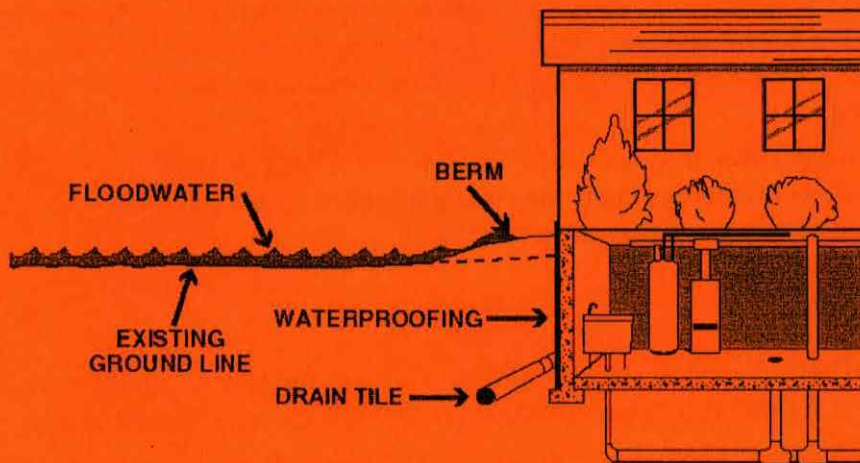


CLOSED
SHELVES

PAMPHLET
ENVIRONMENT

REFERENCE

Guide To Flood Protection



May 2007



Village of Orland Hills
Stormwater Management Committee



VILLAGE OF ORLAND HILLS

Dear Orland Hills Resident:

This *Guide to Flood Protection* is available at no cost to all residents of the Village. Everyone can be exposed to water problems caused by overbank flooding, local drainage or sewer backup.

The Village of Orland Hills is attacking these flood problems on several fronts. These include:

- ✓ We adopted a comprehensive *Flood Protection Plan* to guide Village activities.
- ✓ Our Public Works crews maintain the stream channels, ditches, sewers and inlets.
- ✓ Our Building Department ensures that flood and sewer backup protection measures are incorporated in new construction, improvements and repairs.
- ✓ We are preserving most of the floodplain as parks and open space.
- ✓ This handbook is part of an overall public information program strategy to help property owners learn about the hazard and what they can do about it. Additional information is available in the Tinley Park Public Library, the Building Department, and on our website, www.orlandhills.org.
- ✓ Our flood protection activities have been recognized by FEMA's Community Rating System. We are one of the few communities in the area that participate in this program, which brings reduction in flood insurance premiums of up to 25%.

What's your situation now?

- ✓ Has flooding started? If so, go to Section 6, "During a Flood" on page 18. Later on, read section 7 on "After A Flood" to prepare for when you go back to your flooded property.
- ✓ Have you just been flooded? If so, start with section 7 "After A Flood" on page 21. Then look through the rest of this *Guide*.
- ✓ If you're not in a rush and want to know how to protect yourself from the next flood, start on page 1.

If you have any questions on the ideas presented in this *Guide* or would like more help on flood protection, please call our Building Department at 349-6666.

Sincerely,

Kyle Hastings, Mayor

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Important Numbers

Police and fire emergencies: **911** Gas hazards: 1-888/642-6748 (1-888/NICOR4U)

Ambulance: **911** Electrical hazards: 1-800/334-7661 (1-800/EDISON-1)

Family meeting place after a flood: _____

Insurance agent: _____

Homeowner's insurance: Company: _____ Policy No. _____

Flood insurance: Company: _____ Policy No. _____

Neighbors: _____

1. Flooding in Orland Hills

Orland Hills' drainage system is subject to three flood problems: yard drainage problems, undersigned or obstructed storm sewers, and overbank flooding from Tinley Creek and certain detention areas.

Yard drainage: When an area is laid out for development, strips along the lot lines are set aside to carry water. Usually a five or ten foot easement is established. When the lot is built on, there should be no construction in the easement.

Filling on the lot should slope to the easement so drainage will run away from the building. A shallow depression or swale is kept along the lot lines. The swale guides stormwater runoff to the front or back yards where it is sent to the street or the storm sewer. Downspouts and sump pump discharge pipes should point to the swale so excess water is drained properly.

Over the years, this yard drainage system has been disrupted. Many property owners are not aware of the need to keep their easements and swales open. They install sheds, planters, railroad ties or swimming pools in the easements. They build fences on their lot lines to enclose the largest part of their properties. As a result, the water stands in the yards because it cannot go anywhere. Eventually it percolates into the ground.

Storm Sewers: Storm sewers have been installed in some areas of town to augment the drainage system. Inlets collect water in the street or gutters. Stormwater flows through the pipe to a larger sewer or a body of water.

When storm sewers work, the streets and yards are drained quickly. Storm sewers won't work if they are underdesigned or when they are blocked. Blockages can be caused by debris in the inlet, an outlet or outfall that is underwater, a broken pipe, or debris or sediment in the pipe.

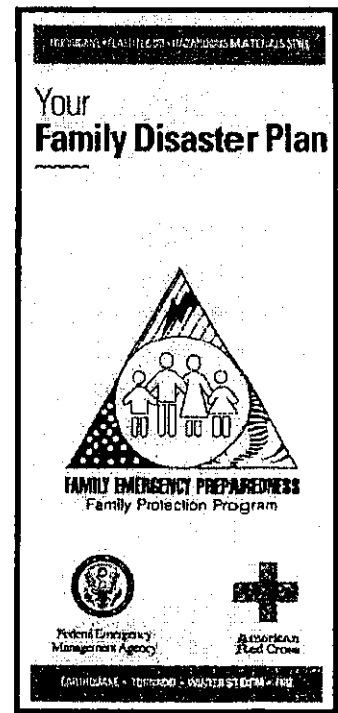
Overbank flooding: The swales, street, and storm sewers carry the water to basins or to Tinley Creek. When these become overloaded, water leaves their banks and flood neighboring properties. The overbank flood problems areas are shown on the map. The Village's largest problem is flooding from Tinley Creek.

You can see the area affected by overbank flooding on the map on the next page. This map approximates the official Flood Insurance Rate Map published by the Federal Emergency Management Agency. If a person wants a mortgage or federal assistance (such as a VA loan or disaster assistance) for a building located in the shaded 100-year floodplain, he or she will be required to purchase a flood insurance policy. Do not use this map to make such determinations. For more information on whether a property is in the official regulatory floodplain, contact the Building Department at 349-6666.

Sometimes, the result of flooding is a nuisance, such as wet streets or a soaked backyard. However, either shallow water on the surface or saturated ground can cause flooding several feet deep on a floor that is below grade. Some houses in Orland Hills do not have finished basements because of chronic flooding.

2. Flood Protection Checklist

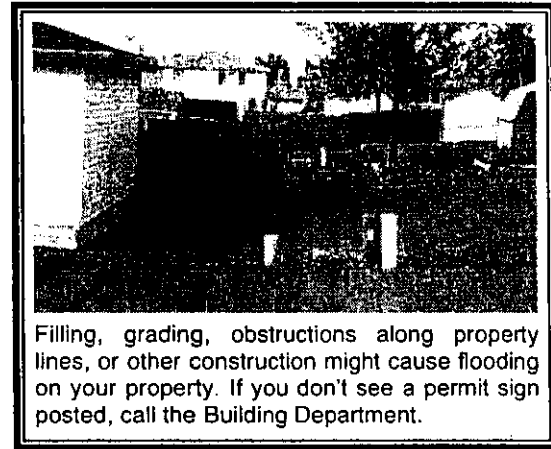
1. Check with the Village's Building Department (349-6666) on flooding in your area.
 - ✓ Where does the water come from?
 - ✓ Are you in the mapped Special Flood Hazard Area or floodway?
 - ✓ How bad has it been in the past?
 - ✓ How bad could it be? (Remember, the next flood can be worse than the last one.)
 - ✓ What is an appropriate flood protection level? (How high should you prepare for?)
2. Check out your local drainage situation.
 - ✓ Does water flow away from your house or does it tend to stand next to your walls?
 - ✓ Is the ditch, stream or storm sewer that takes water away clear of debris or obstructions?
 - ✓ Do the downspouts from your roof gutters direct water well away from your house?
 - ✓ Do you have a sump pump? If so, does it direct water well away from your house?
3. Prepare for flooding by doing the following:
 - ✓ Know the flood safety guidance on the back of this guide.
 - ✓ Mark your fuse or breaker box to show the circuits to the floodable areas.
 - ✓ Know how to shut off the electricity and gas to your house when a flood comes.
 - ✓ Make a list of emergency numbers and identify a safe place to go to (see inside cover).
 - ✓ Make a household inventory, especially of basement contents.
 - ✓ Put insurance policies, valuable papers, medicine, etc., in a safe place.
 - ✓ Develop a disaster response plan – get a copy of the brochure “Your Family Disaster Plan” from the Red Cross’ website: www.redcross.org/services/disaster/beprepared
 - ✓ Put cleaning supplies, batteries, camera, waterproof boots, etc. in a safe place.
4. Read the next section on construction and stream dumping regulations. Follow these rules, get permits for all your work, and report violations to the Building Department (349-6666).
5. Construct or install appropriate flood protection measures (see section 4 – Protecting Your Property, page 4).
6. Purchase flood insurance coverage (see page 15).



3. Flood Protection Laws

Development in floodprone areas is development in harm's way. New construction in the floodplain increases the amount of development exposed to damage and can aggravate flooding on neighboring properties.

