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Contact: HSEMCommunications@austintexas.gov

Ready Together

The Basics of Emergency Preparedness
for You, Your Family & Your Neighborhood





Today's **Agenda**

Ready Together

Welcome

Make a Plan – HSEM Staff

Build a Kit – Ascension-Seton

Know Your Neighbors – HSEM

Loteria Activity

Stay Informed – HSEM

Mental Health – GAVA

Break

10 Minutes

CPR- ATCEMS

Fire - Austin Fire Department

Winter Weather - Austin Energy





Welcome and **Thank you!**



We thank you for taking the time to participate and thank you to all our partners!



GAVA
GO! AUSTIN/¡VAMOS! AUSTIN



Ascension



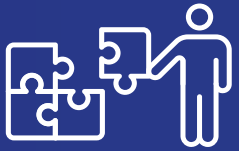


The **Four Steps** to Preparedness

You have the **power** to **protect** yourself, your loved ones, and our community in an emergency. Preparing for disasters has a big impact on safety and recovery in a crisis.

In this lesson you'll learn how to:

- Use the four steps to preparedness
- Make a plan to support individual and household preparedness



The **Four Steps** to Preparedness

It's critical to have enough supplies and resources to be self-sufficient for seven days.

FEMA recommends having supplies for at least 3 days. City of Austin recommends 7 days, because winter storms in Central Texas can take longer to recover from.



Make a Plan



Build a Kit



**Know your
Neighbors**



Stay Informed





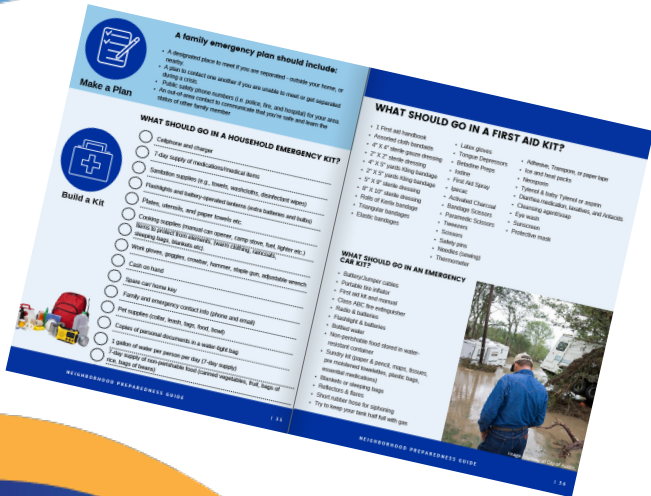
Make a **Plan**

In this lesson, you'll learn:

- Why it's important to start making a plan for you, your family, and your neighborhood
- Where to start



Make a Plan



A family emergency plan should include:

- A designated place to meet if you are separated - outside your home, or nearby.
- A plan to contact one another if you are unable to meet or get separated during a crisis.
- Public safety phone numbers (i.e. police, fire, and hospital) for your area.
- An out-of-area contact to communicate that you're safe and learn the status of other family member.
- **Practice before an emergency!**





Make a **Plan**

Easy ways to start your plan:

- **Build a Contact List:**

- Transfer your important phone numbers to paper.
- Start collecting emergency resource numbers.

- **Evaluate your needs:**

- Plans for fire evacuations, shelter at home incidents, and finalize a meeting spot. Then do this with your neighbors.
- Do you know how to shut off your utilities?



Contact List



Name:
Phone:
Email:

Name:
Phone:
Email:

Name:
Phone:
Email:

Name:
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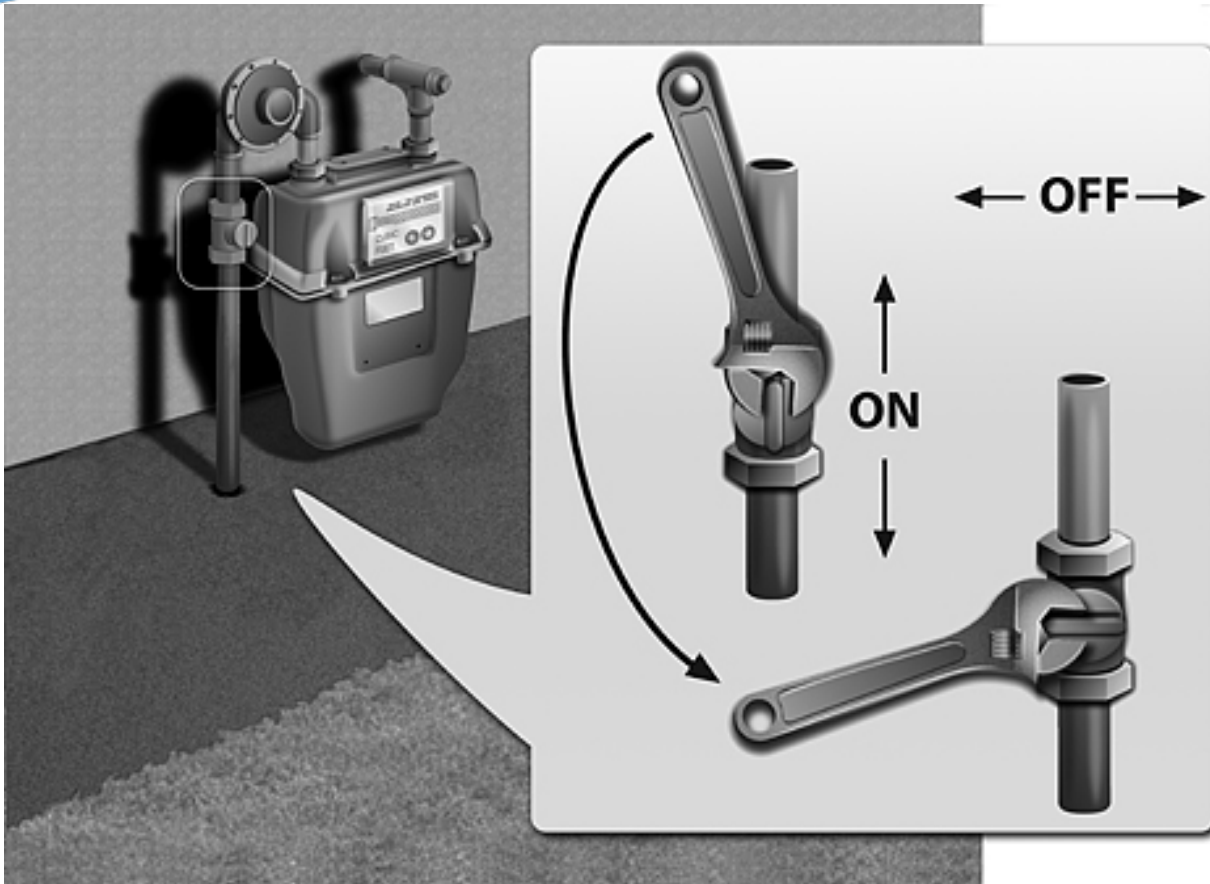
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**NEIGHBORHOOD
PREPAREDNESS GUIDE**





