

# After the Disaster

*A reference guide on what to do after a natural disaster strikes*



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*This booklet is designed to assist the reader in preventing further injury or mishaps "After the Disaster." Natural disasters addressed here are ones that may occur in Oklahoma: tornadoes, floods, fires, and ice storms. Additional general guidance is given for actions that may be taken in response to manmade disasters including chemical, biological, and radiological terrorism.*

*Acknowledgement*

*The information provided is based on careful research and input from experienced professionals. The reader must assume responsibility for adapting this information to local conditions.*

*This booklet offers only general guidelines about what to do after a disaster strikes. The information included is not intended to replace the advice and guidance of professionals who are able to view a home and assess the needs of the particular situation.*

## Personal Safety

### **During recovery efforts, it is essential to keep healthy.**

Remember to get plenty of rest, don't overexert, eat a healthy diet, and try to stay calm. Emotional health is very important to keep in mind when one has experienced a loss during any type of disaster. Adults, as well as children, are susceptible to the effects of stress and can become irritable, depressed, or hyperactive. It can be helpful to talk about your feelings with others, and it can also be helpful to accept assistance from others when offered. Do not try to take on all clean-up efforts alone. Local mental health resources are available through partnerships at the Tulsa Health Department and the Oklahoma Medical Reserve Corps.

**Before beginning any type of recovery, assess the situation.** Look and listen for any gas leaks, live wires, and unstable structures. Report any fallen power lines or broken gas lines to your local utility company. Also before beginning recovery, take pictures of all damage for disaster aid and/or insurance. Ensuring your utilities at your residence or business are turned off after a disaster may reduce further damages to property and prevent further injuries.

**Keep in mind that recovery can be a hazardous task.** Take care when handling damaged items. Debris can be contaminated by chemicals, sewage organisms, toxic materials, and other substances. Maintain good hygiene and wash hands as often as possible to avoid irritation, illness, or allergic reactions from exposure to toxins. Wear heavy work boots and gloves to further protect yourself. Debris after a disaster may cut, scrape, or puncture your skin. If you are injured during the recovery process contact your primary healthcare provider to receive a tetanus vaccination if you have not had one in the last five years with an injury or ten years without.

## Pre-Event Planning is Essential

Although the emphasis of this booklet is to provide guidance for protecting health and safety following a disaster, the importance of taking steps to be prepared for emergencies cannot be overemphasized. Basic preparedness is not difficult and there are many good references available to guide you in taking the right steps. Several of these are listed at the end of this booklet. The basics are outlined below.



### **Create a Family Emergency Plan**

Identify the safest place in your home (or in a storm shelter) to go when you are advised to seek shelter during severe weather. Know the meaning of warning siren tones. Pre-plan how you will care for and shelter your pets if you are required to evacuate your home. Understand and be prepared to shelter-in-place if you are directed to do so by authorities. Select meeting places for getting back together with your family at a safe distance from your home if your home is involved in fire or otherwise unsafe. Develop a plan for meeting at an alternate location if an emergency occurs while the family is away from home. Make sure all family members understand the plan and have contact phone numbers, including cell phones. Practice your home escape plan. Get together as a family and discuss the kinds of emergencies that might occur, how to respond to each type and how to get help and information. This is especially important for children. Playing a game of “what if this happens” to get them to think through their actions in different situations can help.