In most subdivisions, lots were laid out and built so water would flow away from the building and along property lines to the street, storm sewer, or ditch. Fences, railroad ties, landscaping and regrading can block this flow. So do construction projects in the ditches or the floodplain. Therefore, Orland Hills has regulations on building and development designed to prevent new construction from making flooding and drainage problems worse.



- ✓ **Before you build on, fill, alter, or regrade** your property, always check with the Building Department (349-6666). A permit may be needed to ensure that such projects do not cause problems on other properties.
- ✓ **Do not dump or throw anything into the storm sewers, inlets, ditches or basins.** Dumping in ditches, storage basins, and wetlands is a violation of the Village Code.
- ✓ **Every piece of trash** can contribute to flooding. Even leaves, grass clippings and branches can accumulate, plug storm drain inlets and channels, or kill vegetation and contribute to erosion. If your property is next to a ditch or storage basin, do your part and keep the banks clear of brush and debris.
- ✓ **If you see dumping or debris** in the ditches or basins, filling or construction near property lot lines, or filling or construction in a mapped floodplain without a permit sign posted, contact the Building Department. The debris or project may cause flooding on your property.



If you have an existing building and want to improve, expand, or repair it, you also need to check with the Building Department. Our codes also require that all substantial improvements to a building in the floodplain be treated as a new building. A substantial improvement is when the value of an addition, alteration, repair or reconstruction project equals or exceeds 50% of the value of the existing building. In the case of an addition, only the addition must be protected. In the case of an improvement to the original building, the entire building must be protected.

For example, if a house in the floodplain is flooded, has a fire, is hit by a tornado, or is otherwise damaged so that the value of the repairs equals or exceeds 50% of the value of the building before the damage, then the house must be elevated above the base flood level.

These regulations are designed to protect you and your neighbors. By keeping the drainage system clear and getting the proper permits before you build, you can help prevent flooding and other drainage problems. When in doubt, call the Building Department at 349-6666

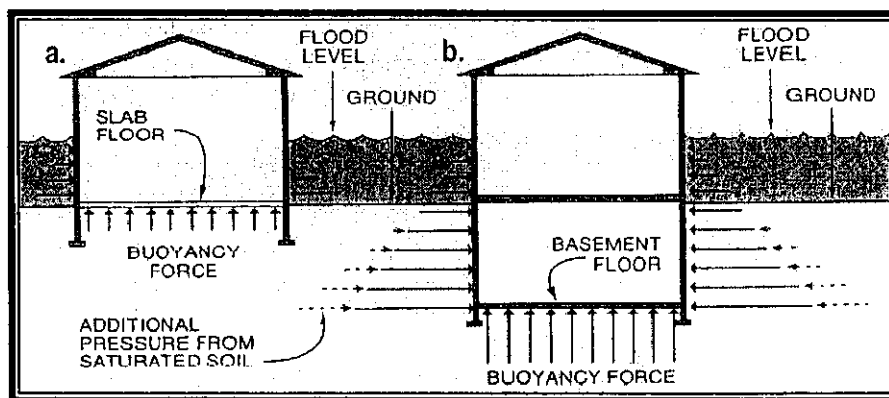
4. Before the Flood - Protecting Your Property

Flood Damage

For those who have not been through a flood, this section reviews the hazard. For those who have been flooded, this section is a reminder on how bad things can be. There are three main causes of flood damage to buildings in Orland Hills: hydrostatic pressure, soaking, and sediment and contaminants.

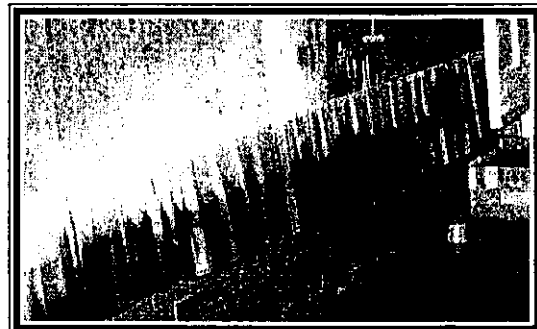
Hydrostatic pressure. The weight of standing water puts hydrostatic pressure on a structure. The deeper the water, the more it weighs and the greater the hydrostatic pressure. Because water is fluid, it exerts the same amount of pressure sideways as it does downward. Therefore, as water gets deeper, it exerts more pressure than shallow water. Most walls are not built to withstand lateral pressure. Studies and tests have shown that the lateral force presented by three feet of standing water can be enough to collapse the walls of a typical frame house on a slab foundation.

Basement walls and floors are particularly susceptible to damage by hydrostatic pressure. In this context, a “base-ment” includes all below grade floors of a trilevel. Not only is the water deeper, a basement is subjected to the combined weight of water and saturated earth.



Basement walls can break under water pressure, as shown in the photo. Water in the ground underneath a flooded building will seek the level of the surrounding water – resulting in uplift forces that can break a concrete basement wall or floor, as shown in the photos on the right and on page 7.

Soaking. When soaked, many materials change their composition or shape. Wet wood will swell, and if it is dried too fast it will crack, split or warp. Plywood can come apart. Gypsum wallboard will fall apart if it is bumped before it dries out. The longer these materials are wet, the more moisture they will absorb. Walls present a special problem: a “wicking” effect pulls water up through wood and wallboard, soaking materials as much as several feet above the water line, as was the case in the photo to the right.



Soaking can cause extensive damage to household goods. Wooden furniture may get so badly warped that it can't be used. Other furnishings, such as upholstery, carpeting, mattresses and books, usually are not worth drying out and restoring. Electrical appliances and gasoline engines won't work safely until they are professionally dried and cleaned.

Sediment and contaminants. Few floods have clear floodwater, and so they leave a mess made of natural and man-made debris. Stormwater and snowmelt pick up whatever was on the ground, such as soil, road oil, and farm and lawn chemicals (see the photo of the bathroom).

Many materials, including wood and fiberglass or cellulose insulation, absorb floodwater and its sediment. Even if allowed to dry out, the materials will still hold the sediment and contaminants brought by the flood. Simply letting a flooded house dry out will not render it clean — and it certainly will not be as healthy a place to live as it was before the flood.

First Steps

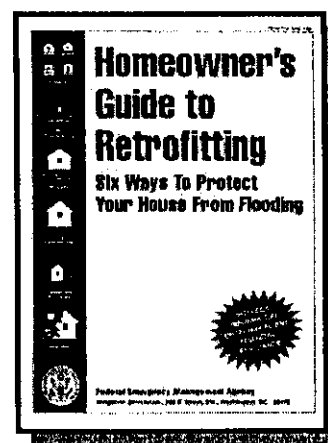
There are many ways you can protect your home, garage or other property from the types of flood damage explained above. Different techniques are appropriate for different types of buildings. Use the following as a guideline:

- ✓ If your house is on a *crawlspace* → Read the sections on barriers, and wet floodproofing (pages 6 and 8)
- ✓ If your house is on a *slab* foundation → Read the sections on barriers and dry flood proofing (pages 6 and 7)
- ✓ If you have a *basement*, split level, or other floor below ground level → Read the sections on barriers, wet floodproofing, and basement protection (pages 6, 8 and 9 – 13)

Additional information is available from FEMA publications, including *Homeowner's Guide to Retrofitting: Six Ways to protect Your House from Flooding*. Another good publication is *Protecting Building Utilities From Flood Damage*. These references can be found at www.fema.gov/plan/prevent/floodplain/publications.shtm

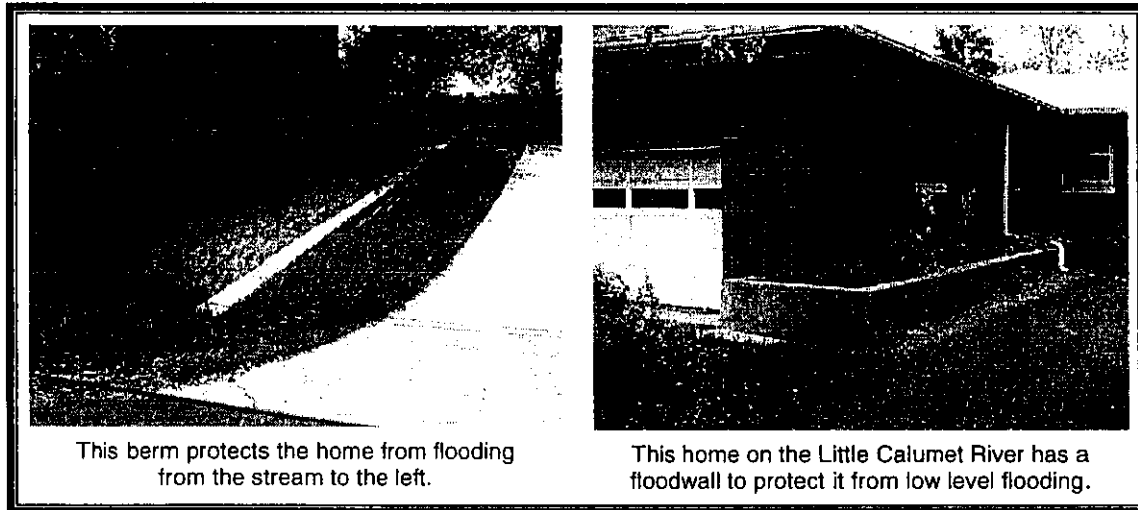
It is important to note that these protection measures are for existing buildings. There are different requirements for new buildings. These measures will not relieve you from the need to buy flood insurance if your building is in a mapped floodplain.

