

# NEW RESIDENT ORIENTATION HANDBOOK

**Housing Authority  
of the City of Lubbock  
1708 Avenue G  
Lubbock, Texas 79401  
(806) 762-1191**

Dear new resident:

Lubbock Housing Authority has prepared this packet of information to assist you in understanding the terms and conditions of your lease with procedures available to you in the event you should have a question.

We hope that you become an active participant in your Neighborhood Association and join with the other residents in keeping your community a safe and pleasant place to live.

**UNDERSTANDING YOUR LEASE**

**(10/05 LM)**

**READ YOUR LEASE** very carefully - Below is a summary of what is included in your lease;

- A. A list of who will be living in the residence.
- B. Your monthly rent payment and when payments are due.
- C. What it costs if your rent payment is late (late charges).
- D. Where to pay monthly rent payments.
- E. You must give at least **14 days notice** of intent to move and your unit must be inspected by the Manager before your security deposit is refunded.
- F. What part of the **UTILITIES PAYMENTS** are your responsibility and what part are the Lubbock Housing Authority's responsibility. Appliances are furnished by the Lubbock Housing Authority to include stove and refrigerator.
- G. Annually, your status as a resident is reviewed. The following items will be considered:
  - 1) Family income.
  - 2) Place of employment.
  - 3) The number of people living in the residence.

Any changes (increases or decreases) in these areas must be reported in writing within 10 days to the PROPERTY MANAGER to protect your **Continued Eligibility** as a resident.

- H. Rent adjustments (increase or decrease and when rent adjustment will take effect).
  - 1. If LHA determines the size of the unit is no longer appropriate for the family, resident agrees to accept a new lease for a different unit. LHA will send the tenant written notice if situation arises.
- I. Only persons identified in Dwelling Lease Part II of the Lease are permitted to live in your dwelling unit. The residence cannot be used for any other reason than your home. All published rules and regulations must be followed, criminal or drug related activity **is not** permitted. You are responsible for keeping your residence in a neat and clean condition.

You will pay for any damages caused by you or your guests. **If your dwelling unit requires a repair, you must report it to your Property Manager or contact LHA Maintenance**

**Department at (806) 762-6909.** You and a LHA Housing Manager will inspect your dwelling unit before your occupancy. You will replace smoke detector batteries where battery-operated smoke detectors are furnished; the LHA will test the detector in the presence of the resident upon initial occupancy and again at annual inspection. The LHA will provide batteries upon **move-in only**. Failure to maintain smoke detectors, removing batteries or damaging/removing the smoke detectors will result in a **\$35.00** fine. LHA will provide you during your move-in a written inspection report describing the condition of the dwelling unit. Make sure the written inspection report is correct and **OBTAIN FOR YOUR RECORDS**, it will be used to determine how much of your security deposit will be refunded when you move out.

Persons on "Zero or Provisional Rent" must report to the manager's office every 30 days. Failure to report to the Housing Manager every (30) days, as required, **may be considered grounds for termination of your lease.**

Head of household or family member agrees that any non-exempt adult family member contribute 8 hours of community service monthly or participates in a self-sufficiency program for 8 hours. Non-compliance with this requirement will result in the lease not being renewed subject to the resident/family member's right to request a hearing under the LHA's grievance procedure.

- J. The LHA is dedicated to maintaining your dwelling unit and the property in a decent, safe and sanitary condition. The LHA will make necessary repairs to your residence. The LHA shall notify the tenant in writing of any proposed lease termination, transfer of tenant to another unit, maintenance and repair charges to your unit.
- K. If your dwelling unit is damaged to the extent that it creates a hazard to life, health or safety, the LHA will make necessary repairs within 24 hours. In the case where the LHA cannot make repairs within a reasonable time, the LHA will offer alternative housing if available. Repair charges due to the fault of a tenant or a guest will be billed to the tenant and due 14 days after the PHA provides tenant written notice that charges are due.
- L. The LHA will inspect your unit at least once a **year** to determine if conditions of the unit may cause a hazard to tenant, tenant's family, and to other tenants of the LHA. Tenant must maintain the housekeeping standards contained in the lease. The tenant will be notified in writing of corrections required by the tenant. Failure to complete these corrections may result in termination of your lease.
- M. The LHA shall give the tenant at least **48 hours written notice** of intent to enter the dwelling unit to conduct general inspections. The LHA may enter the tenant's dwelling unit at any time without advance notification when there is reasonable evidence that an emergency exists.
- N. The LHA shall secure the dwelling unit against vandalism and attach a notice of entry to the door of said dwelling unit. If there is no response to this notice after

forty-eight (48) hours, or if all the Tenant's possessions have been removed, the LHA will take possession of the dwelling unit, provided that the rent still remains unpaid.

- O. The LHA may terminate your lease for repeated violations of the terms of the lease. If the tenant disagrees with the termination notice, the tenant has a right to a grievance hearing in accordance with the LHA Grievance Procedure.
- P. **The Grievance Procedure** is a policy of the LHA that is to be used by residents for any disagreement a resident may have with respect to the Housing Authority action or failure to act in accordance with the lease or Authority regulations, which adversely affects the resident's rights, duties, welfare or status. However, the LHA may exclude from its procedure any grievance concerning an eviction or termination of tenancy based upon a tenant's creation or maintenance of a threat to the health and safety of other residents or Housing Authority Employees as listed in Dwelling Lease Part I/Notices/Section B/ Items 1, 2, and 3. You may contact your Housing Manager for instructions. **The complete policy is posted in the Housing Manager's office. You may read it at anytime.**
- Q. Violation of the lease or conditions of the lease, which are not brought to the immediate attention of the LHA, will not be excused. Upon learning of the violations, the LHA will take appropriate actions stated in the lease.
- R. **GOOD HOUSEKEEPING IS EXPECTED OF ALL RESIDENTS.** In order to verify that all units are being maintained according to the standards set by the Housing Authority, your Manager will make periodic inspections. You will be given at least 48 hours notice prior to inspection. Your yard should be kept free of trash and debris. **Parking on yards is not permitted for any reason.** Painting Graffiti on exterior walls of LHA Buildings is grounds for eviction.
- S. Pets, you may not keep pets such as dogs, cats, or other animals anywhere in the complex, **unless the pet has been registered with and approved by the LHA, and the family has executed a formal pet ownership agreement which becomes an attachment to this lease, by reference.**
- T. **The lease and all policies, rules, charges that are part of the lease may be changed from time to time by the LHA Board of Commissioners.** A 30-day written notice will be posted before changes are made. A tenant may present written comment concerning the changes, which will be considered by the LHA. The notice to change the lease will be posted at the Manager's office as well as the LHA Central Office.

