



PREPARE & RESPOND

a guide to help Southeast
Texans prepare for and
respond to natural
& man-made disasters

TABLE OF CONTENTS

DIRECTORY	3
STAY INFORMED	6
PLANNING & RESPONDING TO NATURAL DISASTERS	7
Checklists.....	8, 9
An All-Hazard Approach: Weather Disasters.....	9
Stay or Go?	10
Recovery	12
PLANNING & RESPONDING TO MAN-MADE DISASTERS	14
Checklists.....	14, 15
An All-Hazard Approach: Man-Made Disasters.....	16
Preparation & Recovery	16-19
Shelter-In-Place	19



Program all important numbers for your area into your cell phone.

LOCAL EMERGENCY CONTACTS

3 ways to stay informed: ready.gov, 211, The STAN Line

STAN Line	877-843-7826
Emergency	911
Register for Special Needs/Information & Referral System	211

LOCAL AREA CONTACTS

JEFFERSON COUNTY

Jefferson Emergency Management Office	409-835-8757
Jefferson Sheriff's Office	409-835-8411

GROVES

Fire Dept. (Emergency Management Office)	409-962-4460
Police Department	409-962-0244

NEDERLAND

Fire Dept. (Emergency Management Office)	409-723-1531
Jefferson Cty. Water District 10	
Volunteer Fire Department	409-724-2244
Police Department	409-723-1516

PORT NECHES

Fire Dept. (Emergency Management Office)	409-719-4258
Police Department	409-722-1424

PORT ARTHUR

Fire Department	409-983-8700
Police Dept. (Emergency Management Off.)	409-983-8600

BEAUMONT

Emergency Management Office	409-980-7280
Fire Department	409-880-3901
La Belle Fannett Volunteer Fire Dept.	409-794-1441
Southeast Texas Regional Airport Fire Dept.	409-722-9203
Police Department	409-832-1234

continued

JEFFERSON COUNTY (continued)

BEVIL OAKS

Volunteer Fire Department 409-753-3486

CHINA

Volunteer Fire Department 409-752-5100

NOME

Volunteer Fire Department 409-253-2100

HAMSHIRE

Volunteer Fire Department 409-243-2311

HARDIN COUNTY

Hardin County Sheriff 409-246-3441

BATSON

Batson Volunteer Fire Department 409-262-8465

KOUNTZE

Kountze Emergency Management Office 409-246-5119

Kountze Police 409-246-2119

Kountze Volunteer Fire Department 409-246-3463

LUMBERTON

Lumberton Police 409-755-2650

Lumberton Fire and EMS 409-755-6031

PINE RIDGE

Pine Ridge Volunteer Fire Department 409-287-3822

SILSBEE

Silsbee Police 409-385-3714

Silsbee Fire Department 409-385-4761

SOUR LAKE

Sour Lake Police 409-287-3573

Sour Lake Volunteer Fire Department 409-287-3062

WILDWOOD

Wildwood Volunteer Fire Department 409-834-2250

ORANGE COUNTY

Orange County Emergency Management	409-882-7895
Orange County Sheriff's Office	409-883-2612
Orange County Emergency Services District	409-769-8294
Orange County Rural Fire District	409-769-9940

BRIDGE CITY

Bridge City Police Department	409-735-5332
Bridge City Fire Department	409-735-2419
Bridge City Volunteer Fire Department	409-735-3539
Bridge City Emergency Management	409-735-5028

LITTLE CYPRESS

Little Cypress Fire Department	409-883-9200
--------------------------------	--------------

MAURICEVILLE

Mauriceville Volunteer Fire Department	409-745-1636
--	--------------

ORANGE

Orange Police Department	409-883-1026
Orange Fire Dept. (Emergency Mgmt.)	409-883-1050

PINEHURST

Pinehurst Police Department	409-886-2221
Pinehurst Fire Department	409-883-3331
Pinehurst Emergency Management	409-769-0291

ROSE CITY

Rose City Emergency Management	409-882-7895
--------------------------------	--------------

VIDOR

Vidor Sheriff's Office	409-769-6391
Vidor Police Department	409-769-4561
Vidor Emergency Management	409-769-4561

WEST ORANGE

West Orange Police Department	409-883-7574
West Orange Emergency Management	409-883-7574
West Orange Fire Department	409-886-0944