Shutting Off **Utilities**



Gas Shut-Off



Water Shut-Off



Build a **Kit**

In this lesson, you'll learn:

- Why we should have a kit
- Suggestions for building our kits



Building a Kit: **Suggested Items**

Communication and Information:

- ☐ Map(s) of the area
- ☐ Family and emergency contact info (phone and email)
- ☐ Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- ☐ Cell phone and charger(s)

Personal Essentials:

- ☐ Extra cash (in small bills)
- ☐ Spare change of clothes
- ☐ Spare car/home key
- ☐ Copies of personal documents in a water-tight bag

Food and Water:

- ☐ 1 gallon of water per person, per day (7-day supply)
- ☐ 7-day supply of non-perishable food
- ☐ Can opener

Medical Supplies:

- ☐ Basic first aid kit
- ☐ 7-day supply of medications/medical items

Pet Essentials:

- ☐ Pet supplies (collar, leash, tags, food, bowl)

Tools and Equipment:

- ☐ Flashlight and extra batteries
- ☐ Wrench or plier
- ☐ Other tools or equipment you may need

Hygiene and Comfort:

- ☐ Sanitation and personal hygiene items
- ☐ Blankets
- ☐ Games for kids
- ☐ Comfort snacks





Building a Go Bag on **Your Budget**



Recommended **First Priority** Items:

3 gallons of water | Manual can opener
3 cans of nonperishable food
First aid kit | Mini handheld flashlight

Other Recommended **Priority** Items:

Candles | Matches & lighter | Multi-tool
Extra Batteries | Rain poncho

Other Recommended **Priority** Items:

NOAA weather radio | Whistle
Dust mask | Local maps
Moist towelettes for sanitation





Building a Kit for **Pets**

Go-bags for Pets

Remember to make a Go-Bag for your pet!

Transport Essentials:

- ☐ Sturdy leashes and/or carriers for transport
- ☐ A pillowcase (great for transporting cats and other small animals)
- ☐ Muzzles for dogs

Food and Water Supplies:

- ☐ Food, potable water, and medicine for at least two weeks
- ☐ Non-spill bowls
- ☐ Manual can opener and plastic lid

Hygiene and Waste Management:

- ☐ Plastic pet waste bags
- ☐ Litter box and litter

Identification and Records:

- ☐ Current photos of your pet (for reunification purposes)
- ☐ Names and phone numbers of emergency contacts, emergency veterinary hospitals, and animal shelters
- ☐ Immunization records
- ☐ Information on any medical conditions and/or behavior problem





Know Your Neighbors

In this lesson, you'll learn:

- Ways to engage your neighbors in emergency preparedness





Know Your Neighbors: **Neighborhood Emergency Plans**

Put together a neighborhood emergency plan.

Homework: Use Your Neighborhood Preparedness Guide

Think about including:

- Neighborhood boundaries
- Hazards that are likely to impact you
- An updated contact list
- Communication plan (family and neighbors)
- Define rally point(s)

Next Steps:

- Distribute your plan to everyone in your contact list
- Practice a Scenario (flooding, wildfire, biohazard)
- Get more neighbors involved!





Know Your Neighbors: **Activity**

Getting to know your neighbors *before* an emergency is **crucial** but can be difficult.

How do you break the ice and start that conversation?

This Lotería networking game will help you get that conversation going.





How to Play: **Know Your Neighbor Lotería**

Step 1: *Grab a Card*

Everyone grab your Lotería card

Step 2: *Introductions*

Get connected. Go around the room and find a partner(s) and introduce yourself.

Step 3: *Start Playing*

Example: John, it was great meeting you. I didn't realize I needed more flashlights. How many do you have?

Step 4: *Declare "Lotería!"*

Fill your card horizontally, vertically, and diagonal. Shout "Lotería!"





Discussion: **Know Your Neighbor Lotería**

Discussion:

- Was this guided conversation helpful?
- How prepared are you and your “neighbors”?





Stay Informed

In this lesson, you'll learn:

- How to navigate helpful phone numbers
- Where to find information on emergency events
- Resources to support preparedness and response





Stay Informed: **Who to Call**

When to call 9-1-1, 3-1-1, 2-1-1, 9-8-8 *What are the differences between the numbers?*



9-1-1

Universal emergency number for life threatening - Police, Fire, EMS, Mental Health Services.



3-1-1

Local public hotline to find information, ask about services, or file service request.
512-974-2000



2-1-1

Hotline for information on local health and human service resources and recovery.



9-8-8

Suicide prevention hotline available to anyone in a suicidal crisis or emotional distress.



Stay Informed: **Community Events**

Look out for our events in the community:

- Monthly Pop-Up Emergency Preparedness Events
January thru December
- Get Ready Central Texas Emergency Preparedness Fair
September
- Ready Together: Basic Emergency Preparedness Training
Quarterly

We're dedicated to ensuring that everyone, especially the most vulnerable and people with disabilities, who are often hardest to reach, are well prepared and informed.

