



CITY OF SUGAR LAND

# Emergency Preparedness

G U I D E





## Dear Sugar Land Residents:

The City of Sugar Land is pleased to share with you our Emergency Preparedness Guide. We encourage you to read it with your family and keep it close at hand – especially during hurricane season. When emergencies occur, our daily lives can be disrupted, having serious effects on our families, friends, and neighbors. This is why preparedness is important. Having the knowledge, skills, and abilities to respond to a disaster is everyone’s responsibility. Together we can minimize the effects of a hurricane or other disastrous incident that may strike Sugar Land.

Our community experienced widespread disruption from recent events such as Hurricane Harvey in 2017 and the May 7, 2019, rainfall event. Although Sugar Land avoided more widespread damage because of recent drainage improvements, the impact of Harvey’s record-setting rainfall flooded 230 homes and 4 businesses within our community. The May 7th event brought rain to other Sugar Land neighborhoods affecting nearly 80 properties. However, in both events, we were committed to each other, neighbors helped neighbors, and City employees were dedicated to providing safe and rapid responses, characteristic of the Sugar Land Way.

Disasters also come in many forms. Past outbreaks of flu viruses and other diseases should remind us of how quickly illnesses can spread. Page 12-13 of the guide offers steps to take during a pandemic flu.

In the event of another incident, receiving critical information quickly sets the stage for a proper response. The emergency alert system is a communication service available to all Sugar Land residents to receive emergency alerts and city notifications. We encourage all residents to sign up online at [www.sugarlandtx.gov/eNotify](http://www.sugarlandtx.gov/eNotify).

In addition, should you have non-emergency questions during an incident, please call our 311 Contact Center day or night by dialing 311 or 281-275-2900.

Please consider this Emergency Preparedness Guide one of your most important documents. Strongly encourage your family, co-workers, and neighbors to become familiar with the information. Reading this guide is the first step to preparing for the next big disaster.

Rest assured that the City of Sugar Land is prepared to provide a timely and thorough response to any emergency in our city.

**The City of Sugar Land**

# Before An Emergency

## Create an Emergency Plan

It is important to know which types of disasters could affect our area. Emergency plans will vary depending on your household's specific needs. Use the following information as a guide to create your own.

- Know how you'll contact one another and reconnect if separated. Establish a family meeting place that's familiar and easy to find.
- Learn safety skills such as basic first aid, CPR, and how to use fire extinguishers.
- Find the safest rooms in your home for each type of disaster.
- Discuss what to do about power outages and personal injuries.
- Locate and safely store all important documents (Social Security cards, medical histories, etc).
- Post emergency numbers in easy-to-find places. Teach children how and when to call 911 to reach the police and fire departments.
- Practice home fire drills during the day and night.

More information is available at: [www.ready.gov/make-a-plan](http://www.ready.gov/make-a-plan)

## Additional Considerations for Healthcare and Other Needs

Your emergency plan should include special considerations if you, or any of your family members:

- Require special assistance due to impaired mobility, vision or hearing.
- Are non-English speakers and may need special communication assistance during an emergency.

**“Together Against the Weather” was created to help people with access and functional support needs better plan and prepare for hurricanes. Learn more at [www.togetheragainsttheweather.com](http://www.togetheragainsttheweather.com)**

## Basic Family Disaster Supply Kit

Assemble supplies you might need in an evacuation. Store them together in one location in something that you can quickly grab it and go.

- Credit cards and cash
- Three-day supply of water (one gallon per person per day)
- Change of clothing, rain gear and sturdy shoes
- First aid kit and prescription medications
- Battery-powered radio, flashlights and plenty of extra batteries
- Extra set of car keys
- Any special dietary needs
- Blankets or sleeping bags
- Supply of non-perishable or canned food and a non-electric can opener

## Don't Forget Pets Are Family Too!

What's good for you is good for your pet during a disaster. Remember, if you have to leave your home, **ALWAYS** take your pets with you!

