



Ready Raleigh

A guide for disaster preparedness



Raleigh

About this booklet

The City of Raleigh has compiled this booklet to help you prepare yourself, your family, your home and your community for emergency situations. This guide contains information about how to contact government agencies for specific information before or after an emergency, how to compile an emergency kit for your household, and what to do during specific natural and man-made hazards. This booklet is not meant to be a comprehensive source and additional resources are provided in each section.



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Section 1

Be Connected

Contact information

Non-emergency numbers

Name	Phone number	Services
<i>Government services</i>		
Police – General Information	919-996-3335	General police-related questions
Police – Non-Emergency Complaints	919-831-6311	Noise complaints, animal complaints, incidents where a crime is not currently in progress, or other non-emergency situations.
Fire	919-996-6115	Fire education, general fire-related questions
Raleigh Water – Customer Care	919-996-3245	Report a sewer overflow or water main break
Stormwater Management	919-996-6446 (streets) 919-996-3940 (other drainage)	Report a drainage issue
Parks, Recreation and Cultural Resources	919-878-3561	Report a downed tree. They will remove trees in the right-of-way, trails, or greenways, but not on private property.
Planning and Development - Customer Service Center	919-996-2500	Get assistance with permitting and inspections for storm damage repair.
GoRaleigh	919-485-7433	Bus schedules and regional transit information
NC Department of Transportation	511	Information line for statewide road conditions
Wake County Schools	919-431-7400	Wake County school delays and closings

IN AN EMERGENCY DIAL

911

Utility companies

Name	Phone number	Services
<i>You can add information pertinent to you</i>		
Duke Energy Progress	800-452-2777	Report fallen power lines
		Electric
		Cable
		Phone
		Gas
		Other
		Other
		Other

Emergency information and alerts

Local news and radio stations:

The News & Observer

(Daily newspaper covering North Carolina's Triangle Region)

www.newsobserver.com

WRAL NBC-affiliated television station

(Digital channel 17)

www.wral.com

WTVD ABC-affiliated television station

(Digital channel 11)

www.abc11.com

WNCN CBS-affiliated television station

(Digital channel 8)

www.cbs17.com

WUNC (National Public Radio station

(91.5 MHz FM)

www.wunc.org

NOAA Weather Radio Stations (Triangle Area)

Chapel Hill 162.550

Garner 162.450

Websites

Information about city or county services

City of Raleigh

raleighnc.gov

Wake County

wakegov.com

National Weather Service

(Weather forecasts, watches, warnings, weather safety information)

www.weather.gov

Emergency preparedness information (general)

U.S. Department of Homeland Security

Ready.gov

North Carolina Department of Public Safety

readync.org

Wake County

readywake.com

Live reports from stream gauges throughout the Southeast

**United States Geological Survey South Atlantic Water Science
Center Flood Gauge Monitoring**

www.usgs.gov/centers/sa-water

Twitter

The City of Raleigh communications team posts up-to-date information on our Twitter feed:

[@RaleighGov](https://twitter.com/RaleighGov)

Sign up for emergency alerts through ReadyWake!

readywake.com

[@ReadyWake](https://twitter.com/ReadyWake)

National Weather Service Raleigh

[@NWSRaleigh](https://twitter.com/NWSRaleigh)

Facebook

The City of Raleigh communications team posts up-to-date information on our Facebook feed:

[@CityOfRaleigh](https://www.facebook.com/CityOfRaleigh)



Section 2

Be Prepared

EMERGENCY PREPARATION CHECKLIST

Section 1: Emergency Survival Items:

- ☐ Water Containers
- ☐ First Aid Kit
- ☐ Torch
- ☐ Battery Operated
- ☐ Batteries
- ☐ Ties
- ☐

Make a plan

Planning for emergencies will help ensure everyone in your household will know what to expect and what to do in case a disaster strikes. Several good emergency plan templates can be found online.

A basic plan should include:

☐ Contact information

- ☐ For all members of the household, include work and school numbers
- ☐ In-area emergency network contacts (friends/family/neighbors)
- ☐ Out-of-area contacts

☐ **Health and medical information**

- ☐ Allergies
- ☐ Lists of medications and prescriptions
- ☐ Blood types
- ☐ Doctor and pharmacy phone numbers
- ☐ Information about special needs
 - ☐ Equipment, devices and supplies
 - ☐ Special medical or other requirements
 - ☐ Health and disability information
- ☐ Pet names and rabies vaccination numbers

☐ Designated meeting place in case a disaster occurs when household members are not at home

□ Evacuation plans

- ☐ Where will you go?
- ☐ How will you get there?

☐ Check to see if your home is at risk of flooding in case of a heavy rain event (North Carolina Flood Risk-Information System <https://fris.nc.gov/fris/Home.aspx?ST=NC>)

Document your plan and keep a copy of it in your emergency kit.

Templates for family disaster plans can be found at:

- www.ready.gov/plan
- www.ncdhhs.gov/assistance/disaster-preparation-and-recovery/disaster-preparation

Notes

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Build a kit

Keeping an emergency preparedness kit in your home can help your household be ready for a variety of emergencies. An emergency kit should provide supplies for your household for three days without power. The kit should be kept in a sturdy bag. Rethink your needs every year and update your kit as your family's needs change.

For more information on building an emergency kit go to:

www.ready.gov/kit



Flashlight



Extra
batteries



First aid kit



Sanitation supplies

Hand sanitizer,
Garbage bags, Moist
towelettes, Plastic ties



Manual can opener



Whistle
To signal for help



Dust masks
In case of air contamination



Backup batteries

For charging cell phones



Food

Keep at least a three-day supply of non-perishable (canned or boxed) food on hand



Water

Keep one gallon of water per person per day for drinking and sanitation



Battery powered or crank weather radio

NOAA Weather Radio All Hazards is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office;
<https://www.weather.gov/nwr/>



Additional emergency supplies

Consider adding the following items to your emergency supply kit based on your individual needs:

- ☐ Necessary prescription medications
- ☐ Non-prescription medications such as pain relievers, anti-diarrhea medication, antacids or laxatives
- ☐ Glasses and contact lens solution
- ☐ Infant formula, bottles, diapers, wipes, diaper rash cream
- ☐ Pet food and extra water for your pet
- ☐ Sleeping bag or warm blanket for each person
- ☐ Change of clothing appropriate for your climate and sturdy shoes
- ☐ Household chlorine bleach and medicine dropper to disinfect water
- ☐ Fire extinguisher
- ☐ Personal hygiene items such as soap, toothpaste, sanitary napkins, etc.
- ☐ Mess kits, paper cups, plates, paper towels and plastic utensils
- ☐ Paper and pencil
- ☐ Books, games, puzzles or other activities for children

Documents

It is also a good idea to keep copies of important documents in your emergency kit. Keeping them handy will ensure they stay with you in case you need to evacuate your home. Additionally, saving digital copies in a secure and password-protected cloud server or other secure location will ensure you can access them in case items in your home are damaged or destroyed.

- ☐ Copies of identification
 - ☐ Driver's licenses
 - ☐ Birth certificates
 - ☐ Passports
 - ☐ Social security cards

- ☐ Copies of insurance policies
 - ☐ Renters/homeowners insurance
 - ☐ Medical/dental/prescription insurance cards
- ☐ Financial statements and bank account records (contact information, account numbers and online login information)
 - ☐ Mortgage records
 - ☐ Car loans
 - ☐ Retirement accounts
 - ☐ Utility accounts
 - ☐ Credit cards
 - ☐ Brokerage firms
 - ☐ Student and other loans
- ☐ Legal documents
 - ☐ Car registration and title
 - ☐ Property deeds
 - ☐ Wills
 - ☐ Health-care proxy and/or power of attorney
- ☐ Home inventory including receipts or appraisals for major purchases
- ☐ Cash or traveler's checks
- ☐ Utility account information
 - ☐ Account numbers and online login information

Raleigh Water tip

If you are on City of Raleigh water supply, even if power is lost it is unlikely that water service will stop. The City's water plants have numerous backup systems and generators. They are also elevated to ensure that the water supply is not contaminated with floodwater. It is a good idea to have a backup water supply at home during a storm but consider storing tap water in bottles or freezing tap water in plastic bags. That way if the power goes out, the bags of ice will keep your frozen items protected and can be used for drinking water once thawed. This is also cheaper than purchasing bottled water.

Lend a hand

Friends and neighbors can be our first line of defense in an emergency. They can help watch out for your family and your home. Building connections and relationships with your neighbors can strengthen your community's overall level of responsiveness to a disaster or emergency. This is especially true for people who do not have the physical strength to adequately prepare their home for a disaster. Community groups, neighborhood associations, school groups, teams and clubs can be sources of support during times of disaster.

As you plan and prepare your family for emergency situations, reach out to your neighbors and share contact information and other important data with them. In the event you or members of your household are injured, your neighbors may need to share vital information with first responders.

Get to know your neighbors and check on them regularly before, during and after an emergency.

Identify in-area contact people and make sure they know:

- Your household evacuation plan
- Emergency contacts
- Any special healthcare needs in your household
 - Mobility needs
 - Communication needs
- Languages spoken
- Cultural and religious considerations

Collect the same information from your neighbors. This will help you and them prepare and respond to emergency situations.

Before an emergency: Check in!