Get Ready Central Texas

YOU ARE INVITED TO THE EMERGENCY PREPAREDNESS POP-UP

MAKE EMERGENCY PREPAREDNESS YOUR SUPERPOWER!

KNOW YOUR RISKS AND LEARN RESOURCES AVAILABLE DURING A DISASTER

LEARN MORE ABOUT FOUR STEPS OF PREPAREDNESS

- Make a Plan with the Neighborhood Preparedness Guide
- Build a Kit
- Know your Neighbors
- Stay Informed

FREE TO ATTEND AND FAMILY FRIENDLY

REFRESHMENTS PROVIDED

PLAY GAMES, MAKE FRIENDS, AND MEET YOUR NEIGHBORS

Council District	Date	Time	Location
DISTRICT 7	Jan. 15	3-6 p.m.	John Gillum Branch Library (North Village)
DISTRICT 2	Feb. 19	3-6 p.m.	Pleasant Hill Branch Library
DISTRICT 4	Mar. 19	3-6 p.m.	Windsor Park Branch Library
DISTRICT 8	Apr. 16	3-6 p.m.	Hampton Branch Library
DISTRICT 5	May 21	3-6 p.m.	Menchaca Road Branch Library
DISTRICT 6	June 18	3-6 p.m.	Spicewood Springs Branch Library
DISTRICT 9	July 16	3-6 p.m.	Twin Oaks Branch Library
DISTRICT 3	Aug. 20	3-6 p.m.	Ruiz Branch Library
DISTRICT 10	Oct. 15	3-6 p.m.	Old Quarry Branch Library
DISTRICT 1	Nov. 19	3-6 p.m.	Carver Branch Library

For more details go to [READYCENTRALTEXAS.ORG](https://www.getreadycentraltexas.org)

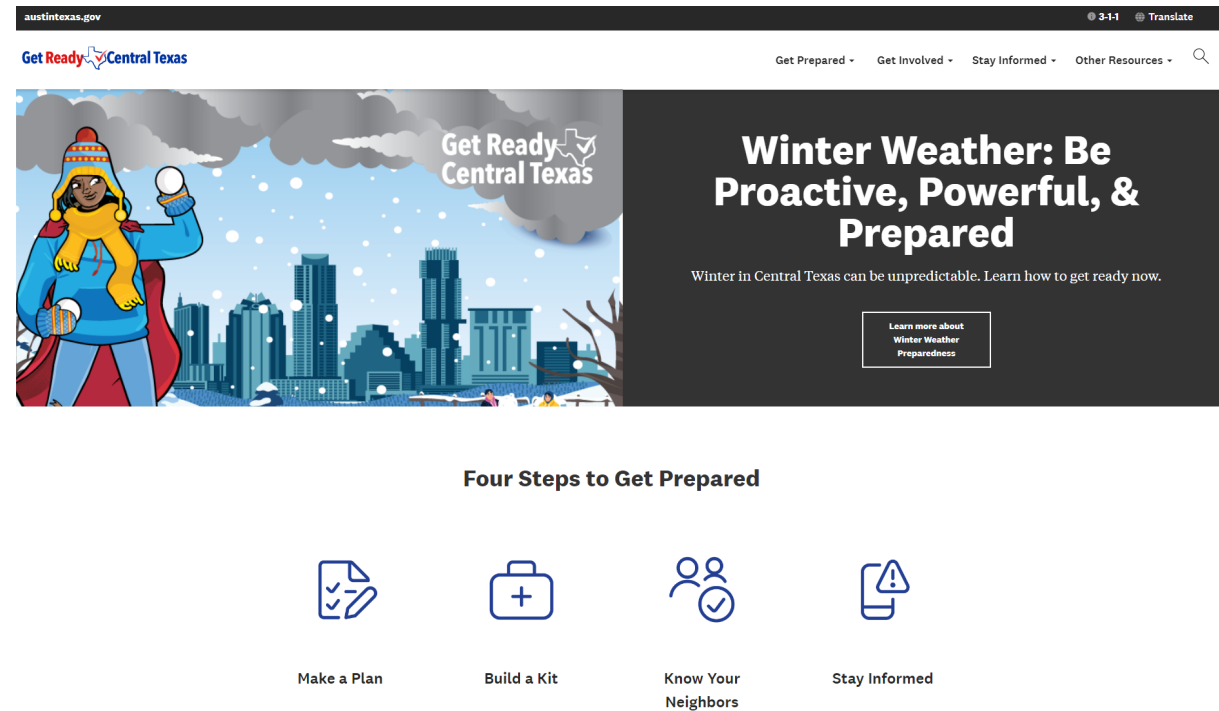
Interpretation services available in Spanish, and ASL. Request another language interpreter by calling 3-1-1 or 512-974-2000 no later than five days before the meeting you wish to attend.



Stay Informed: **ReadyCentralTexas.org**

ReadyCentralTexas.org

- Covers emergencies for every season.
- Central hub for all your preparedness needs.
- Easy-to-use and informative for proactive action.





Stay Informed: **Accessible Hazard Alert System**

Accessible Hazard Alert System (AHAS):

Sign up at <https://atc.ahasalerts.com> for emergency alerts in American Sign Language, English voice, and text for people who are Deaf, hard of hearing, Blind, or Deaf and Blind, OR by texting AHAS to (737) 241-3710.

For quick SMS Registration text **AHAS** to (737) 241-3710.



AUSTIN / TRAVIS COUNTY
Accessible Hazard Alert System

[Home](#) [Active Alerts](#) [COVID-19](#) [FAQs](#)
[Contact Us](#) [Sign Up!](#)

Sign Up to Receive Accessible Alert Notifications

ATC AHAS Signup

Sign Up to Receive Accessible Alert Notifications

Sign Up

For quick SMS Registration text **AHAS** to (737) 241-3710.





State of Texas Emergency Assistance Registry (STEAR)

The State of Texas Emergency Assistance Registry (STEAR) provides local emergency planners and emergency responders with additional information on the needs members of our community may have.

People who should register for STEAR are those who:

- have disabilities,
- are medically fragile,
- have access and functional needs such as:
 - limited mobility,
 - communication barriers,
 - require additional medical assistance during an emergency event,
 - require transportation assistance,
 - require personal care assistance.