### Basic Pet Supply Kit

- Collars with ID, rabies tags, & leash
- Medical record and vaccine history, including medication
- Recent photos of your pet, and one of you with your pet
- Carriers/crates, bowls & litter boxes
- A two week supply of food, water, & litter
- Pet-specific first aid kit

### After the Storm

- Pets can experience shock - it is vital that you keep your pets leashed at all times when outdoors
- Downed power lines & debris can harm your pets
- Storms can cause pets to become anxious. Keep different kinds of pets separate (i.e. cats & dogs) even if they usually get along

**Make sure your pet's tags & microchip info are up-to-date!**



# TIMELY, ACCURATE INFORMATION IS KEY



During and after an emergency it is crucial to ensure you are receiving information from legitimate sources. Beware of inaccurate information online during emergencies.

The following list of services can help keep you informed before, during and after an emergency.

## Emergency Notification System [www.sugarlandtx.gov/eNotify](http://www.sugarlandtx.gov/eNotify)

The emergency alert system is a communication service available to all Sugar Land residents to receive emergency alerts and city notifications. Notifications are available via email, text, and/or phone.

## Intelligent Transportation System (ITS) [its.sugarlandtx.gov](http://its.sugarlandtx.gov)

The City's Intelligent Transportation System Website allows residents to view and sign up to receive information about traffic event locations (like traffic hazards, street flooding, etc) throughout the Sugar Land area.

## Levee Improvement Districts (LIDs) [www.sugarlandtx.gov/LIDs](http://www.sugarlandtx.gov/LIDs)

Learn more about active LIDs within Sugar Land and their role in responding to extreme rain events.

## Real-time Ponding Monitoring (ISWMM) [www.sugarlandtx.gov/PondingMonitor](http://www.sugarlandtx.gov/PondingMonitor)

The ISWMM map provides real-time city ponding levels during rainfall events.

## Flood Warning System [www.harriscountyfws.org](http://www.harriscountyfws.org)

Sign up to receive alerts that report near real-time rainfall and water levels. This service is provided through a partnership with the Harris County Flood Warning System.

## Center Point Energy [www.centerpointenergy.com](http://www.centerpointenergy.com)

CenterPoint Energy is responsible for restoring electricity and natural gas. Sign up for their power outage alerts.



**City of Sugar Land Website**  
[www.sugarlandtx.gov](http://www.sugarlandtx.gov)

 **City of Sugar Land Mobile App**  
[www.sugarlandtx.gov/Apps](http://www.sugarlandtx.gov/Apps)

**Like Us on Social Media**

 **@ SugarLandTXgov**  
*Facebook • Twitter • Instagram*

 **City of Sugar Land**  
*Nextdoor • LinkedIn*



### Call 9-1-1 or 311?



Calls to 9-1-1 for non-emergencies tie up valuable resources and delay service to people who need help right away.

During an emergency, 9-1-1 should be called for any situation that requires immediate assistance from police officers, firefighters and/or paramedics. If you need non-emergency Police dispatch, call 281-275-2020.



During times of emergency, the 311 Contact Center is activated to process requests for non-emergency city services.

**Phone:** 311 or 281-275-2900

**Email:** 311@sugarlandtx.gov

**Mobile app:** download the MySugarLand mobile app

**Web:** [www.sugarlandtx.gov/311](http://www.sugarlandtx.gov/311)

### DO YOU HAVE A 9-1-1 EMERGENCY PROFILE?

When you create an emergency profile emergency dispatchers can better help you. A 9-1-1 profile includes information about your family and home.

Learn more and create your profile visit [www.911.org](http://www.911.org).

# Emergency Situations/Area Hazards



## EXTREME COLD WEATHER

Our area occasionally has severe cold spells with dangerously low temperatures, strong winds, icing, sleet and freezing rain. The National Weather Service refers to winter storms as the “deceptive killers” because most deaths are indirectly related to the storm. Instead, people die in traffic accidents on icy roads and of hypothermia from prolonged exposure to cold. It is important to be prepared for winter weather before it strikes.

### Basic Tips to Remember

- If you must go outside, wear several layers of loose fitting, lightweight, warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent.
- Wear mittens, which are warmer than gloves.
- Wear a hat to prevent loss of body heat.
- Cover your mouth with a scarf to protect your lungs.
- Walk carefully on snowy, icy walkways.
- Drive only if it is absolutely necessary. If you must drive, travel in the daytime. Do not travel alone and keep others informed of your schedule. Stay on main roads and avoid back road shortcuts.

