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Звоните 311 (TTY: 212-504-4115) или посетите [NYC.gov/oem](http://NYC.gov/oem) чтобы получить эту брошюру на русском языке.

한국어로 된 브로셔 입수를 원하시면 311 (TTY: 212-504-4115) 로 전화하시거나 또는 [NYC.gov/oem](http://NYC.gov/oem) 을 방문하십시오.

請致電 311 (TTY: 212-504-4115) 或訪問 [NYC.gov/oem](http://NYC.gov/oem) 查看中文版的手冊。

Telefnować pod nr 311 (teletext dla osób z upośledzeniem słuchu: 212-504-4115) lub wejść na stronę [NYC.gov/oem](http://NYC.gov/oem), aby przeczytać broszurę w jęz. polskim.

רופט 311 (TTY: 212-504-4115) אדער באזוכט [NYC.gov/oem](http://NYC.gov/oem) צו זעהן דעם בראשור אין אידיש.



# READY NEW YORK FLOODING



**OEM**  
New York City  
Office of Emergency Management



Michael R. Bloomberg, Mayor  
Joseph F. Bruno, OEM Commissioner  
Emily Lloyd, DEP Commissioner



Scientists believe changing weather patterns may bring a greater number of rainstorms to New York City. These intense storms can lead to dangerous street flooding, cause sewers to back up into homes, and pose serious threats to health and property. While the City tries to manage storm water effectively, residents can also take some important steps to protect themselves.

## BEFORE THE FLOOD

### DETERMINE YOUR RISK

Low-lying coastal regions and first-floor and basement levels are naturally more at risk for flooding. To determine your home's risk, visit [www.floodsmart.gov](http://www.floodsmart.gov).

### HAVE A PLAN

- Provide your insurance agent, employer, and family members with emergency contact information so you can be reached after a flood.
- Keep important documents, including insurance information, vehicle titles, and receipts for major appliances, in a waterproof container.
- Prepare a Go Bag full of items you may need if you must leave your home. To learn how to assemble a Go Bag, visit [NYC.gov/readyny](http://NYC.gov/readyny) or call 311 (TTY: 212-504-4115).

### GET THE RIGHT INSURANCE

Flood damage is not covered by a basic homeowner's policy. Protect your home by purchasing flood insurance.

You cannot be denied insurance based on where you live or your home's history of flooding. Most insurance is provided through the federal government's National Flood Insurance Program (NFIP) and goes into effect 30 days after purchase.

To estimate your premium, or to learn more about flood insurance, visit [www.floodsmart.gov](http://www.floodsmart.gov) or call NFIP at (888) 379-9531.



## PREPARE YOUR HOME

### Green Space

Trees, plants, and grass can help absorb rain water. When possible, plant vegetation and avoid paving over green space on your property. Visit [www.milliontreesnyc.org](http://www.milliontreesnyc.org) or call 311 (TTY: 212-504-4115) to request a tree on your street.

### Backwater Valves

A backwater valve can help prevent sewage from flowing from the pipes back into your home during heavy rain.

New York City building code requires valves for many new buildings and major renovations. The work must be done by a licensed plumber.

After installation, inspect the valve periodically to make sure it works when you need it.

### Ground Fault Interrupters (GFIs)

A ground fault interrupter (GFI) circuit connected to an electrical receptacle can prevent shock or electrocution during flooding. GFIs must be wired by a licensed electrician.

**NOTE:** To check if a plumber or electrician holds a valid license, visit [NYC.gov/buildings](http://NYC.gov/buildings) or call 311 (TTY: 212-504-4115). For any of these improvements, get quotes from multiple contractors.

### Below Street-Level Property

If part of your property is below street level, consider strategies to keep storm water from flowing into your home, such as modifying slopes, adding green space, or installing physical barriers.

## REDUCE YOUR RISK

Before or during heavy rain, remove debris from catch basins in your area to allow the water to enter.

Pick up the leaves from your yard to keep them from clogging streets and catch basins. Visit [NYC.gov/dsny](http://NYC.gov/dsny) or call 311 (TTY: 212-504-4115) for guidelines and dates of the City's free leaf collection program.