### **Prepare an Emergency Kit**

Having a home emergency kit may be essential to the safety and well-being of your family if you ever have to face an emergency situation. Often during an emergency, the normal services we come to rely on in our daily lives are interrupted or unavailable for hours, days or weeks. The most important of these are electricity, water, heat, air-conditioning, and telephone service. By being prepared ahead of time for the possible loss of one or more of these services, it is possible to do without them for three or more days in relative comfort. The key to accomplishing this is to assemble a home emergency kit that contains at least a three-day supply of water (one gallon per person per day), a three-day or longer supply of non-perishable food for each family member, and a change of clothing, including rain and cold weather gear. Also include bedding, a plastic container of ordinary household bleach, extra eyeglasses or contact lenses, a first aid kit, necessary prescription medications, basic tools including duct tape and plastic trash bags, extra car and house keys, and a flashlight(s) and a battery powered radio with extra batteries for both. Furthermore, it is recommended to keep copies of important documents in your emergency kit. These items may include, but are not limited to: insurance paperwork, titles/deeds, pet vaccination records, a list of emergency contact phone numbers, etc. Additionally, ensure you have at least a 3 day supply of pet care supplies, to include: additional supply of water, pet food, tags, medications, bedding, toys, collars and a leash.

Items such as additional batteries, a weather radio, back-up cell phone charging stations and dust masks are also key items to include in your emergency kit. Develop a list of essential need items with your family before building your emergency kit. If you have children consider adding some activities such as games, cards, coloring books or favorite toys to your emergency kit. Additional information about what type of items to include in your kit can be found at <http://www.tulsa-health.org/about-us/emergency-preparedness/citizen-preparedness>. For a quick reference, consult some of the additional references at the end of this booklet for more emergency kit information.

## **Biological, Chemical, and Radiological Terror Attacks**



Terror attacks that involve the use of biological, chemical, or radiological agents can cause injury, illness, and death. In general, however, only limited areas are likely to be affected by these types of attacks and persons who are not directly exposed can take specific actions to protect themselves and their family. The general guidance provided below will help you take appropriate action following an attack that uses each of these terror agents.

# Biological Attack

Several disease causing biological organisms or their toxin products might be used in a terror attack.

**Contagious** (spread person to person):

- **Smallpox (viral)** — Spread by breathing in the virus. Symptoms include fever, rash changing to blisters then scabs. Victims are very ill. Can last up to three weeks before scabs fall off.
- **Plague (bacterial)** — Usually spread by breathing in the bacteria. Symptoms occur in one to six days, high fever, cough, difficult breathing.
- **Hemorrhagic fever (viral)** — Spread through body fluid contact. Symptoms are fever, muscle aches, diarrhea, and internal bleeding.

**Non-Contagious** (not spread person to person, however, surfaces where the agent was released can remain contaminated and cause additional cases until cleaned):

- **Anthrax (bacterial)** — Symptoms occur in about seven days. Can cause illness through eating or drinking and cause sores on skin but is most dangerous when inhaled resulting in flu-like illness and breathing difficulty.
- **Tularemia (bacterial)** — Methods of exposure are similar to anthrax. Exposure as a result of terrorist activity is most likely through ingestion or inhalation. Symptoms include headache, fever, and weakness.
- **Botulism (bacterial toxin or poison)** — Symptoms are blurred vision and difficulty swallowing or speaking after two to three days of exposure.
- **Ricin (castor bean toxin or poison)** — Fever, cough and breathing problems if inhaled; internal bleeding, liver and kidney damage if swallowed.

## Actions You Should Take

Remain at home, if possible. This is probably the best place to be. Listen to local radio and television for instructions.

- You will be told to evacuate or shelter-in-place if necessary by emergency authorities
- Plans are in place to dispense vaccines or medications in an emergency. If this becomes necessary, you will be told when and where to go for these services
- Don't rush – you have time to receive treatment if you were exposed

If you are inside a building where an attack occurs:

- Try not to kick up dust
- Cover your mouth with a cloth (or a mask)
- Close windows and doors to the room where the source is located
- Turn off fans, heat and air conditioning
- Don't leave until emergency crews have decontaminated you

Don't go to the emergency room or doctor's office unless you are sick. Additional points to remember:

- Persons infected with a contagious disease should be isolated from others
- Heat, sunlight and a bleach solution (see how to prepare bleach solution under *Water* section), along with soap and water, can kill bacteria and viruses and inactivate toxins on surfaces
- Do not drink bleach solution or use it on your skin