As you prepare your kits, check with friends and neighbors that they have all the supplies they will need for the emergency. Offer to drive them to the grocery store or help bring in outdoor furniture.

During an emergency: Stay in touch!

As is possible, keep in contact. Do not put yourself or your neighbors in danger by going outside if it is not safe to do so. If power and communications go out, make sure you have a plan for when you will be in touch after the emergency passes.

After an emergency: Follow up!

Check to see if your neighbors' homes have been damaged, if power has been restored, etc. Ensure that their healthcare needs are met. If necessary, reach out to their emergency contacts.

Keep track of important household emergency contacts in this chart:

Name	Contact Information	Check-in Plan
Doctor		
Doctor		
Veterinarian		
School		

Name	Contact Information	Check-in Plan



Section 3

Be Informed

This section contains information on specific hazards that may affect the Raleigh, N.C., area. Each section will give information on what to do before, during and after the hazard and other resources and information.



Thunderstorms

Thunderstorms are violent, short-lived weather events associated with lightning, thunder, dense clouds, heavy rain or hail, and strong, gusty winds. Thunderstorms can occur year-round and at any hour of the day.



DURING A SEVERE THUNDERSTORM WATCH:

- Listen to a NOAA Weather Radio, or local radio or television stations for updated information.
- Avoid lightning rods such as golf clubs, fishing poles, tractors, bicycles, etc.
- Be prepared to seek shelter if a severe thunderstorm is approaching. A sturdy building is the safest place to be during a severe thunderstorm.

DURING A THUNDERSTORM WARNING FIND SHELTER RIGHT AWAY.

- Pay attention to alerts and warnings.
- Unplug appliances.
- Avoid taking a bath or shower or running water for any other purpose or using a landline phone.
- Turn off the air conditioner.

Risks from thunderstorms

- Wind damage: downed trees and power lines
- Flash flooding
- Tornadoes and powerful winds (over 50 mph)
- Damage from hail

When thunderstorms are expected, the Weather Service may issue watches and warnings

A **THUNDERSTORM WATCH** means conditions are favorable for thunderstorms. Watches are typically issued for large geographic areas and are in effect for several hours.

A **THUNDERSTORM WARNING** means thunderstorms are imminent or occurring and action should be immediate.



WHAT TO DO IF SOMEONE IS STRUCK BY LIGHTNING

- Call for help. Get someone to **dial 911** or your local Emergency Medical Services number. Medical attention is needed as quickly as possible.
- Give first aid. If breathing has stopped, begin rescue breathing. If the heart has stopped beating, a trained person should give CPR. If the person has a pulse and is breathing, look and care for other possible injuries.
- Check for burns. The injured person has received an electrical shock and may be burned, both where they were struck and where the electricity left their body. Being struck by lightning can also cause nervous system damage, broken bones and loss of hearing or eyesight. People struck by lightning carry no electrical charge that can shock other people so they can be handled safely.

Before a thunderstorm

- Know your area's risk for thunderstorms. In most places they can occur year-round and at any hour.
- Prepare early: Keep trees near your house trimmed, use surge protectors for appliances and electronic devices.
- Pay attention to weather reports and warnings of thunderstorms. Be ready to change plans, if necessary, to be near shelter.
- Keep an eye on the sky. Pay attention to weather clues around you that may warn of imminent danger. Look for darkening skies, flashes of lightning or increasing wind, which may be signs of an approaching thunderstorm.
- Stay aware of your surroundings. Look for places you might go should severe weather threaten.
- Listen for the sound of thunder. If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately.

- Secure outdoor objects such as lawn furniture that could blow away or cause damage or injury. Take light objects inside.
- Shutter windows securely and brace outside doors. This will help protect your house from damaging winds or flying debris.
- If you are boating or swimming, get to land, get off the beach and find shelter immediately. Stay away from rivers, lakes and other bodies of water.

During a thunderstorm

- Avoid electrical equipment and telephones. Lightning could follow the wire. Television sets are particularly dangerous.
- Avoid bathtubs, water faucets and sinks because metal pipes can transmit electricity.
- Take shelter in substantial, permanent, enclosed structures, such as reinforced buildings. Sturdy buildings are the safest place to be.
- If there are no reinforced buildings in sight, take shelter in a car. Keep car windows closed and avoid convertibles. Rubber-soled shoes and rubber tires provide no protection from lightning. However, the steel frame of a hard-topped vehicle provides increased protection if you are not touching metal. Although you may be injured if lightning strikes your car, you are much safer inside a vehicle than outside.
- As a last resort and if no structure is available, go to a low-lying, open place away from trees, poles or metal objects. Make sure the place you pick is not subject to flooding. Have as little contact with the ground as possible. Squat low to the ground. Place your hands on your knees with your head between them. Make yourself the smallest target possible. Do not lie flat on the ground this will make you a larger target.
- Avoid tall structures such as towers, tall trees, fences, telephone lines and power lines. Lightning strikes the tallest objects in an area.
- Stay away from natural lightning rods, such as golf clubs, tractors, fishing rods, bicycles and camping equipment. Lightning is attracted to metal and poles or rods.

What to do while driving during a thunderstorm and heavy rain

- Pull safely onto the shoulder of the road and stop, making sure you are away from any trees or other tall objects that could fall on the vehicle. Stay in the car and turn on the emergency flashers until the heavy rains subside. Vehicles will provide better protection from lightning than being out in the open. Keep car windows closed.
- Avoid contact with metal or conducting surfaces outside or inside the vehicle.
- Turn around, don't drown: Avoid flooded roadways. Heed Flood Warning signs posted in flood-prone areas.

After a thunderstorm

- Listen to authorities and weather forecasts for information on whether it is safe to go outside and instructions regarding potential flash flooding.
- Watch for fallen power lines and trees. Do not go near a fallen power line! Report them to Duke Energy Progress at 800-452-2777.
- Check on friends and neighbors.
- Call Raleigh's Solid Waste Services Department for information on storm debris removal.

Resources

NOAA Weather Radio All Hazards is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office.

<https://www.weather.gov/nwr/>

www.ready.gov/thunderstorms-lightning

Learn more about Raleigh's Stream Monitoring and Flood Alert Systems:

<https://raleighnc.gov/SupportPages/stream-gauges>

Notes

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Extreme temperatures: heat

Extreme heat is defined as a long period (two to three days) of high heat and humidity with temperatures above 90 degrees. Humidity increases the feeling of heat (measured by the heat index).



IF YOU ARE UNDER AN EXTREME HEAT WARNING:

- Find air conditioning.
- Avoid strenuous activities.
- Watch for heat illness.
- Wear light clothing.
- Check on family members and neighbors.
- Drink plenty of fluids.
- Watch for heat cramps, heat exhaustion and heat stroke.
- Never leave people or pets in a closed car.

Risks from extreme heat

- Heat exhaustion and heat stroke
- Older adults, children, and sick or overweight individuals are at greater risk for extreme heat

Before an extreme heat event

- Find places in your community where you can go to get cool.
- Keep your home cool by doing the following:
 - Cover windows with drapes or shades.
 - Weather-strip doors and windows.
 - Use window reflectors, such as aluminum foil-covered cardboard, to reflect heat back outside.
 - Add insulation to keep the heat out.
 - Use attic fans to clear hot air.
 - Install window air conditioners and insulate around them.
- Learn to recognize the signs of heat-related illness.

During an extreme heat event

- Never leave a child, adult or animal alone inside a vehicle on a warm day.
- Find places with air conditioning. Libraries, shopping malls and community centers can provide a cool place to take a break from the heat.
- If you're outside, find shade. Wear a hat wide enough to protect your face.
- Wear loose, lightweight, light-colored clothing.
- Drink plenty of fluids to stay hydrated. If you or someone you care for is on a special diet, ask a doctor how best to accommodate it.
- Do not use electric fans when the temperature outside is more than 95 degrees, as this could increase the risk of heat-related illness. Fans create air flow and a false sense of comfort, but do not reduce body temperature.
- Avoid high-energy activities.
- Check yourself, family members and neighbors for signs of heat-related illness

Know the signs of heat-related illness and the ways to respond to it

HEAT CRAMPS

- **Signs:** Muscle pains or spasms in the stomach, arms or legs
- **Actions:** Go to a cooler location. Remove excess clothing. Take sips of cool sports drinks with salt and sugar. Get medical help if cramps last more than an hour.

HEAT EXHAUSTION

- **Signs:** Heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, or fainting

- **Actions:** Go to an air-conditioned place and lie down. Loosen or remove clothing. Take a cool bath. Take sips of cool sports drinks with salt and sugar. Get medical help if symptoms get worse or last more than an hour.

HEAT STROKE

- **Signs:** Extremely high body temperature (above 103 degrees) taken orally; red, hot, and dry skin with no sweat; rapid, strong pulse; dizziness; confusion; or unconsciousness
- **Actions:** Call 911 or get the person to a hospital immediately. Cool down with whatever methods are available until medical help arrives.

Resources

Cool for Wake: This Wake County program offers free fans and air conditioning units to vulnerable residents. Program begins in May and runs through September each year.

www.wakegov.com/humanservices/social/energy/Pages/coolfor-wake.aspx

www.ready.gov/heat

Notes

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Extreme temperatures: cold and winter weather

Extreme cold weather is defined differently depending on geography and climate. In the Southern U.S. extreme near freezing temperatures are considered extreme cold. Many factors, including infrastructure and history, affect a region's ability to cope with winter weather. Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice and high winds.