### Home Safety

- If the temperatures drop below freezing, residents need to prepare their homes to avoid damage to water pipes, sprinkler systems and swimming pools.
- Fit exposed pipes with insulation sleeves or wrap them with towels and then duct tape to keep them from freezing.
- Learn how to shut off water valves (in case a pipe bursts).
- Seal cracks and holes in outside walls and foundations near water pipes with caulking.
- Make sure your gutters are clear of leaves and debris.
- Maintain heating equipment and chimneys by having them cleaned and inspected every year.



## EXTREME HEAT CONDITIONS

Extreme Heat often results in the highest number of annual deaths among all weather-related hazards. In most of the United States, extreme heat is defined as a long period (two to three days) of high heat and humidity with temperatures above 90 degrees.

### Basic Tips to Remember

- Never leave a child, adult or animal alone inside a vehicle on a warm day.
- Check yourself, family members and neighbors for signs of heat-related illness.
- Stay in an air-conditioned area during the hottest hours of the day.
- If you don't have air conditioning in your home, go to a public place such as a shopping mall or a library to stay cool. Cooling stations and senior centers are also available in many large cities for people of all ages.
- Wear light, loose-fitting clothing.
- Drink water often. Don't wait until you are thirsty.

# LIGHTNING STORMS



## If Indoors:

- If you see lightning, watch closely to determine if the storm is approaching.
- If you can hear thunder or see a bolt strike the ground, you are within 10 to 15 miles of a storm. *This is a high danger zone, and you should move to a safe location within a building.*
- Avoid using electrical equipment or land lines because energy from lightning may follow electric or telephone wires. Television sets are particularly dangerous at this time.
- Turn off air conditioners. Power surges from lightning can overload compressors.
- Avoid the bathtub, water faucets and sinks because metal pipes can conduct electricity.
- If you are in your car during a lightning storm, pull onto the shoulder and stay in the vehicle. Do not touch any metal on the inside of the car.

## If Outdoors:

- Try to get into a building or a vehicle.
- If no structure is available, get to an open space and squat as low to the ground as possible, covering your head.
- If you are in an area with trees, find an area protected by groups of low trees. Never stand underneath a single large tree in the open.
- Stay away from tall structures, such as trees, phone lines or power lines.
- Stay away from natural lightning rods, such as golf clubs, tractors, fishing rods, bicycles, metal bats or camping equipment.
- Avoid rivers, lakes or other bodies of water.
- If you feel your hair stand on end (an indication that lightning is about to strike), bend forward, putting your hands on your knees. Do not lie flat on the ground.

# FLOODING

Flooding in Sugar Land can occur anywhere, not just in the areas defined as flood hazard on Federal Emergency Management Agency (FEMA) maps. Flooding could come from the Brazos River, Oyster Creek, numerous ditches and canals or through streets and storm drain systems. Even in neighborhoods that are not in a floodplain, heavy rainfall during a short period of time can result in flooding.

## Buy Flood Insurance

Since homeowner insurance policies do not cover flood damage, residents living in a flood-prone area may be required to have flood insurance by their mortgage lender. Since the City of Sugar Land participates in the National Flood Insurance Program, residents can purchase a policy through the program as well. This insurance is backed by the federal government and is available to everyone, even if your property is not in a floodplain. There is a 30-day waiting period before the coverage takes effect.

For additional details visit [www.floodsmart.gov](http://www.floodsmart.gov).

Remember, even less than a foot or two of water in a house can cause considerable damage to furniture and other household items. Coverage for both your home and its contents is a worthwhile investment.

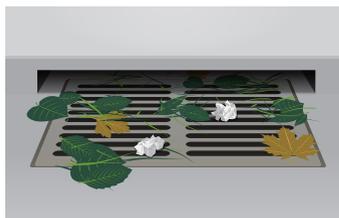
## If a Flood is Coming

- shut off the gas and electricity
- move valuables to a higher place for safety
- Stay away from power lines and electrical wires. Be aware that electrical currents can travel through water. Turn off electricity at the power box. Some appliances keep electrical charges even after being unplugged.
- Do not walk or drive through a flooded area. As little as six inches of water can knock you off your feet and even cause a car to float.