Disclaimer: This guide is designed to give the reader an overview of steps that can be taken to protect a property from damage from the type of surface water flooding and sewer backup that faces Orland Hills. The information provided is based on careful research and input from experienced professionals. The reader must assume responsibility for adapting this information to fit his or her conditions. This guide is not intended to replace the advice and guidance of an experienced professional who is able to examine a building and assess the needs of the particular situation.



Barriers

Barriers keep surface floodwaters from reaching a building. A barrier can be built of dirt or soil ("berm") or concrete or steel ("floodwall"). The standard design for earthen berms is three horizontal feet on each side for each vertical foot (3:1 slope). As a result, you should plan on needing an area six feet wide (at a minimum) for each foot in height.



This berm protects the home from flooding from the stream to the left.

This home on the Little Calumet River has a floodwall to protect it from low level flooding.

Depending on how porous your ground is, if floodwaters will stay up for more than an hour or two, your barrier will need to handle leaks, seepage of water underneath, and rainwater that falls inside the perimeter. You will need a sump and/or drain to collect the internal groundwater and surface water. A pump and pipe is also needed to pump the internal drainage over the barrier.

A berm or floodwall should be as far from the building as possible to reduce the threat of seepage and hydrostatic pressure. However, it must not interfere with drainage along your property line. Where the house is close to the property line, you may need place the berm next to the wall as discussed on page 13.

Don't forget: a permit is needed for filling or regrading a yard. There may be restrictions on bringing fill onto your site if it blocks the flow of flooding or displaces floodwater storage areas. For example, state regulations require that barriers located within the regulatory floodway be within ten feet of the structure (as in the example on the right, above).

Precautions: Barriers can only be built so high. They can be overtopped by a flood higher than expected. Earthen berms are susceptible to erosion from rain and floodwaters if they are not properly sloped and covered with grass and maintained. Don't plant trees or shrubs on a berm (their roots can cause leaks). Barriers can settle over time, lowering their protection levels.

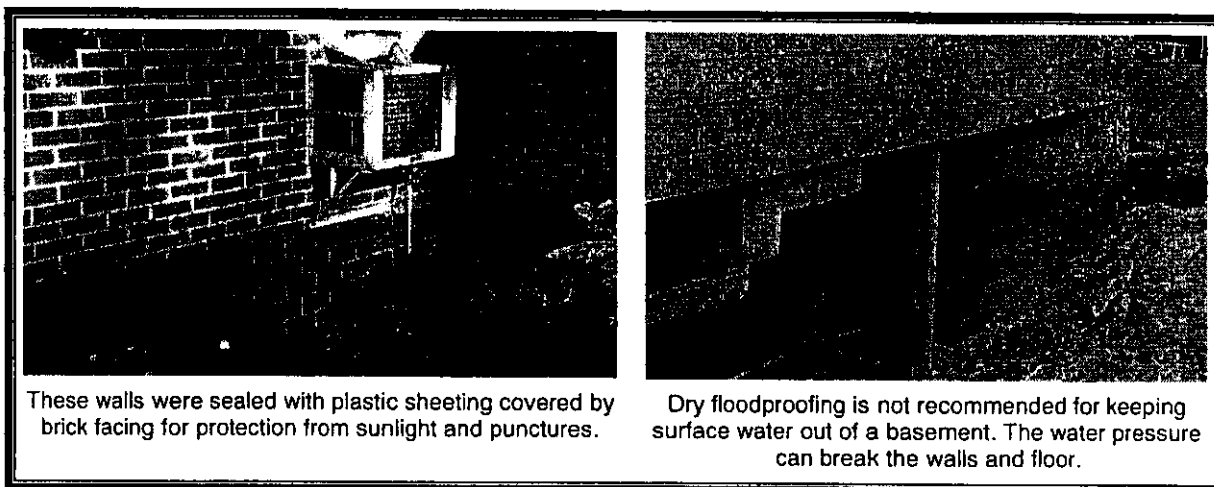
Some barriers have openings for driveways and sidewalks (as in the example on the right, above). Closing these openings is dependent on someone being available and strong enough to put the closure in place. You also need to account for water in the sewer lines that may back up under the barrier and flood inside your house (see the sewer backup section on page 10).

Dry Floodproofing

This term covers several techniques for sealing up a building to ensure that floodwaters cannot get inside it. For dry floodproofing, all areas below the flood protection level are made watertight. Walls are coated with waterproofing compounds or plastic sheeting. Openings (doors, windows, and vents) are closed, either permanently, with removable shields, or with sandbags. Many dry floodproofed buildings do not look any different from those that have not been modified.

Dry floodproofing is only appropriate for buildings on concrete slab floors (without basements) and with no cracks. To ensure that the slab is watertight and sound, an engineering analysis is recommended.

The maximum flood protection level is two feet above the slab (see below, left). The walls and slab floor were not built to withstand the type of pressures exerted by deeper water. It is smarter to let deep water into your house than to risk losing your walls or floor (see below, right).



Precautions: It is very tempting for the owner of a dry floodproofed building to try to keep the flood out if floodwaters get deeper than two or three feet. This can result in collapsed walls, buckled floors, and danger to the occupants.

It is difficult to waterproof a crawl space to protect it from underseepage. Basements should not be dry floodproofed to protect them from surface flooding because of the water pressure on the walls and floors. See page 13 on the basement protection berm for an alternative approach.

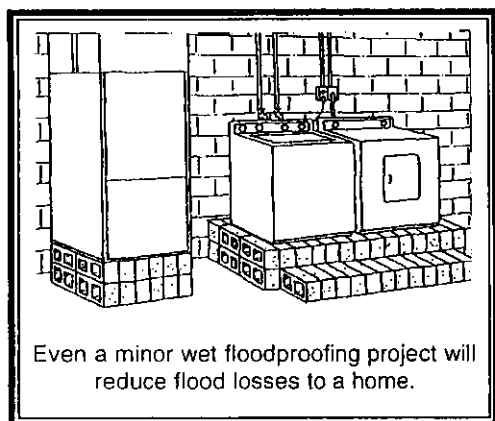
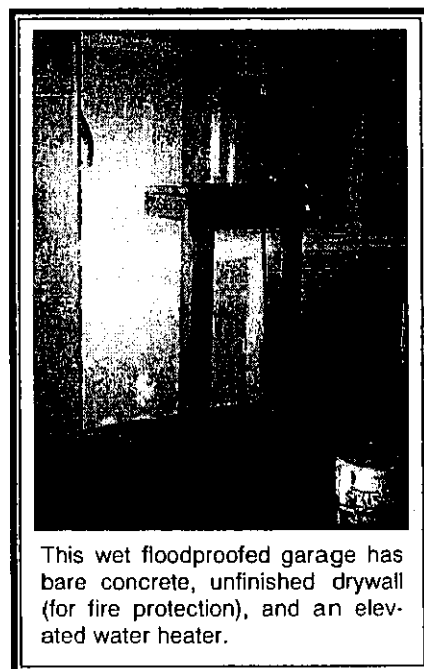
Many commercial waterproofing compounds are made to protect wood from rain, but they will not withstand the pressures of standing water. Some deteriorate over time, so check with the supplier to be sure the waterproofing compound is appropriate for sealing your basement walls from water. Installing closures and seals over doors and windows requires enough warning and having someone at the building who knows what to do.

Wet Floodproofing

Wet floodproofing means letting the water in and removing everything that could be damaged by a flood. There are several ways to modify a building so that floodwaters are allowed inside, but minimal damage is done to the building and its contents. These techniques range from moving a few valuable items to rebuilding the floodprone area.

In the latter case, structural components below the flood level are replaced with materials that are not subject to water damage. For example, concrete block walls are used instead of wooden studs and gypsum wallboard. The furnace, water heater, and laundry facilities are permanently relocated to a higher floor. Another approach is to raise these items on blocks or platforms where the flooding is not deep (see photo).

Wet floodproofing is not feasible for one-story houses because the flooded areas are the living areas. However, many people wet floodproof their basements, garages, and accessory buildings simply by relocating all hard-to-move valuables, such as heavy furniture and electrical outlets. Light or moveable items, like lawn furniture and bicycles, can be moved if there is enough warning. Fuse and electric breaker boxes should be located so you can safely turn the power off to the circuits serving floodprone areas.



Another approach is to wet floodproof a crawlspace. If your crawlspace has a furnace in it or is used for storage, these items could be moved to the first or second floor. Vents should be placed on the foundation walls to ensure that floodwaters can get into the crawlspace to equalize water pressure.

Wet floodproofing has one advantage over the other approaches: no matter how little you do, you will reduce your potential for damage. Thousands of dollars in damage can be prevented by simply moving furniture and electrical appliances out of a basement.