OTHER IMPORTANT EMERGENCY NUMBERS

Texas Flood Insurance	866-426-5800
US Department of Housing and Urban Development	800-955-2232
US Postal Service	800-275-8777
Social Security Administration	800-772-1213
Medicare and Medical Issues	800-633-4227
Small Business Administration	800-659-2955
Federal Emergency Management Agency (FEMA) 800-621-FEMA/ www.fema.gov	

American Red Cross

National Headquarters
2025 E Street NW
Washington, DC 20006
1-800-REDCROSS
(1-800-733-2767) or
1-800-257-7575 (Español)

Orange County Chapter
3901 IH-10 East
Orange, TX 77630
409-883-2322

Beaumont Chapter
350 Magnolia Avenue
Beaumont, TX 77701
409-832-1644

Port Arthur Chapter
3747 Doctors Drive
Port Arthur, TX 77642
409-832-1644

The Salvation Army

Beaumont Chapter
2350 IH-10 East
409-896-2361

Mailing address:
P.O. Box 3706
Beaumont, TX 77704-3706

LOCAL AREA WEB SITES

Texas Division of Emergency Management
www.txdps.state.tx.us/dem/pages/index.htm

Southeast Texas Information
www.setinfo.org

Industry of the Golden Triangle
www.industryofthegoldertriangle.com

Hardin County • www.co.hardin.tx.us

Orange County • www.co.orange.tx.us

Jefferson County • www.co.jefferson.tx.us

STATE RESOURCES

Office of the Governor • www.governor.state.tx.us

Texas Homeland Security
www.texashomelandsecurity.com

Texas Department of Public Safety
www.txdps.state.tx.us

Texas Department of Insurance • www.tdi.state.tx.us

Public Health Preparedness
www.dshs.state.tx.us/preparedness

Texas Prepares • www.texasprepares.org

FEDERAL RESOURCES

WWW.READY.GOV

Centers for Disease Control and Prevention
800-CDC-INFO/ www.cdc.gov

US Department of Homeland Security
www.dhs.gov/dhspublic

National Hurricane Center • www.nhc.noaa.gov

National Oceanic &
Atmospheric Administration (NOAA) • www.noaa.gov

US Fire Administration • www.usfa.fema.gov





STAY INFORMED

If you plan ahead, you control the outcomes.

You will receive emergency information from:
TV, radio, phone, computer and/or the STAN Line.

Stay informed and stay tuned to:

- **Emergency Alert Systems (EAS)** – In an emergency, you will be alerted through the EAS on your television or radio.
- **Setinfo.org** – Notifies the community about regional disasters, such as thunderstorms and hurricanes; particularly helpful for those who evacuate during a disaster.
- **STAN Line** – (877-843-7826) A call-in, dial-down system that allows public officials to make important information available to Southeast Texas residents.

Local stations KLVI 560 AM and KQXY 94.1 FM broadcast all EAS notifications for the area.

Dial 911 if you are in a situation that requires emergency response from a law enforcement agency, a fire department or an ambulance service.

Dial STAN for information. Dial 211 for information.

Make a plan.

Get an emergency supply kit.

Stay informed.

Disaster Plan Checklist:

- ☐ Designate both pre-disaster and post-disaster meeting places.
- ☐ Know the best way to communicate with family and friends before, during and after a disaster.
- ☐ Designate an out-of-state contact person in case you get separated.
- ☐ Account for everyone's needs, including seniors, people with disabilities, children, non-English speakers and pets.
- ☐ Keep prescription numbers with you.

See [ready.gov](https://www.ready.gov) for more information on disaster plan checklists.

PLANNING FOR & RESPONDING TO NATURAL DISASTERS

Severe storm

Emergency Supply Kit Checklist:

- ☐ Important documents sealed in a waterproof pouch, including:
 - Insurance papers
 - Birth certificates
 - Deeds
 - Marriage licenses
 - Vehicle registration
 - Driver's licenses
 - Photo identification
 - Medical and vaccination records
 - Veterinary vaccination records
- ☐ Medications
- ☐ First-aid kit
- ☐ Flashlights
- ☐ Batteries
- ☐ All-weather AM/FM radio
- ☐ Cash and credit/ATM cards
- ☐ Extra sets of car and house keys
- ☐ Bottled water and non-perishable food
- ☐ Special items for children, seniors, pets or people with disabilities





AN ALL-HAZARD APPROACH: WEATHER DISASTERS

Weather disasters can result from major storm systems, such as a hurricane, or other sudden weather occurrences including tornadoes and flooding.

Hurricane hazards include storm surge, high winds, tornadoes and flooding. Knowledge of these dangers and preparation for each is critical and could save you from major devastation.