# Chemical Attack

Chemical agents of greatest concern include nerve and blister agents and the more commonly used chemicals hydrogen cyanide and chlorine. They are briefly discussed below:

- **Nerve Agents** — these agents, often referred to as “nerve gas,” can occur in liquid or vapor form. They immediately cause pupils of the eyes to shrink, eye watering, runny nose, sweating, nausea and vomiting, and twitching. The extent of exposure determines the seriousness of the effects. Exposure can occur by breathing, ingestion, or contamination of skin and eyes.
- **Blister Agents** (vesicants, sulfur mustard) — these agents cause blistering of skin and burning of skin and eyes as well as lungs, mouth and throat if inhaled. Symptoms may not develop for one to six hours following exposure.
- **Hydrogen Cyanide** — symptoms of exposure to this chemical can include burning and redness of exposed eyes and skin, confusion, drowsiness, shortness of breath and collapse if inhaled.
- **Chlorine** — this chemical is very harmful to eyes and skin and causes tearing, blurred vision and burns. It damages lungs and causes breathing difficulty when inhaled.

### Actions You Should Take

- If you are inside a building where an attack occurs
  - Get out quickly
  - Don't step into any puddles of liquid
- If you believe you were contaminated, immediately remove your outer clothing
  - Any clothing that has to be pulled over your head should be cut off to avoid chemical contact with your eyes, nose and mouth
  - Immediately flush eyes and thoroughly rinse any skin that may have been contaminated at a nearby water source. Use tepid water (warm, not hot)
  - Wait for arriving emergency crews to further decontaminate you and assist you with medical attention
- If you are outside and suspect an attack
  - Get indoors quickly, or into a vehicle
  - Close all windows and doors and seal any drafts
  - Shut off air conditioning or heating
  - Call 911 to report the incident
  - Listen to local radio or television for information and instructions
- Additional points to remember
  - Stay upwind, uphill and upstream from the suspected release
  - Usually wind will quickly disperse or carry clouds of toxic agents away from an outdoor release site
  - If you are at home, place your clothes in a plastic bag and shower with soap and water
  - You will be instructed when it is safe to go back outside



## Radiological Attack – Dirty Bomb

A dirty bomb is a conventional explosive, such as dynamite packed with radioactive material that scatters when the bomb goes off. Most “dirty bomb” casualties will be from the initial blast of the conventional explosives. The radioactive dust, smoke or other material that is scattered as a result is the “dirty” part.

The health effects of radiation depend on the amount of radiation absorbed by the body, the type of radioactive material, how the radioactive material got in or on the body, and the length of time the person was exposed. Exposure to large amounts of radiation over short period of time can cause Acute Radiation Syndrome (ARS). If you have symptoms of ARS (skin burns, nausea, or vomiting) seek medical attention as soon as it is safe to leave your building or shelter. If you were exposed to a small amount of radiation, you will not see any health effects right away.

### Actions You Should Take

- If you are inside and close to the site where the blast occurs
  - Stay in the building and close all windows and outside doors
  - Turn off fans and heating and air conditioning systems
  - Tune to local radio or television news for more instructions
  - If the building is damaged or if you must go outside, cover your nose and mouth with a cloth
- If you are outside and close to the blast
  - Cover your nose and mouth with a cloth to reduce the risk of breathing in radioactive dust or smoke
  - Quickly go into a building where walls and windows have not been broken
  - Remove outer layer of clothing and seal in a plastic bag if available. This may get rid of up to 90% of radioactive dust
  - Tune to local radio or television news for more instructions if you are in a car when the incident happens
  - Close the windows and turn off the air conditioner, heater and vents
  - At home, remove your clothing OUTSIDE
  - Place your clothes in plastic bag and seal it
  - Shower with soap and water, washing all hair thoroughly
  - Wash any open wounds several times with soap and water
  - Tune to local radio or television news for more instructions

## Wounds and Immunizations

Minor wounds should be cleaned with soap and water and covered with a clean dressing to prevent further contamination. An antibiotic ointment can be applied after the wound has been cleaned. Seek medical attention for more severe wounds and for wounds that appear to be infected or are not otherwise healing properly.