Precautions: Moving contents is dependent on adequate warning and the presence of someone who knows what to do. Flooding a basement or garage where there is electricity, paint, gasoline, pesticides, or other hazardous materials creates a safety hazard. There will still be a need for cleanup, with its accompanying health problems. **Moving water lines, furnaces, or electric service boxes requires a permit from the Building Department.**

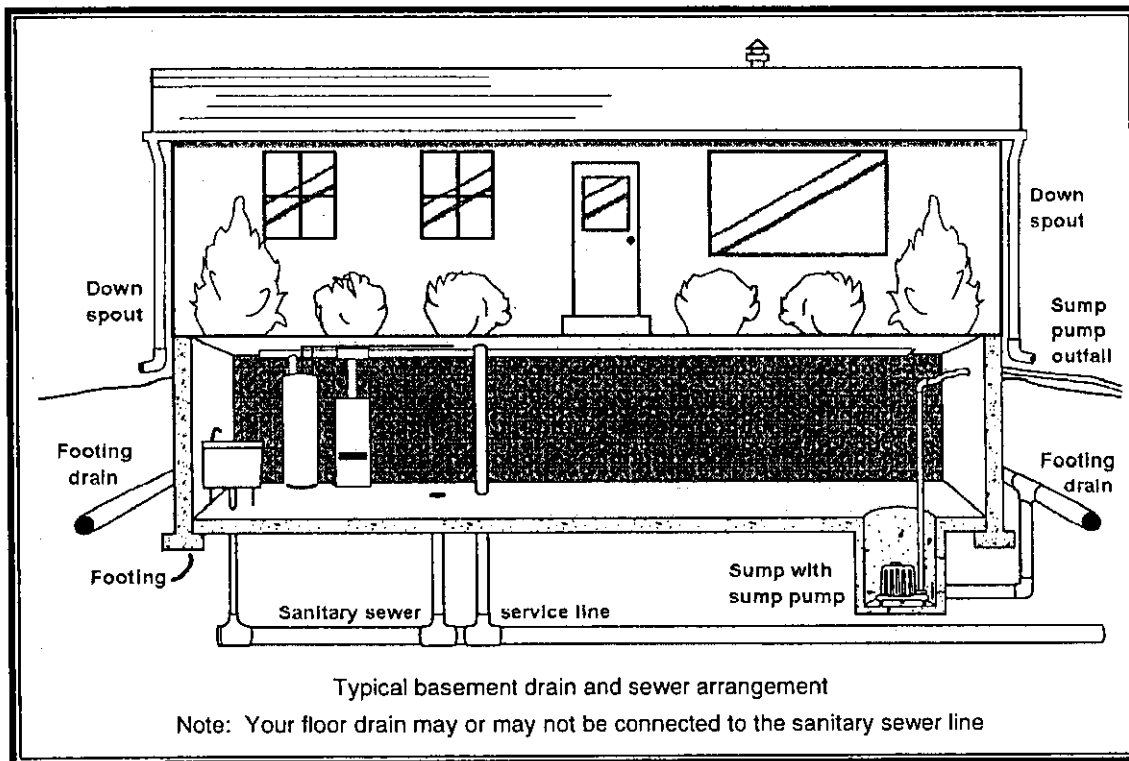
Basement Problems: Sump Flooding

Basement flooding caused by saturated ground can be corrected by installing a footing drain around the foundation (see illustration below). The drain collects groundwater and directs it to a sump. When the sump fills, water is pumped out, usually onto the ground away from the building. Depending on local conditions, the drain and pumping system may have to handle large volumes of water.

If the pump gets overloaded, or if there is a loss of power, the system designed to keep groundwater out of your basement can act as a conduit to bring water in. You can prevent sump flooding by doing one or more of these floodproofing projects:

- ✓ Install a larger sump pump,
- ✓ Add a second battery backup sump pump,
- ✓ Be certain that downspouts are not connected to the footing drain,
- ✓ Make sure the downspouts drain away from the house,
- ✓ Redirect the downspouts and sump pump outfall farther away from the house, and/or
- ✓ Run the sump pump outfall above ground level or use a check valve to prevent back flow.

Precautions: When there is water in your basement, it is hard to tell how it got in. It's a good idea to check for cracks in the walls and install sewer backup protection, too. Using a battery backup sump pump is the safest alternative, plus you do not have to be home to start it. If your existing backup sump pump uses a generator for a power source, be sure the generator is set up outside (where it won't flood) or vented to the outside to direct deadly carbon monoxide exhaust fumes outdoors.



Basement Problems: Cracks

Groundwater can seep into your basement around pipes or through cracks in the walls or floor. This may be difficult to determine if the walls have been covered with paneling or other finishing. The best way to deal with a groundwater problem is to waterproof the walls and relieve the water pressure through a footing drain system and sump (see previous page). Footing drains are typically installed around the perimeter of the house, along the foundation. If this is not possible, drains can be installed on the interior of the basement, along the basement walls, and directed toward the sump pump pit.

Cracks can be repaired and the walls can be waterproofed from inside or outside. Waterproofing on the outside is more effective because groundwater pressure forces the sealer into the foundation. The best technique is to dig a ditch around the basement wall so that you can apply an epoxy sealant to the exterior walls. This can be done by the handyperson (many home maintenance manuals have instructions for this) or a commercial waterproofing company.

Precautions: Waterproofing alone is only recommended for groundwater problems. Surface water will put much more pressure on the building's walls and can even break them. If the building is affected by surface flooding, you should also install a barrier (see pages 6 and 13).

Basement Problems: Sewer Backup

The illustration on the previous page shows the sewer arrangements for a typical house with a basement. The sanitary sewer line drains toilet waste, laundry tubs, and (sometimes) the basement floor drain to the sanitary sewer main in the street. Clean stormwater and groundwater is handled by downspouts, footing drains, and sump pumps.

Often basement flooding is caused by these two sewer systems being interconnected. Some houses have the downspouts, footing drain, and/or the sump pump connected to the sanitary sewer service. During a heavy rain, stormwater enters the sanitary sewers, causing backups into one house and overloading the main lines, contributing to backups in other houses.

Sewer backups can also be caused by events not related to storms or flooding. Individual service lines can be plugged by grease, waste, tree roots, breaks in the pipe, or saturated ground. Proper maintenance, like pouring tree root killer down the toilet or floor drain can prevent most of these problems.

Don't cause your own flood! Keep your sewer lines clear

- ✓ Keep roots from trees and shrubs out with root killer.
- ✓ Make sure your yard clean-out vent will keep debris out.
- ✓ Don't pour dangerous liquids down the drain (motor oil, paint, pesticides, poisons, epoxies, etc.).
- ✓ Don't pour grease, fat or cooking oil down the drain (they solidify later).
- ✓ Don't flush large solids, such as diapers, down the toilet.

The sewer mains can also be plugged by the same causes, or by vandalism or illegal dumping in manholes. These problems can be fixed by the owner or the Village, depending on where the stoppage occurs.

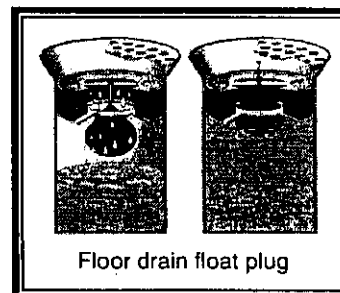
Sanitary Sewer Backup Protection

The following sections of this *Guide* focus on protection measures that deal with sanitary sewer backup that occurs when the sewer main is overloaded and backs up through the sanitary service line into the house. There are four ways to stop sewer backup: floor drain plug, floor drain standpipe, overhead sewer, and backup valve. Each of these measures work for buildings with basements or below-grade floors.

Floor Drain Backup Prevention: The simplest way to stop sewer backup is to plug the opening where it first occurs. This is at the floor drain, the sanitary sewer system's lowest opening in the house. Two inexpensive measures can be used: a plug or a standpipe. Both can be purchased at local hardware stores and are easy for the handyperson to install.

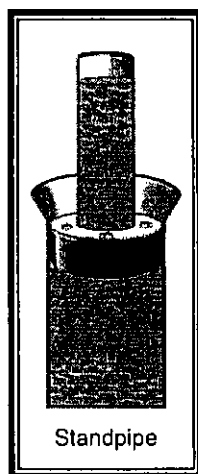
Plug: The floor drain plug stops water from flowing in either direction. Therefore, if the laundry tub overflows or other spillage occurs, it will stay in the basement unless the plug is removed. Because of this, it may be best to leave the plug out under normal circumstances and put it in place only during heavy rains.

One variation is a plug with a float. It allows water to drain out of the basement (see illustration, left side). When the sewer backs up, the float rises and plugs the drain (see illustration, right side). A float plug permanently installed will not interfere with the floor drain's normal operation.



Precautions: A plug left in the floor drain may contribute to a wet basement if water from a laundry tub spill or a leaky pipe cannot drain out. Float plugs are known to have been jammed open by a small amount of debris. A plug does not tell you if there is a problem in your sewer service line. If the plug is not tight enough, pressure can eject it. Therefore, a plug is not recommended for flood depths greater than one foot.

Standpipe: A standpipe is an inexpensive alternative to a floor drain plug. When the sewer backs up, the water moves up the pipe. If properly installed, water pressure cannot build up to blow a standpipe out of the floor drain. The system works unless the backup is so deep that it goes over the top of the pipe.



Precautions: Neither the plug or standpipe stops backup from coming out of the next lower opening, like a laundry tub or basement toilet. Sealing the base of the toilet to the floor will protect you until the water backs up higher than the top of the bowl.

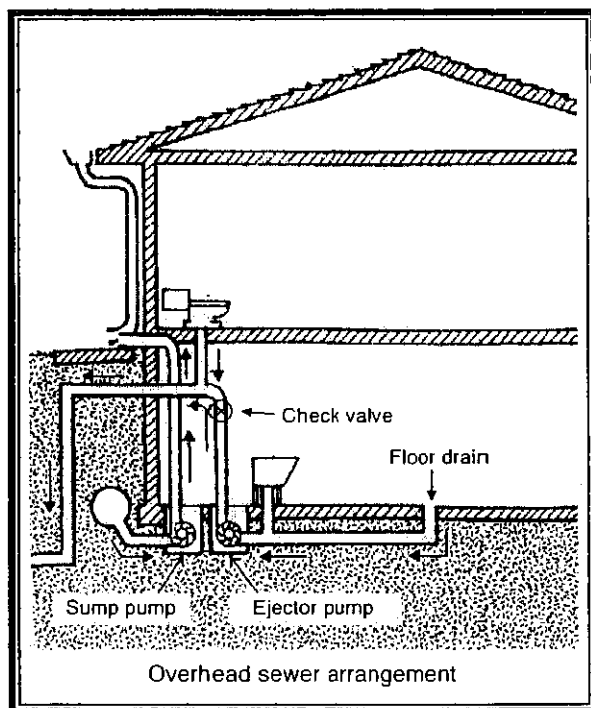
Because water pressure depends on the height of water in the pipes, a standpipe does not reduce the pressure in the pipes (or under the floor, if the pipes leak). Because the pressure under the floor is the same with a standpipe or a plug, standpipes and plugs are only recommended for flood depths of one foot or less and for buildings with cast iron sewer lines underneath the floor.