Tornadoes often occur when a dark greenish sky, large hail or a distinct low-lying cloud is visible. If you hear a loud roar similar to the sound of a freight train, **take shelter immediately.**

Floods can either develop slowly or suddenly and without any visible signs of rain. Move to higher ground if there is a possibility of a flash flood. Be aware of the flood hazards in your area. **Do not drive into flooded areas.**



STAY or GO?

Making the split-second decision in an emergency

Depending on your circumstances and the type of hazard, the first decision you must make is whether to stay or go. You need to plan for both possibilities.

Evacuate if:

- You feel you are in danger.
- You are directed by local authorities to do so.
- You live in a mobile home.
- You live near water.

Leaving early allows you to determine your own evacuation path. However, if a mandatory evacuation is called, you must follow the mandatory route specified by authorities. See the fold-out evacuation map in this manual.

When you **evacuate**:

- Turn off utilities and disconnect electrical appliances.
- **Do not walk through moving water.**
- **Do not drive through flooded areas.**
- Pack enough clothing and supplies for at least three days.

ANIMAL EVACUATION

- If you do evacuate, don't forget about your pets.
- Find out in advance where you can bring your pets.
- Call ahead to reserve space at animal shelters in your area.
- [Pets-allowed-hotels.com](https://pets-allowed-hotels.com) provides a listing of animal-friendly hotels.
- Carry several photos of your pets in case they get separated from you.



If an evacuation is not warranted:

- Stay indoors and away from windows and glass doors.
- Close all interior doors. Secure and brace external doors.
- Take shelter in a small interior room, closet or hallway on the lowest level.
- Use cell phones only for serious emergencies to conserve battery power.
- Fill the bathtub and other large containers with water to ensure a supply of water for sanitary purposes, such as cleaning and flushing toilets.

POST-INCIDENT SAFETY GUIDELINES

- **Do not return home until authorities indicate it is safe.**
- **Stay away from downed power lines and report them to the power company.**
- **Do not turn on your generator in an enclosed space. This could be fatal.**
- Do not drink from the community water supply until authorities indicate it is safe.
- Do not enter your home or start your car if you smell or hear gas leaking.



- Do not touch electrical equipment if you are wet or standing in water.
- Avoid floodwaters, which may be contaminated or electrically charged.
- Beware of falling objects and weakened infrastructure.
- Service damaged sewage systems as soon as possible – these are serious health hazards.
- Clean and disinfect any wet items.
- Do not try to move seriously injured persons. If you **MUST** move someone, stabilize the neck and back, then call for help immediately.

If anything can be learned from recent disasters in the U.S., getting the proper insurance coverage is vital. Ask your local insurance carriers to make sure you have the right policies for your needs.

Insurance considerations include:

- Homeowners insurance
- Wind and hail insurance
- Flood insurance
- Renters insurance

Flood losses are NOT covered by homeowners insurance. Flood insurance is available in most communities through insurance agents. There is a 30-day waiting period before flood insurance goes into effect.



PLANNING FOR & RESPONDING TO MAN-MADE DISASTERS

Protect yourself.

Get an emergency supply kit.

Stay informed.

Always have an emergency supply kit ready so that in the event of an emergency, you can find it quickly and take it with you.

Shelter-In-Place Emergency Supply Kit Checklist:

- ☐ Medications
- ☐ First-aid kit
- ☐ Duct tape
- ☐ Plastic sheeting
- ☐ Flashlights
- ☐ Batteries
- ☐ All-weather AM/FM radio
- ☐ Bottled water
- ☐ Snack foods
- ☐ Special items for children, seniors, pets or people with disabilities

Evacuation Emergency Supply Kit Checklist:

- ☐ Important documents sealed in a waterproof pouch, including:
 - Insurance papers
 - Birth certificates
 - Deeds
 - Marriage licenses
 - Vehicle registration
 - Driver's licenses
 - Photo identification
 - Medical and vaccination records
 - Veterinary vaccination records
- ☐ Medications
- ☐ First-aid kit
- ☐ Flashlights
- ☐ Batteries
- ☐ All-weather AM/FM radio
- ☐ Cash and credit/ATM cards
- ☐ Extra sets of car and house keys
- ☐ Bottled water and non-perishable food
- ☐ Special items for children, seniors, pets or people with disabilities





AN ALL-HAZARD APPROACH: MAN-MADE DISASTERS

Man-made disasters are events caused by humans that, either intentionally or by accident, severely threaten public health and well-being.

