

# HOME EMERGENCY MANAGEMENT 101

STEP-BY-STEP INSTRUCTIONS FOR HANDLING FIVE HOME EMERGENCIES.



YOU CAN'T PREDICT WHEN A HOME EMERGENCY WILL OCCUR — but you can be prepared. Quick thinking can help minimize risk and even prevent property damage and personal injury.

If you don't already have one, create a home emergency preparedness plan for dealing with potentially serious situations. **THIS EMERGENCY MANAGEMENT GUIDE CAN GET YOU STARTED.**

## 1 YOUR WATER FLOW SLOWS OR STOPS.

### » YOUR HOME'S PIPES COULD BE FROZEN.

This occurs in more than **50 million** homes in the U.S. each year.<sup>1</sup>



- » **OPEN ALL FAUCETS.**
- » **LOCATE THE FROZEN AREA(S).**

- » **USE A HAIR DRYER** to heat the pipes until a steady flow of water returns.



**IF IGNORED**, frozen pipes can burst, and in just one day, **A 1/8-INCH CRACK CAN RELEASE 250 GALLONS OF WATER.**<sup>2</sup>

HERE'S WHAT TO DO IF PIPES BURST:

- SHUT OFF THE MAIN WATER VALVE.**
- TURN OFF ELECTRICITY** to the affected area.
- CALL A PLUMBER** to fix or replace the pipes.
- CLEAN UP EXCESS WATER** and dry thoroughly to prevent mold and mildew.

## 2 YOUR TOILETS AND TUBS ARE BACKED UP.



### » THIS COULD BE A SEWER DRAIN CLOG AND A POTENTIALLY NASTY PROBLEM.

**WASTEWATER** containing more than **120 DIFFERENT VIRUSES**<sup>3</sup> can spill into your home.



- » **USE STOPPERS** to close drains in plumbing fixtures.

- » **VACATE** affected areas.

- » **CALL A PLUMBER** to clear the blockage.

- » After you've fixed the problem, **CALL A PROFESSIONAL SEWAGE CLEANUP SERVICE** to sanitize your home.

Most homeowners do not have the proper equipment to clean this kind of mess.

## 3 A FAMILY MEMBER IS DISORIENTED, VOMITING AND HAVING TROUBLE BREATHING.

### » IT COULD BE POISONING.



**IN ONE DAY:**

- » Poison centers field

**10,830**  
CALLS.<sup>4</sup>

Emergency rooms treat **2,277 PEOPLE**

R.I.P.

**87**

**PEOPLE DIE**<sup>5</sup> from unintentional poisonings.

KNOW WHAT TO DO:

- IF THE VICTIM IS:**
  - » Unconscious or not breathing: **Call 911.**
  - » Awake and alert: Call the poison center at **1-800-222-1222.**
- REMAIN CALM** and follow the operator's instructions.
- HAVE THIS INFORMATION HANDY:**
  - » Victim's age and weight
  - » Approximate time of poisoning
  - » Address where it occurred
  - » Name of substance
  - » Symptoms

## 4 YOU SMELL ROTTEN EGGS.



### » THIS COULD BE A SIGN OF A GAS LEAK.

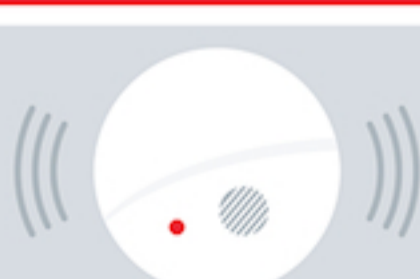
- » **GET OUTSIDE OF THE HOUSE IMMEDIATELY.**

Don't attempt to locate the leak or turn appliances on or off.

- » **CALL 911**, then call your utility company.

## 5 YOUR CARBON MONOXIDE (CO) DETECTOR GOES OFF, AND/OR YOU HAVE A HEADACHE, CHEST PAIN AND NAUSEA.

### » YOU MIGHT HAVE CARBON MONOXIDE (CO) POISONING.



**EACH YEAR**

this **KILLS MORE** than **400 AMERICANS**

CAUSES **20,000** **EMERGENCY ROOM VISITS**

and results in more than **4,000 HOSPITALIZATIONS.**<sup>6</sup>



**CO cannot be seen or smelled, so know the COMMON SYMPTOMS:**

- » **HEADACHE**
- » **DIZZINESS**
- » **CHEST PAIN**
- » **FATIGUE**
- » **NAUSEA**

IF YOUR CO DETECTOR GOES OFF OR YOU EXHIBIT SYMPTOMS:

- GET OUTSIDE OF THE HOUSE IMMEDIATELY.**
- CALL 911** or go to the emergency room.

1 State Farm; <http://learningcenter.statefarm.com/residence/repair/after-a-frozen-pipe-burst/>

2 Insurance Institute for Business & Home Safety; <https://www.disastersafety.org/disastersafety/pipes-burst/>

3 Natural Resources Defense Council; [http://www.nrdc.org/water/oceans/tw/2014/tw2014\\_Great\\_Lakes.pdf](http://www.nrdc.org/water/oceans/tw/2014/tw2014_Great_Lakes.pdf)

4 American Association of Poison Control Centers; <http://www.aapcc.org/>

5 Centers for Disease Control and Prevention (CDC); <http://www.cdc.gov/Features/PoisonPrevention/>

6 CDC; <http://www.cdc.gov/co/faqs.htm>

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