IF YOU ARE UNDER A WINTER STORM WARNING, FIND SHELTER RIGHT AWAY

- Stay off roads.
- Stay indoors and dress warmly.
- Prepare for power outages.
- Use generators outside only and away from windows.
- Listen for emergency information and alerts.
- Look for signs of hypothermia and frostbite.
- Check on neighbors.

Risks from extreme cold and winter weather

- Hypothermia (risk can be increased by windchill, which accelerates heat loss from the body)
- Frostbite
- Pipes may freeze and burst
- Car accidents as roads become difficult to navigate due to ice and/or snow
- Ice storms and snowstorms can knock down trees leading to loss of power, heat and communication.

Before extreme cold and winter weather

- Know your area's risk for winter storms. Extreme winter weather can leave communities without utilities or other services for long periods of time.
- Prepare your home to keep out the cold with insulation, caulking and weather stripping. Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups.
- Pay attention to weather reports and warnings of freezing weather and winter storms.

- Gather supplies in case you need to stay home for several days without power. Keep in mind each person's specific needs, including medication. Do not forget the needs of pets. Have extra batteries for radios and flashlights.
- Create an emergency supply kit for your car. Include jumper cables, sand, a flashlight, warm clothes, blankets, bottled water and non-perishable snacks. Keep the gas tank full.
- Learn the signs of, and basic treatments for, frostbite and hypothermia.

During extreme cold and winter weather

- Stay off roads if possible.
- Limit your time outside. If you need to go outside, then wear layers of warm clothing.
- Avoid carbon monoxide poisoning. Only use generators and grills outdoors and away from windows. Never heat your home with a gas stovetop or oven.
- Avoid overexertion when shoveling snow.
- Watch for signs of frostbite and hypothermia and begin treatment right away.
- Check on neighbors. Older adults and young children are more at risk in extreme cold.

Know the signs and symptoms of frostbite and hypothermia

FROSTBITE

- Frostbite causes loss of feeling and color around the face, fingers and toes.
- **Signs:** Numbness, white or grayish-yellow skin, firm or waxy skin
- **Actions:** Go to a warm room. Soak in warm water. Use body heat to warm. Do not massage or use a heating pad.

HYPOTHERMIA

- Hypothermia is an unusually low body temperature. A temperature below 95 degrees is an emergency.
- **Signs:** Shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech or drowsiness
- **Actions:** Go to a warm room. Warm the center of the body first — chest, neck, head and groin. Keep dry and wrapped up in warm blankets, including the head and neck.

Resources

Warmth for Wake is a seasonal energy assistance program sponsored by Wake County Human Services.

<http://www.wakegov.com/humanservices/social/energy/Pages/warmthforwake.aspx>

www.weather.gov/dlh/extremecold

www.ready.gov/winter-weather

NOAA Weather Radio All Hazards is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office.

<https://www.weather.gov/nwr/>

Notes

A satellite image of a hurricane over the Atlantic Ocean. The hurricane's eye is visible as a dark, circular center, surrounded by a dense, swirling ring of white clouds. The surrounding ocean is a deep blue, and the landmasses of North and Central America are visible in shades of brown and green. The image is taken from a high angle, showing the vast scale of the storm system.

Hurricanes

Hurricanes are massive storm systems that form over warm ocean waters and move toward land. The Atlantic hurricane season runs from June 1 to Nov. 30. Hurricanes can affect areas more than 100 miles inland.



IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY

- Determine how best to protect yourself from high winds and flooding.
 - Evacuate if told to do so.
 - Take refuge in a designated storm shelter or an interior room for high winds.
- Listen for emergency information and alerts.
- Only use generators outdoors and away from windows.
- Turn around, don't drown! Do not walk, swim or drive through flood waters. Heed Flood Warning Signs posted in flood-prone areas.

Risks from hurricanes

- Powerful winds (downed trees and power lines)
- Heavy rainfall
- Flooding
- Tornadoes
- Landslides
- Storm surges (coastal areas only)

When hurricanes are expected, the Weather Service will issue watches and warnings

A **HURRICANE WATCH** means tropical storm conditions are possible in a specific area.

A **HURRICANE WARNING** means tropical storm/hurricane conditions are expected in a specific area.

Before a hurricane:

Hurricane tracks and forecasts change frequently, so if a hurricane is expected, pay close attention to the news as the storm nears your area.

When a hurricane is 36 hours from arriving:

- Turn on your TV or radio in order to get the latest weather updates and emergency instructions.
- Restock your emergency preparedness kit. Include food and water sufficient for at least three days, medications, a flashlight, batteries, cash and first aid supplies.
- Plan how to communicate with family members if you lose power. For example, you can call, text, email or use social media. Remember that during disasters, sending text messages is usually reliable and faster than making phone calls because phone lines are often overloaded.
- Review your evacuation zone, evacuation route and shelter locations. Plan with your family. You may have to leave quickly so plan in advance.
- Keep your car in good working condition and keep the gas tank full; stock your vehicle with emergency supplies and a change of clothes.
- If you have flood insurance, your policy may cover up to \$1,000 in loss avoidance measures, such as sandbags and water pumps, to protect your insured property. You should keep copies of all receipts and a record of the time spent performing the work. They should be submitted to your insurance adjuster when you file a claim to be reimbursed.

When a hurricane is 18-36 hours from arriving

- Bookmark your city or county website for quick access to storm updates and emergency instructions.
- Bring loose, lightweight objects inside that could become projectiles in high winds (patio furniture, garbage cans, etc.); anchor objects that would be unsafe to bring inside (propane tanks, etc.); and trim or remove trees close enough to fall on the building.

When a hurricane is 6-18 hours from arriving

- Turn on your TV/radio or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.

- Charge your cell phone now so you will have a full battery in case you lose power. Charge any backup batteries or laptop computers, which can be used to recharge your cell phone battery if the power goes out.

When a hurricane is 6 hours from arriving

- If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are.
- Close storm shutters and stay away from windows. Flying glass from broken windows could injure you.
- Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored.
- Turn on your TV/radio or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.

During a hurricane

- If told to evacuate, do so immediately. Do not drive around barricades.
- If sheltering during high winds, go to a FEMA safe room, storm shelter or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding.
- If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.
- Listen for current emergency information and instructions.
- Use a generator or other gasoline-powered machinery outdoors ONLY and away from windows.
- Do not walk, swim or drive through flood waters. Turn around, don't drown! Just six inches of fast-moving water can knock you down and one foot of moving water can sweep your vehicle away. Heed Flood Warning Signs posted in flood-prone areas.

- Stay off bridges over fast-moving water.
- Track local impacts online at raleighnc.gov

After a hurricane

- Check on friends and neighbors.
- Listen to authorities for information and special instructions.
- Be careful during clean-up. Wear protective clothing and work with someone else.
- Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.
- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.
- Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.
- Document any property damage with photographs. Contact your insurance company for assistance.
- Watch for fallen power lines and trees. Do not go near a fallen power line! Report them to Duke Energy Progress at 800-452-2777.
- Call Raleigh's Solid Waste Services Department for information on storm debris removal.

Resources

National Hurricane Center (National Oceanic and Atmospheric Association) provides up-to-date forecasts for hurricanes and tropical storms:

www.nhc.noaa.gov

NOAA Weather Radio All Hazards is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office.

<https://www.weather.gov/nwr/>

Find information about Recovery Assistance Programs at the NC Office of Recovery and Resiliency

www.rebuild.nc.gov

Federal Emergency Management Agency: National Flood Insurance Program

<https://www.fema.gov/national-flood-insurance-program>

www.ready.gov/hurricanes

Learn more about Raleigh's Stream Monitoring and Flood Alert Systems:

<https://raleighnc.gov/SupportPages/flood-monitoring-cameras>

Notes



Drought

A drought is a prolonged period of abnormally low rainfall, leading to a shortage of water.

Risks associated with drought

- Increased risk of wildfire
- Increased risk of dust storms

Before a drought

Strategies for drought preparedness focus mainly on water conservation. Even under normal rainfall conditions, water conservation measures can save energy and money in your home.

Some useful tips to reduce household water consumption include:

- Repair dripping faucets and showers.
- Check all plumbing for leaks and have any leaks repaired by a plumber.
- Retrofit all household faucets by installing aerators with flow restrictors.
- Insulate your water pipes to reduce heat loss and prevent them from breaking.
- Choose appliances that are more energy and water efficient
- Consider purchasing a low-volume toilet that uses less water than older models.
- Replace your showerhead with an ultra-low-flow version.
- Start a compost pile as an alternate method of disposing of food waste or simply dispose of food in the garbage. (Kitchen sink disposals require a lot of water to operate properly).
- Plant native and/or drought-tolerant grasses, ground covers, shrubs and trees.
- Use mulch to retain moisture in the soil. Mulch also helps control weeds that compete with landscape plants for water.
- Position sprinklers so water lands on the lawn and shrubs and not on paved areas.
- Check sprinkler systems and timing devices regularly to be sure they operate properly.

- Plant drought-resistant lawn seed. Reduce or eliminate lawn areas that are not used frequently.
- Avoid over-fertilizing your lawn. Applying fertilizer increases the need for water. Apply fertilizers that contain slow-release, water-insoluble forms of nitrogen.
- Turn irrigation down in fall and off in winter. Water manually in winter only if needed.