Overhead Sewer: An overhead sewer is generally viewed as the most effective sewer backup protection measure. It acts like a standpipe but without the shortcomings. A sump is installed under the basement floor to intercept sewage flowing from basement fixtures and the basement floor drain. An ejector pump in the sump pushes sewage up above the flood level. From there it can drain by gravity into the sewer service line. Plumbing fixtures on the first floor continue to drain by gravity to the service line.

Unless the house is subject to overbank flooding, it is unlikely that the sewers will back up above ground level. If water does go higher, a check valve in the pipe from the ejector pump keeps it in the pipes. Backed up sewage is enclosed in the sewer pipes and doesn't overflow laundry tubs or basement toilets.

Although more dependable than a standpipe, an overhead sewer is more expensive. A plumbing contractor must reconstruct the pipes in the basement and install the ejector pump. It can cost \$3,000 – \$7,000.

Precautions: The ejector pump requires electricity to work, so battery backups are recommended. The basement is disrupted during construction and the ejector pump needs periodic maintenance. **This work requires a licensed plumber and a permit from the Building Department.**



Sewer Backup Valve: A backup valve stops the water in the sewer pipes. While not as foolproof as an overhead sewer, installation is less disruptive to the basement.

Older versions of this approach were located in the basement floor and relied on gravity to close the valve. If debris got caught in the flapper, the valve did not close tight. Because of its unreliability, valves were discouraged and even prohibited in some communities. Today's systems are more secure. They include installing two valves in line, using better, more watertight materials, or counterweights that keep the valve open all the time so debris won't catch and clog it.

Larger valve systems are usually installed in a manhole in the yard, well away from the basement wall, so there is less disruption during construction and no concerns over breaking the pipes under the basement floor. The cost of this type of backup valve is comparable to the cost of an overhead sewer, in the \$4,000 – \$6,000 range.

Precautions: The ejector pump and the valve require maintenance. **This work requires a licensed plumber and a permit from the Building Department.**

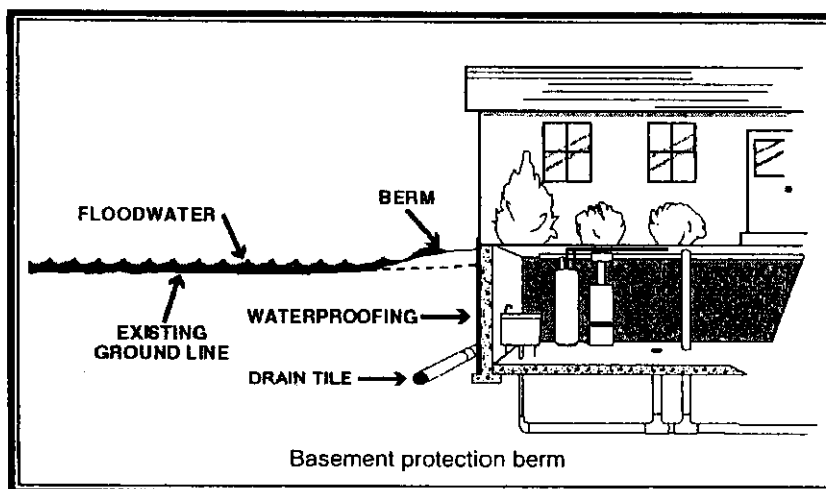
Basement Protection Berm

Basements and the lower floors of split levels can be protected from surface water by construction of low walls around stairwells or using backfill. Waterproofed walls, sewer backup protection, drain tile and a sump pump are a must. The drains and pumps can keep up with the seepage before it gets through the berm and reaches your house.

Walls are built up around the window wells and basement stairwells (don't block basement windows that are needed for emergency exits). An earthen berm can be filled against the waterproofed side of the house.

A subsurface drain and one or two correctly sized sump pumps are a must. The drains and pumps can keep up with the seepage before it gets through the berm and reaches your house.

The objective is to not let floodwaters touch the house. If water on the surface of the ground gets up against the house, it probably will seep down the gap between the basement walls and the surrounding soil. This will greatly increase the amount of water pressure against the basement walls.



Sump pumps cannot keep up with surface water. If you have sandy or permeable soil, you should consult an engineer or soils expert to ensure that the berm will extend far enough away from the walls. **Don't forget: filling or grading in your yard requires a permit.**



This house is protected by a raised stairwell and a basement protection berm covered with gravel.

Precautions: The berm can only be built so high. It can be overtopped by a flood higher than expected. Being made of earth, it is susceptible to erosion from rain and floodwaters if not properly sloped and covered with grass and maintained. A berm can settle over time, lowering its protection level. The small floodwalls can crack and lose their watertight seals.

You also need to account for water in the sewer lines, footing drain and sump pump outfall. They may carry water under the barrier and flood inside your house. See the section on sewer backup prevention on page 10.

Dealing with Contractors

The Village of Orland Hills requires that all work being done in the Village must be done by Village licensed contractors. Contact the Building Department (349-6666) if you have any questions.

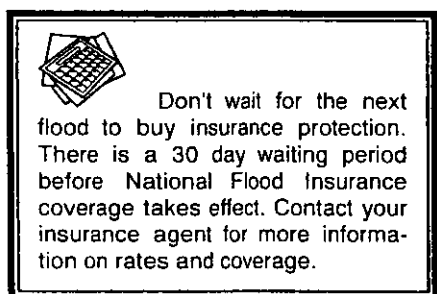
If you have been satisfied with work done by licensed local contractors, try them first. If they cannot help you, ask them for recommendations. If you must hire a contractor you do not know, talk to several contractors before you sign anything. Reputable contractors agree that you should take the following steps:

- ✓ Check several firms and their reputations: The Better Business Bureau, Home Builders Association, or building trades council are excellent sources.
- ✓ Look out for “special deals” or contractors who want to use your home as a “model home.”
- ✓ Ask for proof of insurance: Worker’s compensation and general liability insurance are essential. If the contractor is not insured, you may be liable for accidents on your property.
- ✓ Ask for references: Contractors should be willing to provide names of previous customers. Call some of the customers and ask if they would hire the contractor again.
- ✓ Ask for a written estimate and check it carefully.
- ✓ Ask for a contract: Never sign a blank contract or one with blank spaces. If a lot of money is involved, it may be worth your while to have the contract reviewed by a lawyer.
- ✓ Avoid cash payments: Beware if you are asked to pay cash on the spot instead of a check made out to the contracting company. A reasonable down payment is 10%–30% of the total cost of the project.
- ✓ Don’t sign off before the job is finished: A reputable contractor will not threaten you or pressure you to sign if the job is not finished.
- ✓ Get your permits: Most plumbing work, home improvements, filling, fences, and other yard work over \$100 require a permit from the Building Department to be sure that it meets code and will not cause a drainage problem on your neighbors.
- ✓ Get your inspections: When the project is finished make sure your contractor calls you and the Building Department to inspect work before it is covered over. Some will be hidden from view and you won’t know if there is a problem until the next flood.
- ✓ Get help: If you are a victim of fraud or have problems with a less than reputable contractor, check with the Illinois Attorney General’s Consumer Fraud Hotline (800/386-5438 or www.illinoisattorneygeneral.gov/consumers). The Building Department would also like to know of problems in case it needs to revoke a license.

Insurance

Flood insurance: Flood insurance is highly recommended. Remember, even if the last storm or flood missed you and even if your home has been floodproofed, the next flood could be worse. Most homeowners insurance policies do not cover property for flood damage. Orland Hills participates in the National Flood Insurance Program. Local insurance agents can sell a flood insurance policy under rules and rates set by the Federal government. Any agent can sell a policy and all agents must charge the same rates.

Any house can be covered by a flood insurance policy. It does not matter if it is in the mapped floodplain or out of it. Detached garages and accessory buildings are covered under the policy for the lot's main building. Separate coverage can be obtained for the building's *structure* and for its *contents* (except for money, valuable papers, and the like). The *structure* generally includes everything that stays with a house when it is sold, including the furnace, cabinets, built-in appliances, and wall-to-wall carpeting.



There is no coverage for things outside the house, like the driveway and landscaping. Renters can buy contents coverage, even if the owner does not buy structural coverage on the building.

Some people have purchased flood insurance because it was required by the bank when they got a mortgage or home improvement loan. *If you have a policy, check it closely.* You may only have structural coverage (because that's all that

banks require). During the kind of flooding that happens in Orland Hills, there may be more damage to the furniture and contents than there is to the structure.

Basements, split levels and bilevels: There is limited coverage for basements and the below grade floors of bilevels and trilevels. The National Flood Insurance Program defines "basement" as "any area of the building, including any sunken room or sunken portion of a room, having its floor below ground level (subgrade) on all sides." This includes split levels and bilevels.

