

## Recovery Resources

### Massachusetts Division of Insurance

Consumer Hotline will be dedicated to answering consumer questions about flooding and homeowners insurance.

617-521-7777

### Massachusetts Office of Consumer Affairs

Hotline: 1-888-283-3757

### Massachusetts Flood Information Line

This information line provides citizens the information and assistance in regard to flooding concerns.

1-800-293-4031

### National Flood Insurance Program

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

1-800-427-2419

### American Red Cross Assistance

1-866-438-4636.

### Massachusetts Support Line

For people with crisis counseling and mental health needs.

1-866-237-8274

### Smart Routes Traffic:

For up to date traffic conditions and road closures

617-374-1234

## Helpful Websites

### Massachusetts Division of Insurance

[www.mass.gov/doi](http://www.mass.gov/doi)

### Executive Office of Health and Human Services

[www.mass.gov/eohhs](http://www.mass.gov/eohhs)

### Massachusetts Department of Public Health

[www.mass.gov/dph](http://www.mass.gov/dph)

### Massachusetts Emergency Management Agency

[www.mass.gov/mema](http://www.mass.gov/mema)

### Federal Emergency Management Agency

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

### American Red Cross

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



# MEMA

The Massachusetts Emergency Management Agency



The Commonwealth  
of Massachusetts

# Recovering From The Flood



**Executive Office of Public Safety**  
Massachusetts Emergency Management Agency

400 Worcester Road  
Framingham, MA 01702-5399  
Tel: 508-820-2000 Fax: 508-820-2030  
[www.mass.gov/mema](http://www.mass.gov/mema)

# Tips for Dealing with Flooding

## IMMEDIATE PRECAUTIONS

If you have been evacuated, listen to the Media and your local Public Safety officials. Do not return home until authorities indicate that it is safe to do so.

Before returning to a building, inspect for cracks or other damage. When entering, use extreme caution; make sure the building is not in danger of collapsing.

Assume all wires are live. Electrical current will travel through water. Avoid all downed power lines. Report downed electrical wires to your utility company or local authorities.

Look for hazards such as broken or leaking gas lines, flooded electrical circuits, submerged furnaces or electrical appliances and damaged sewage systems. Report them to the utility company or local authorities.

Avoid floodwaters. Keep all children and pets out of the flood waters. The water may be contaminated by oil, gasoline or raw sewage.

Keep contact time with floodwaters to a minimum. It is especially important to keep the water out of your mouth, eyes and nose. Wash your hands frequently with soap and clean water if you come in contact with floodwaters.

Never attempt to drive into or through floodwaters. Do not go around barriers or enter de-toured areas. Your vehicle can be quickly swept away by as little as 2 feet of moving water.

## OTHER SAFETY CONCERNS

Throw away food that has come in contact with floodwaters.

Make sure your tetanus immunization is up to date. For most adults, a tetanus booster within the past 10 years is adequate. For children, check with your pediatrician.

Do not dispose of debris in your yard. Have debris hauled away before it causes additional health hazards. Contact a licensed professional inspection service or Board of Health for more information.

Yards that have been contaminated by flooded sewage systems should be disinfected by a liberal application of lime. Children and animals should be kept away from limed areas until the lime is no longer visible.

If you have oil or hazardous materials contamination in your home contact your local Fire Department for assistance.

Contact local Board of Health related to questions on safety of drinking water. Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of your car.

## RECOVERY

Flooded buildings should be pumped out and disinfected. Pump out basements gradually, about 1/3 per day, to avoid structural damage.

After the water is pumped out, solid wastes should be disposed of in a functioning sewage disposal system or sealed in plastic bags for disposal in an approved landfill.

All flooded floor and wall surfaces should be washed with a solution of two capfuls of household bleach for each gallon of water.

Carpeting, mattresses and upholstered furniture should be disposed of or cleaned and disinfected by a professional cleaner.

Dampness in basements, walls, carpets, and wood provide an excellent environment for mold to flourish. If you see or smell mold, take immediate steps to eliminate the excess moisture. Contact a licensed professional inspection service or your local Board of Health.

## INSURANCE

Take pictures of the damage, both to the house and its contents for insurance claims.

If your home, apartment or business has suffered damage, call your insurance company or agent who handles your flood insurance right away to file a claim.

Keep your insurance agent advised if your contact information changes. If you are in a shelter or cannot be easily reached, provide a designated point-of-contact who can reach you.

If you have damage estimates prepared by a contractor, provide them to your insurance adjuster.

If local officials require the disposal of damaged items, take photos and document damages.

***Be prepared for a rough time.  
Recovering from a flood is a big job.  
It is taxing on the body and spirit.  
The after-effects of this type of  
disaster on you and your family may  
last a long time. Consult a health  
professional on how to recognize and  
care for anxiety, stress and fatigue.***



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