During a drought

Always observe state and local restrictions on water use during a drought. If restricted, do not water your lawn, wash your car, or use water for other non-essential tasks, to help ensure there is enough water for essential uses.

Indoor water conservation tips while in a drought

BATHROOM

- Avoid flushing the toilet unnecessarily. Dispose of tissues, insects and other similar waste in the trash rather than the toilet.
- Avoid taking baths — take short showers — turn on water only to get wet and lather and then again to rinse off.
- Avoid letting the water run while brushing your teeth, washing your face or shaving.
- Place a bucket in the shower to catch excess water for watering plants.

KITCHEN

- Operate automatic dishwashers only when they are fully loaded. Use the “light wash” feature, if available, to use less water.
- Hand wash dishes by filling two containers — one with soapy water and the other with rinse water containing a small amount of chlorine bleach.
- Clean vegetables in a pan filled with water rather than running water from the tap.

- Store drinking water in the refrigerator. Do not let the tap run while you are waiting for water to cool.
- Avoid wasting water while waiting for it to get hot. Capture it for other uses such as plant watering or heat it on the stove or in a microwave.
- Avoid rinsing dishes before placing them in the dishwasher; just remove large particles of food. (Most dishwashers can clean soiled dishes very well, so dishes do not have to be rinsed before washing)
- Avoid using running water to thaw meat or other frozen foods. Defrost food overnight in the refrigerator or use the defrost setting on your microwave oven.

LAUNDRY

- Operate automatic clothes washers only when they are fully loaded or set the water level for the size of your load.

Outdoor water conservation tips while in a drought

CAR WASHING

- Use a commercial car wash that recycles water.
- If you wash your own car, use a shut-off nozzle that can be adjusted down to a fine spray on your hose.

LAWN CARE

- Avoid over-watering your lawn and water only when needed:
 - A heavy rain eliminates the need for watering for up to two weeks. Most of the year, lawns only need one inch of water per week.
 - Check the soil moisture levels with a soil probe, spade or large screwdriver. You don't need to water if the soil is still moist. If your grass springs back when you step on it, it doesn't need water yet.
- If your lawn does require watering, do so early in the morning or later in the evening, when temperatures are cooler.

- Check your sprinkler system frequently and adjust sprinklers so only your lawn is watered and not the house, sidewalk or street.
- Water in several short sessions rather than one long one in order for your lawn to better absorb moisture and avoid runoff.
- Use a broom or blower instead of a hose to clean leaves and other debris from your driveway or sidewalk.
- Avoid leaving sprinklers or hoses unattended. A garden hose can pour out 600 gallons or more in only a few hours.
- In extreme drought, allow lawns to die in favor of preserving trees and large shrubs.

Free water conservation kit

Raleigh Water will provide water conservation kits to all single-family home water and/or sewer customers (one kit per utility account). Kits include:

- Two high-efficiency bathroom aerators
- One high-efficiency showerhead
- One package of two toilet leak detection tablets

Please send an email to Water.Conservation@raleighnc.gov for more information.

Resources

More information is available at

www.ready.gov/drought

North Carolina Drought Management Advisory Council
provides up-to-date information on drought conditions
throughout the state:

www.ncdrought.org

Notes



Tornadoes

Tornadoes are violently rotating columns of air that extend from a thunderstorm to the ground. Tornadoes can happen anytime and anywhere. They can bring intense winds of more than 200 mph.



IF YOU ARE UNDER A TORNADO WARNING, FIND SAFE SHELTER RIGHT AWAY

- If you can safely get to a sturdy building, then do so immediately.
- Go to a safe room, basement or storm cellar.
- If you are in a building with no basement, then get to a small interior room on the lowest level.
- Stay away from windows, doors and outside walls.
- Do not get under an overpass or bridge. You're safer in a low, flat location.
- Watch out for flying debris that can cause injury or death.
- Use your arms to protect your head and neck.

Risks from tornadoes

- Downed trees and power lines
- Damaged or destroyed property
- Large and small flying debris

Before a tornado

- Know your area's tornado risk. In the U.S., the Midwest and the Southeast have a greater risk for tornadoes.
- Know the signs of a tornado, including a rotating, funnel-shaped cloud; an approaching cloud of debris; or a loud roar (similar to a freight train).
- Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts. If your community has sirens, then become familiar with the warning tone.
- Pay attention to weather reports. Meteorologists can predict when conditions might be right for a tornado.
- Identify and practice going to a safe shelter in the event of high winds, such as a safe room built using FEMA criteria or

a storm shelter built to ICC 500 standards. The next best protection is a small, interior, windowless room on the lowest level of a sturdy building.

During a tornado

- Immediately go to a safe location that you identified.
- Take additional cover by shielding your head and neck with your arms and putting materials such as furniture and blankets around you.
- Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions.
- Do not try to outrun a tornado in a vehicle.
- If you are in a car or outdoors and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible.

After a tornado

- Keep listening to EAS, NOAA Weather Radio and local authorities for updated information.
- If you are trapped, cover your mouth with a cloth or mask to avoid breathing dust. Try to send a text, bang on a pipe or wall, or use a whistle instead of shouting.
- Stay clear of fallen power lines or broken utility lines.
- Do not enter damaged buildings until you are told that they are safe.
- Save your phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messaging or social media to communicate with family and friends.
- Be careful during clean-up. Wear thick-soled shoes, long pants and work gloves.
- Watch for fallen power lines and trees. Do not go near a fallen power line! Report them to Duke Energy Progress at 800-452-2777.
- Call Raleigh's Solid Waste Services Department for information on storm debris removal at 919-996-3245.

Resources

www.ready.gov/tornadoes

Notes

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Home fires

Home fires move quickly through a building and can consume a residence within minutes. These fires produce large amounts of smoke and heat and can be deadly. Common causes of home fires are unattended cooking, smoking and heating appliances.

Risks from home fires

- Smoke inhalation
- Burns
- Property damage/loss
- Death

Learn about fires

- Fire is FAST! In less than 30 seconds, a small flame can turn into a major fire. It only takes minutes for thick black smoke to fill a house or for the house to be engulfed in flames.
- Fire is HOT! Heat is more threatening than flames. Room temperatures in a fire can be 100 degrees at floor level and rise to 600 degrees at eye level. Inhaling this super-hot air will scorch your lungs and melt clothes to your skin.
- Fire is DARK! Fire starts bright, but quickly produces black smoke and complete darkness.
- Fire is DEADLY! Smoke and toxic gases kill more people than flames do. Fire produces poisonous gases that make you disoriented and drowsy. Asphyxiation is the leading cause of fire deaths, exceeding burns by a three-to-one ratio.

Practice fire prevention

Home fires are preventable. The following are simple steps that each of us can take to prevent a tragedy.

COOKING

- Stay in the kitchen when you are frying, grilling or broiling food. If you leave the kitchen for even a short period of time, turn off the stove.
- Wear short, close-fitting or tightly rolled sleeves when cooking.
- Keep children away from cooking areas by enforcing a "kid-free zone" of three feet around the stove.
- Position barbecue grills at least 10 feet away from siding

and deck railings, and out from under eaves and overhanging branches.

SMOKING

- Smoke outside and completely stub out butts in an ashtray or a can filled with sand.
- Soak cigarette butts and ashes in water before throwing them away. Never toss hot cigarette butts or ashes in the trash can.
- Never smoke in a home where oxygen is used, even if it is turned off. Oxygen can be explosive and makes fire burn hotter and faster.
- Be alert and don't smoke in bed. If you are sleepy, have been drinking or have taken medicine that makes you drowsy, put your cigarette out first.

ELECTRICAL AND APPLIANCE SAFETY

- Frayed wires can cause fires. Replace all worn, old or damaged appliance cords immediately and do not run cords under rugs or furniture.
- If an appliance has a three-prong plug, use it only in a three-slot outlet. Never force it to fit into a two-slot outlet or extension cord.
- Immediately shut off, then professionally replace, light switches that are hot to the touch and lights that flicker.

PORTABLE SPACE HEATERS

- Keep combustible objects at least three feet away from portable heating devices.
- Buy only heaters evaluated by a nationally recognized laboratory, such as Underwriters Laboratories (UL).
- Check to make the portable heater has a thermostat control mechanism and will switch off automatically if the heater falls over.
- Only use crystal clear K-1 kerosene in kerosene heaters. Never overfill it. Use the heater in a well-ventilated room.

FIREPLACES AND WOODSTOVES

- Inspect and clean woodstove pipes and chimneys annually and check monthly for damage or obstructions.
- Use a fireplace screen heavy enough to stop rolling logs and big enough to cover the entire opening of the fireplace to catch flying sparks.
- Make sure the fire is completely out before leaving the house or going to bed.

CHILDREN

- Take the mystery out of fire play by teaching children that fire is a tool, not a toy.
- Store matches and lighters out of children's reach and sight, preferably in a locked cabinet.
- Never leave children unattended near operating stoves or burning candles, even for a short time.

MORE PREVENTION TIPS

- Never use stove range or oven to heat your home.
- Keep combustible and flammable liquids away from heat sources.
- Portable generators should NEVER be used indoors and should only be refueled outdoors or in well ventilated areas.