### Tetanus Booster Injection

If you have not had a tetanus booster within the last five (5) years, you should get one if you have suffered:

- A puncture wound
- An animal bite
- A wound contaminated with soil or manure

You may also need a tetanus booster if you have a minor wound, but have not had a booster within the last five (5) years.

Large and potentially contaminated wounds should be treated by a physician who will decide if a tetanus injection is necessary.

Wounds from an unknown source, symptoms suggesting an infection, or unknown tetanus injection history should be brought to medical attention as soon as possible.

If a tetanus booster is needed, it is important to get the injection within 24 to 72 hours after the injury occurs.



## Water

Having an ample supply of clean water is a top priority in an emergency. A normally active person needs to drink at least two quarts of water each day. Hot environments can double that amount. Children, nursing mothers, and those who are ill will need even more. If supplies run low, never ration water. Drink the amount you need today and try to find more for the following day. You can minimize the amount of water your body needs by reducing activity and staying cool.

If possible, drink commercially bottled water. Consider all water from wells, cisterns, and other delivery systems in the disaster area unsafe until tested. If bottled water is not available, it may become necessary to find other water sources. Never drink contaminated water as it may cause severe illness or death.

### Hidden Water Sources in Your Home

If a disaster catches you without a stored supply of clean water, you can use water from your house:

- Hot water tank
- Water pipes
- Ice cubes
- Reservoir tank (not the bowl) of the toilet if no chemicals have been added

To stop contaminated water from entering your home in the case of broken water or sewage lines, shut off the main water valve to your house. Location of the main water shut off valve varies but is frequently located on the street side (front) just before the line enters your home and/or in the water meter housing.

To use the water remaining in your pipes, let air into the plumbing by turning on the highest faucet in your house (usually the kitchen sink faucet or an upstairs bathroom) a small amount of water will trickle out. Then obtain water directly from the lowest faucet in the house. Usually this will be an outside faucet.

To use the water in your hot-water tank (usually 30 to 50 gallons per tank), be sure to turn off the electric or gas supply to the tank. Turning off the gas or electricity to the tank is very important to keep from damaging the tank and creating a hazard. If you are unsure how to turn off electricity or gas, seek competent help or contact your electric and/or gas company for assistance. Open the drain at the bottom of the tank. Start the water flowing by turning off the cold-water intake valve and turning on a hot-water faucet. After the water supply to your house is restored, you must make sure the hot water tank is

refilled with water before you restore gas or electricity to the tank. To do this, open the cold water intake valve and open a hot water faucet until water flows from the faucet smoothly without spitting bursts of air. If you are unsure how to complete these steps, seek competent help or call your gas or electric company for assistance.

### **Emergency Outdoor Water Sources**

You should never use water suspected of being contaminated with human or animal waste. Also, avoid water that may contain contaminants from industrial or agricultural operations or that has an unusual color or odor. If you must find water outside your home, you can use these sources:

- Rainwater
- Streams or rivers
- Ponds and lakes
- Natural springs

You must assume water from any of the above sources is not safe for consumption without first being treated to remove or destroy disease-causing organisms. Contaminated water, in addition to having a bad odor and taste, can contain microorganisms that cause diseases such as dysentery, typhoid, and hepatitis. All water from questionable sources should be treated before using it for drinking, food preparation, or hygiene. Four methods may be available to individuals for home disinfection of water. Three of these methods – boiling, distillation and disinfecting with bleach – are widely available while the fourth method, use of a water purification filter, may only be an option for outdoor enthusiasts (campers and backpackers) who possess such devices. Disinfection of the filtered water by adding chlorine, as outlined below, will provide an extra degree of protection. The remaining three methods are described below.

