

A Word Of Caution

- Do not eat any food items that have been exposed to heat or water damage.
- Do not take medication that has been exposed to heat or smoke. Contact your physician or pharmacist for direction.
- Be careful to whom you give your identifying and contact information. Check identification, and be hesitant to provide information on the phone. Unfortunately, there are some who may try to take advantage of your situation.

A Word About Insurance

- Be prepared to provide your agent with a complete list of losses as soon as you can. Check to be sure your policy will remain in force after the fire.
- Keep **ALL** receipts for repair and emergency restoration you or your contractors perform.
- Photograph site as soon as possible to verify damages.
- Check with your agent to see if you have a temporary lodging and living expenses covered in your policy. If you have rented your home, your personal belongings have probably NOT been insured by the landlord's policy.
- Consider a personal property policy/renter's insurance once you have established your home. You can usually find a policy to cover loss of your belongings at a reasonable rate.
- If you do not have insurance on your personal contents, items rented or borrowed, or bought on time may time already be insured.
- Some items, such as tools, may carry a lifetime warranty.



Prepared by the Blount County Chapter, American Red Cross
Rev. 12/2007

Family Survival Guide



Sponsored by:
Alcoa Fire Department
Blount County Fire Department
Maryville Fire Department

and

*American Red Cross
Blount County Chapter
1741 Triangle Park Drive
Maryville, TN 37801
865/983-0821*

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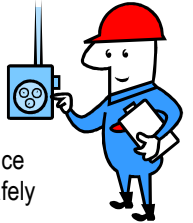
Hints For Restoring Your Home

Board any broken windows or other holes that might encourage theft or weather damage. Outdoor grade plywood can be used to patch walls, roofs, and shattered windows. Rolls of heavy-duty plastic, available from lumberyards and building supply firms, can also be used to provide temporary water enclosures.

If there is a large amount of water in your home, leave the house or apartment well-ventilated.

In cold weather, if the heat is OFF, water pipes may freeze. You should try to restore utilities as soon as possible. In extreme situations, drain pipes until service can be restored to prevent extensive damage.

Representatives from the appropriate utility may survey your home. They can determine whether or not your electricity can be turned on. They will examine the condition of the wiring to make this decision. If you have other sources of heat, please check with the appropriate service personnel to determine whether or not the equipment/system can be safely operated.



When Your Home Burns

- Contact your insurance carrier IMMEDIATELY for advice.
- You should see that your property is secured. This is your responsibility.
- Leave a phone number where you can be reached with a neighbor, fire department, or police department in case you need to be contacted.
- If your home is mortgaged, notify you mortgage company.
- You may also want to contact:
 - Your Employer
 - The post office (to forward or hold mail)The newspaper carrier (forward or hold paper)
 - Your garbage service (cancel if necessary)
 - Your creditors (they may need to issue new statements—mail may have been burned)

Furniture

If upholstery fabric is in need of cleaning check with area professional for the preferred method. You may try the formula listed for clothing, but keep in mind; it may bleach your upholstery.



Wood furniture may be cleaned with a mild soap and water (Murphy Oil Soap is suggested). Drawers should be removed when cleaned for speed drying. Do not force the drawers from the furniture to prevent damage. DO NOT DRY WOOD IN THE SUNLIGHT COULD CAUSE WARPING.

Depending on the age and finish of furniture items, special treatment may be required. Usually finished surfaces May be polished with very fine steel wool and restore the shine. A bar of soap can be used on drawer's runners to help them move freely.

If furniture finish has white spots, moisten a cloth in a solution of ½ cup ammonia and 1/2 cup of water. Wring the cloth and rub the furniture. Wipe immediately.

Photographs

Preserving damaged photographs is often very important to victims of fires, floods, and other disasters. If photographs are not burned, they can usually be saved. Never try to peel apart photographs that have stuck together. Always remember that photographs were originally developed in water solutions and then washed.



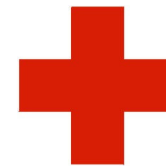
Soak the photos in clear, clean water and rinse carefully and thoroughly and let stuck photographs separate on their own. If they stay damp they can be damaged by mold. If you have quantities or wet photos, wrap them in plastic wrap and freeze them, then thaw them and wash them a few at a time. After washing the photos, dry them image side up on a smooth hard surface like a glass table or kitchen counter.

Blount County Chapter of American Red Cross

If you require assistance to meet your emergency needs and live in Blount County, call us at (865) 983-0821.