Before a Fire

CREATE AND PRACTICE A FIRE ESCAPE PLAN

In the event of a fire, remember that every second counts, so you and your family must always be prepared. Escape plans help you get out of your home quickly. Twice each year, practice your home fire escape plan. Some tips to consider when preparing this plan include:

- Find two ways to get out of each room in the event the primary way is blocked by fire or smoke.
- A secondary route might be a window onto a neighboring roof or a collapsible ladder for escape from upper story windows.

- Keep important documents in a fireproof safe place.
- Make sure that windows are not stuck, screens can be taken out quickly and that security bars can be properly opened.
- Practice feeling your way out of the house in the dark or with your eyes closed.
- Teach children not to hide from firefighters.

Fire escape planning for older adults and people with special healthcare of mobility needs

- Live near an exit. You'll be safest on the ground floor if you live in an apartment building. If you live in a multi-story home, arrange to sleep on the ground floor and near an exit.
- If you use a walker or a wheelchair, check all exits to be sure you get through the doorways.
- Make any necessary accommodations, such as providing exit ramps and widening doorways, to facilitate an emergency escape.
- Speak to your family members, building manager or neighbors about your fire safety plan and practice it with them.
- Contact your local fire department's non-emergency line and explain your special needs. Ask emergency providers to keep your special needs information on file.
- Keep a phone near your bed and be ready to call 911 or your local emergency number if a fire occurs.

SMOKE ALARMS

A working smoke alarm significantly increases your chances of surviving a deadly home fire.

- Install both ionization AND photoelectric smoke alarms, OR dual sensor smoke alarms, which contain both ionization and photoelectric smoke sensors.
- Test batteries monthly.
- Replace batteries in battery-powered and hard-wired smoke alarms at least once a year (except non-replaceable 10-year lithium batteries).

- Install smoke alarms on every level of your home, including the basement, both inside and outside of sleeping areas.
- Replace the entire smoke alarm unit every 8-10 years or according to manufacturer's instructions.
- Never disable a smoke alarm while cooking – it can be a deadly mistake.

Smoke alarm safety for people with access or functional needs

- Audible alarms for visually impaired people should pause with a small window of silence between each successive cycle so that they can listen to instructions or voices of others.
- Smoke alarms with a vibrating pad or flashing light are available for the hearing impaired. Contact your local fire department for information about obtaining a flashing or vibrating smoke alarm.
- Smoke alarms with a strobe light outside the home to catch the attention of neighbors and emergency call systems for summoning help are also available.

MORE FIRE SAFETY TIPS

- Make digital copies of valuable documents and records like birth certificates.
- Sleep with your door closed.
- Contact your local fire department for information on training on the proper use and maintenance of fire extinguishers.
- Consider installing an automatic fire sprinkler system in your residence.

During a fire

- Crawl low under any smoke to your exit - heavy smoke and poisonous gases collect first along the ceiling.
- Before opening a door, feel the doorknob and door. If either is hot, or if there is smoke coming around the door, leave the door closed and use your second way out.

- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- If you can't get to someone needing assistance, leave the home and call 911 or the fire department. Tell the emergency operator where the person is located.
- If pets are trapped inside your home, tell firefighters right away.
- If you can't get out, close the door and cover vents and cracks around doors with cloth or tape to keep smoke out. Call 911 or your fire department. Say where you are and signal for help at the window with a light-colored cloth or a flashlight.
- If your clothes catch fire, stop, drop and roll – stop immediately, drop to the ground and cover your face with your hands. Roll over and over or back and forth until the fire is out. If you or someone else cannot stop, drop and roll, smother the flames with a blanket or towel. Use cool water to treat the burn immediately for 3 to 5 minutes. Cover with a clean, dry cloth. Get medical help right away by calling 911 or the fire department.

After a fire

The following checklist serves as a quick reference and guide for you to follow after a fire.

- Contact your local disaster relief service, such as The Red Cross, if you need temporary housing, food and medicines.
- If you are insured, contact your insurance company for detailed instructions on protecting the property, conducting inventory and contacting fire damage restoration companies. If you are not insured, try contacting private organizations for aid and assistance.
- Check with the fire department to make sure your residence is safe to enter. Be watchful of any structural damage caused by the fire.
- The fire department should see that utilities are either safe to use or are disconnected before they leave the site. DO NOT attempt to reconnect utilities yourself.

- Conduct an inventory of damaged property and items. Do not throw away any damaged goods until after an inventory is made.
- Try to locate valuable documents and records.
- Begin saving receipts for any money you spend related to fire loss. The receipts may be needed later by the insurance company and for verifying losses claimed on income tax.
- Notify your mortgage company of the fire.

Resources

Raleigh Fire Department has several resources online to address fire risk questions:

www.raleighnc.gov/fire

www.ready.gov/home-fires

National Fire Protection Association: www.nfpa.org

Notes



Wildfires

A wildfire is an unplanned fire that burns in a natural area such as a forest or grassland. Risk of wildfire increases in periods of drought. Wildfires can be caused by humans or lightning strikes.



IF YOU ARE UNDER A WILDFIRE WARNING, FIND SHELTER RIGHT AWAY

- Leave if told to do so.
- If trapped, call 911.
- Listen for emergency information and alerts.
- Use N95 masks to keep particles out of the air you breathe.

Risks from wildfires

- Danger to people and wildlife
- Property damage and destruction
- Flooding

Before a wildfire

- Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.
- Keep important documents in a fireproof, safe place. Create password-protected digital copies.
- Use fire-resistant materials to build, renovate or make repairs.
- Keep yards and roofs clear of leaves, pine needles and debris that could help a wildfire spread to your home.
- Trim back shrubs and tree branches that come within five feet of the house
- Review insurance coverage to make sure it is enough to replace your property

During a wildfire

- Evacuate immediately if authorities tell you to do so.
- If trapped, call 911 and give your location, but be aware that emergency response could be delayed or impossible. Turn on lights to help rescuers find you.
- Listen to EAS, NOAA Weather Radio or local alerting systems for current emergency information and instructions.
- Use dust masks to keep harmful particles out of the air you breathe.
- If you are not ordered to evacuate but smoky conditions exist, stay inside in a safe location or go to a community building where smoke levels are lower.

After a wildfire

- Listen to authorities to find out when it is safe to return and whether water is safe to drink.
- Avoid hot ash, charred trees, smoldering debris and live embers. The ground may contain heat pockets that can burn you or spark another fire. Consider the danger to pets and livestock.
- Send text messages or use social media to reach out to family and friends. Phone systems are often busy following a disaster. Make calls only in emergencies.
- Document property damage with photographs. Conduct an inventory and contact your insurance company for assistance.
- Wildfires dramatically change landscape and ground conditions, which can lead to increased risk of flooding due to heavy rains, flash flooding and mudflows. Flood risk remains significantly higher until vegetation is restored — up to five years after a wildfire. Consider purchasing flood insurance to protect the life you've built and to assure financial protection from future flooding.
- Call Raleigh's Solid Waste Services Department for information on debris removal at 919-996-3245.

Resources

National Fire Protection Association

www.nfpa.org

www.ready.gov/wildfires

Notes

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Disease epidemic

Occasionally, the amount of disease in a community rises above the expected level. Epidemic refers to an increase, often sudden, in the number of cases of a disease above what is normally expected in that population in that area. Pandemic refers to an epidemic that has spread over several countries or continents, usually affecting a large number of people.

Risks of a disease epidemic

- Widespread illness
- Depending on severity, public spaces such as schools may be closed
- Travel and mobility limitations

Pandemics happen when new viruses emerge, which can infect people easily and spread from person to person in an efficient and sustained way. Because the virus is new to humans, very few people will have immunity against the pandemic virus and a vaccine might not be widely available. The new virus will make a lot of people sick. Smaller or more localized outbreaks of disease can also be caused by bacteria (e.g. Legionnaire's Disease or cholera).

How sick people get will depend on

- The characteristics of the virus or bacterium
- Whether or not people have any immunity to that virus
- The health and age of the person being infected

During a disease epidemic, pay close attention to the news and advice from medical personnel on how individual diseases are spread and take recommended preventative and protective measures.

Before a disease epidemic

- Store a two-week supply of water and food.
- Periodically check your regular prescription drugs to ensure a continuous supply in your home.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes and vitamins.
- Get copies and maintain electronic versions of health records from doctors, hospitals, pharmacies and other sources and store them, for personal reference. Get help accessing electronic health records at <https://www.healthit.gov/topic/health-it-initiatives/blue-button>.

- Talk with family members and loved ones about how they would be cared for if they got sick, or what will be needed to care for them in your home.
- Prepare for how you and your household will deal with the closures of schools and other public spaces.

During a disease epidemic

Limit the spread of germs and prevent infection

- Avoid close contact with people who are sick.
- When you are sick, keep your distance from others to protect them from getting sick, too.
- Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- Washing your hands often will help protect you from germs.
- Avoid touching your eyes, nose or mouth.
- Practice other good health habits. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids and eat nutritious food.
- If you or someone in your household is sick, stay home and ensure that they seek proper medical attention.

Everyday preventative actions

Practice good personal health habits to help prevent the spread of disease.

- Stay home when you are sick. Stay home for at least 24 hours after you no longer have a fever or signs of a fever without the use of fever-reducing medicines.
- Cover your coughs and sneezes with a tissue.
- Wash your hands often with soap and water for at least 20 seconds. Use at least a 60-percent alcohol-based hand sanitizer if soap and water are not available.
- Clean frequently touched surfaces and objects.

