulder, El Paso and Larimer counties who are directly impacted by the Colorado floods.

For impacted members in Boulder, El Paso and Larimer counties, Anthem is:

- Extending filing claim deadlines.
- Suspending early refill limits for prescriptions.
- Allowing payment for replacement of covered Durable Medical Equipment or supplies for impacted members who call in.
- Providing member access to a 24-hour Nurse Helpline.
- Allowing affected members to see any physician necessary to provide access to covered care.

- Offering 24-hour, free telephonic counseling and referral services to members in areas impacted by the floods through Anthem's Employee Assistance Program (EAP), at the phone number on the back of the member's identification card or by calling 1-877-208-8240.

These medical and pharmacy guidelines are effective for the next 30 days (starting 9/12/13). For additional questions, members should call the phone number on the back of their membership card. If they do not have their card or otherwise need replacement cards, they should call 1-888-231-5046.

### **Home 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 a temporary housing
- Basement improvements like fished 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  
[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 it could cause severe damage.
- Measure the depth of water that submerged your car. 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 Insurance Association:

[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

[www.dora.state.co.us/insurance/consumer/ConsumerMainPage.htm](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

### **Larimer 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. [www.larimer.org/dhs](http://www.larimer.org/dhs)

### **Employment Assistance**

If you lost your job as a direct result of the flood, you may qualify for unemployment benefits. Please visit the Colorado Department of Labor and Employment for information regarding these benefits: [www.colorado.gov/cs/Satellite/CDLE-UnempBenefits/CDLE/1248095315478](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 Larimer County Workforce Center at 970-498-6600.

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

### **Change of Address**

A change of address form is available online at [www.usps.com](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.

[www.redcross.org/preparedness/FinRecovery/](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 [www.socialsecurity.gov](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 [www.coloradoattorneygeneral.gov/departments/consumer\\_protection](http://www.coloradoattorneygeneral.gov/departments/consumer_protection)

### **Other Resources Include:**

<u>Better Business Bureau</u> 1-800-564-0371 <a href="http://wynco.bbb.org">wynco.bbb.org</a>	<u>Consumer Credit Counseling Service</u> call 2-1-1 for the nearest location
<u>Insurance Information</u> National Flood Insurance Program (Customer Service) 1-800-427-4661 (Existing Policies) 1-800-638-6620	<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
<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>	<u>National Insurance Crime Bureau</u> 1-800-835-6422 <a href="https://www.nicb.org/">https://www.nicb.org/</a>

## **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.

Colorado Legal Services	<a href="http://coloradolegalervices.org/co/homepage.html">coloradolegalervices.org/co/homepage.html</a> 303-837-1321	Civil legal services for low-income individuals and families.
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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 [www.cdphe.state.co.us/certs/index.html](http://www.cdphe.state.co.us/certs/index.html).

### **Colorado Drivers License of Identification Cards**

The Colorado Department of Revenue, Division of Motor Vehicles can help replace identification documents. Please visit [www.colorado.gov/revenue/dmv](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 [www.ssa.gov/ssnumber](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)

### **Advice for Saving Damaged Family Treasures**

*Follow these steps to halt further damage:*

As the threat of flash flooding persists in Colorado, residents in affected towns and cities are being urged to seek higher ground. When the flooding ends, residents will begin the long journey of recovery. With homes flooded and lives upended, treasured possessions such as family heirlooms, photos, and other keepsakes become more cherished. Unless they are contaminated by sewage or chemicals, these treasures can be saved. The Heritage Emergency National Task Force, a coalition of 42 national organizations and federal agencies co-sponsored by FEMA and Heritage Preservation, offers these basic guidelines from professional conservators for individuals who discover their family treasures have been damaged:

- **Safety First!** With any disaster there may be health risks. Wear long sleeves, sturdy shoes, and plastic or rubber gloves during cleanup. Protective gear such as goggles and a fitted face mask is recommended if there is mold.
- **Prevent Mold.** Mold can form within 48 hours; you will need to work fast. The goal is to reduce the humidity and temperature around your treasures as you proceed to clean and dry them. If you do encounter extensive mold, use protective gear such as gloves, goggles, and an N100 face mask, available at most hardware stores.
- **Air-Dry.** Gentle air-drying is best for all your treasured belongings—indoors, if possible. Hair dryers, irons, ovens, and prolonged exposure to sunlight will do irreversible

damage. Increase indoor airflow with fans, open windows, air conditioners, and dehumidifiers.