**Registering in STEAR is voluntary and DOES NOT guarantee you will receive specific service during an emergency because available services may vary by community or the severity of the emergency.*



TDEM
THE TEXAS A&M UNIVERSITY SYSTEM



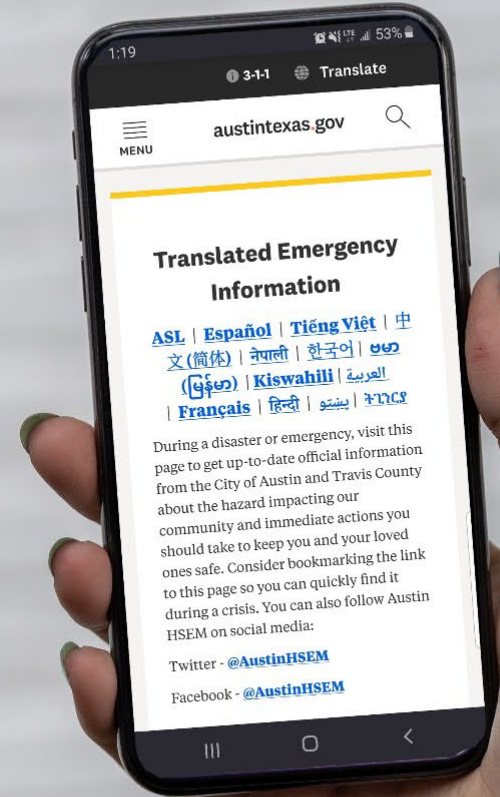


Stay Informed: **Alerts Page**

austintexas.gov/alerts

The Alerts Page is the official hub for up-to-date information in 14 languages from the City of Austin about the hazard impacting our community, and actions you should take.

Bookmark this page so you can easily find it when you need it.

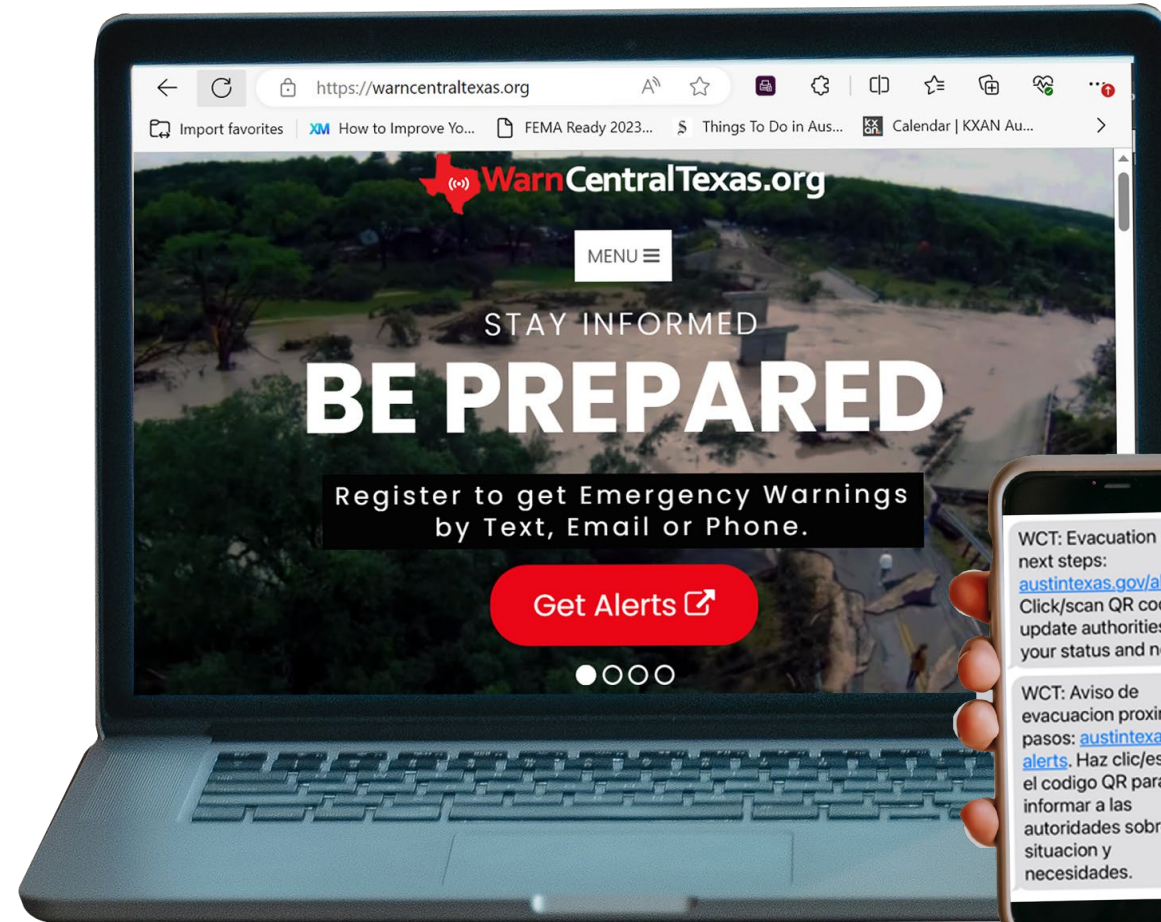




Stay Informed: **WarnCentralTexas.org**

Sign up for Emergency Alerts

- Get alerts through text, email, or phone.
- Receive timely notifications about hazards.
- Customize alerts based on your location.



WCT: Evacuation notice next steps: austintexas.gov/alerts. Click/scan QR code to update authorities on your status and needs.

WCT: Aviso de evacuación próximos pasos: austintexas.gov/alerts. Haz clic/escanea el código QR para informar a las autoridades sobre tu situación y necesidades.

Example Text Alert



Stay Informed: **ReadyCentralTexas App**



- The **Ready Central Texas app** is available for free in the Apple Store for iPhone, and in the Google Play store for Android.
- Using the app, you can get timely updates and warnings, and push notifications for when emergencies happen.
- Our phone app also has informational videos, emergency plan checklists, and a document library.