## COMPLAINT PROCEDURES

### **With Neighbors:**

If you have a complaint concerning a problem within your development, always start with your Housing Manager. Please submit your complaint in writing to your Housing Manager. **All complaints must be signed.** Some complaints concern personality differences, over which we may have no control. So ask yourself this question before you file a complaint.

"Does this problem affect the health, safety or morals of the development, or is it a personal difficulty that I could solve myself?"

If after asking yourself this question and you still feel that assistance with the problem is necessary, bring the matter to the development office and a sincere effort will be made to help you.

If you are not satisfied with the answer you get or the outcome of your request, you are free to file a complaint, with the LHA Deputy Director in writing, other officials who work for the Lubbock Housing Authority or any employee. The Authority will make every reasonable effort to assist you with your problems and concerns.

### **With LHA/Staff**

If you have a dispute or disagree with action or in actions taken by the Lubbock Housing Authority that you feel adversely affects your rights, duties, welfare or status, the LHA **Grievance Procedures** provide the means for resolving your complaints. The following are - excerpts from those procedures.

#### **Informal Settlement.....**

Present your complaint in writing or orally to your Housing Manager. The complaint will be discussed informally with Housing Authority employees in an effort to settle without a formal hearing.

#### **Settlement By Hearing.....**

If not settled informally, submit your written request for a hearing to the Housing Authority within 10 days after you receive the summary on the informal hearing. Specify the reason for the request and the action or relief you seek. You and the Housing Authority will select a Hearing Officer, who is an impartial or disinterested person, to make a decision on your complaint.

## **SUMMARY OF LHA'S HOUSE RULES**

**(ALL RULES MUST BE FOLLOWED OR YOU MAY BE CHARGED ADDITIONAL MONEY OR ASKED TO VACATE YOUR DWELLING UNIT).**

1. **RENT PAYMENTS** are due in full on the **1st day of each month**. A **\$5.00 late fee** will be charged for payment of rent after 5 PM on the **5<sup>th</sup> day of the month**. **An additional \$1.00 will be added to your late payment after the 5<sup>th</sup> day of the month for which all late charges must be paid in full prior to next month's rent**. If rent and late charges are not paid by the **20th** of the month, a forcible detainer will be filed with the Justice of the Peace. If the 5th falls on a Saturday, Sunday or Holiday, these dates will be moved up to the next working day. Tenant will be prepared to pay late charges and court costs after the filing of the detainer. If a resident does not pay all charges due within 5 days after judgement has been obtained, a Writ of Restitution will be filed and resident will be evicted. All current charges must be paid along with the delinquent charges if tenant is to be considered for continued occupancy.

**Rent payments are paid at the LHA Central Office located at (1708 Avenue G, Lubbock, Texas 79401) or you can mail it to (P O Box 2568 Lubbock, Texas 79408). The payment must be postmarked by the 5<sup>th</sup> of the month for residents in the Low-Rent Program, the 10<sup>th</sup> of the month for Turnkey III Residents.**

**NOTE:** If a forcible detainer is filed three (3) consecutive times within a six- (6) month period on any resident, your lease may be terminated.

2. Report any changes in your family size or income in writing within 10 days. Your status as a resident is reviewed annually.
3. Only the people listed on your lease are permitted to live in your residence.
4. Friends and relatives are permitted to stay with you, but no longer than **fifteen (15) consecutive days**. To prevent any misunderstandings, you should report who your visitor is and how long they will stay with you to your Housing Manager.
5. Housekeeping **INSPECTIONS** will be made.
6. Management has the **RIGHT OF ENTRY in emergencies WITHOUT prior notice**.
  1. For an emergency.
  2. If it looks like the apartment/house has been abandoned.  
**WITH 48 HOUR (2 Day) NOTICE**
    - A. For the Annual inspection.
    - B. To make the repairs and complete maintenance procedures, unless permission is given beforehand. \*If you feel that someone from the LHA is not following these rules, tell your Manager about your concerns.
7. Keep your **PREMISES** (inside and outside) neat and orderly.
8. Installation of **FIXTURES OR MAJOR APPLIANCES** is not permitted without permission from Management.

9. Do not do anything to your **WALLS** without your Housing Manager permission, i.e. (paint, wall paper, pictures must be hung with picture hangers...).
10. Keep your **PATIO/PORCH** in orderly condition. This is not a storage area.
11. **CHILDREN** must be supervised and kept under control.
12. **VEHICLES** that do not belong on property, are illegally parked, have expired license tags inspection stickers, do not run or are abandoned will be towed away at the owner's expense.
13. Do not install additional **DOOR LOCKS OR CHANGE ORIGINAL LOCKS.**
14. Give a **14-day NOTICE TO VACATE** to the Management Office if you are moving out. Deposits are refunded only after proper notice is given and an inspection is made of your residence.

## **TRANSFERS**

No transfers will be made routinely; there are cases that may come to our attention, which will require special consideration. Special consideration will be given when the situation involves the residents' health, safety, welfare or when it is deemed necessary in the opinion of the Management.

## **EVICCTIONS**

Failure of a family to comply with the provisions of the Dwelling Lease shall cause the Authority to begin eviction proceedings in accordance with state law. Violations of the Lease may include, but are not limited to: drug/criminal activity, non-payment of rent, failure to provide LHA with required information; fraud regarding income and family composition; failure to maintain unit and surrounding area in a safe and sanitary condition; destruction of LHA property; violation of pet policy; or any serious or repeated violations of the terms of the Lease.