Resources

Centers for Disease Control (CDC) Health Alert Network (HAN) shares information about urgent public health incidents. You can sign up to receive these email updates here:

<https://emergency.cdc.gov/han/>

NC Department of Health and Human Services coordinates the State-wide response and provides up-to-date information about disease outbreaks and available resources in NC.

<https://www.ncdhhs.gov/>

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Cyberattacks

Cyberattacks are malicious attempts to access or damage a computer system. Cyberattacks can use computers, mobile phones, gaming systems or other devices. They can include identity theft, blocking access or deleting personal documents and pictures, and cause problems with business services, transportation and power. Some cyberattacks target children.

Risks from cyberattacks

- Theft of personal information
- Loss of money
- Damage to your reputation
- Threats to your personal safety

Before a cyberattack

You can increase your chances of avoiding cyber risks by setting up the proper controls. The following are things you can do to protect yourself, your family and your property before a cyberattack occurs:

- Use strong passwords that are 12 characters or longer. Use upper and lowercase letters, numbers and special characters. Use a password manager.
- Use a stronger authentication such as a PIN or password that only you would know. Consider using a separate device that can receive a code or uses a biometric scan (such as a finger-print scanner).
- Watch for suspicious activity that asks you to do something right away, offers something that sounds too good to be true or needs your personal information. Think before you click.
- Check your account statements and credit reports regularly.
- Use secure Internet communications.
- Use sites that use HTTPS if you will access or provide any personal information. Do not use sites with invalid certificates. Use a virtual private network (VPN) that creates a secure connection.
- Use antivirus solutions and firewalls to block threats.
- Regularly back up your files in an encrypted file or encrypted file storage device.
- Limit the personal information you share online. Change privacy settings and do not use location features.

- Protect your home network by changing the administrative and Wi-Fi passwords regularly. When configuring your router, choose the Wi-Fi Protected Access 2 (WPA2) Advanced Encryption Standard (AES) setting, which is the strongest encryption option.

During a cyberattack

- Limit the damage. Look for unexplained charges, strange accounts on your credit report, unexpected denial of your credit card, posts you did not make showing up on your social networks and people receiving emails you never sent.
- Immediately change passwords for all of your online accounts.
- Scan and clean your device.
- Consider turning off the device. Take it to a professional to scan and fix.
- Let work, school or other system owners know.
- Contact banks, credit card companies and other financial accounts. You may need to place holds on accounts that have been attacked. Close any unauthorized credit or charge accounts. Report that someone may be using your identity.
- Check to make sure the software on your systems is up to date.
- Run a scan to make sure your system is not infected or acting suspiciously.
- If you find a problem, disconnect your device from the Internet and perform a full system restore.
- If you're in a public setting immediately inform a librarian, teacher or manager in charge to contact their IT department.

Protect yourself against a cyberattack

- Keep software and operating systems up-to-date.
- Use strong passwords and two-factor authentication (two methods of verification).
- Watch for suspicious activity. When in doubt, don't click. Do not provide personal information.
- Use encrypted (secure) internet communications.
- Create backup files.
- Protect your home and/or business Wi-Fi network.

Resources

Report identity theft:

Office of the Inspector General

www.identitytheft.gov

FBI Internet Crime Complaint Center

www.ic3.gov

Federal Trade Commission

www.ftc.gov

Social Security Administration

(800-269-0271)

United States Secret Service

<https://www.secretservice.gov/investigation/#field>

Alerts and Tips for Cyber Awareness

www.us-cert.gov/ncas

Notes

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Earthquakes

Earthquakes are a sudden and violent shaking of the ground as a result in movements within the earth's crust or volcanic action. Earthquakes strike suddenly and without warning and they can occur at any time of the year and anywhere in the world.

Risks from earthquakes

- Destruction of buildings and infrastructure
- Landslides and rockfalls

Before an earthquake

- Be aware of evacuation plans for all the buildings you regularly occupy.
- Bolt and brace water heaters and gas appliances to wall studs.
- Bolt book cases and other tall furniture to wall studs.
- Hang heavy items (mirrors, pictures, etc.) away from beds or couches.
- In cabinets and cupboards, place heavy items nearest the floor.

During an earthquake

- Drop, cover and hold on. Sit on the floor next to an interior wall and cover your head and neck with your arms.
- Move as little as possible.
- Stay in place until shaking stops. If you must leave the building, use stairs, not elevators.
- If you are outside, find a clear spot away from trees, buildings, powerlines and streetlights and drop to the ground. Stay there until shaking stops.
- If you are in a vehicle, pull over to a clear location and stop. Avoid bridges, overpasses and powerlines.

After an earthquake

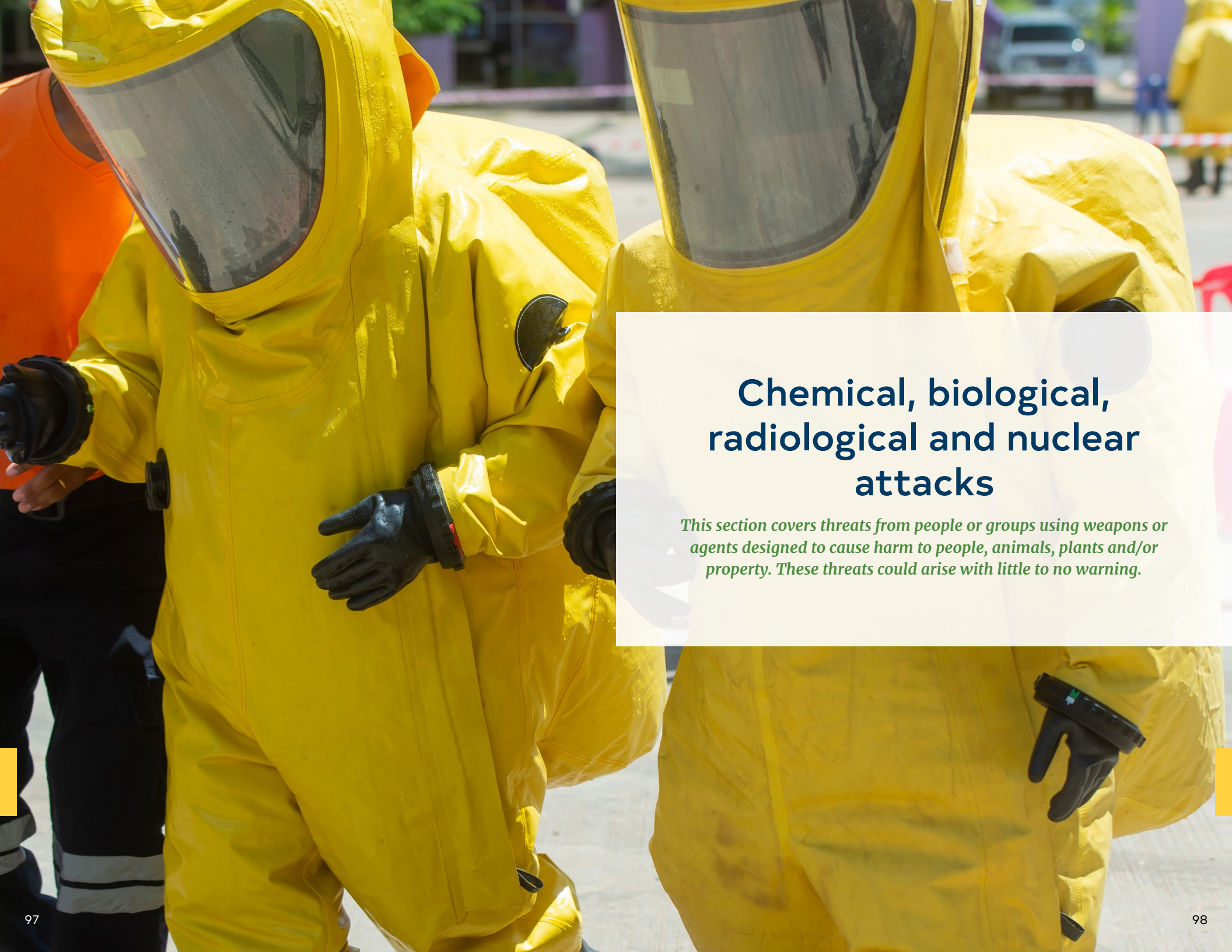
- Expect and prepare for aftershocks or landslides.
- Check yourself and those around you for injuries. Get first aid if necessary.
- Wear long pants and long sleeves when working around debris to protect against injury from broken glass or other objects.
- Look for and extinguish any small fires that occur.

- Clean up spilled medications, bleach, gasoline or other flammable liquids immediately.
- Take care when opening closets and cabinets; items may have shifted.
- Watch out for fallen power lines or broken gas lines.
- Evacuate and stay clear of damaged buildings and infrastructure.
- Take care when driving and anticipate traffic signal outages.
- Call Raleigh's Solid Waste Services Department for information on debris removal at 919-996-3245.

Resources

www.ready.gov/earthquakes

Notes



Chemical, biological, radiological and nuclear attacks

This section covers threats from people or groups using weapons or agents designed to cause harm to people, animals, plants and/or property. These threats could arise with little to no warning.

Chemical agents

- Examples include poisonous vapors, aerosols, liquids and solids that have toxic effects on people, animals or plants.
- Signs of a chemical release include difficulty breathing, eye irritation, loss of coordination, nausea, or burning in the nose, throat and lungs.
- Presence of many dead insects or birds may indicate a chemical agent release.