### **Water Treatment**

Before treatment, filter water from emergency sources through a piece of cloth, paper towel, or coffee filter and then treat it using one or more of the following methods:

- Boiling
- Bleach Disinfection
- Distillation

**Boiling** is the safest method of treating water. Bring water to a rolling boil for three to five minutes. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by either pouring the water back and forth between two clean containers or partially filling a capped clean container and shaking it vigorously for a short time.



**Bleach disinfection** uses regular household liquid bleach to kill microorganisms. Use only regular household bleach that contains 5.25 percent sodium hypochlorite. Other chemicals, such as iodine or water purification tablets sold in camping or surplus stores may be used according to directions on the package. Do not use scented bleaches, color safe bleaches or bleaches with added cleaners.

- Add eight drops (1/8 teaspoon) of bleach to a gallon of cooled water or four drops (1/16 teaspoon) to a two liter bottle of water.
- Stir and wait 30 minutes.
- If the water smells of chlorine, you can use it. If it does not smell of chlorine, or if the water is still cloudy, repeat steps one and two and smell it again. If it smells of chlorine, you can use it. If it does not smell of chlorine after the second treatment, discard the water, and try to find another source of water.

**Distillation** is a treatment process that will remove microbes that resist boiling and chlorine disinfection methods. Distillation will also remove other contaminants such as heavy metals, salts, and most other chemicals. This involves boiling water and then collecting the vapor that condenses back to water. The condensed vapor will not include salt and impurities.

- Fill a pot half full with water.
- Tie a cup to the handle on the pot's lid so that the cup will hang right side up when the lid is upside down (make sure the cup is not dangling into the water).
- Boil the water for 20 minutes.
- The water that drips from the lid into the cup is distilled and safe for drinking.

# Food Recovery



Floods, fires, loss of power, or other disasters can jeopardize the safety of your food. The following information will help you know how to keep food safe and minimize loss of food and the potential for foodborne illness.

## Flood Damaged Food

All floodwaters are contaminated, therefore, food and eating utensils should be carefully examined. Discard all food that came in contact with floodwaters including canned goods. It is impossible to know if containers were damaged and the seal compromised. Also, do not keep food in bottles or jars with bottle caps or screw-on lids — they do not keep out floodwaters.

## Fire Damaged Food

Discard food that has been near a fire. Food exposed to fire can be damaged by the following:

- **Heat of the fire** — Extreme heat to containers can render the food unsafe. Food in cans or jars may appear to be okay, but the heat from a fire can cause them to split or rupture. This will allow the introduction and growth of food spoilage bacteria. Do not eat food from cans that are dented, swollen, or corroded even if the food inside looks normal.
- **Smoke fumes** — Discard any raw food or food in permeable packaging (cardboard, plastic wrap, screw-topped jars, bottles, etc.) stored outside the refrigerator. Food stored inside refrigerators or freezers can also become contaminated by fumes. The refrigerator seal is not airtight and fumes can get inside. One of the most dangerous elements of a fire is sometimes not the fire itself, but toxic fumes released from burning materials.
- **Chemicals used to fight the fire** — Throw away food that is exposed to chemicals. Chemicals used to fight the fires may contain toxic materials and cannot be washed off the food. This includes food stored at room temperature, such as fruits and vegetables, as well as food stored in permeable containers like cardboard and screw-topped jars and bottles.

## Power Outages

In general, always keep perishable foods (meat, poultry, fish, eggs, dairy, etc.) refrigerated at or below 40°F.