- **Handle with Care.** Use great caution in handling your heirlooms, which can be especially fragile when wet. Separate damp materials: remove the contents from drawers; take photographs out of damp albums; remove paintings and prints from frames; place paper towels between the pages of wet books.
- **Clean Gently.** Loosen dirt and debris on fragile objects gently with soft brushes and cloths. Avoid rubbing, which can grind in dirt.
- **Salvage Photos.** Clean photographs by rinsing them carefully in clean water. Air-dry photos on a plastic screen or paper towel, or by hanging them by the corner with plastic clothespins. Don't let the image come into contact with other surfaces as it dries.
- **Prioritize.** You may not be able to save everything, so focus on what's most important to you, whether for historic, monetary, or sentimental reasons.
- **Can't Do It All?** Damp objects and items that cannot be dealt with immediately should be put in open, unsealed boxes or bags. Photos, papers, books, and textiles should be frozen if you can't get them dry within 48 hours.
- **Call in a Pro.** If a precious item is badly damaged, a conservator may be able to help. Be sure to collect broken pieces. Set your treasure aside in a well-ventilated room until you find professional help. If a precious item has been exposed to contaminated water, seek a conservator's advice on salvaging it; your health and safety, and that of your loved ones, is of utmost importance. To locate a conservator, click on the "Find a Conservator" box on the home page of the American Institute for Conservation, [www.conservation-us.org](http://www.conservation-us.org).

A free, online video guide demonstrating how to rescue soaked photographs, books, documents, and other valued items is available from Heritage Preservation. This 10-minute streaming video provides professional advice that benefits families as well as museum and library staff. View and link to the video at:

[www.heritagepreservation.org/PROGRAMS/WaterSegmentFG.HTM](http://www.heritagepreservation.org/PROGRAMS/WaterSegmentFG.HTM)

Additional resources for salvaging flood-damaged materials as well as a copy of this press release and the Task Force logo can be found here:

[www.heritagepreservation.org/PROGRAMS/flood.html](http://www.heritagepreservation.org/PROGRAMS/flood.html)

*These recommendations are intended as guidance only. Neither the Heritage Emergency National Task Force nor its sponsors, Heritage Preservation and FEMA, assumes responsibility or liability for treatment of damaged objects.*

For more information visit: [www.flip-pal.com/memory-rescue-centers](http://www.flip-pal.com/memory-rescue-centers)

## 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 awhile (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 flood. 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 use generators or other gasoline-powered machines indoors. They emit carbon monoxide that can be deadly. All cooking on camp stoves and charcoal grills should only be done outside.
- A stuck door may mean that the ceiling is ready to cave in. If it only sticks at the bottom, it can be forced open. If it sticks at the top, your ceiling may be ready to fall.
- Check ceilings for signs of sagging. Rain or deep flooding may soak plaster and drywall. Expect floors to be slippery. Remove any debris that may have floated into your home.
- 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 drain field 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 [www.cdphe.state.co.us](http://www.cdphe.state.co.us)

### **Beware of wildlife**

#### **Insects, Spiders and Ticks**

- To protect yourself from biting and stinging insects, wear long pants, socks, and long-sleeved shirts.
- Use insect repellents that contain DEET or Picaridin.
- Treat bites and stings with over-the-counter products that relieve pain and prevent infection.
- Avoid fire ants; their bites are painful and cause blisters.
- Severe reactions to fire ant bites (chest pain, nausea, sweating, loss of breath, serious swelling or slurred speech) require immediate medical treatment.

#### **Rodents and Wild or Stray Animals**

- Dead and live animals can spread diseases such as Rat Bite Fever and Rabies.
- Avoid contact with wild or stray animals.
- Avoid contact with rats or rat-contaminated buildings. If you can't avoid contact, wear protective gloves and wash your hands regularly.

- Get rid of dead animals as soon as possible.
- If bitten/scratched, get medical attention immediately.

### Snakes

- Watch where you place your hands and feet when removing debris. If possible, don't place your fingers under debris you are moving. Wear heavy gloves.
- If you see a snake, step back and allow it to proceed.
- Wear boots at least 10 inches high.
- Watch for snakes sunning on fallen trees, limbs or other debris.
- A snake's striking distance is about 1/2 the total length of the snake.
- If bitten, note the color and shape of the snake's head to help with treatment.
- Keep bite victims still and calm to slow the spread of venom in case the snake is poisonous. Seek medical attention as soon as possible.
- Do not cut the wound or attempt to suck out the venom. Apply first aid: lay the person down so that the bite is below the level of the heart, and cover the bite with a clean, dry dressing.