## Remember, if Heavy Rainfall is Expected

Storm drains function to siphon water off streets and into channels, detention ponds and nearby bodies of water. In the event of heavy rainfall, a storm drain may not have the capacity to divert water fast enough so it would be typical to see street ponding (large puddles) during major rain events.



- Prevent blockage of storm drains. If you notice a storm drain that's blocked with debris, please clear the obstruction.



- Cars should not be parked on the streets - and definitely not on top of storm drains. Cars should be moved to higher ground, such as a garage or driveway.

## Is my Home Protected by a LID?

- Levee Improvement Districts (LIDs) are political subdivisions of the State of Texas responsible for providing flood protection and storm water management services.
- There are nine LIDs that operate over the majority of Sugar Land. It is highly encouraged for residents to be aware of their respective LID and be informed about their activities. During emergency events, such as an extreme rain event, LIDs activate their respective Emergency Action Plans which outline actions to be taken by the LID in response to such emergencies.
- Learn more: [www.sugarlandtx.gov/LIDs](http://www.sugarlandtx.gov/LIDs)

# HURRICANES

The Atlantic Hurricane season begins on June 1 and extends through Nov. 30. Hurricane activity is typically more intense during August and September. Significant hurricanes of Categories 4 or 5 may require the evacuation of residents from inland areas, but even a Category 1 storm can produce devastating damage.

The majority of injuries and death are caused by people remaining in unsafe locations during a storm. Hurricanes could bring high winds and flooding, so you need to protect yourself from both the wind and the water. Be prepared.

## Know the difference between a hurricane *watch* and a *warning*.

### Hurricane Watch

A hurricane watch is issued when a hurricane could be a threat to an area within 36 hours. Everyone in the area covered by the watch should listen for further advisories and be prepared to act promptly if relocation is recommended. When a hurricane watch is issued:

- Continue to monitor local TV or radio stations for instructions.
- Check supplies, especially water.
- Fuel vehicles and generators.
- Cover windows with plywood.
- Bring in outdoor furniture, trash cans, toys and tools.

### Hurricane Warning

A hurricane warning is issued when hurricane winds of 74 mph or higher or a combination of dangerously high water and rough seas are expected within 24 hours. Precautionary measures should be taken immediately. When a hurricane warning is issued:

- Continue to monitor local TV or radio stations for instructions.
- Move out of low-lying areas and away from the coast, at the request of officials.
- Those who live on high ground away from the coast and plan to stay should secure the building, windows and garages and follow all recommended emergency procedures.
- Turn off utilities, if requested.
- Stay away from windows, doors and openings.



## Evacuation

The easy-to-remember phrase, *run from the water, hide from the wind*, should be adopted to protect yourself from high winds, storm surge, heavy rains and tornados.

State Highway 6 is designated as a hurricane evacuation route. During an evacuation, coastal residents from Galveston and Brazoria Counties will travel through Fort Bend County and Sugar Land. Local residents are urged to avoid this roadway during an evacuation. Many intersections will be blocked.

Traffic lights will be set to allow traffic to move away from the coast. The Texas Department of Transportation will alter the normal flow of traffic on many highways to handle the increase in traffic moving inland. The state plan also calls for additional fuel, water and food to be made available along evacuation routes.

Hurricane shelters are not normally opened in Sugar Land or Fort Bend County. Should an evacuation be called for in Sugar Land, residents should move inland and not rely on suitable shelters in the immediate area.

## Secure your Property:

- Cover all of your home’s windows. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8” marine plywood, cut to fit and ready to install. Tape does not prevent windows from breaking.
- Install straps or additional clips to securely fasten your roof to the frame structure. This will reduce roof damage.
- Be sure trees and shrubs around your home are well trimmed so they are more wind resistant.
- Clear loose and clogged rain gutters and downspouts.
- Reinforce your garage doors; if wind enters a garage it can cause dangerous and expensive structural damage.
- Plan to bring in all outdoor furniture, decorations, garbage cans and anything else that is not tied down.