You may request the Housing Manager to explain **A NOTICE TO VACATE**.

Resident families are entitled to utilize provisions of the **Authority's Grievance Procedure** to attempt settlement of disputes with the Authority. Upon notice of termination, a resident has up to ten (10) working days to request a grievance hearing.

The Board of Commissioners and Staff of the Lubbock Housing Authority **WELCOMES YOU!!** In addition, hopes that your experience with the Lubbock Housing Authority will be a pleasant chapter in your life.

## **COMMUNITY SERVICE POLICY**

Section 512 of the Quality Housing and Work Responsibility Act of 1998, which amends Section 12 of the Housing Act of 1937, established a new requirement for non-exempt residents of public housing to contribute eight (8) hours of community service each month or to participate in a self-sufficiency program for eight (8) hours each month. (24 CFR Subpart F 960.600-609). The Fiscal Year (FY) 2002 HUD/VA Appropriations Act temporarily

suspended the community service and self-sufficiency requirement, except for residents of HIP VI developments. The FY 2003 HUD/VA Appropriations Act reinstated this provision.

The Housing Authority of the City of Lubbock, Lubbock, Texas (hereinafter referred to as PHA) believes that the community service requirement should not be perceived by the resident to be a punitive or demeaning activity, but rather to be a rewarding activity that will benefit both the resident and the community. Community service offers public housing residents an opportunity to contribute to the communities that support them while gaining work experience.

In order to effectively implement this new requirement, the PHA establishes the following policy.

#### A. Community Service

The PHA will provide residents, identified as required to participate in community service, a variety of voluntary activities and locations where the activities can be performed. The PHA does not claim these activities to be appropriate for all participating tenants. Each tenant is responsible to determine the appropriateness of the voluntary service within guidelines in this policy. The activities may include, but are not limited to:

- ◆ Unpaid services at the PHA to help improve physical conditions, including building clean-ups, neighborhood clean-ups, gardening and landscape work.
- ◆ Unpaid office related services in the development or Administrative Office;
- ◆ Assisting other residents through the resident organization;
- ◆ Unpaid services in local schools, daycare centers, hospitals, nursing homes, youth or senior organizations, drug/alcohol treatment centers, recreation centers, etc.;
- ◆ Active participation in neighborhood group special projects;
- ◆ Assisting in after-school youth programs or literacy programs;
- ◆ Unpaid tutoring of elementary or high school age residents;
- ◆ Assisting in on-site computer training centers;
- ◆ Any other community service which includes the “performance of voluntary work or duties that are public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community”.

Note: Voluntary political activities are prohibited from being considered to meet the Community Service requirement.

#### B. Program Administration

The PHA may administer its own community service program in conjunction with the formation of cooperative relationships with other community based entities such as TANF, Social Services Agencies or other organizations which have as their goal, the

improvement and advancement of disadvantaged families. The PHA may seek to contract its community service program out to a third party.

The PHA may directly supervise community service activities and may develop and provide a directory of opportunities from which residents may select. When services are provided through partnering agencies, the PHA will confirm the resident's participation. Should contracting out the community service function be determined to be the most efficient method for the PHA to accomplish this requirement, the PHA will monitor the agency for contract compliance.

The PHA will assure that the service is not labor that would normally be performed by PHA employees responsible for the essential maintenance and property services.

In conjunction with its own or partnership program, the PHA will provide reasonable accommodations for accessibility to persons with disabilities.

#### C. Self Sufficiency

The PHA will inform residents that participation in self-sufficiency activities for eight (8) hours each month can satisfy the community service requirement and encourage non-exempt residents to select such activities to satisfy the requirement. It should be noted that an individual may satisfy this requirement through a combination of community service and self-sufficiency activities totaling at least eight (8) hours per month. Such activities can include, but are not limited to:

- ◆ Apprenticeships and job readiness training;
- ◆ Voluntary substance abuse and mental health counseling and treatment;
- ◆ English proficiency classes, GED classes, adult education, college, technical schools or other formal education;
- ◆ Household management, budgeting and credit counseling, or employment counseling;
- ◆ Training to assist in operating a small business.

The PHA may sponsor its own economic self-sufficiency program or coordinate with local social services, volunteer organizations and TANF agencies.

#### D. Geographic Location

The intent of this requirement is to have residents provide service to their own communities, either in the PHA's developments or in the broader community in which the PHA operates.

#### E. Exemptions

The following adult individuals, age 18 or older, of a household may claim an exemption from this requirement if the individual:

- ◆ Is age 62 years or older;
- ◆ Is blind or disabled (as defined under 216(i)(1) or 1614 of the Social Security Act (42 U.S.C. 416(i)(1); 1382c) and who certify that because of this disability they are unable to comply with the service provisions; or primary caretakers of such individuals;
  
- ◆ Is engaged in work activities (at least 30 hours per week) as defined in section 407 (d) of the Social Security Act (42 U.S.C. 607 (d), specified below:
  1. Subsidized employment;
  2. Subsidized private-sector employment;
  3. Subsidized public-sector employment;
  4. Work experience (including work associated with the refurbishing of publicly assisted housing) only if sufficient private sector employment is not available;
  5. On-the-job training;
  6. Jo-search and job-readiness assistance;
  7. Community service programs;
  8. Vocational educational training (not to exceed 12 months with respect to any individual);
  9. Job-skills training directly related to employment;
  10. Education directly related to employment in the case of a recipient who has not received a high school diploma or a certificate of high school equivalency;
  11. Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate;
  12. The provision of childcare services to an individual who is participating in a community service program.
  
- ◆ Meets the requirements for being exempt from having to engage in a work activity under the State program funded under part A of title IV of the Social Security Act (42 U.S.C. 601 et. seq.) or under any other welfare program of the State in which the PHA is located, including State-administered welfare-to-work program.
- ◆ Is a member of a family receiving TANF assistance, benefits, or service under the State program funded under PART A of title IV of the Social Security Act (42 U.S.C. 601 et seq.); or under any other welfare program of the State in which the PHA is located, including a State administered welfare-to-work program and has not been found by the State or other administering entity to be in non-compliance with such program.