You may be eligible for:

- Emergency Shelter
- Food
- Clothing
- Basic Furnishings
- Health/Medical items
- Other emergency help



**American
Red Cross**
Blount County Chapter

**RED CROSS DISASTER ASSISTANCE IS A GIFT.
IT IS NOT A LOAN—
REPAYMENT IS NOT EXPECTED!**

Visit us online at BCCARC.org

Important Numbers

Fire Department Emergency Numbers

| | Emergency | Business |
|---------------|-----------|----------------------|
| Alcoa | 911 | 981-4128 |
| Blount County | 983-1431 | 983-2133 |
| Maryville | 911 | 982-7532 |
| Friendsville | 911 | 995-2831 or 995-2231 |
| Forest Fire | 982-6264 | 982-6264 |
| Greenback | 856-3079 | 856-6670 |
| Townsend | 448-6322 | 448-6322 |

Utilities

| | Office Hours | After Hours |
|---------------------------------|----------------|----------------------|
| GAS | | |
| United Cities Propane Gas | 977-6169 | 977-6169 |
| United Cities Natural Gas | 888-824-3434 | 888-824-3434 |
| Empire Gas | 983-5334 | 689-3350 or 681-3350 |
| Holston Gas | 573-1917 | 573-1917 |
| ELECTRIC | | |
| City of Maryville Utilities | 981-3300 | 983-8722 |
| Alcoa Utility Board | 380-4700 | 983-8722 |
| Fort Loudoun Electric | 856-2311 | 856-2311 |
| Sevier County Electric | 453-2887 | 453-2887 |
| WATER | | |
| South Blount Utility | 982-3560 | 982-3560 |
| City of Maryville Utility | 981-1300 | 983-8722 |
| Alcoa Utilities Board | 981-4156 | 983-3911 |
| Tuckaleechee Utilities District | 448-2230 | 983-1480 |
| Knox-Chapman | 577-4497 | 577-4497 |
| Sevier County Water | 453-5522 | 453-5522 |
| CABLE | | |
| Charter | 983-8200 | |
| Comcast | 637-5411 | |
| PHONE | | |
| BellSouth/AT&T | 557-6500 | |
| Sprint | (865) 982-1190 | |
| Cricket | (800) 274-2538 | |
| Verizon | (866) 369-0403 | |

Add Your Own

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| | | |

Bedding

Blankets should be shaken and brushed. Manufacturer directions should be followed carefully. Otherwise, soak without agitation 15 minutes in lukewarm detergent suds. Turn 2-3 times by hand. Spin off water, and repeat if necessary, Rinse 2-3 times in lukewarm water, clear water, and spinning off water after each rinse.



Dry in preheated dryer alone with some hot bath towels, or hang blankets while damp and complete drying on two lines. Gently stretch blanket into shape. Finish by brushing blanket and ironing the trim.

Pillows will likely have to be replaced. Smoke odor is almost impossible to remove from synthetic and feather pillows.

Wash sheets according to directions, or follow procedure for washing clothing.

Walls And Floors

For soot on walls wash down thoroughly with water and detergent. Begin by washing a small area at a time, working from floor up, rinse with clean water immediately. For smoke odor, use the cleaning solution listed earlier. For water damage, wash wall while wet if possible. IF damage is substantial, a primer coat will be required before painting. Vinyl primers are desirable. Plaster and stucco walls can be repaired while still damp. Consult a local paint store for instructions. **DO NOT PAINT UNTIL WALL IS THOROUGHLY DRY.**



If water has seeped under linoleum, floors may warp, and bad odor may develop. If this occurs, remove the entire sheet. If brittle, a heat lamp will soften it so it can be rolled up without breaking. If carefully removed, it can be re-cemented with care. Dilute regular linoleum paste thin enough to go through a syringe, and shoot the adhesive through the nail hole. Weigh down the linoleum with bricks or boards.

Wood floors that have been under water for any length of time will expand. When floors are buckling badly, take up the trim. Then remove one board along each edge of the floor. The wood will shrink back to normal size after the floor dries fully.

Fire Prevention

- Keep all sources of fuel (paper, clothing, bedding and carpet/rugs) at least three feet away from all heat sources.
- Always make sure children have full adult supervision while cooking or in rooms with candles or fires. Never leave burning candles unattended.
- Keep matches and lighters out of the reach of children.
- Teach young children to notify an adult when they see matches and lighters and encourage them not to play with fire if curious or bored.



Tips For Clean-up

Professional specialists may be contacted for assistance with clean-up following a home fire.

Smoke Odor

To remove odor or soot from washable clothes (except those, which must be bleached) try this formula:

*4-6 cups tri-sodium phosphate (SPIC and SPAN)
1 cup household cleaner (Lysol) or chlorine bleach
1 gallon of water
Rinse with clear water and dry thoroughly.*



Clothing

If washable clothing is wet or damp, wash immediately to prevent mildew. To remove mildew, wash fresh stains with lemon juice and salt. Test colored garments before using. If soot, mildew, or smoke odors remain, but clothing is salvageable, try a professional laundry immediately. Laundries may have special solutions for treating fire-damaged items.