## Hurricane Categories: What Do They Mean?

**74-95 MPH winds:** No significant damage to structures; some minor coastal flooding **1**

**96-110 MPH winds:** Some roofing, window and door damage; some downed trees; mobile home damage **2**

**111-129 MPH winds:** Some structural damage; large trees blown down; flooding of low-lying escape routes and coasts **3**

**130-156 MPH winds:** Extensive structural and roof damage; trees and signs blown down; major damage of mobile homes and massive flooding in low-lying areas **4**

**157+ MPH winds:** Catastrophic structural damage; destruction of roofs on most residences; complete destruction of mobile homes and severe flooding in low-lying areas **5**

Hurricanes are measured on the Saffir-Simpson Hurricane Scale in categories from 1 to 5, based on the storm’s intensity. Wind speed is the determining factor in the scale; all winds are measured using the U.S. 1-minute average. Accompanying rainfall and tornadoes can also greatly affect the storms impact. Sugar Land is not affected by storm surges.



# PANDEMIC INFLUENZA



An influenza pandemic is a worldwide outbreak of the flu. This can occur when a new mutation of influenza virus appears.

Outbreaks of H1N1, or swine flu, are an example. A pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that are seen each year. A pandemic lasts much longer than most flu outbreaks and may include six- to eight-week “waves” of influenza activity separated by month-long intervals. The number of health care workers and first responders able to work may be reduced. Public health officials will determine the severity of a pandemic and recommend actions to protect the community’s health.

## Reducing Pandemic Effects

A pandemic touches every aspect of society. Federal, state and local governments are developing, improving and testing plans for an influenza pandemic. Families should begin preparing now for challenges that may be faced. A series of planning checklists can also be found at [www.flu.gov](http://www.flu.gov).

### Essential Services May Be Disrupted

- Plan for the possibility that regular services may be disrupted. These could include services provided by hospitals and other healthcare facilities, grocery stores, pharmacies, banks, restaurants, government offices, phone companies and post offices.
- Stores may close or have limited supplies. Checklists can help determine what items to stockpile.
- Public gatherings may be canceled.
- The ability to travel by car may be limited if there are fuel shortages. Plan to take fewer trips, and store essential supplies.
- Talk with family members about where to meet during an emergency in case communication is unavailable.
- During a pandemic, there may be widespread illness that could result in the shut down of local ATMs and banks.
- Keep a small amount of cash or traveler's checks in small denominations for easy use.
- The delivery of food, water and other supplies may be interrupted and cause temporary shortages.

### Work May Be Interrupted

- Ask employers how business will continue during a pandemic.
- Discuss with employers staggered shifts or working at home, telecommuting, accessing remote networks and using portable computers.
- Plan for income loss if unable to work or the company temporarily closes.

### Schools and Daycare Centers

Schools, childcare, trade schools, colleges and universities may be closed to prevent the spread of flu in the community. School closings would likely happen very early in a pandemic and could occur on short notice.

Plan now for children staying at home for extended periods of time, as school closings may occur along with restrictions on public gatherings, such as at malls, movie theaters and sporting events.

### Medical Care

In a severe pandemic, hospitals and doctors' offices may be overwhelmed.

- Ensure you have an adequate medical supply, such as glucose and blood pressure monitoring equipment, that can be obtained in advance.
- Those receiving ongoing medical care—such as dialysis, chemotherapy or other therapies—should talk with health care providers about how to continue care during a pandemic.

### Stay Healthy

These steps may help prevent the spread of respiratory illnesses like the flu:

- Cover your nose and mouth with a tissue when coughing or sneezing. Throw the tissue away immediately after use.
- Wash hands often with soap and water, especially after coughing or sneezing. If water is unavailable, use an alcohol-based (60 to 95 percent) hand cleaner.
- Avoid close contact with people who are sick.
- Those suffering with the flu should stay home, avoiding work, school and social gatherings.
- Avoid touching your eyes, nose and mouth.