#### F. Family Obligations

At the time of annual recertification, all public housing household members age (18) or older must:

- ◆ Receive a written description of the community service requirement, information on the process for verifying exemption status and the affect of noncompliance on their tenancy.
- ◆ Complete certification forms regarding their exempt or non-exempt status from the community service requirement and submit the executed forms within ten (10) days of their recertification appointment. If a household member claims an exemption from the requirement, he/she must submit written verification of the exemption or provide information for obtaining third-party verification along with their completed exemption form.

At the time of the annual recertification appointment, each non-exempt adult household member must present their completed monthly record and certification form (blank form to be provided by the PHA at time of certification or recertification) of activities performed over the past twelve (12) months.

If a family member is found to be noncompliant, either for failure to provide documentation of community service or for failure to perform community service, he/she and the head of household will sign an agreement with the PHA to make up the deficient hours over the next twelve (12)-month period. The entire household will be allowed to enter into such an agreement only once during the household's entire tenancy with the PHA.

If, during the twelve (12)-month period a non-exempt person becomes exempt, it is his or her responsibility to report this to the PHA and to provide documentation within ten (10) calendar days of the occurrence. The community service requirement will remain in effect until such time as the exempt status is reported to the PHA and verified.

If, during the twelve (12)-month period an exempt person becomes non-exempt, it is his or her responsibility to report this to the PHA within ten (10) calendar days of the change in status. He/she will be provided with appropriate forms and information for fulfilling the community service requirement. A household member who fails to report a change from exempt to non-exempt status will be required to enter into an agreement to complete an equivalent of eight (8) hours per month of community service for each month of unreported non-exempt status within ninety (90) days of discovery or the household's lease will be subject to termination.

Each household member must supply the PHA with accurate written information regarding his/her exemption status. Failure to supply such information and/or misrepresentation of information is a serious violation of the terms of the lease and may result in termination of the lease.

#### G. PHA Obligations

To the greatest extent possible and practicable, the PHA will provide names and contacts at agencies that can provide opportunities for residents to fulfill their community service obligation.

The PHA will provide the household a written description of the community service requirement, the process for claiming status as an exempt person for PHA, verification of such status in the notice of annual recertification. The PHA will provide the household with appropriate forms on which to claim exempt or non-exempt status and for tracking the community service hours.

The PHA will make the final determination as to whether or not a household member is exempt and/or is in compliance with the community service requirement.

As failure to complete the community service requirement constitutes noncompliance with the terms of the lease, the family may use the PHA's Grievance Procedures if they disagree with the determination of exemption status or noncompliance.

The PHA will assure that procedures are in place and residents are given the opportunity to change status with respect to the community service requirement. Such changes include, but are not limited to:

- Going from unemployment to employment;
- Entering a self-sufficiency program;
- Entering a classroom education program which exceeds eight (8) hours monthly.

All exemptions to the community service requirement will be verified and documented in the resident's file. Required verifications may include, but not be limited to:

- Third-party verification of employment, enrollment in a training or education program, welfare to work program or other economic self sufficiency activities;
- Birth certificates to verify age 62 or older; or
- Third-party verification of disabilities preventing performance of community service.

**Families who pay flat rents and live in public housing units or families whose income was over income limits when they initially occupied such a public housing will not receive and automatic exemption.**

#### H. Cooperative Relationships with Welfare Agencies

The PHA may initiate cooperative relationships with local service agencies that provide assistance to its families to facilitate information exchange, expansion of community service/self-sufficiency program options and aid in the coordination of those activities.

#### I. Lease Requirements and Documentation

The PHA's lease has a twelve (12) month term and is automatically renewable except for non-compliance with the community service requirement. The lease also provides

for termination and eviction of the entire household for such non-compliance. The lease provisions will be implemented for current residents at the next regularly scheduled reexamination and for all new residents effective upon occupancy. The PHA will not renew or extend the lease if the household contains a non-exempt member who has failed to comply with the community service requirement.

Documentation of compliance or non-compliance will be placed in each resident file.

J. Noncompliance

A resident who has delinquent in community service hours under the lease in effect at the time of the suspension will still be obligated to fulfill his/her community service and self-sufficiency requirements for current FY, provided that the resident was given notice of noncompliance prior to expiration of the lease in effect at that time.

A copy of that notice of noncompliance should be included with the written notice to residents about the reinstatement of the community service and self-sufficiency requirement. In order to obtain a lease renewal on the expiration of the current lease, residents must be in compliance both with any delinquent community service requirements and current requirements.

If the PHA determines that a resident who is not an “exempt individual” has not complied with the community service requirement, the PHA will notify the resident:

1. of the noncompliance;
2. that the determination is subject to the PHA’s administrative grievance procedure;
3. that unless the resident enters into an agreement under paragraph 4. of this section, the lease of the family of which the non-compliant adult is a member may not be renewed. However, if the noncompliant adult moves from the unit, the lease may be renewed;
4. that before the expiration of the lease term, the PHA must offer the resident an opportunity to cure the noncompliance during the next twelve (12)-month period; such a cure includes a written agreement by the noncompliant adult and the head of household (as applicable) to complete as many additional hours of community service or economic self-sufficiency activity needed to make up the total number of hours required over the twelve (12)-month term of the lease.

## LHA RESIDENT SERVICES INFORMATION

### BASIC SERVICES AVAILABLE WITHIN THE CITY OF LUBBOCK

<b>Basic Service, Address, Phone &amp; Office Hour</b>	<b>Eligibility / Fees</b>
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**CHILD CARE**

***Hope I Day Care***

515 N. Zenith  
Lubbock, TX 79403  
(806) 762-1473  
M-F 6:45 a.m. until 6:00 p.m.

**Must be working**

or looking for  
work / sliding  
fee scale.