## DURING THE FLOOD

- Call 911 immediately if your life or health is in danger (you see rapidly rising water that may reach the electrical system, you are stranded, etc.).
- Call 311 (TTY: 212-504-4115) if your property is threatened (your basement or street is flooded, the sewer is backing up into your home, etc.).
- Move expensive items, important documents, and things of sentimental value to upper floors.
- Turn off gas and electrical utilities at the main switches or valves, and disconnect electrical appliances.
- Avoid walking or driving through flooded streets. As few as six inches of moving water can knock a person over. One to two feet of water can carry away a vehicle.
- Flood water can be contaminated. Avoid contact with sewer water, as it poses a serious health risk.
- Report any downed power lines and avoid standing in flood water, as it can carry electrical current.

**Q:** Is my water safe to drink during a flood?

**A:** YES. As drinking water and sewage are carried in separate pipes, it is generally safe to drink your tap water during a flood or sewer back-up.

**NOTE:** Do not flush the toilet or run water during heavy rain because a backwater valve will prevent this water from flowing out of your home.



## AFTER THE FLOOD

If you have flood insurance, contact your agent immediately. Photograph any damage to your property and save receipts for replacement items or repair work.

Before re-entering a severely flood-damaged building, have an architect or engineer assess its safety.

## CLEAN UP SAFELY

- Dry all areas and items quickly and thoroughly to prevent mold growth.
- Dry-clean or wash and dry all clothing and fabrics to disinfect.
- Remove visible contamination from floors, furniture, and other surfaces with detergent and water.
- If the flood water contained sewage, take extra precautions to avoid direct contact. Wear waterproof gloves and boots and wash your hands, body, and clothing with soap and water.
- Disinfect all surfaces affected by sewer water with a dilute bleach solution.
- For tips on how to prevent mold growth and clean specific items, visit [NYC.gov/health](http://NYC.gov/health) or call 311 (TTY: 212-504-4115).

**WARNING:** Never mix bleach with ammonia or anything containing ammonia, as dangerous gases may result.



## ADDITIONAL RESOURCES

### Federal Emergency Management Agency (FEMA)

[www.fema.gov](http://www.fema.gov), (800) 621-FEMA

• Financial assistance, temporary housing

### U.S. Small Business Administration

[www.sba.gov](http://www.sba.gov), (800) 659-2955

• Financial assistance to help prepare your home or business for a flood

• Home repair, property replacement, business recovery

### U.S. Department of Housing and Urban Development (888) 297-8685

• Financial assistance to help prepare your home or business for a flood

• Foreclosure relief

### NYC Department of Environmental Protection

[NYC.gov/dep](http://NYC.gov/dep)

• Flooding, storm water management, sewer and water supply system information

### NYC Office of Emergency Management

[NYC.gov/readyny](http://NYC.gov/readyny), Hurricanes and New York City guide

• Flood and emergency preparedness

### NYC Department of Health and Mental Hygiene

[NYC.gov/health](http://NYC.gov/health)

• Flooding clean-up, mold prevention

### NYC Human Resources Administration

[NYC.gov/hra](http://NYC.gov/hra), (877) 472-8411

• Emergency food, shelter, financial assistance

### American Red Cross in Greater New York

[www.nyredcross.org](http://www.nyredcross.org), (877) 733-2767

• Food, clothing, help with rent and medication

### Neighborhood Housing Services of New York City, Inc.

[www.nhsnyc.org](http://www.nhsnyc.org), (212) 519-2500

• Home rebuilding loans, construction services, mortgage assistance

## INSURANCE RESOURCES

### New York State Insurance Department

New York City office: [www.ins.state.ny.us](http://www.ins.state.ny.us), (800) 342-3736

### National Flood Insurance Program

[www.fema.gov/business/nfip](http://www.fema.gov/business/nfip), (800) 427-4661

For more information about emergencies in New York City call 311 (TTY: 212-504-4115) or visit [NYC.gov/readyny](http://NYC.gov/readyny).