Perishable foods should not be held above 40°F for more than two hours. If the power is out for more than two hours, the following guidelines should be followed:

- Do not open the refrigerator or freezer unless absolutely necessary. An unopened refrigerator will keep foods cold enough for a couple of hours at least. A freezer that is half-full will hold foods safely for up to 24 hours and a full freezer for up to 48 hours.
- If it looks like the power outage will last longer than two to four hours, pack milk, dairy products, meats, fish poultry, eggs, gravy, and leftovers into a cooler surrounded by ice if available.
- When available, dry ice can keep food for several days. Twenty-five pounds of dry ice will keep a ten-cubic-foot freezer below freezing for three or four days. Dry ice is harmful to the skin; therefore, heavy, dry gloves should be worn when handling dry ice.

As soon as the power returns, check food temperatures. If the food in the freezer has ice crystals and is not above 40°F, you can refreeze. Perishable foods in the refrigerator should not be above 40°F for more than two hours. If the internal temperature is above 40°F for more than two hours, the food items should be thrown away.

# Household Goods Recovery

Like food, household goods can be contaminated during a disaster. Some items are salvageable, but some should be discarded because of their potential to harbor dangerous contaminants and mold.

## Flood

Clothing and household linens that have been contaminated by floodwater can be reused after washing. All items should be separated into groups of white fabrics, colorfast fabrics, and colored fabrics not colorfast or delicate.

For white and colorfast fabrics, rinse the grouped items repeatedly in cold water to remove as much mud as possible. Wash on normal cycle in a cold-water detergent solution, repeating as necessary. Rinse and allow fabrics to stand for 15 minutes in cool water containing one capful (one tablespoon) of household bleach, plus one tablespoon of cold-water detergent per gallon of water.

After soaking in this solution, continue to wash until fabrics appear clean, then rinse. These steps may need to be repeated. For non-colorfast and delicate fabrics, commercial laundering and dry cleaning is recommended.

Contaminated household goods such as hairbrushes, combs, and decorative items that are non-absorbent and will not come into contact with any food item can be cleaned by scrubbing with a good detergent, and then wiped down with a solution containing any household disinfectant. Dry with a clean cloth or allow to air dry. To preserve wood, apply a good commercial furniture oil.

The presence of mold should be addressed promptly and mold-damaged materials should be repaired, if possible, or destroyed. Items that are not porous (metals, glass, and hard plastics) and items that are semi-porous (wood and concrete) can usually be cleaned of mold and reused. A detergent solution should be used for cleaning these items. Adding a tablespoon of household bleach per gallon of cleaning solution is also recommended for use on items that will not be damaged by small amounts of bleach (most hard surfaces including glass, plastics and metals).

Porous materials such as wallboard, ceiling tiles, and fabrics may be cleaned by a professional; however, it is best if these items are removed and discarded. Any materials that will be reused must be dried and free of moldy spots.

To avoid spreading mold spores during cleanup, wear a mask and gloves and do not sand. When discarding moldy items, place them in plastic bags for disposal.

### **Fire**

Cookware and non-porous utensils and dishes exposed to smoke or chemicals can be salvaged according to the same procedures and used following a flood. Single-service utensils, plastic ware, and porous items should be discarded.



## **Waste Disposal**

### **Human Waste**

A covered metal container such as a small foot-operated garbage can is suggested for use as a temporary toilet. The container should be lined with a heavy-duty plastic bag and kept covered when not in use. The contents should be disposed of in the sanitary sewer when water and sewer service is restored.

### **Dead Animals**

To dispose of small dead animals after a disaster, wear gloves and place the animal in a plastic garbage bag. Call your local Animal Control Officer for pickup.

### **Solid Waste Disposal**

Precautions should be taken when handling any debris after a disaster. Perishable items such as food and garbage should be separated from other debris such as tree limbs, lumber, furniture, and carpeting. Place perishable items at the curb for collection by refuse trucks. These items will be disposed of under supervision at a licensed sanitary landfill.

Temporary dumpsites may be designated for disposal of non-perishable debris. If such sites are established, their locations will be announced through the news media. Do not remove items from these sites. Searching through the debris can increase your exposure to injury and disease.