Stay Informed: **Additional Ways to Stay Informed**



Local News

In an emergency, local news stations will work to keep the public informed.

News outlets often get information from government agencies, helping distribute information to viewers.



Follow Austin HSEM on social media

Facebook & X/Twitter:

@AustinHSEM

Instagram: @austin.hsem



OVER 60 TYPES OF ALERTS



TORNADOS



FLOODS



HURRICANES



FIRES



EARTHQUAKES

Weather Radios

Local alerts for severe weather and emergencies.

Tune to local station and keep on for constant monitoring.

Use batteries and/or plug-in



Break



Minute
Break





Coping with Emergencies and Disasters

Mental Health

In this lesson you'll learn how to:

- Understand the signs of mental distress and ways to seek help



Trigger Warning: The upcoming content discusses disaster scenarios and effects on mental health. It might be distressing for some.



Coping with Emergencies and Disasters



Mental health first aid is important in emergency preparedness

Preparing for, responding to, and recovering from disasters and traumatic events is essential to the behavioral health of individuals and communities.

Natural or manmade disasters can have a major impact on mental health and emotional well-being. Experiencing a natural disaster like a flood or tornado can cause anxiety, depression, and post-traumatic stress.

For many, these feelings can continue for years and certain things may take people back to the event or cause them to fear that it's about to happen again.



Coping with Emergencies and Disasters

Recognize the Signs of Disaster Related Stress

- Difficulty communicating thoughts.
- Difficulty sleeping.
- Difficulty maintaining balance in their lives.
- Low threshold of frustration.
- Increased use of drugs/alcohol.
- Limited attention span.
- Poor work performance.
- Headaches/stomach problems.
- Tunnel vision/muffled hearing.
- Colds or flu-like symptoms.
- Disorientation or confusion.
- Difficulty concentrating.
- Reluctance to leave home.
- Depression, sadness.
- Feelings of hopelessness.
- Mood-swings and easy bouts of crying.
- Overwhelming guilt and self-doubt.
- Fear of crowds, strangers, or being alone.





Coping with Emergencies and Disasters

Tools to relieve Disaster Related Stress

- Discuss your emotions, even if it's challenging.
- Seek help from post-disaster counselors.
- Don't blame yourself for the disaster or feel guilty for not aiding in rescues.
- Prioritize your well-being with a balanced diet, rest, exercise, and relaxation.
- Connect with family and friends.
- Utilize your existing support networks.
- Take breaks to unwind and remember intense feelings will lessen.
- Breathe deeply and engage in activities you love.
- Stay informed through trustworthy sources.
- Avoid rumors, especially on social media, and rely on official updates.





Coping with Emergencies and Disasters

Signs It is Not Getting Better

- Difficulty communicating thoughts.
- Difficulty sleeping.
- Difficulty maintaining balance in their lives.
- Low threshold of frustration.
- Increased use of drugs/alcohol.
- Limited attention span.
- Poor work performance.
- Headaches/stomach problems.
- Tunnel vision/muffled hearing.
- Colds or flu-like symptoms.
- Disorientation or confusion.
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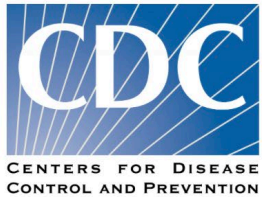


Coping with Emergencies and Disasters: Mental Health Resources



[Red Cross: Recovering Emotionally After a Disaster \(en español\)](#)

Disasters are upsetting experiences for everyone involved. Children, senior citizens, people with disabilities and people for whom English is not their first language are especially at risk and are likely to need extra care and help. But everyone, even the people that others look up to for guidance and assistance, is entitled to their feelings and deserves support throughout the recovery process.



[CDC: Coping with a Disaster or Traumatic Event \(en español\)](#)

During and after a disaster, it is natural to experience different and strong emotions. Coping with these feelings and getting help when you need it will help you, your family, and your community recover from a disaster.



[SAMHSA: Disaster Distress Helpline \(en español\)](#)

SAMHSA's Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.



[NAMI: Crisis Information and Resources \(en español\)](#)

Use this checklist to assist you in making your call. Ask for the Crisis Intervention Team or request an officer trained in handling mental health cases.



[Integral Care: Crisis Services \(en español\)](#)

Like a storm that knocks a house from its foundation, a mental health crisis can knock someone off their feet. Integral Care offers mental health crisis support 24 hours a day, 7 days a week on the phone and in the community.



Hands Only CPR

In this lesson you'll learn:

- About Hands Only CPR
- Why it is important
- Demonstration





Hands Only CPR



Hands Only CPR

- What is it?
- Why is it so important?
 - According to the American Heart Association, about 90 percent of people who suffer out-of-hospital cardiac arrests die. CPR, especially if performed immediately, can double or triple a cardiac arrest victim's chance of survival
- Hands-Only CPR has been shown to be as effective in the first few minutes conventional CPR for cardiac arrest at home, at work or in public.



Fire Safety

In this lesson you'll learn:

- The common causes of fires
- Tips on how to prevent fires
- Facts on Alarms, Sprinklers and Fire Extinguishers





Fire Facts

- Fires kill more Americans each year than all natural disasters combined.
- Fire moves fast! A blaze can double in size in less than 60 seconds.
- Most fire tragedies are **preventable**.



Photo Courtesy of Austin Fire Department



Common Causes of Fires

The three most common causes of fires in Austin are: unattended cooking, improperly discarded smoking materials, and electrical fires.



Unattended cooking



Improperly discarded
smoking materials



Electrical

These regularly switch order from year to year in terms of which occurs most often.



Kitchen Fires



The kitchen is the most common area for a fire to start.

They're usually caused by:

- Unattended cooking;
- Flammable material too close to the stove (towels, potholders, etc.)
- Grease buildup
- Improper disposal of ignitable materials.

DO:

- Cover with a lid;
- Use an extinguisher; or
- Turn off the heat, if safe.