**South Plains ChildCare  
Management Services (CCMS)**

1946 Avenue Q Suite I 10  
Lubbock, TX 79405  
744-3572  
M-F (8ain-6pm)

Client must meet  
income guidelines;  
AFDC, Food stamps,  
SSI or teen parents.  
Must be working in  
approved job training  
or in school.

**Additional Information**

Childcare provided for children 6 months to 6 years of age.  
Works with care to refer children on parent choice basis.

**Early Learning Center  
of Lubbock**

2407 20th Street  
Lubbock ' TX 79411  
765-9981  
M-F (9am-6pm)

None / Sliding scale  
fee.

Child care offered at  
birth thru six years of  
age. Head start for three  
and four year old.

**Milam Children's Center**

1105 38th Street  
Lubbock, TX 79412  
747-2662

No fee for school  
program/fixed rate  
for daycare.  
M-Sat (7:30am-5: 30pm)

Offers program for  
special  
needs children.

**CLOTHING**

**American Red Cross**  
South Plains Regional  
Chapter Disaster  
2201 Avenue X  
Lubbock, TX 79411

Military service record  
when applicable

Emergency assistance.  
/No fees.

**Broadway Church of Christ**                      None / No fees                      Clothing distributed by  
1924 Broadway                      appointment.  
Lubbock, TX 79401  
763-0464  
M-F (8:30am -12:00pm, 1pm-5pm)

**Catholic Family Services**                      Varies depending upon                      At risk youths and family  
102 Avenue J                      units.                      according to service.  
Lubbock, TX 79401  
M-F (8:30am-5: 00pm)

**The Salvation Army**  
16<sup>th</sup> & K Street  
Lubbock, TX 79401  
765-9434  
M-F (9am-5pm)

**Green Lawn Church of Christ**  
5701 W. 19th Street (LCU Campus)  
Lubbock, TX 79407  
Mon (1:30pm-3:30pm)  
Thurs (9am- 1 lam)

*DENTAL CARE*

**City of Lubbock**  
**Health Department**  
1902 Texas Avenue  
Lubbock, TX 79408  
767-2904  
MWF (8am-4: 30pm)  
Tues, Thurs (8am-6: 30pm)

**Community Health Center of Lubbock**  
1318 Broadway                      765-2611  
Lubbock, TX 79401                      M-F (8am-5pm)

**Texas Department of Health**  
1109 Kemper Avenue  
Lubbock, TX 79403  
744-3577  
M-F (8am-5pm)  
**Call in for *HEALTH CARE* information.**

**Eligibility-** None

**Fees-**No fee and sliding scale fees. Varies with services offered.

**Texas Rehabilitation Commission**

Regional Office  
#1 Briercroft Office Park  
Lubbock, TX 79412  
762-0375  
M-F (8ain-5pm)

Must have a physical or mental disability. Provide skills counseling for eligible clients to access skills for employment.

EMOTIONAL

**Texas Tech University**

Room 163, Human Sciences Building,

Open to the public/ sliding scale fee between \$10-\$50.

**Teenline**

P O Box 6477  
Lubbock, TX 79493  
765-7272  
Sun-Thurs (6pm-10pm)  
Fri-Sat (6pm-12am)

For youths 20 years of age or younger/ No fee.

**Lubbock Regional Council on Alcohol and Drug Abuse**

1708 Ave. G  
Lubbock, TX 79401  
763-8763  
M-F (8am-5pm)

None / No fee.

**Rape Crisis Center**

P O Box 2000  
Lubbock, -TX 79457  
763-7273

Sexual assault victims and their families and their support systems.

24 hours a day, seven days a week.

Telephone counseling for teens from teens. Provides screening and assessments, 24-hour hotline prevention programs for kindergarten through grade 12.

Provides a 24-hour hotline. Offers crisis intervention and long term counseling.

EMPLOYMENTAND TRAINING

**Job Source +** Clients must meet  
1218 14th Street  
Lubbock, TX 79401  
765-5038  
M-F (8am-5pm)

Offers classroom training,  
income guidelines or GED preparation,  
dislocated worker courses, on-the-job  
training guidelines, literacy program.  
No fee-placement after training.

**LEARN, Inc.** U S Citizen or  
2161 50th Street, #108  
applying  
Lubbock, TX 79412  
763-4256  
M-F (8am-5pm)

Offers educational counseling for people  
AGES 12 and older, assistance in  
  
for financial aid, career guidance and  
counseling, information concerning  
colleges and vocational schools.  
registration.

**Texas Employment Commission**  
1602 16th Street  
Lubbock, TX 79401  
763-6416  
M-F (8am-5pm)

**EMERGENCY ASSISTANCE**

**Guadalupe Economic Service Corporation, Inc.**  
1416 First Street  
Lubbock, TX 79401  
744-4416  
M-F (8am-5pm)

Services provided: Provides USDA commodities to resident for Lubbock county. Offers emergency assistance to migrant families and the homeless such as utility assistance, rental assistance, some clothing, pantry food, HUD certified counselor, social services, and transportation for low-income individuals.

**Lakeside Service Center**  
702 76th Street  
P O Box 53871  
Lubbock, TX 79453745-1675  
M-F (9am-11am)

No fee  
Offers emergency food,  
rent, utility, prescription, and transportation.

**Consumer Credit Counseling**  
North Kingsgate Office Bldg.  
4010 82nd Street Suite 250  
Lubbock, TX 79423  
800 374-2227 ext. 784

**Texas Attorney General**  
Child Support Enforcement  
1208 14th Street Suite 800  
Lubbock, TX 79401  
767-0:521  
M-F (8wn-5pm)

**Project Help, Inc.**  
1625 13th Street, Room 102  
P O Box 2000  
Lubbock, TX 79457  
M-F (8am-5pm)

Must have income/ no fee for counseling,  
Debt Management fee not to exceed \$10 monthly.  
Emergency crisis. Law enforcement, which investigates and assists in the collection of child support from parents outside the home. Offers utility assistance for families in crisis who are ineligible for assistance through other sources.

FOOD

**South Plains Food Bank**  
4612 Locust Avenue  
Lubbock, TX 79404  
763-3003  
M-F (8am-5pm)  
Food Box Distribution  
9am-12noon, 12:30pm-4:45pm

Member agencies screen food distribution through non-profit agencies and churches.