## Mosquito & Insect Control

Because large amounts of water may be left behind after a disaster, mosquitoes and insects can be an extra nuisance as well as a health threat during disaster recovery. To alleviate the problem, individuals can assist in mosquito and pest control efforts by removing potential breeding and resting sites. Low-lying areas that hold water should be drained. Debris such as structural remains, trash, limbs, and paper should be cleaned up as soon as possible. Garbage cans should have tight fitting lids. Empty all containers that hold water including buckets, wheelbarrows and garden carts, old tires, flowerpots, bird-baths and other open containers.

Excess vegetation and tall weeds can harbor pests and should be either removed or controlled by cutting. Other insects can be dealt with by using pesticides by following manufacturers' instructions for mixing and treatment.

When working outdoors, wear long sleeves and use insect repellent containing DEET. To adequately protect from mosquitoes and insects, adults should use a repellent containing 20% to 30% DEET. Children should be protected as well, using an insect repellent containing up to 10% DEET (for children under age 12).



## Swimming Pool Cleanup



If a swimming pool or hot tub has flooded or received large amounts of silt and trash and the water is muddy, remove the trash, then attach a sump pump, and pump the water out directly to the sewer. (Do not drain pool by back washing the filter.)

After the pool is drained, scrub the sides and bottom; then rinse and pump the dirty water until the silt and mud is gone. Hose down the deck area and equipment and rinse with a chlorine solution (one table-spoon or capful of household bleach per gallon of water).

Refill the pool and backwash the filter. Start pool water circulation, add proper pool chemicals to achieve pool water balance, and begin normal operation.

Contact your local pool store for proper chemicals to use and for any other questions. You may also contact your local health department. Contact information of the Tulsa Health Department can be found at the end of the pamphlet.

## Disaster Resources

### **Tulsa Health Department**

[www.tulsa-health.org](http://www.tulsa-health.org)  
918.582.WELL (9355)

### **Tulsa Police Department**

[www.tulsapolice.org](http://www.tulsapolice.org)  
918.596.9222

### **Tulsa Fire Department**

[www.cityoftulsa.org/public-safety/fire.aspx](http://www.cityoftulsa.org/public-safety/fire.aspx)  
Environmental Reports — 918.596.1781  
Fire Incident Reports — 918.596.1781

### **USDA Food Safety Hotline**

[www.fsis.usda.gov](http://www.fsis.usda.gov)  
1.888.MPHOTLINE (918.674.6854)

### **Tulsa City-County Library**

[www.tulsalibrary.org](http://www.tulsalibrary.org)  
918.596.7977

### **Food & Drug Administration**

[www.fda.gov](http://www.fda.gov)  
1.888.463.6332

### **Tulsa Customer Care**

311

### **Tulsa HelpLine Information Resource Center**

[www.helplinetulsa.net](http://www.helplinetulsa.net)  
918.836.HELP (4357)

### **CDC — Centers for Disease Control and Prevention**

[www.cdc.gov](http://www.cdc.gov)

### **American Red Cross**

[www.redcross.org](http://www.redcross.org)  
918.831.1100

## Emergency Contact Information

### **Police, Fire, Medical**

911

### **Tulsa Police Non-Emergencies**

918.596.9222

### **AEP — Public Service Company of Oklahoma**

Power outage, downed wires  
[www.aep.com](http://www.aep.com)  
1.888.218.3919

### **Dead Animal Collection — City of Tulsa**

[www.cityoftulsa.org](http://www.cityoftulsa.org)  
918.596.9777

### **FEMA — Federal Emergency Management Agency**

[www.fema.gov](http://www.fema.gov)  
1.800.621.FEMA (3362)

### **ONG — Oklahoma Natural Gas**

[www.oneok.com](http://www.oneok.com)  
1.800.664.5463

### **Tulsa Area Emergency Management Agency**

918.596.9899