Leather items should be wiped cleaned with a damp cloth and dried. Add crushed paper if items become wet. Later, when item is dried, clean with saddle soap.

For dry clean items, it is important to get items to cleaners as soon as possible.

Where To Go For Help in Replacing Documents

If you have lost important documents, the following information may be helpful to you. If you must relocate permanently, be sure you list your new address when you request document replacement.

Auto Title/Registration: Blount County Court Clerk 865/ 273-5800

Birth Certificate: Hospital where born or County Health Department.
Tennessee Vital Records 615/ 741-1763 or www.state.tn.us
and click on Vital Records.

Blount County Health Department 983-4582

Burial Contracts: Provider from whom purchased.

Credit Cards: Notify your credit card company immediately. Ask that your card be canceled and request that new ones be issued. You may be liable if someone else uses them.

Checkbook/Savings: If you cannot find your records or blank checks, contact your bank immediately. Ask that a new account be opened for you.

Currency: If slightly damaged, contact your local banks, severely damaged, mail insured to the Dept. of Treasury, Bureau of Engraving & Printing, OCS Room 344, BEPA, PO Box 37048, Washington DC 20013. Enclose a letter of explanation.

Divorce Documents: Circuit Court Clerk of County where divorce was granted.

Driver's License: STATE OF TENNESSEE, Department of Safety, 318 Home Ave. Maryville, TN. 37801, 865/ 981-2359

Food Stamps/Families First: Department of Human Services, 303 Home Ave. Maryville TN. 37801, 865/ 981-2353

Income Tax Records: Problem resolution Office, 1-800-829-1040. You may also qualify for a federal income tax deduction as a result of your losses.

Insurance: Check with your agent, carrier, or employer.

Marriage Certificate: Recorder of Deeds in County and State of marriage.

Medical Records: Contact your physician and appropriate hospital.

Military Discharge Documents: Department of Veterans Affairs
1-800-827-1000

Passports: Your local Post Office has necessary application and replacement forms, or call toll free: 1-877-487-2778 (TTY 1-888-874-7793). Operators are available 6 a.m. to midnight, ET, Monday-Friday, excluding Federal holidays.

Payment Books: Contact bank or other sources of loans.

Property Deeds: Blount County Registrar of Deeds.

Saving Bonds: Contact Bureau of Public Debt. 200 3rd St. Parkersburg, West Virginia 26104

Social Security/Medicare: 222 Keller Lane. Maryville, TN, 37801
865/ 982-3714 and 1-800-772-1213


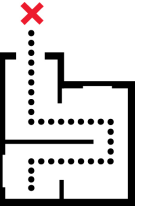

Veterans Benefits Information: 1-800-827-1000 Telephone Services
available Monday through Friday 9:45 am
50 5:00 PM.

Wills: Contact attorney who prepared your will.

For additional information see the USA.gov website:
http://www.usa.gov/Citizen/Topics/PublicSafety/Hurricane_Katrina_Recovery/Vital_Docs.shtml

Are You Prepared?

To be prepared for a fire, you should think about these points:

- Attach emergency (fire, police, ambulance or 911) numbers to each phone in your home. 
- Install smoke detectors on each level of your residence as well as in the garage and workshop. Keep new batteries on hand. Change every 6 months.
- Test smoke detectors weekly. Prepare a chart and sign after each check.
- Keep fire extinguishers in kitchen and other appropriate areas. Check your fire extinguishers and replace if needed. Be sure all family members know how to work them.
- Practice E.D.I.T.H. (exit drills in the home). Draw a floor plan of your home and mark two fire escape routes from each room. Conduct a home fire drill to include entire family at least once a year. Practice a low crawl escape from your bedroom. Try this with your eyes closed to see how well you would do in thick smoke. 
- Know how to unfasten screens, open windows and storm windows.
- Make or purchase chain ladders to use to climb out of rooms above the first floor. Practice using them.
- Practice stop-drop-and roll to be prepared in case yours clothes catch fire.
- Agree on an outside meeting place in order to check that everyone is out and safe. Once out, **DO NOT GO BACK IN.**
- Use stickers on windows to identify rooms where elderly, handicapped, or children sleep. (Stickers are available from your fire department) If occupancy in rooms change please remove markings.
- Keep a flashlight and extra batteries next to bed. 
- Know where your utility cutoffs are.
- Protect family records (put in ziplock bags in freezer).