**Neighborhood House**  
1318 Broadway  
Lubbock, TX 79410  
741-0453  
M-Thurs (10am-11: 30am, 1:00pm-4: 00pm)

Verifiable need for emergency assistance must be proven.

Offers food assistance, hygiene products, diapers, baby formula, etc.

**WIC (Nutrition Program)**  
**City of Lubbock Health Dept.**  
1902 Texas Avenue  
Lubbock, TX 79405  
747-0152  
M-F (8am-5pm) Closed (12pm-1pm)

PHYSICAL-HEALTH  
(General medical clinics)

**City of Lubbock Health  
Department I**

1902 Texas Avenue  
Lubbock, TX 79405  
767-2935  
MWF (8am-4: 30pm)  
TF (8am-5: 00pm)

**Community Health Center of  
Lubbock**

1318 Broadway  
Lubbock, TX 79401  
765-2611  
M-F (8am-5pm)

**Lubbock Children's Health  
Clinic**

1318 Broadway  
Lubbock, TX 794014  
763-5906  
M-F (8am-5pm)

**Texas Department of Health**

1109 Kemper Avenue  
Lubbock, TX 79403  
744-3577  
M-F (8am-5pm)

Fees on sliding scale.

Services for pregnant women and children under 5 years of age. Immunizations are **\$5.00**. Provides communicable disease control and investigation. Services for delivery of comprehensive primary health care, dental care, and social services to low to moderate income. Provides community clinics for adult health, family planning, immunizations, maternal health services, children's health service.

**University Medical Center**

602 Indiana Avenue  
Lubbock, TX 79410  
743-3111

Varies based upon  
medical necessity  
Varies 24 hour a day,  
seven days a week

**Texas Tech University  
Health Science Center  
Office of Maternal  
Health.**

3601 Fourth Street  
Room 3A-100  
Lubbock, TX 79430

Clients must qualify  
financially; residents  
of the State, and need  
medical high risk conditions  
described in program guide-  
lines, call for more information

M-F (8am-5pm)

No fee.

**Women, Infants, and  
Children Nutrition  
Program**

City of Lubbock Health  
Department  
1902 Texas Avenue  
Lubbock, TX 79405  
747-0152  
M-F (8am-5pm)

Services for pregnant  
women and children  
(WIC children under five years of  
age) **No** fee.

**Planned Parenthood  
Association of Lubbock**

3821 22nd Street  
Lubbock, TX 79410  
795-7123  
M-F (8:30am-5pm)

Sliding scale  
fee.

Assist pregnant women in locating prenatal care and promoting early entry into prenatal care. Nutrition programs which offers special supplemental food to women. Offers family planning for women and teens. Contraceptive services available. Sexual education training programs available.

**Parkridge Pregnancy Center**

5203 79th Street Suite. B  
Lubbock, TX 79424  
794-8555

Mondays and Thursdays (11:00am-7:00pm)  
Tuesdays and Wednesdays (9:00am-5:00pm)

Appointments recommended

**Lakeside Service Center**

702 76th Street  
Lubbock, TX 79413  
745-1675  
M-F (9am- 1 lam)

Varies/No fee.

**Saint Mary Community  
Health Outreach**

1318 Broadway  
Lubbock, TX 79401  
765-2613  
M-F (8am-5pm)

Varies/ Sliding  
scale fee.

Assistance with prescriptions. Offers emergency prescription assistance.

Provides health screening & Prescriptions.

**Alcoholic Recovery Center**

608 17th Street  
Lubbock, TX 79401  
762-5626  
M-F (9am-10pm)  
Weekends (9am-12pm)

Males only, age 25. Shelter for men recovering from alcohol or substance abuse. Treatment follows abuse. Must be willing to do the 12 step program. Must stay sober and drug-free. First 3-5 days free; \$40 per week thereafter.

**Alcoholism Service  
Knocks For Women, Inc.**

Lubbock, TX 79401  
744-2727

Female, must be 18 or older, who have been sober 72 hrs. Sliding scale fees.

**Managed Care Center**

1926 34<sup>th</sup> Street  
Lubbock, TX 79412  
741-0058  
M-F (8am-5pm)

Must be substance abuse. If inpatient; need medical certificate screening and outpatient if court committed.

***RESIDENT COUNCIL MEETINGS & ELECTIONS***

Each development is authorized to have a *Neighborhood Association Council* also elected yearly by its fellow development residents. Watch for notices of your developments monthly meetings *or check with your property manager.*

**ELECTIONS**

Each year you will be able to vote for your Resident Council Officers as well as your Neighborhood Association officers. Listed below are the offices and duties of each official:

**President** – Calls and presides over meetings, is responsible for **all** council business and represents the council to management and other entities. Must be able to work well with others, have a High School Diploma or GED, and able to speak well in public.

**Vice-President** – Assists president in carrying out all duties and represents council in the President's absence. Must be able to work well with others, able to read and write.

**Treasurer** – Maintains all financial records. (The treasurer should be someone who has some experience working with financial type records and enjoys it. Must work well with others.

**Secretary**- Maintains all Council records and other duties as president assigns. Must have some typing skills and able to work well with others. Must be able to read and write. The board with a majority vote may appoint other officers.

### ***SUGGESTED RESIDENT EMERGENCY PLAN***

The purpose of this plan is to provide LHA residents with guidelines on recommended action to be taken in a **LIFE OR INJURY THREATENING EMERGENCY**. Families that are prepared can reduce the fear, inconvenience, losses and uncertainty that surround a disaster. This plan will focus on the physical hazards of an emergency or disaster. However, you should not ignore the emotional effect of losing a home, treasured possessions or a loved one. Do not be afraid to seek help and take care of the emotional consequences of a disaster or emergency.

The recommendations outlined in these plans are intended to help LHA residents are better prepared in the event that one or more of the situations outlined in these plans should occur. LHA cannot guarantee that by following these plans they will prevent injury or inconvenience to you, your family, or your visitors.