DON'T:

- Use water;
- Use flour;
- Use a towel to cover fire; or
- Move a hot or burning pot/pan.

! *And if the fire is in the oven, keep the oven door closed!*



Photo Courtesy of Austin Fire Department



Improperly Discarded **Smoking** Materials



Photo Courtesy of Austin Fire Department



Another common cause of fire is **improperly discarded smoking materials**. To prevent these types of fires from occurring:

- Ensure cigarettes, cigars, charcoal, etc., are completely out before disposal (soaking them in water is a great way to be sure!);
- Don't discard smoking materials in the trash, potted plants, etc.;
- Don't toss cigarettes out of car windows;
- Use deep, sturdy, non-combustible containers in designated areas; and
- Designated smoking areas should be clear of all flammable materials.

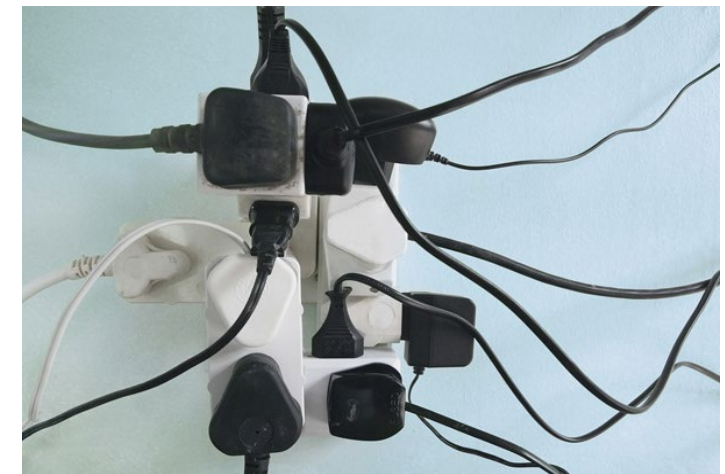
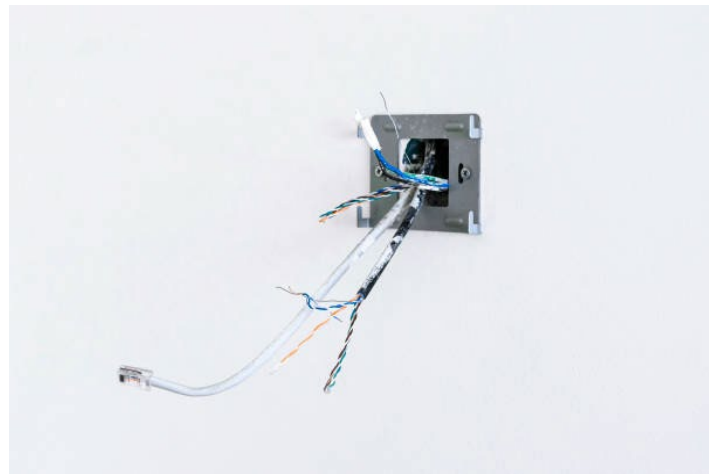
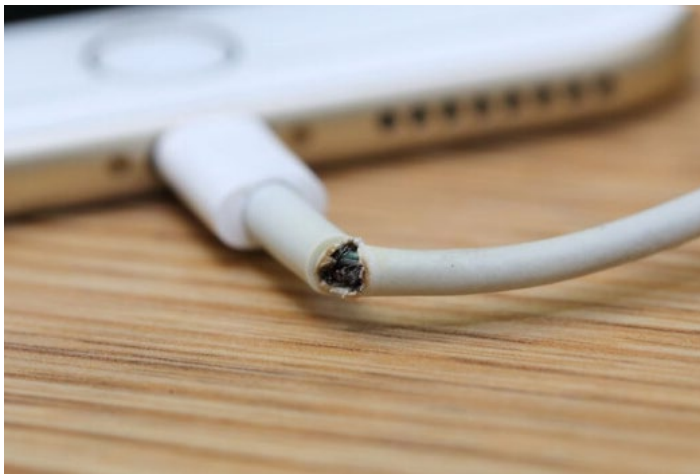


Electrical Fires



Electrical fires are usually caused by:

- Defective electronics (faulty cables, bad splicing, cut/torn cords, damaged cables, loose wires);
- Accidental damage; and/or
- Electrical negligence (overloading outlets or extension cords).





Early Warning **Devices** & Sprinkler **Systems**

- Smoke alarms
- Carbon Monoxide (CO) alarms
- Sprinkler systems



! *If you or someone you know doesn't have working smoke alarms in their home, call us at (512) 974-0299, and we'll provide and install them FOR FREE! (Must reside in City of Austin)*



Smoke Alarms

- Place in each bedroom, near sleeping areas, and on every home level.
- Test monthly; change batteries when low.
- Replace the unit about every 10 years.
- NEVER take out the battery!



Carbon Monoxide Alarms

- Install outside sleeping areas and on every home level.
- Test monthly; follow manufacturer's replacement advice.
- If the alarm rings:
 1. Go outside or near an open window.
 2. Count everyone.
 3. Call for help and wait.



Sprinkler Systems

- Activated by specific temperatures.
- Indoors, they release water instantly when triggered.
- Activating one sets off the alarm.
- Keep items away from heads for proper function.
- Have a pro check systems often.



Fire Extinguishers



Types of extinguishers:

- ABC: Combination Extinguishers
- A: Ordinary combustibles
- B: Flammable liquids
- C: Electrical
- D: Combustible metals
- K: Commercial cooking oils and greases

When to use them:

- You have a clear escape route not blocked by fire;
- The extinguisher is within easy reach and in proper working order;
- The extinguisher is the correct type for the fire you are fighting;
- The extinguisher is large enough to put out the fire; and
- You know how to operate one.



Using Fire Extinguishers: **PASS**

To operate a fire extinguisher, remember the word **PASS**:



Pull the pin



Aim at the base of the fire



Squeeze the handle/trigger



Sweep the base of the fire

- Keep your back to an unobstructed exit and maintain six to eight feet between you and the fire.

- If the extinguisher fails to put out the fire, close the door and get out.