Man-made disasters can include fires, wrecks, explosions, terrorist attacks, train derailments and industrial emergencies such as chemical releases, chemical spills, chemical threats and biological threats.

INDUSTRIAL EMERGENCIES

A **chemical release** can be unintentional (industrial accident) or intentional (terrorist attack).

A **chemical spill** is a discharge into the natural environment that is significant in quality or quantity. It can be from a structure, vehicle, pipeline or other container, such as a railway car.

A **chemical threat**, or chemical attack, is the deliberate release of a toxic gas, liquid or solid that can poison humans or the environment.

A **biological threat**, or biological attack, is the deliberate release of germs or other biological substances. Many agents are inhaled, enter through a cut in the skin or eaten, resulting in severe illness.

Protect yourself: In the event of a man-made disaster, follow directions from local emergency authorities. Depending on the situation, you may need to shelter-in-place or evacuate.

Personal Preparedness

- Learn about your community's risk of major industrial emergencies through ready.gov and local emergency management.
- Be prepared to receive information provided by local emergency authorities.
- Be prepared to shelter-in-place.
- Know the evacuation plans for your workplace and your children's schools.
- Develop an evacuation plan for your home.
- Recognize industry and community alerting networks like STAN.

EVACUATION

If an evacuation order is issued by your local authorities:

- ☐ Gather your emergency supply kit.
- ☐ Follow the route authorities recommend.
- ☐ Listen to your radio or television for information on evacuation routes, temporary shelters and procedures.





SHELTER-IN-PLACE

Some industrial emergencies may make going outdoors or evacuating dangerous. In such a case, it is safer for you to stay inside.

“**Shelter-In-Place**” (SIP) means to make a **shelter** out of the **place** you are **in**. It is a way for you to make the building as safe as possible to protect yourself until help arrives or until it is safe to go outside.

Your shelter-in-place room should, if possible, provide access to water, toilet facilities and space for people to sit or lie down.

SIP PROCEDURE GUIDE

1. Go inside a building or vehicle.
2. Close all windows and doors.
3. Turn off all heating, cooling and ventilation systems.
4. Stay off the phone and listen to the television or radio for more information.

911 is for emergencies only. The STAN Line will provide you with information about the incident.

Unless told to do so by authorities:

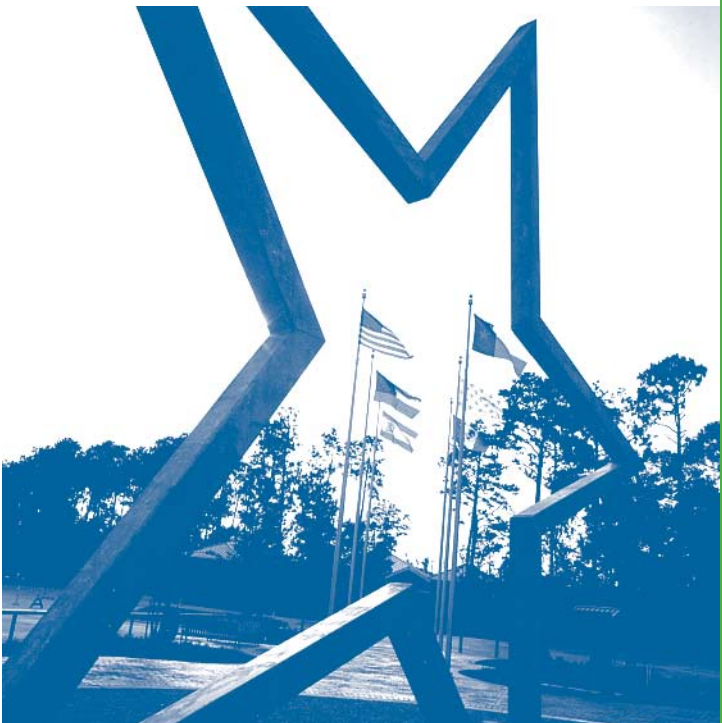
- DO NOT call 911 or any other authority for information.
- DO NOT evacuate or travel.
- DO NOT bring children home from school or other family members from work.
- DO NOT go outside unless instructed to do so by local authorities.

When you are notified that all is clear:

- Open windows.
- Turn on your heating or cooling system to ventilate the house.
- Go outside.



If you notice a pipeline leak or any other industrial emergency, CALL 911. Do not wait for industry officials to find it.





INDUSTRY_{OF}
SOUTHEAST TEXAS