Coverage under building or structural coverage is limited to specific items needed for the operation of the building, such as a furnace, water heater, clothes washer and dryer. There is very limited coverage for finishings, such as wallpaper and carpeting, and contents. Flood insurance only covers damage when there is a general condition of surface flooding in the area.

Preferred risk: The National Flood Insurance Program has a special "preferred risk policy" for properties outside the mapped floodplain with no previous flood insurance claims. It's cheaper and is designed to provide "peace of mind" to owners of homes subject to a lower flood risk.

Sewer backup insurance: Several insurance companies have sump pump failure or sewer backup coverage that can be added to a homeowner's insurance policy. Each company has different amounts of coverage, exclusions, deductibles, and arrangements. Most are riders that cost extra. Most exclude damage from surface flooding that would be covered by a National Flood Insurance policy.

5. Before the Flood - Protecting Our Streams

It looks like stormwater runoff disappears into the storm sewers, ditches and streams. However, the sewers and ditches flow into Tinley, Marley and Midlothian Creeks and eventually into the Des Plaines and Illinois Rivers. We want these streams to be as clean as possible.

However, as stormwater runoff flows over driveways, lawns, sidewalks, and streets, it picks up debris, chemicals, dirt, and other pollutants. Anything that enters a storm sewer or ditch is untreated. This untreated water flows into the rivers people use for swimming, fishing, and providing drinking water. The US Environmental Protection Agency says that polluted stormwater runoff is the nation's greatest threat to clean water. It can cause a variety of problems:

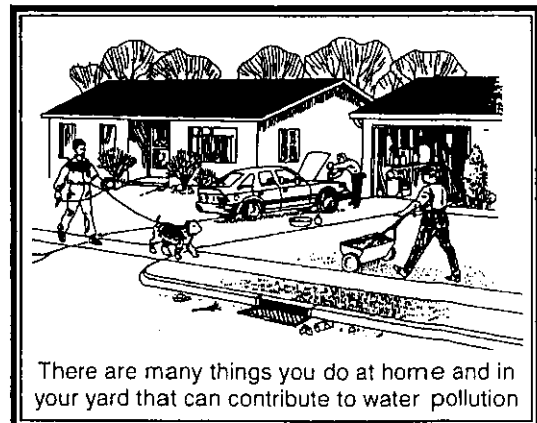
- ✓ The most visible problem is from debris. Plastic bags, six-pack rings, bottles, cigarette butts, etc., can choke, suffocate, or disable aquatic life like ducks, fish, turtles, and birds.
- ✓ Oil, grease, anti-freeze, pesticides, nutrients from lawns and gardens, and bacteria from animal waste can harm fish and wildlife populations, kill native vegetation, foul drinking water supplies, and make recreational areas unsafe and unpleasant.
- ✓ Sediment picked up from construction sites and open ground or from channel bank erosion can cloud the water and make it difficult or impossible for aquatic plants to grow.
- ✓ Stormwater sitting on dark surfaces, like streets, roof tops, and parking lots, gets warmer. Higher water temperatures are harmful to the health and reproduction of aquatic life.



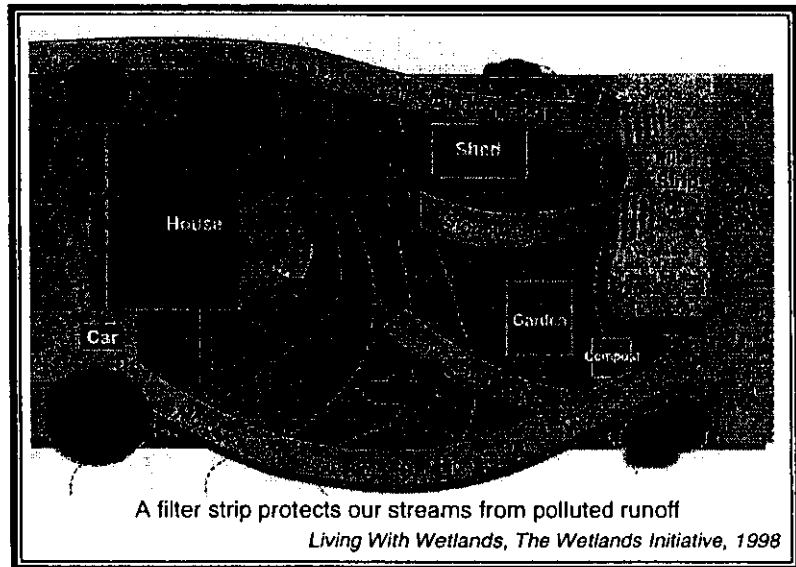
What you can do

As a property owner, you can do a lot to reduce the adverse affects of stormwater runoff. Try the following healthy habits and share these ideas with your neighbors.

- ✓ **Use pesticides and fertilizers sparingly.** When you do use them, use the recommended amounts. Don't apply them if the weather forecast calls for rain.
- ✓ **Select native plants** and grasses that are drought- and pest resistant. Native plants require less water, fertilizer, and pesticides.
- ✓ **Sweep up yard debris**, rather than hosing down areas. Grass clippings, leaves and yard mulch that wash into the drains and streams contribute nutrients and organic matter to streams. Compost or recycle yard waste when possible.



- ✓ **Don't over water your lawn.** Water during the cool times of the day and don't let water run off into the storm drain. Consider using a soaker hose instead of a sprinkler.
- ✓ **Vegetate bare spots** in your yard to prevent soil erosion.
- ✓ **Direct your downspouts** away from paved surfaces onto lawns and areas planted with native plants to allow rainwater to collect and soak into the ground.
- ✓ If your yard backs up on a ditch or creek, **plant a filter strip.** This is an area of native grass or plants created to slow down the runoff, trap the pollutants and clean the stormwater as it flows into the channel.



- ✓ Use hazardous substances, like paints, solvents, and cleaners, in the smallest amounts possible. **Clean up spills** immediately.
- ✓ **Recycle** or properly dispose of household products like chemicals, insecticides, pesticides, solvents, and used motor oil. Don't pour them onto the ground or into storm drains.
- ✓ Before beginning an outdoor project, locate and **protect the nearest storm drains** from debris and other materials.
- ✓ Purchase and use **nontoxic, biodegradable, recycled, and recyclable products** whenever possible.
- ✓ Use a commercial **car wash** or wash your car on a lawn or other unpaved surface to minimize the amount of dirty, soapy water flowing into the storm drains and ditches.
- ✓ Check your car, boat, motorcycle, batteries, and other machinery and equipment for leaks and spills. **Clean up spilled fluids** with an absorbent material like kitty litter or sand. Don't rinse the spills into a storm drain.
- ✓ **Recycle used oil** and other automotive fluids at participating service stations. Don't dump these chemicals down the storm drain or dispose of them in your trash.
- ✓ Leaving **pet waste** on the ground increases public health risks by allowing harmful bacteria and nutrients to wash into the storm sewers and eventually into the creeks. Pick up the waste and flush it or dispose of it in your garbage can.

6. During a Flood

Flooding on the smaller streams in Orland Hills, local drainage problems, and sewer backup can come with little warning. If weather conditions look like flooding, the National Weather Service issues two types of flood notices:

- ✓ *Flood watch*: flooding is possible within the area described by the notice.
- ✓ *Flood warning*: flooding is imminent or occurring.

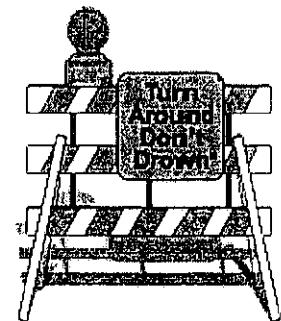
To stay abreast of weather warnings, listen to NOAA Weather Radio. This is a radio station operated by the Weather Service. You can buy a special battery-operated weather radio at a local electronics store for \$20–\$35. It issues an alert signal if a watch or warning is being issued. (see also www.crh.noaa.gov/lot/?n=nwr).

If you hear a siren or a severe weather watch or warning, check the latest instructions on local radio and TV stations. Once the emergency management agencies are sure that the danger has passed, they will issue an “all clear” message. Remember: You may not get a flash flood warning before flooding actually begins. Play it safe in stormy weather, and read the next section.

What You Should Do

Once you hear a flood watch or warning, you should take the following steps:

1. If the radio, television, or emergency vehicle announced what to do, **follow those instructions**.
2. **Implement your flood response plan**, if you have one. If a flood watch was issued, you can still make a flood response plan that includes the items in section 2.
3. If you suspect you are subject to **deep flooding** that will get inside your house:
 - a. Turn off the electricity and gas (see pages 19 – 20).
 - b. Read “Flood Safety Outdoors” on the back cover.
 - c. Lock your doors and evacuate
4. **If the streets are underwater, you are better off staying in your house.** Read “Flood Safety Indoors” on the back cover.
5. While on the road, be sure to avoid flooded streets. **Obey barricades** around dangerous areas. A car will float in less than 2 feet of moving water and can be swept downstream into deeper waters. This is one reason floods kill more people trapped in vehicles than anywhere else.