- Don't try to extinguish a fire bigger than you.

- Don't be afraid to call 911 and leave it to the professionals



Evacuation Plan Essentials

Preparation & Awareness:

- Always know multiple exits.
- Post a building diagram with exit routes.
- Plan for individuals with special needs.

During a Fire:

Check doors for heat before opening.

- If there's smoke, stay low ("stay low and go").
- Avoid elevators; always use stairwells.

After Evacuating:

- Gather at the designated meeting spot.
- NEVER re-enter the building.
- Account for everyone; report any missing persons to first responders.





Winter Weather

In this lesson, you'll
learn how to:

- Prepare for,
Respond to, and
Recover from
Winter Storms



Winter Weather: **Where do your Utilities come from?**

- Austin Energy
- Austin Water
- Austin Resource Recovery
- Austin Watershed Protection
- Transportation and Public Works
- Development Services
Department





Winter Weather: the 4 Ps



People

Dress in multiple warm layers. Know the signs of hypothermia.



Pets

Bring them inside. All pets are vulnerable to extreme cold.



Pipes

Insulate pipes and unheated areas. Drip your faucet.



Plants

Bring any plants inside that can be carried. Outside plants should be covered.



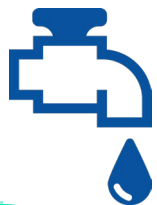


Winter Weather: **Weatherize Your Home**



Utilities

- Familiarize yourself with utility shut offs and contact information



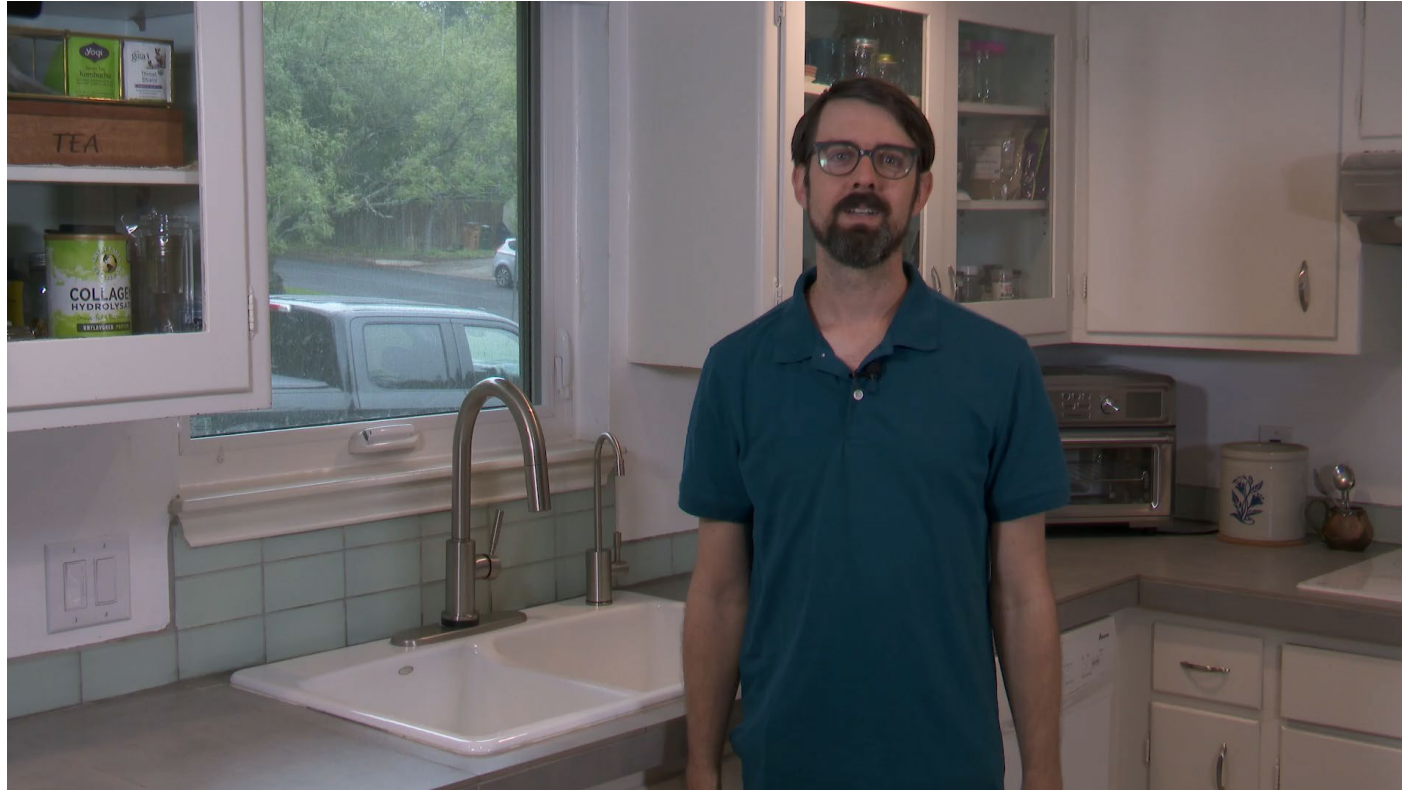
Keeping the Cold Out

- Find and Seal drafty areas.
 - Doors, Windows, Basements





Winter Weather: **Drip your Faucets**





Winter Weather: **Weatherize Your Home**

Stay Safe and Sound with Code/Development Services Department

- Test your gas service lines annually for possible leaks.
- Check if your furnace is operating correctly.
- Check if the boilers are working as intended.
- Check if you have smoke alarms and carbon monoxide detectors.

Tenants who experience unresolved code violations can request a Code Inspector by calling Austin 3-1-1 or 512-974-2000.



Visit the Austin Code Safe and Sound webpage at: austintexas.gov/safeandsound for more property maintenance winter tips.



Winter Weather: **Safety Tips**

Staying Warm

- Keep up with your annual fireplace inspections
- Keep heat sources away from flammable items (curtains, fabric items, and furniture)
- Use an automatic shut-off heater
- Don't fuel generators in your home
- Gas powered generators should be outside at least 20 feet from window, door, or vents
- Have working smoke alarms and carbon monoxide detectors.
- Never run your vehicle inside your garage to keep warm.