### Vaccines and Antiviral Medications

Vaccines are used to protect people from contracting a virus once a particular threat is identified. After a virus infects an individual, a vaccine generally cannot help to combat it. Because viruses change over time, a specific pandemic influenza vaccine cannot be produced until a pandemic influenza virus emerges and is identified. Once a pandemic influenza virus has been identified, it usually takes four to six months to develop, test and begin producing a vaccine.

The City of Sugar Land has developed a Disease Control and Response Plan to address a variety of public health threats, including pandemic influenza.

A valuable source for information on pandemic influenza is the Centers for Disease Control and Prevention (CDC) at [www.cdc.gov](http://www.cdc.gov). Also see [www.flu.gov](http://www.flu.gov) for additional checklists.



# TORNADOES

Tornadoes may develop with little or no warning as a storm system moves into the area. Sugar Land does not have a siren warning system, so stay tuned to radio and television. Sophisticated weather radar may detect the presence of tornadic activity in a storm before a funnel develops. If a tornado warning is issued:

- “Go low, and get low” means to go to the lowest level of the structure you are in, crouch in a low position and cover your head to protect it.
- In your home, take cover in the center part of the house on the lowest floor in a small room, such as a closet or bathroom.
- Do not waste time opening windows in buildings. This serves no purpose and exposes people to possible flying glass.
- If you are in a mobile home or RV, leave the structure even if it has a tie-down system. If there is no designated shelter in the mobile home park, take cover in a low protected area.
- If you are in a car, get out and seek shelter in a nearby building (if one is available) or lie flat in a close ditch or ravine. Never try to outrun a tornado in your car.
- A tornado may cause downed power lines, broken gas lines, overturned vehicles and other hazards.

## WATCH VS. WARNING WHAT IS THE DIFFERENCE?

### ► TORNADO WATCH

There is a possibility of a tornado developing in the area.

### ► TORNADO WARNING

A tornado has been sighted or is indicated by radar.

# ACTIVE ATTACKER



An “Active Attacker” is an individual actively engaging in killing or attempting to kill people in a confined and populated area. The attack could include the use of a firearms, knives, vehicles or any other objects or weapons. There is no pattern or method to the selection of victims.

## BE PREPARED AND PLAN

In the case of an active attacker, you can prepare by having a plan and making sure everyone knows it. Know where your medical kits are and how to use them.

### AVOID

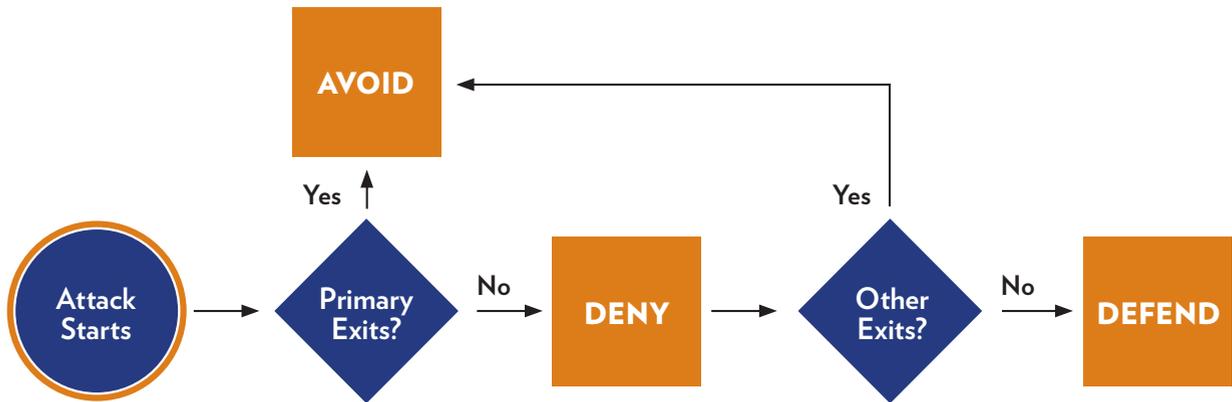
- Leave as soon as possible.
- Know your exits.
- Call 911 once you are safe.
- Consider secondary exits.
- Tell others to leave.
- Prevent others from entering.