Biological agents

- Organisms or toxins that can kill or incapacitate people, livestock and crops.
- Biological attack is the deliberate release of germs or other biological substances that can make you sick.
- Three basic groups of biological agents that could likely be used as weapons: bacteria, viruses and toxins.
- Can be dispersed by spraying into the air, person-to-person contact, or infecting animals that carry the disease to humans and by contaminating food and water.

Radiological attacks

- Use radiological dispersion devices (RDD), which combine a conventional explosive device with radioactive material.
- Designed to scatter dangerous and sub-lethal amounts of radioactive material over a general area.
- Area affected could be placed off-limits to the public for several months during cleanup efforts.

Nuclear explosions

- Can cause significant damage and casualties from blast, heat and radiation, but you can keep your family safe by knowing what to do and being prepared if it occurs.
- Nuclear explosion may occur with or without a few minutes warning.
- Fallout is most dangerous in the first few hours after an explosion when it is giving off the highest levels of radiation.

Before a chemical, biological, radiological or nuclear attack

- Keep your Emergency kit and household emergency plan up-to-date
- Familiarize yourself with local shelter facilities

During a chemical emergency

- Quickly try to define the impacted area or where the chemical is coming from, if possible.
- Take immediate action to get away.
- If the chemical is inside a building where you are, get out of the building without passing through the contaminated area, if possible.
- If you can't get out of the building or find clean air without passing through the affected area, move as far away as possible and shelter-in-place.
- Follow instructions from authorities on whether to seek shelter or remain in place.

After a chemical emergency

Do not leave the safety of a shelter to go outdoors to help others until authorities announce it is safe to do so. A person affected by a chemical agent requires immediate medical attention from a professional. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others.

- Use extreme caution when helping others who have been exposed to chemical agents.
- Remove all clothing and other items in contact with the body.
 - Cut off clothing normally removed over the head to avoid contact with the eyes, nose and mouth.
 - Put contaminated clothing and items into a plastic bag and seal it.
 - Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate them and then rinse and dry.
- Wash hands with soap and water.
- Flush eyes with water.
- Gently wash face and hair with soap and water before thoroughly rinsing with water.
- Proceed to a medical facility for screening and professional treatment.

Before a biological threat

A biological attack may or may not be immediately obvious. In most cases local health care workers will report a pattern of unusual illness or there will be a wave of sick people seeking emergency medical attention. The public would be alerted through an emergency radio or TV broadcast, or some other signal used in your community, such as a telephone call or a home visit from an emergency response worker.

The following are things you can do to protect yourself, your family and your property from the effects of a biological threat:

- Check with your doctor to ensure all required or suggested immunizations are up to date for yourself and your family members.
- Consider installing a High-Efficiency Particulate Air (HEPA) filter in your furnace return duct, which will filter out most biological agents that may enter your house

During a biological threat

In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to determine exactly what the illness is, how it should be treated and who is in danger.

- Watch TV, listen to the radio or check reliable Internet sites for official news and information including signs and symptoms of the disease, areas in danger, if medications or vaccinations are being distributed and where you should seek medical attention if you become ill.
- If you become aware of an unusual and suspicious substance, quickly get away.
- Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing. Examples include two to three layers of cotton such as a t-shirt, handkerchief or towel.
- Depending on the situation, wear a face mask to reduce inhaling or spreading germs.
- If you have been exposed to a biological agent, remove and bag your clothes and personal items. Follow official instructions for disposal of contaminated items.
- Wash yourself with soap and water and put on clean clothes.
- Contact authorities and seek medical assistance. You may be advised to stay away from others or even quarantined.
- If your symptoms match those described and you are in the group considered at risk, immediately seek emergency medical attention.

- Follow instructions of doctors and other public health officials.
- Expect to receive medical evaluation and treatment, for both contagious and non-contagious diseases.
- In a declared biological emergency or developing epidemic avoid crowds
- Wash your hands with soap and water frequently.
- Do not share food or utensils.

After a biological threat

Pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand. The basic public health procedures and medical protocols for handling exposure to biological agents are the same as for any infectious disease. It is important for you to pay attention to official instructions via radio, television, and emergency alert systems.

Taking shelter during a radiological event is absolutely necessary. There are two kinds of shelters – blast and fallout. The following describes the two kinds of shelters:

- Blast shelters are specifically constructed to offer some protection against blast pressure, initial radiation, heat and fire. But even a blast shelter cannot withstand a direct hit from a nuclear explosion.
- Fallout shelters do not need to be specially constructed for protecting against fallout. They can be any protected space, provided that the walls and roof are thick and dense enough to absorb the radiation given off by fallout particles.

Before a radiological threat

- Find out from officials if any public buildings in your community have been designated as fallout shelters. If none have been designated, make your own list of potential shelters near your home, workplace and school, such as basements, subways, tunnels or the windowless center area of middle floors in high-rise buildings.
- If you live in an apartment building or high rise, talk to the manager about the safest place in the building for sheltering and about providing for building occupants until it is safe to go out.

During a radiological threat

While the explosive blast will be immediately obvious, the presence of radiation will not be known until trained personnel with specialized equipment are on the scene. If the explosion or radiological release occurs inside, get out immediately and seek safe shelter. Otherwise, if you are:

OUTDOORS

- Seek shelter indoors immediately in the nearest undamaged building.
- If appropriate shelter is not available, cover your nose and mouth and move as rapidly as is safe upwind, away from the location of the explosive blast. Then, seek appropriate shelter as soon as possible.
- Listen for official instructions and follow directions.

INDOORS

- If you have time, turn off ventilation and heating systems, close windows, vents, fireplace dampers, exhaust fans, and clothes dryer vents.
- Retrieve your disaster supply kit and a battery-powered radio and take them to your shelter room.

- Seek shelter immediately, preferably underground or in an interior room of a building, placing as much distance and dense shielding as possible between you and the outdoors where the radioactive material may be.
- Seal windows and external doors that do not fit snugly with duct tape to reduce infiltration of radioactive particles. Plastic sheeting will not provide shielding from radioactivity nor from blast effects of a nearby explosion.
- Listen for official instructions and follow directions.

After a radiological threat

After finding safe shelter, those who may have been exposed to radioactive material should decontaminate themselves. To do this, remove and bag your clothing (and isolate the bag away from you and others) and shower thoroughly with soap and water. Seek medical attention after officials indicate it is safe to leave shelter. Contamination from an RDD event could affect a wide area, depending on the amount of conventional explosives used, the quantity and type of radioactive material released, and meteorological conditions. Follow these additional guidelines after an RDD event:

- Continue listening to your radio or watch the television for instructions from local officials, whether you have evacuated or sheltered-in-place.
- Do not return to or visit an RDD incident location for any reason

Nuclear explosion

GET INSIDE

- Get inside the nearest building to avoid radiation. Brick or concrete are best.
- Remove contaminated clothing and wipe off or wash unprotected skin if you were outside after the fallout arrived.
- Go to the basement or middle of the building. Stay away from the outer walls and roof.

STAY INSIDE

- Stay inside for 24 hours unless local authorities provide other instructions.
- Family should stay where they are inside. Reunite later to avoid exposure to dangerous radiation.
- Keep your pets inside.

STAY TUNED

- Tune into any media available for official information such as when it is safe to exit and where you should go.
- Battery-operated and hand-crank radios will function after a nuclear detonation.
- Cell phone, text messaging, television and Internet services may be disrupted or unavailable.

Before a nuclear threat

- Identify shelter locations. Identify the best shelter location near where you spend a lot of time, such as home, work or school. The best locations are underground and in the middle of larger buildings.
- While commuting, identify appropriate shelters to seek in the event of a detonation.
- Outdoor areas, vehicles and mobile homes do NOT provide adequate shelter. Look for basements or the center of large multistory buildings.

During a nuclear attack

- If warned of an imminent attack, immediately get inside the nearest building and move away from windows. This will help provide protection from the blast, heat and radiation of the detonation.
- If you are outdoors when a detonation occurs take cover from the blast behind anything that might offer protection. Lie face down to protect exposed skin from the heat and flying debris. If you are in a vehicle, stop safely and duck down within the vehicle.
- After the shock wave passes, get inside the nearest, best shelter location for protection from potential fallout. You will have 10 minutes or more to find an adequate shelter.
- Be inside before the fallout arrives. The highest outdoor radiation levels from fallout occur immediately after the fallout arrives and then decrease with time.
- Stay tuned for updated instructions from emergency response officials. If advised to evacuate, listen for information about routes, shelters and procedures.
- If you have evacuated, do not return until you are told it is safe to do so by local officials.

After a nuclear attack

- Immediately after you are inside shelter, remove your outer layer of contaminated clothing to remove fallout and radiation from your body.
- Take a shower or wash with soap and water to remove fallout from skin or hair that was not covered. If you cannot wash or shower, use a wipe or clean wet cloth to wipe any skin or hair that was not covered.
- Clean any pets that were outside after the fallout arrived. Gently brush your pet's coat to remove any fallout particles and wash your pet with soap and water, if available.
- It is safe to eat or drink packaged food items or items that were inside a building. Do not consume food or liquids that were outdoors uncovered and may be contaminated by fallout.
- If you are sick or injured, listen for instructions on how and where to get medical attention when authorities tell you it is safe to exit.