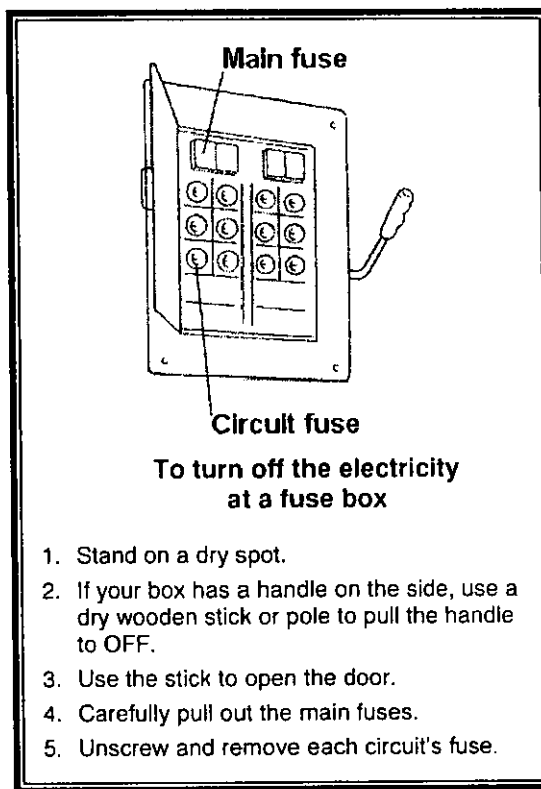
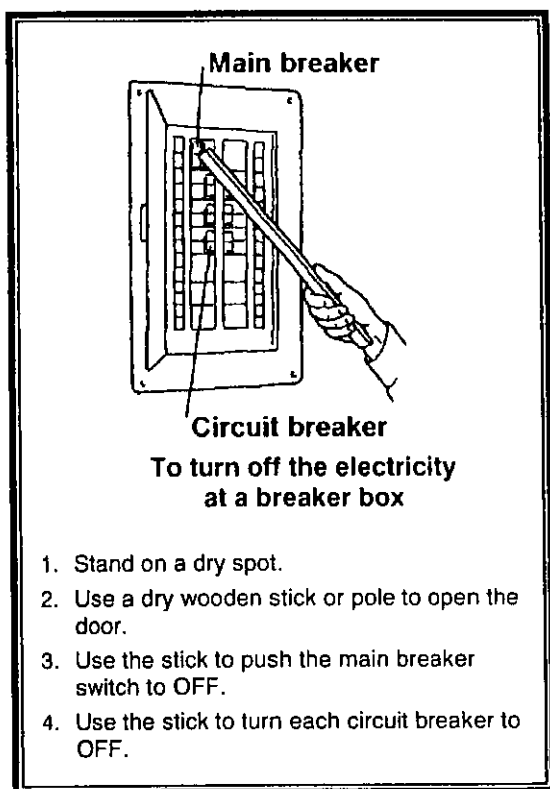


6. If you don't have a place on high ground where you can stay, listen to the radio or TV for information on public shelters.
7. If you are not in the mapped floodplain, but you know that your **basement floods**:
 - a. Turn off the basement electricity (see below).
 - b. Turn off the gas (see the next page).
 - c. Move any valuables upstairs.
 - d. Stay out of the basement if the water outdoors is touching the house (the water pressure could collapse the walls).

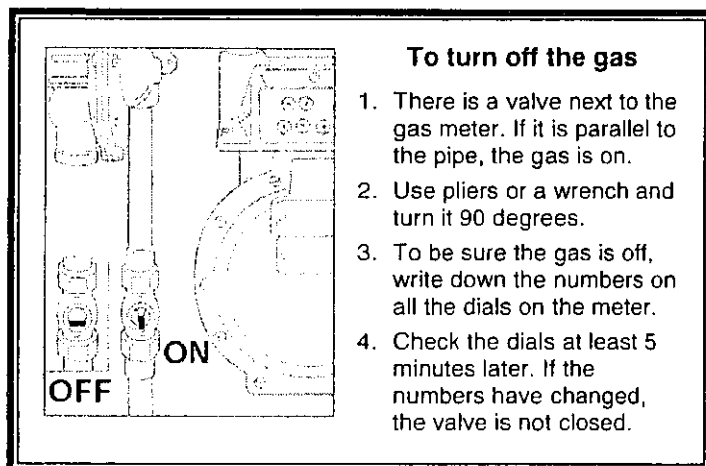
Turning Off the Utilities

If your house or basement could get flooded, turn off your utilities to prevent greater damage. This section provides directions on how you can do this safely. If you are unsure of how to do these things, ask a friend or neighbor to help you, or don't do them at all.

Electricity: The most important utility to turn off is electricity. You have a fuse box or a breaker box in the house. The breaker box is more common in newer buildings or if you have had some electrical work done in the last 10 – 20 years. The illustrations below shows how to turn off the power.



Gas: Floodwaters may knock out pilot lights and silt may get into burners. To prevent a fire and safety hazard, you should turn off the gas before you leave. There is a valve next to the gas meter. If the valve handle is parallel to the pipe, the gas is on. You may need a pair of pliers or a wrench to turn the valve. Turn it 90 degrees (a quarter turn) so the handle is perpendicular to the pipe to shut the gas off.



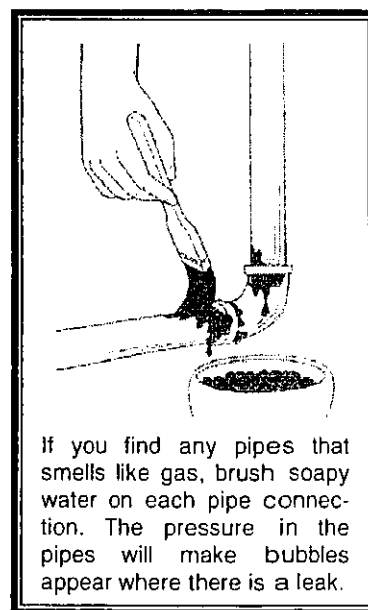
Most gas meter valves have a hole in the handle that lines up with a hole in the valve body when the gas is shut off. This hole is used by the gas company to lock or seal the valve closed when the building is vacant. When the holes are lined up, you know that the gas supply has been shut off. If you have any doubts, play it safe and call your gas company.

Fuel oil tanks: If you have a fuel oil or propane tank, turn off the fuel valve at the tank.

Gas or oil leaks: Check for leaky fuel pipes by smelling for gas. A chemical that has a disagreeable, distinctive odor is added to natural gas and propane to tell you if there is a leak. If you have any doubts, have a professional check for you. Do not use open flames.

Make sure the valve that leads to each appliance is closed. If you find any pipes that moved or any area that smells like gas, brush soapy water on each pipe connection (as illustrated). The pressure in the pipes will make bubbles appear where there is a leak.

If you find a leak, turn off the gas. Unscrew the pipe connection, clean the joint, and apply pipe joint compound or pipe tape (available at hardware stores) on the threads. Screw the pieces back together tightly. Turn on the gas and check the connection again with soapy water. If you have a leak, or you are not sure your system is safe, turn off the gas and call a professional immediately.



Water. Since your water faucets are usually turned off, you shouldn't have to worry about turning all the water to the house off. However, if your washing machine is in the basement, or if the floodwaters around your house could be several feet deep, the floodwaters could get into the water lines through the appliances. If you have the time, turn off the water to the house. There should be a valve near the water meter, similar to a faucet knob. Turn it all the way clockwise.

7. After a Flood

If you've been flooded, your home and its contents may look beyond hope, but many of your belongings can be restored. If you do things right, your flooded home can be cleaned up, dried out, rebuilt, and reoccupied sooner than you think.

You should get a copy of *Repairing Your Flooded Home* (ARC4477), published jointly by the American Red Cross and the Federal Emergency Management Agency. You can see it at www.redcross.org/ (go to "disaster services," then "after a disaster," then "floods"). It can also be found on FEMA's website at www.fema.gov/plan/prevent/floodplain/publications.shtm

Here are some of the first things you can do after a flood. The next steps are explained (along with more details) in *Repairing Your Flooded Home*.

Ask for help. Many people can do a lot of the clean up and repairs discussed in this guide. But if you have technical questions or do not feel comfortable doing something, get professional help. If there is a federal disaster declaration, a telephone "hotline" will often be publicized to provide information about public, private, and voluntary agency programs to help you recover.

Step 1. Take Care of Yourself First

You and your family have been through a disaster. Your life has been disrupted and you must allow time for things to return to normal. You should recognize that the flood can take its toll on you as well as your property. You need to look after yourself and your family while you focus on cleanup and recovery.

Play it safe. The dangers are not over when the water goes down. Your home's foundation may have been weakened, the electrical system may have shorted out, and floodwaters may have left behind things that could make you sick. When in doubt, throw it out. Don't risk injury or infection.

Watch for signs of stress. Your hidden enemy is stress. Watch for signs of trouble like short tempers, getting upset over little things, having difficulty sleeping, bad dreams, aches, pains, stomach problems, apathy, and depression. These are ways your body tells you that times are difficult. Reactions to stress are common and usually temporary. If you cannot shake feelings of despair or other telltale signs of stress, get professional help.

Care for your children. Watch your children closely. You can expect to see them display fear or symptoms of stress. Be understanding. Remember, they are going through a rough time too.

Important Health Notes

- ✓ Wash your hands thoroughly. This is especially important before eating, cooking, or smoking.
- ✓ Confirm that the water is clean and safe. Don't drink it or wash dishes until you're sure.
- ✓ Disinfect dishes and all items that floodwaters touched.
- ✓ Watch out for fatigue. When your body is tired, you are more prone to accidents, back strain, and depression.
- ✓ Report health hazards. Call the Village if there are rats, animal carcasses, dangerous chemicals, or other hazards on your property.

Step 2. Give Your Home First Aid

Read the safety precautions on the back cover of this guide. Each year about 150 people die because of floods. Many of those fatalities are due to electrocution or other accidents that occur after the floodwaters have gone down. Your first job is to make sure everything is safe. Follow these steps:

Check with your insurance agent to see if some of your cleanup and repair work is covered. If so, you may want to hire professional help for the rest of these steps.