The following situations are covered in these plans:

- 1) Tornadoes
- 2) Injury
- 3) Fire
- 4) Extreme Cold
- 5) Winter Storms
- 6) Floods
- 7) Lightning
- 8) Intense Heat
- 9) Utility Disruption
- 10) Emergency Planning Checklist

### **TORNADO**

A tornado is defined as a violently rotating column of air extending from a thunderstorm to the ground. The most violent tornadoes are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths can be more than one mile wide and 50 miles long. Some tornadoes may form during the early stages of rapidly developing thunderstorms. This type of tornado is most common along the front range of the Rocky Mountains, the Plains, and the Western States.

#### **What to do before a Tornado**

- 1 Know the terms used to describe tornado conditions, which will be broadcast on radio and television:  
\***TORNADO WATCH** - Tornadoes are possible in your area., remain alert for approaching storms.

\***TORNADO WARNING** - A tornado has been sighted or indicated by weather radar.

If a tornado warning is issued for your area and the sky becomes threatening, move to your designated place of safety.

**Remember:** Tornadoes occasionally develop in areas in which a severe thunderstorm watches or warning is in effect.

1. Remain alert to signs of an approaching tornado and seek shelter if threatening conditions exist.
2. Develop a plan for you and your family for home, work, school, and when outdoors.
3. Have frequent drills.
4. Know the county/parish, in which you live, and keep a highway map nearby to follow storm movement from weather bulletins.
5. Have a NOAA Weather Radio with a warning alarm tone and battery back-up to receive warnings.
6. Listen to radio and television information.

7. If planning a trip outdoors, listen to the latest forecasts and take necessary action if threatening weather is possible.

**If a Warning. is Issued or if threatening weather approaches**

1. In a home or building, move to a pre-designated shelter, such as a basement.
2. If an underground shelter is not available, move to an interior room or hallway on the lowest floor and get under a sturdy piece of furniture.
3. Stay away from windows.
4. Get out of automobiles.
5. Do not try to outrun a Tornado in your car; instead, leave it immediately.
6. If caught outside or in a vehicle, lie flat in a nearby ditch or depression.
7. Mobile homes, even if tied down, offer little protection from Tornadoes and should be abandoned.

**TORNADOES**

**MYTH:** Areas near rivers, lakes and mountains are safe from Tornadoes.

**FACT:** No place is safe from Tornadoes. In the late 1980's a Tornado swept through Yellowstone National Park leaving a path of destruction upon and down a 10,000 ft. mountain.

**MYTH:** The low pressure with a Tornado causes buildings to explode as the tornado passes overhead.

**FACT:** Violent winds and debris slamming into buildings cause structural damage.

**MYTH:** Windows should be opened before a Tornado approaches to equalize pressure and minimize damage.

**FACT:** Open windows allow damaging winds to enter the structure. Leave the windows alone instead, immediately go to a safe place.

***INJURY***

**In Case of serious injuries;**

1. Remain calm.
2. Have a list of emergency telephone numbers near your telephone or in a place easily seen.

*Fire Department	911
*Poison Control	784-5030
*Police Department	911
*Ambulance Service	911
*Contact Lubbock Crisis	765-8393
*Intervention Service (24 hours a day)	
*Your doctor	

**Give the following information:**

1. Nature of emergency.
2. Location of emergency.
3. Your name and telephone number.
4. Give a brief description or history of the victim.
5. Remain on the line until the emergency operator hangs up.

**FIRE**

**In case of fire;**

1. Remain calm.
2. Call Fire Department -911.
3. Tell what is on fire.
4. Location of fire.
5. Your name and telephone number.

**\*ADDITIONAL FIRE SAFETY TIPS**

To understand the importance of fire prevention, be aware of the basic characteristics of fire. Fire spreads quickly, and you have no time to grab valuables or make a telephone call. In two minutes, a room can become life threatening. In five minutes, your house can be engulfed with smoke. A fire-heat and smoke are more dangerous than the flames. Inhaling the super-hot air can burn your lungs. Fire produces poisonous gases that make you disoriented and drowsy. Instead of being awakened by a fire, you may fall into a deeper sleep.

1. With your family, plan two escape routes from every room in the house.
  - \*Make sure windows are not nailed or painted shut.
  - \*Practice escaping from rooms with your eyes closed, since during a fire, the house will be filled with thick, black smoke.
  - \*Pick a place outside your home for the family to meet after escape.
2. Clean out storage areas. Do not let trash (such as old newspapers and magazines) pile up.
3. Check electrical wiring.
  - \*Inspect extension cords for worn or exposed wires or loose plugs.
  - \*Do not overload extension cords or outlets; if you need to plug in two or three appliances, get a UI approved unit with built-in circuit breakers to prevent sparks and short circuits.
4. Never use gasoline, benzene, naphtha or similar liquids indoor.
5. Check heating sources. Faulty furnaces or stoves, cracked or rusted furnace parts, start many home fires. Make sure your home heating source is clean and in working order. The fire in your central heating unit should show a clean blue color. Call Maintenance for help.
6. Alternative heating sources should be used carefully. Make sure that:
  - \*Manufacturer's instructions are followed carefully.
  - \*Adequate space is left around heater.

\*You keep walls, furniture, drapery and any flammable items away from heating equipment.