Adapted from the United States Department of Labor [www.osha.gov/Publications/rodents\\_snakes\\_insects.html](http://www.osha.gov/Publications/rodents_snakes_insects.html)

### Bears

- Bears are always on the lookout for food sources.
- Deterrents can be useful in areas where bears have already learned that where there are people, there is usually easy-to-get-at food. The purpose of a deterrent is to make your home less attractive and persuade an exploring bear to move on.
- For more information visit:  
[wildlife.state.co.us/SiteCollectionDocuments/DOW/Education/LivingWithWildlife/BearDeterrents.pdf](http://wildlife.state.co.us/SiteCollectionDocuments/DOW/Education/LivingWithWildlife/BearDeterrents.pdf)  
-OR-  
[wildlife.state.co.us/SiteCollectionDocuments/DOW/Education/LivingWithWildlife/BearProofingYourHome.pdf](http://wildlife.state.co.us/SiteCollectionDocuments/DOW/Education/LivingWithWildlife/BearProofingYourHome.pdf)

## CLEAN UP

It is vitally important you take pictures and/or videos BEFORE you clean up. Documentation will assist with insurance claims.

### Debris Removal and Handling

Larimer County will be the point of contact for debris removal and handling through demolition permits.

The Larimer County Landfill is now accepting flood debris and waste from the recent flooding events. Debris and waste will be charged at the regular per cubic yard rate of \$5.25 plus 9 cents surcharge (\$5.34) per cubic yard for cars; \$5.25 plus 18 cents surcharge (\$5.43) per cubic yard for trucks; and \$5.25 plus 28 cents surcharge (\$5.53) for commercial per cubic yard with exceptions noted below.

Please adhere to the following guidelines for disposal of listed items: For items not listed, please call 970-498-5760 for more information. ALL LOADS MUST BE COVERED BY A TARP.

Flood damaged construction debris: Drywall, lumber, windows and doors, concrete blocks, siding, insulation, etc. and septage and sewage if mixed with other debris. Larimer County will accept non-friable asbestos. If flood debris is known to contain friable asbestos we will not accept it. If it is unknown, we will accept it. Dry materials should be wetted or wrapped in plastic to minimize airborne contaminants.

Wet dirt over 50% of the total load will be charged at the regular rate of \$6.65 per cubic yard plus 18 cents surcharge (\$6.83) per cubic yard for trucks and \$6.65 per cubic yard plus 28 cents surcharge (\$6.93) per cubic yard for commercial. Only landfills with a liner and sump system are allowed to accept flood debris that is expressing liquids for disposal. The Larimer County Landfill IS NOT LINED and this debris will not be accepted.

Other waste types accepted for landfill disposal. Appliances such as refrigerators, freezers, air conditioners, dishwashers, and laundry appliances. \$23/each for Freon containing units. Other items are charged at the regular landfill rates.

Dead animal carcasses, \$12/100 pounds.

Tree limbs, yard waste and other vegetation and food waste. Tree branches six inches in diameter or more must be cut into 6-foot lengths.

Cars, trucks, and motor home bodies, \$50/each. Titles must accompany these items. Fuel, oil, hydraulic fluid and other automotive fluids must be removed and disposed of properly. For more guidance or information, call (970) 498-5760.

Electronics: Electronics such as computers and televisions can be taken to the electronics recycling center operated by Waste Management for a \$.40/lb. fee. The Colorado Department of Public Health and Environment has issued a temporary waiver of the electronic waste landfill ban which allows the disposal of only residential electronic waste at a landfill if the waste has been contaminated by sewage, septage or is unrecyclable from flood debris contamination. Per regulations this does not include business e-waste which MUST be managed as a universal waste, or possibly as a hazardous waste, depending on the material characterization.

Residents can recycle electronics for free at:

[Electronics Recycling 3 LLC](#)

14704 E 33rd Place, Suite H

Aurora, CO

Hours: Monday - Friday, 8:30 a.m. - 3:30 p.m.

Hazardous Waste: The following items, paint up to a 30-gallon limit and propane tanks under 40 lbs., may be taken for free by Larimer County residents to the Household Hazardous Waste

Facility. Phone (970-498-5771) for more information. Hours of operation for residential waste: Tuesday, Thursday, Friday and Saturday, 9 a.m.-4 p.m. There is a charge for business waste and appointments may be made by calling (970) 498-5771.

Recyclable items: Normal recyclable materials should be dry. Metal items to be recycled must be washed clean of mud and debris before recycling. Wet items are not acceptable for recycling and should be disposed of in the landfill.