Electric Safety

- Don't touch power lines or try to prune around them
 - Only use outdoor extension cords for outside
 - Don't overload power strips
- Keep electrical appliances away from water





Winter Weather: **Driving Safety**

Plan Your Route Ahead of Time

- ✓ Check the weather, road conditions, and traffic. Plan to leave early.
- ✓ Review directions and maps before you go. Let others know your route and arrival time.

Know Your Car

- ✓ Clean snow, ice or dirt from the windows, the forward sensors, headlights, taillights and backup camera.
- ✓ Know where your hazard lights are.
- ✓ For electric or hybrid-electric vehicles, make sure your vehicle is plugged in whenever it is not in use.

Driving In Winter Conditions

- ✓ Drive slowly. Increase your following distance.
- ✓ Stay calm in a skid.





Winter Weather: **Power Outages**

Report an outage

- **Text Outage Alerts**
 - To Sign Up – Text **REGISTER** or **REG** to **287846**
 - To Report – Text **OUT** or **OUTAGE** to **287846**
- Use outagemap.austinenenergy.com
- **Save 512-322-9100** in your phone to report an outage
- **Visit and bookmark** these websites before an emergency
 - AustinTexas.gov/alerts
 - AustinEnergy.com/outage
 - WarnCentralTexas.org
 - ReadyCentralTexas.org
 - ATXFloods.com
- **Consider** getting a weather radio. Austin Energy works with local news stations on radio, TV or online to keep customers informed





Winter Weather: **Power Outages**

During a Power Outage

- **Call 9-1-1** if you have a medical emergency or your life is at risk during a power outage, especially if you are connected to medical equipment that needs power, such as dialysis or breathing machines. Do not wait for your power to be turned back on to seek help.
- Avoid downed power lines.
- Be aware that limbs, fences, hoses, playsets, and other structures near you can become energized by a downed power line.



Text Message Outage Alerts



To Sign Up – Text **REGISTER** or **REG** to **287846**

To Report – Text **OUT** or **OUTAGE** to **287846**



Winter Weather: **Power Outages cont'd.**

Power Outage Tips

- Use flashlights or battery-operated lanterns during an outage.
- Keep refrigerator and freezer doors closed during an outage. Food could last up to a day.
- When in doubt, throw it out. Visit FDA for guidelines on food safety during outages.

Appliances During an Outage

- Turn off major appliances (air conditioners and heat pumps). They could overload electric lines once power is restored, causing a second outage.
- Be aware that gas appliances may not work due to power outages.

Life Saving Advice During an Outage

- Do NOT attempt to assist or approach emergency and utility crews.
- To avoid carbon monoxide poisoning, **never** run a car or truck inside a garage attached to your house, even if you leave the garage door open.





Winter Weather: **Power Outages for the Medically Vulnerable**

- **Austin Energy:** Outages for the medically vulnerable can be life threatening. The City of Austin has created a registry for customers. it is designed for customers who need critical care or have chronic conditions, this registry provides personal case management from the City of Austin and partnering social service agencies.
**Being on the registry does not guarantee uninterrupted power or priority of restoration.*
- **STEAR:** The State of Texas Emergency Assistance Registry (STEAR) provides local emergency planners and emergency responders with additional information on the needs members of our community may have.





Winter Weather: **Resources After a Storm**



Code Compliance

Common weather-related violations may include:

- no hot water
- burst pipes
- cracks in the ceiling or walls. Residents experiencing a possible code violation should first notify their landlord.

Visit the Report a Code Violation page to learn how to report a possible code violation at: www.AustinTexas.gov/service/report-code-violation

Repairs & Permits

The City's Development Services Department will work with homeowners, business owners, and contractors to permit and inspect emergency repairs to ensure work was completed safely. Types of repairs that will require permits include:

- Ruptured or damaged water lines
- Main electrical service
- Structural damage

Visit the Permits for Emergency Repairs page for more information:

www.AustinTexas.gov/emergency-permits





Winter Weather: Resources After a Storm

Homeowners Assistance

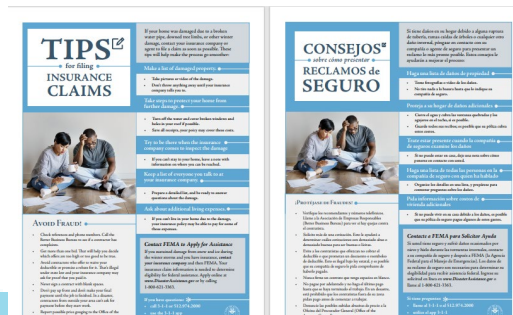
- The Austin Housing and Planning Department's home repair program can assist eligible homeowners who need repairs: [AustinTexas.gov/HomeRepairs](https://austintexas.gov/HomeRepairs)
- Call 512-974-3100, or email the Austin Housing and Planning Department with questions about these services at hpdcs@austintexas.gov.
- View Tips for Filing Insurance Claims (PDF): [https://www.austintexas.gov/sites/default/files/files/Development Services/2021 insurance claims tips bilingual.pdf](https://www.austintexas.gov/sites/default/files/files/Development%20Services/2021_insurance_claims_tips_bilingual.pdf)

Tenant Resources

- Visit Resources for Renters to see if you qualify for tenant resources, including legal consultation, residential rental assistance, utility bill assistance, and more.
- Visit: <https://www.AustinTexas.gov/page/resources-renters>

Housing Assistance:

- Texas Rio Grande Legal Aid – [888-988-9996](https://www.trglaw.org/)
- Volunteer Legal Services of Central Texas – [512-476-5550](https://www.vlsc.org/)
- Building and Strengthening Tenant Action (BASTA) – [512-522-9984](https://www.basta-tx.org/)
- Austin Tenants Council – [512-474-1961](https://www.austintn.org/)





We greatly appreciate you and all our partners. Thank you!



Ascension



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We greatly value your feedback; please participate in our survey to help us continually improve and serve you better.