Hazards related to nuclear explosions

- Bright **FLASH** can cause temporary blindness for less than a minute.
- **BLAST WAVE** can cause death, injury and damage to structures several miles out from the blast.
- **RADIATION** can damage cells of the body. Large exposures can cause radiation sickness.
- **FIRE AND HEAT** can cause death, burn injuries and damage to structures several miles out.
- **ELECTROMAGNETIC PULSE (EMP)** can damage electrical power equipment and electronics several miles out from the detonation and cause temporary disruptions further out.
- **FALLOUT** is radioactive, visible dirt and debris raining down from several miles up that can cause sickness to those who are outside.

Resources

www.ready.gov/chemical

www.ready.gov/bioterrorism

www.ready.gov/radiological-dispersion-device

www.ready.gov/nuclear-explosion

Centers for Disease Control (CDC)

Bioterrorism Agents/Diseases List:

www.emergency.cdc.gov/agent/agentlist.asp

Centers for Disease Control (CDC) Health Alert Network (HAN)
shares information about urgent public health incidents. You can
sign up to receive these email updates here:

<https://emergency.cdc.gov/han/>

Public shelters are locally managed and operated in response to
events. If you have been told to evacuate or you feel it is unsafe
to remain in your home, go to a designated public shelter. To find
the nearest open shelter in your area, **text SHELTER + your ZIP
code to 43362 (4FEMA)**, example: shelter 12345.

Notes



Nuclear power plant emergencies

Nuclear power plants use the heat generated from nuclear fission in a contained environment to convert water to steam, which powers generators to produce electricity. Although the construction and operation of these facilities are closely monitored and regulated by the Nuclear Regulatory Commission (NRC), accidents are possible. An accident could result in dangerous levels of radiation that could affect the health and safety of the public living near the nuclear power plant.

Risks from nuclear power plant emergencies

- Radiation sickness
- Fires and explosions

Nuclear power plants operate in most states in the country and produce about 20 percent of the nation's power. Nearly three million Americans live within 10 miles of an operating nuclear power plant. The Shearon Harris Nuclear Power Plant in New Hill, N.C., is less than 25 miles from downtown Raleigh.

Before a nuclear power plant emergency

The following are things you can do to protect yourself, your family and your property from the effects of a nuclear power plant emergency:

- Obtain public emergency information materials from the power company that operates your local nuclear power plant or your local emergency services office. If you live within 10 miles of the power plant, you should receive the materials yearly from the power company or your state or local government.
- Sign up for emergency updates, if available, from your local emergency management agency to receive timely and specific information for your area.

During a nuclear power plant emergency

If an accident at a nuclear power plant were to release radiation in your area, local authorities activate warning sirens or another approved alert method. They also instruct you through the Emergency Alert System (EAS) on local television and radio stations on how to protect yourself.

- Follow the EAS instructions carefully.
- Minimize your exposure by increasing the distance between you and the source of the radiation. This could be evacuation or remaining indoors to minimize exposure.
- If you are told to evacuate, keep car windows and vents closed; use re-circulating air.

- If you are advised to remain indoors, turn off the air conditioner, ventilation fans, furnace and other air intakes.
- Shield yourself by placing heavy, dense material between you and the radiation source. Go to a basement or other underground area, if possible.
- Stay out of the incident zone. Most radiation loses its strength fairly quickly.

After a nuclear power plant emergency

- Stay tuned to local radio or television stations for the latest emergency information.
- Act quickly if you have come in to contact with or have been exposed to hazardous radiation.
- Follow decontamination instructions from local authorities.
- Change your clothes and shoes; put exposed clothing in a plastic bag; seal it and place it out of the way.
- Seek medical treatment for unusual symptoms, such as nausea, as soon as possible.
- Help a neighbor who may require special assistance - infants, elderly people and people with access and functional needs may require additional assistance.
- Return home only when authorities say it is safe.
- Keep food in covered containers or in the refrigerator.

Resources

U.S. Nuclear Regulatory Commission Facility locator

www.nrc.gov/info-finder.html

Public shelters are locally managed and operated in response to events. If you have been told to evacuate or you feel it is unsafe to remain in your home, go to a designated public shelter. To find the nearest open shelter in your area, **text SHELTER + your ZIP code to 43362 (4FEMA)**, example: shelter 12345.

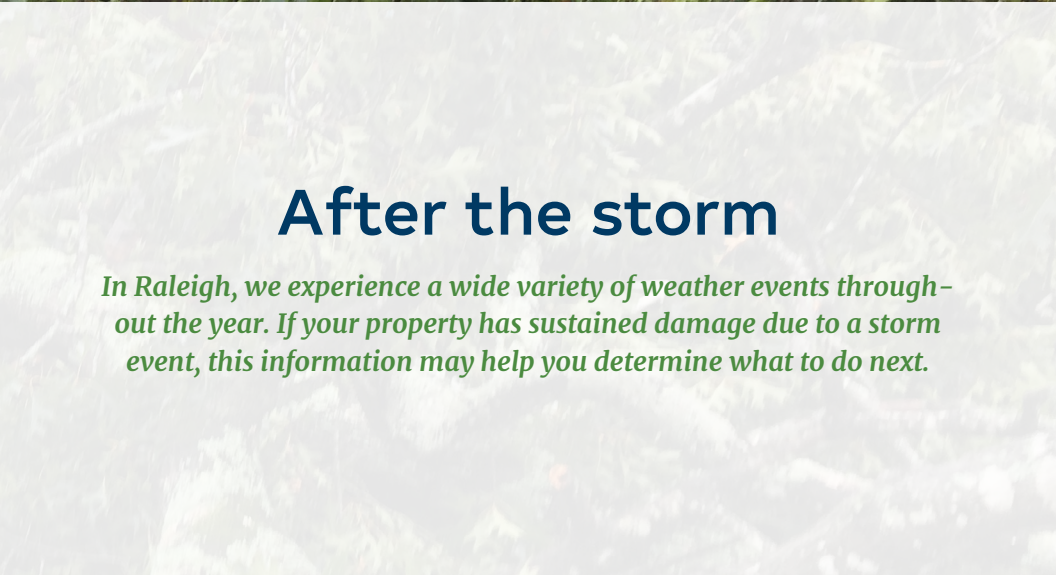
Notes

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After the storm

In Raleigh, we experience a wide variety of weather events throughout the year. If your property has sustained damage due to a storm event, this information may help you determine what to do next.



Power loss

- If you lose power during a storm event, notify your power company as soon as possible. The company can then begin the process of restoring your power.
- Use flashlights instead of candles to reduce the risk of fire.
- If the meter box on the outside of your home is damaged, call a professional electrician to make repairs before power can be restored.

All repairs must be permitted and inspected by the City of Raleigh to ensure that all code requirements are met. Your power will be reinstated once all repairs are made and City inspectors sign off on all work.

Using a generator

DO NOT use a generator indoors. That includes the garage, carport, basement, crawlspace and other partially-enclosed area, even with ventilation. Opening doors and windows or using fans will not prevent a buildup of carbon monoxide in the home, which can't be seen or smelled and can be deadly.

Assessing damage to your property

Use extreme caution when assessing damage to your home and property. It may be difficult to see downed power lines or sharp objects, such as glass and exposed nails. It is also possible that a dangerous structural, electrical or gas-leak hazard exists. To prevent injuries resulting from such hazards, turn off the power at the breaker box and contact your gas company to shut off the gas to the building. Then contact a professional to determine the extent of the damage.

If There Is property damage

RENTERS

- Notify your landlord.
- Put requests for repairs in writing.

- Take photos and document the damage.
- Notify your rental insurance company of any personal property loss.

OWNERS

- Contact your insurance company.
- If you do not have a homeowner's insurance policy or don't want to file a claim, you may choose to act as your own contractor or call a contractor* to assess the damage. (If acting as your own contractor, you may be asked by the City to complete a form).
- Your insurance agent will likely send an adjuster to the property to survey the damage. Once this is done, debris removal can begin and a plan for making repairs will be made.

What should I do before selecting a contractor to make repairs?

Be cautious when selecting a contractor to repair or rebuild your home. Unfortunately, it is not uncommon for scammers to prey on storm victims. Be sure to check references and contact the Better Business Bureau to ensure that you are hiring a reputable contractor. Get an accurate evaluation and estimate for the work to be done, as well as a cost of construction and replacement items. Shop around and get multiple quotes before making a final selection.

Carefully read contracts and documentation associated with the work to be done and only sign it if you agree. Lastly, determine who will be responsible for obtaining the required permits and requesting inspections from the City. If the contractor agrees to obtain the permits, ask for a copy of the permits for your files. The permits, also known as "yellow cards," are required to be displayed at the job site. If the work is not permitted and therefore not inspected, there is no way to ensure that it is safe for habitation. Unpermitted work may also pose problems for anyone trying to sell their property in the future.

Resources

For residential and non-residential permits:

Planning and Development Customer Service Center
One Exchange Plaza, Suite 400, Raleigh 27601
919-996-2500

Notes

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Keep in mind that City offices may have also been affected by the emergency. If so, a temporary operations center will likely be established at another location. You should call the office prior to your visit.

If you have any questions about permitting or inspections, contact the City of Raleigh Planning and Development Department at 919-996-2495 or visit www.raleighnc.gov.





raleighnc.gov



Raleigh