If there are any questions, call local Public Works office to determine your city's policy for removing residential debris 970-498-5760.

Specifically in the City of Loveland, curbside pick-up of flood debris will be provided to residents and business owners within the flood zone. Property owners within that designated area can use their Household Clean up Voucher to do a one-time drop off of flood debris at the City's Recycling Center at no charge. To get a voucher call 962-2529 or request one online.

Property owners can also take flood debris to the Larimer County Landfill.

Solid Waste will continue to do special pick-ups for a fee – Call (970) 962-2529 or go to the Solid Waste Division webpages for more information.

Dead animals should be placed in plastic bags and taken to the Larimer County Landfill.

*Property owners within the flood zone who have questions or need additional information about household debris pick up should call (970) 962-2529.*

For more information about management and disposal of flood debris visit [www.colorado.gov](http://www.colorado.gov).

### **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 Larimer County Department of Health and Environment at 970-498-6700 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.

### **Local Collection Program**

#### **Improving Indoor Air Quality**

Here a few tips to secure healthy indoor air quality:

ACT QUICKLY if you find moisture in your home.

- Unplug all electrical appliances.
- Use whatever resources you have readily available to soak up and dry out wet areas. Use towels, fans, air conditioners and open windows. Use bathroom and kitchen fans to facilitate ventilation.
- Remove standing water and mud. Mud contains most of the health hazards you'll encounter. Wet Dry Vacuums can be purchased at most home stores for \$40-\$200. Many home stores also provide rental vacuums. Remove vents and registers and clean thoroughly with water and detergent.
- Remove all wet articles – furniture, clothes, carpet, rugs, etc. High humidity and moist materials provide the environment for growth of microorganisms. A good rule of thumb is to discard items that cannot be cleaned and dried within 24-48 hours.
- Leave clean wet items outside to dry. Sunlight has mold-killing properties.
- Wipe down all surface areas with water and detergent.

- Replace all removable filters in furnaces and air conditioners.
- Do not caulk or paint an area until you are certain it is thoroughly dry.
- Remove and discard all drywall and insulation that has been contaminated with sewage or flood water, at least up to the highest flood water level. The inside of the wall cavity should then be thoroughly cleaned with hot soapy water or with a hot power washer and soap. The wall must be thoroughly dry before re-insulating and refinishing. Help the drying process with fans, running your air conditioner, or a dehumidifier.

Who should do the cleanup depends on a number of factors. One consideration is the size of the problem. If the wet area takes more than one day for you to clean the job yourself, it may be best to consult a professional.

Adapted from the City of Fort Collins Health Sustainable homes at [www.fcgov.com/healthyhomes](http://www.fcgov.com/healthyhomes)

### **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.

Groundwater creates enormous pressure on basement walls and floors. Drain the basement no more than one foot per day to minimize further damage.

Floodwaters damage materials, leave mud, silt and unknown contaminants and promote the growth of mold and mildew. Dry your home to reduce these hazards and the damage they cause. Let fresh air move through your home. Open windows and doors if weather permits.

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 [www.epa.gov/mold/moldguide.html](http://www.epa.gov/mold/moldguide.html) for more information on mold growth and clean up.

Visit [www.ag.ndsu.edu/pubs/yf/home/ae1202.pdf](http://www.ag.ndsu.edu/pubs/yf/home/ae1202.pdf) for information on the health effects of mold.

**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 the likelihood of illness. Contact your physician if you or someone in your household has come into contact with contaminated waters and is exhibiting these symptoms.

### **Food items to discard in the event of a flood**

- All foods and drinks that have been in contact with floodwater
- Meat, poultry, fish, seafood, eggs, milk, leftovers, soft cheese, refrigerator rolls and biscuits, and other potentially hazardous foods that have been left above 40°F or above for 2 hours or longer.
- Food that has an unusual odor, texture, or color
- Cans of food that show evidence of rust, bulging, denting, or damage
- Food or drinks in containers with screw caps, snap lids, crimped caps, twist caps, flip-tops or pull tabs that have come in contact with floodwater.