Walk around the outside of your house and check for loose power lines and gas leaks. You can detect leaking gas by the putrid, rotten egg smell of chemicals that have been added to it to make a leak noticeable. If you find downed lines or leaks, call the power or gas company (see “Important Numbers” inside the front cover). Remove tree limbs or other trash that may have landed on or floated into the house.

Check the foundation for cracks or other damage. Examine porch roofs and overhangs to be sure they still have all their supports. Look for gaps between the steps and the house. If you see damage, have the Building Department check the house before you go in.

Turn off the electricity at your house, even if the power company has turned it off (they may turn it back on when you’re not ready). If you have to go through water to get to your fuse box or breaker box, if the boxes are wet, or if you’re not comfortable with electrical matters, call an electrician. Otherwise, you can follow the instructions on page 19.

Turn off the gas. See the instructions on page 20.

Go inside carefully. It may be easier to enter your house through a window if the door won’t open easily. Look carefully at the ceiling before you go in to be sure it is not ready to fall. Do not smoke or use candles, gas lanterns, or other open flames until the house has been well ventilated. There may be explosive gas.

Rescue the most valuable items. Find and protect the “irreplaceables,” like money, jewelry, insurance papers, photographs, and family heirlooms. Wash the mud off before they have a chance to dry. Put them in a safe place like the upper story (if it’s dry), a plastic bag, or take them to a friend’s home. Wash the mud off photographs and papers and put them in a freezer for clean up later when you have the time to do a careful job.

Keep the damage from getting worse. Open the windows and doors (if weather permits) to reduce the moisture and get rid of any gas. Cover holes in the roof, walls, or windows with boards, tarps, or plastic sheeting to keep out the wind and rain.

Check for broken or leaking water pipes. If you find any, cut off the water supply by turning off the valve at your water meter. If sewer and water lines are damaged, don’t use toilets or sinks. If the water pipes are not leaking, you can use your tap water for hosing things down and cleaning. But do not drink or cook with tap water until the Village declares it safe.

Step 3. Start Cleaning

Drain your basement carefully. Water in the saturated ground puts tremendous pressure on your basement walls and floors (see the photos on pages 4 and 7). The water inside your flooded basement is counteracting this pressure. If you don't follow the instructions in the box for emptying the basement gradually, your walls and floor will lose the support they need to counteract the pressure from the water outside. The weight of the saturated earth could then cause the walls to crack and collapse, buckling the floors and seriously damaging your home.

Get rid of the mud and silt. Most of the health hazards brought by a flood are in the mud and silt that is left after the water drains away. It is therefore very important to clean it out as soon as possible. This is a lot easier if you do it before the mud dries out. Follow these steps:

- ✓ First, **shovel out the mud.**
- ✓ Next, make sure the electricity is turned off. Remove all light bulbs from sockets that have been flooded. Throw away flooded wall switches and outlets. They should be replaced later with new ones.
- ✓ **Hose the house down**, inside and out. If you have an attachment that sprays soap, wash and then rinse the walls and floors. Hose the furniture, too, and other major items that got muddy.
- ✓ Double check that the electricity is off, then thoroughly hose out the electrical outlets, switch boxes, and light sockets that you opened up.
- ✓ **Don't let the water sit on the floor** too long. Mop it up right away, especially if your floor is particle board or another wood product that tends to fall apart when wet.

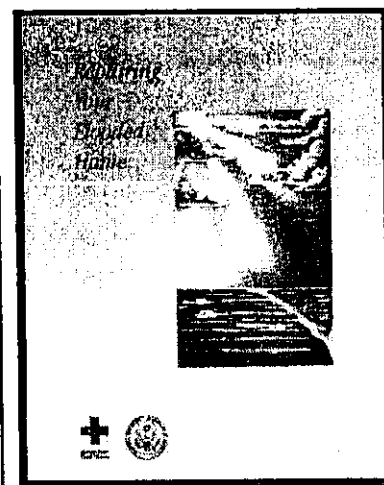
Clean everything that got wet. Flood waters have picked up sewage and chemicals from roads, farms, factories, and storage buildings. Spoiled food and flooded cosmetics and medicines are health hazards. **When in doubt, throw them out.**

Follow the rest of the guidance in *Repairing Your Flooded Home* (see box).

How to Drain a Basement

Pumping a basement out too fast can result in broken walls and floors if there is still water in the ground. To do it safely, follow these steps:

1. Make sure the electricity is off.
2. If there is no floodwater on top of the ground, start pumping the water out of the basement.
3. Pump the water level down two to three feet. Mark the level and wait overnight.
4. Check the water level the next day. If the water went back up, it's still too early to try to drain the basement.
5. Wait overnight. Then pump the water down two to three feet again. Check the level the next day.
6. When the water stops going back up, pump down another two to three feet and wait overnight. Repeat steps 4 through 6 until all water is pumped out of the basement.



Repairing Your Flooded Home can be seen and downloaded from www.redcross.org/ (go to "disaster services," then "after a disaster," then "floods").

Steps to File Your Flood Insurance Claim

Step 1. Contact your agent to report your loss: Have ready the name of your insurance company (your agent may write policies for more than one company), policy number and a phone number and/or e-mail address where you can be reached. If you get in touch with your agent or company representative directly, they will advise you how to file your notice of claim. Otherwise, you must send a written notice to your insurance company with your policy number.

Step 2. Separate your property: Your policy requires you to separate damaged property from undamaged property. But don't throw anything away before an adjuster has seen it. If local officials require damaged items to be thrown out, take photos before disposing of them and keep samples for the adjuster to see (for example, cut out a piece of wall-to-wall carpet). Do all you can to protect undamaged property.

Step 3. Make a list of damaged contents: If you have contents coverage, make a list of damaged property. List the quantity of each item, a description, brand name, where purchased, its cost, model and serial number (if appropriate) and your estimate of the loss amount. Attach your bills, receipts, photos and any other documents.

Step 4. List areas of structural damage: As you look over your property, make a list of any areas of structural damage you want to point out to the adjuster. If you have damage estimates prepared by one or more contractors, provide them to the adjuster since they will be considered in the preparation of your repair estimate.

When the adjuster comes: Generally, your adjuster will contact you within 48 hours after receiving your notice of loss. However, depending on local conditions and the severity of flooding, it may take more time. Once the adjuster reaches you, a time will be set for the adjuster to view your property.

During the visit to your property, the adjuster will take measurements and photographs and note the flood damage. This is called "scoping" a loss. Your adjuster will be an experienced claims professional and will notice many points of damage you could overlook. However, you are encouraged to point out all damage you have noticed.

The adjuster uses the knowledge gained from the visit(s) – and the documentation you provided – to complete a detailed estimate of damage. You will get a copy. You may ask the adjuster for an advance or partial payment. If you have a mortgage, your mortgage company will need to sign to sign building property advance check.

Your official claim for damage is called a Proof of Loss. It includes a detailed estimate to replace or repair the damaged property. It must be fully completed, signed, and in the hands of your insurance company within 60 days after the loss occurs. In most cases, the adjuster, as a courtesy, will provide you with a suggested Proof of Loss. However, you are responsible for making sure that it is complete, accurate and filed in a timely manner. Be sure to keep a copy of the Proof of Loss and all supporting documents for your records.

Flood Safety

Outdoors

Do not walk through flowing water. Drowning is the number-one cause of flood deaths. Currents can be deceptive; six inches of moving water can knock you off your feet. Use a pole or stick to ensure that the ground is still there before you go through an area under water.

Do not drive through a flooded area. More people drown in their cars than anywhere else. Don't drive around road barriers; the road or bridge may be washed out. A car can float in as little as two feet of water.

Stay away from power lines and electrical wires. The number two flood killer after drowning is electrocution. Electrical current can travel through water. Report downed power lines to Commonwealth Edison at 1-800/334-7661 ("1-800/Edison-1"). Call 911 if people are in danger.

Indoors

Turn off your electricity if your building is flooded. See the instructions on page 19. If you don't feel safe doing this, call an electrician. Some appliances, such as television sets, can shock you even after they have been unplugged. Don't use appliances or motors that have gotten wet unless they have been taken apart, cleaned, dried and inspected by a professional.

Watch for animals. Small animals like rats and snakes that have been flooded out of their homes may seek shelter in yours. Use a pole or stick to poke and turn items over and scare away small animals.

Look before you step. After a flood, the ground and floors are covered with debris including broken bottles and nails. Floors and stairs that have been covered with mud can be very slippery.

Be alert for gas leaks. Use a flashlight to inspect for damage. Don't smoke or use candles, lanterns, or open flames unless you know the gas has been turned off and the area has been thoroughly aired out. See page 20. If you have questions on gas, call 1-888/642-6748 ("1-888/NICOR4U").

Carbon monoxide exhaust kills. Use a generator or other gasoline-powered machine outdoors. The same goes for camping stoves. Fumes from charcoal are especially deadly — cook with charcoal outdoors.

Clean everything that got wet. Flood waters have picked up sewage and chemicals from roads, farms, factories, and storage buildings. Spoiled food and flooded cosmetics and medicines are health hazards. **When in doubt, throw them out.**

Take good care of yourself. Wear gloves and boots. Wash your hands frequently during clean up. Recovering from a flood is a big job. It is tough on both the body and spirit and the effects a disaster has on you and your family may last a long time. Keep your eyes open for signs of anxiety, stress, and fatigue in you and your family.