### DENY

- Lock the door.
- Turn out lights.
- Stay quiet and silence your cell phone.
- Stay out of sight.
- Barricade inward opening doors.
- Secure outward opening doors.
- Check for secondary exits.
  - Windows
  - Go through walls

### DEFEND

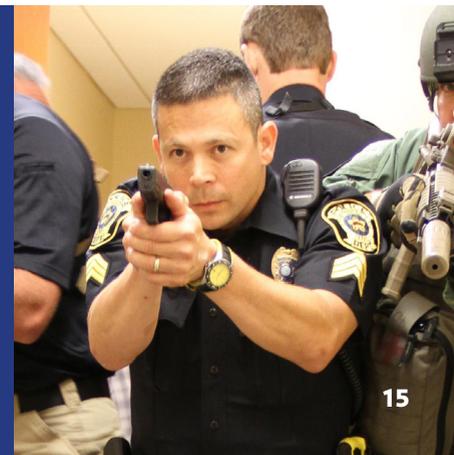
- Be prepared to fight.
- Position yourself.
- Grab the gun.
- Fight.
- There is strength in numbers.
- Do not give up.



Active Shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of Law Enforcement is required to stop the shooting and mitigate harm to victims.

## REMEMBER: ONCE POLICE ARRIVE

- THEIR FIRST PRIORITY IS TO STOP THE KILLING.
- Follow all commands.
- Make sure your hands are empty and show them.
- Do not move unless told to do so.
- When being evacuated, do not stop.
- You may be asked to help if you can.
- We will not be stopping to treat injured.
- We may make contact with you and have to move on, but help will come for you.
- Once evacuated, you will be identified and questioned. This may take some time.





# After An Emergency

## REMEMBER: NOT ALL EMERGENCIES ARE THE SAME

It is crucial to ensure you are receiving information from legitimate sources before, during and after an emergency.

Depending on the type of emergency, sites may be established in the area for distribution of water, ice and ready-to-eat meals. Social service agencies, churches and service organizations might also become active during the recovery process.

The City of Sugar Land is responsible for water and waste water service, but CenterPoint Energy is responsible for restoring electricity and natural gas. If a federal disaster declaration is issued, federal recovery programs are initiated, state and federal recovery teams are deployed and recovery facilities are established.

## CONTACTS AND ADDITIONAL INFORMATION

**Emergency Police, Fire and  
Emergency Medical Services**  
911

**Sugar Land Police Department  
Non-emergency**  
281-275-2020

**Non-emergency city service and  
information requests**  
311 or 281-275-2900

**Fort Bend County Emergency Management**  
281-342-6185 • [www.fbcoem.org](http://www.fbcoem.org)

**U.S. Department of Health and Human Services**  
877-696-6775 • [www.hhs.gov](http://www.hhs.gov)

**Texas Division of Emergency Management**  
[www.txdps.state.tx.us/dem](http://www.txdps.state.tx.us/dem)

**Federal Emergency Management Agency**  
[www.fema.gov](http://www.fema.gov)

**Houston Red Cross**  
713-526-8300 • [www.redcross.org/local/texas/gulf-coast.html](http://www.redcross.org/local/texas/gulf-coast.html)

**CenterPoint Energy**  
**(For electric outage and downed power lines)**  
713-207-2222 or 800-332-7143

**Texas Department of State Health Services**  
512-458-7111 or 888-963-7111 • [www.dshs.state.tx.us](http://www.dshs.state.tx.us)

**Texas Ready**  
**(Preparedness Information)**  
[www.txready.org](http://www.txready.org)

**Centers for Disease Control**  
800-232-4636 • [www.cdc.gov](http://www.cdc.gov)

**National Hurricane Center**  
[www.nhc.noaa.gov](http://www.nhc.noaa.gov)

Other preparedness materials are available by calling FEMA at 1-800-480-2520 or writing to:  
FEMA Distribution Center, c/o Pueblo Distribution Center, Attn: Receiving, Pueblo, CO 81001  
Publications are also available at [www.fema.gov](http://www.fema.gov) and [www.redcross.org](http://www.redcross.org).