### **Food items that may be salvaged in the event of a flood**

#### **Canned Foods**

- Only cans that have a solid seal and are free of damage may be salvaged. Cans that have pull tab type of lid may NOT be salvaged. Discard any and all containers showing evidence of rust, bulging, denting, or damage.
- **To Clean:**
  - Remove labels and mark the contents of the canned good with a permanent marker.
  - Wash solid-sealed cans that can be salvaged with hot water and a strong detergent, using a scrub brush to remove all dirt.
  - Rinse with clean water.
- **To Sanitize- use one of the following two methods:**
  - **Method 1- submerge containers in a chlorine bleach solution**
    - Use one (1) tablespoon of 5% household bleach per gallon of water. DO NOT use scented or Ultra bleach.
    - Immerse cans for 2 minutes in the bleach solution. Rinse with disinfected water.
    - Allow cans to air dry as towels can spread bacteria.
  - **Method 2- Boil canned goods**
    - Place cans in boiling water and boil for 10 minutes, the cans will not explode. Do not boil longer than 10 minutes.
    - Allow cans to air dry as towels can spread bacteria.

Experience has shown the only flood damaged foods that are entirely safe for salvage are those in solid-sealed metal cans that have been cleaned and sterilized as mentioned above.

#### **Cellophane and Paper packaged Foods**

- Discard any of these items that have knowingly or show signs of coming in contact with flood water.

- Food products in these types of containers (candy, cereals, crackers, chewing gum, shelled nuts, etc.) 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 is now found to be caked or not free-flowing, discard.
- Products with fitted lids (i.e., non-sealed type; cocoa, baking powder, condiments, etc.) should be opened and examined. Discard any of these products that show evidence of moisture inside.

### **Unpackaged Foods**

- All unpackaged foods that have come in contact with flood water should be discarded.

### **Frozen Foods**

- If flood water has reached the inside of the refrigerator or freezer, discard all foods that are not in damage-free sealed cans.
- Foods not contaminated by flood water may be salvaged and frozen if they have not reached a temperature above 40°F.
- Foods that are only partially thawed and still retain ice crystals may be salvaged; however, refreezing foods may result in degraded quality.
- Completely thawed foods including fruits, vegetables, meats, poultry, fish, shellfish, and cooked food should not be refrozen.

### **Power Outages**

The main concern with perishables stored in the refrigerator or 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 for no more than 4 hours. A full freezer should be able to keep foods frozen for two days; a half-full freezer should keep foods frozen for about one day. If food still contains ice crystals and/or the freezer temperature is 40°F or lower, and food was safe when originally frozen, it should still be safe. These foods can be refrozen or cooked and eaten.

- Discard any perishable food that has been held at temperatures above 40°F for more than two 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 off and then turned back on, check with your utility company.

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

### **Decontaminating of Kitchenware and Appliances**

- Kitchenware (ceramic dishes, utensils, mugs, pots and pans, etc.) and appliances (refrigerators, freezers, etc.) that were exposed to flood waters can be cleaned and sanitized.
- Wooden cutting boards, plastic dishware and utensils, baby bottles, nipples and pacifiers should be discarded.
- **To Decontaminate:**
  - Wash with strong detergent and hot water. Rinse surfaces with clean water.
  - Disinfect with a chlorine bleach solution of one (1) tablespoon of 5% unscented, non-Ultra bleach per gallon of water. Rinse with clean water and allow to air dry.
  - If odor remains, try cleaning with one (1) teaspoon of baking soda to each quart of warm water, or one (1) cup of vinegar per gallon of water.
  - If odor persists, use activated charcoal to help remove odor. This type of charcoal is sold at drug stores and pet stores.
- **To use activated charcoal**
  - Place the charcoal in pans or on paper at the bottom of the refrigerator or freezer and leave it there for several days.
  - Turn the refrigerator on low and run it empty for a few days so odors can be absorbed. You may have to replace the charcoal to fully remove the odor.
  - When odor is gone, unplug and the appliance and thoroughly wash, rinse and allow to air dry.
  - Turn on the refrigerator or freezer; it will be ready to restock with food.
- In extreme cases, there may be nothing that will eliminate residual odor.

**If you find you have additional questions regarding Food Safety after disaster, please contact Larimer County Extension at 970-498-6000.**

## 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.

For a list of Colorado Contractors visit:

[www.coloradocontractors.org/home/Members/Owner\\_Agency\\_Relations/Colo\\_Floods/Members/ContentAreas/2013\\_Floods.aspx](http://www.coloradocontractors.org/home/Members/Owner_Agency_Relations/Colo_Floods/Members/ContentAreas/2013_Floods.aspx)

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">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">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 [www.uncc2.org/web/](http://www.uncc2.org/web/).

The American Red Cross has created this booklet with further information on how to recover from a flood [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>
<b>Poudre Valley REA</b>	<b>970-226-1234</b>	<a href="http://www.pvrea.com">www.pvrea.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