### **What to do in case of a fire**

1. To put out a small fire, cut off its air or fuel supply, or use water or a fire extinguisher, but do not try to put out a fire, which is getting out of control. Get everyone out of the house and call the Fire Department immediately.
2. Never use water on an electrical fire. Use only a fire extinguisher.
3. Oil and grease fires occur primarily in the kitchen. Smother the flames with baking soda or put a lid over the flame if it is burning in a pan.
4. If your clothes catch on fire; stop, drop and roll until the fire is extinguished. Running only makes the fire burn faster.
5. Sleep with your door closed. If you wake up to the sound of a smoke detector, feel the bottom of the door with the palm of your hand before you open it.
6. If the door is cool, leave immediately. Be prepared to bend low or crawl, smoke and heat rise, and the air is clearer and cooler near the floor.
7. If the door is hot, escape through a window. If you cannot escape, hang a white or light-colored sheet outside the window, alerting fire fighters to your presence.
8. Discard food, beverages and medicines that have been exposed to heat, smoke or fumes.
9. Refrigerators or freezers left closed will hold their temperatures for a short time. However, do not attempt to re-freeze food that has thawed.
10. Beginning immediately after the fire, collect receipts for any money you spend. These receipts are important for both insurance and income tax claims.
11. If you have a safe or fireproof box, do not try to open it. A safe or fireproof box can hold intense heat for several hours. If the door is opened before the box has cooled, the entering air combined with the high internal temperatures may cause the contents to burst into flames.
12. Do not throw away any damaged goods until an official inventory has been taken. All damages are taken into consideration when developing your insurance claim.
13. If a building inspector says the residence is unsafe and you must leave your home:
  - \*Take with you: identification, medicines, glasses or hearing aids, and valuables such as credit cards, checkbooks, insurance policies, bank papers, jewelry and the like.
  - \*Notify friends, relatives, utility companies services, employers, schools and the Post Office of your whereabouts.

### **EXTREME COLD**

Snowfall may seem safe, but it can be dangerous. Heavy snowfall and extreme cold can paralyze an entire region. Even areas, which normally experience mild winters, can be hit with a major snowstorm or extreme cold. The results can range from isolation due to power outages and blocked roads to the chaos of cars trying to maneuver on ice-covered highways. Whatever the case, winter storms usually involve human suffering. You should protect yourself and your family from the many hazards of winter weather - blizzards, heavy snow, freezing and sleet.

## **What to do before winter storm conditions**

1. Know the terms used to forecast weather conditions:
  - \***A Winter Weather Advisory** is issued when winter weather **conditions**, such in cold, ice and snow are expected to delay travel, cause significant inconveniences or create other types of hazardous conditions.
  - \***Freezing Rain** is forecasted when expected rain is likely to freeze as soon as it strikes the ground, creating a coating of ice on roads and walkways. \***A Winter Storm Watch** means that severe winter weather is possible. \***A Winter Storm Warning** means that heavy snow, winds and dangerously low temperatures are expected. A Blizzard can cause severe weather conditions such as zero visibility and life threatening wind chill.
2. Be Prepared.
  - \*Keep a battery-powered portable radio in working order; stock extra batteries.
  - \*Store food that can be prepared without an electric or gas stove.
  - \*Stock emergency water and cooking supplies.
  - \*Stock rock salt to melt ice on walkways and kitty litter to temporarily generate traction.
3. Be prepared for the possibility of isolation in your home.
  - \*Keep fire extinguishes on hand, make sure your family knows how to use them and knows fire prevention rules.
  - \*See the Checklist for more information.

## **WINTER STORMS**

1. Listen to the radio or television for update on the weather condition.  
With early warning, you may avoid being caught in a storm or be better prepared to cope with it.
2. Dress for the season. \*Wear layers of thin clothing instead of single layers of thick clothing. You will be warmer and as the temperature changes, you can easily remove layers to remain comfortable.
3. Overexertion can bring on a heart attack - a major cause of death during and after winter storms. If shoveling snow is not critical, do not do it. If you must shovel snow, do not over exert yourself.
4. If you are isolated at home:
  - \*Save fuel by keeping your house cooler than usual and by temporarily "closing off" heat to some rooms.

### *Winter Driving Tips:*

1. If you must travel, take public transportation whenever possible. If you must use a car, take winter driving seriously. Travel by daylight and keep others informed of your schedule. Drive with extreme caution; never try to save time by driving fast or using back-road shortcuts.
2. Keep your car winterized with antifreeze. Carry a "winter car kit" that includes a windshield scraper, flashlight, tow chain or rope, shovel, tire chains, a blanket, a bag of sand or salt, a fluorescent distress flag and an emergency flare, in case you are trapped in a winter storm. Keep extra mittens, hats., and outerwear in the car.

3. If a blizzard traps you in your car:
  - \*Pull off the highway; stay calm and remain in your vehicle where rescuers are most likely to find you.
  - \*Set your directional lights to "flashing" and hang a cloth or distress flag from the radio antenna or window.
  - \*Do not set out on foot unless you can see a building close by where you know you can take shelter. Be Careful: Distances are misleading by the blowing snow. A building may seem close but may be too far to walk to in the deep snow.
  - \*If you run the engine to keep warm, open a window slightly for ventilation. This will protect you from possible carbon monoxide poisoning. Periodically, clear away snow from the exhaust pipe.
  - \*Exercise to maintain body heat, but avoid over exertion. In extreme cold, use road maps, seat covers and floor mats for insulation. Huddle with passengers and use your coat as your blanket.
  - \*Never let everyone in the car sleep at one time. One person should look out for rescue crews.
  - \*Be careful not to use up battery power. Balance electrical energy needs-the use of lights, heat and radio-with supply.
4. If you are trapped in a remote rural or wilderness area, spread a large cloth over the snow to attract attention of rescue personnel who may be searching the area by airplane. Once the blizzard passes, you may need to leave the car and proceed on foot.

## **FLOODS**

Floods are the most common and widespread of all natural hazards. Some floods develop over a period of days, but **Flash Floods** can result in raging waters in just a few minutes.

Water runs off steeper ground very rapidly, causing natural drainage systems to overflow with rushing floodwaters and a deadly cargo of rocks, mud, smashed trees and other debris. Remember even very small streams, gullies, creeks, culverts, dry swamp beds or low-lying ground that may appear harmless in dry weather can flood.

Wherever you live, be aware of potential flooding hazards. If you live in a low-lying area, near water or are downstream from a dam, you must be prepared for floods.

### ***What to Do during A Flood***

1. Know the terms used to describe flooding conditions, which will be broadcasted on radio and television:
  - \***Flood Forecast** means rainfall is heavy enough to cause rivers to overflow their banks or melting snow is mixing with rainfall to produce similar effects.

**\*Flood Warnings** or forecast of impending floods describe the affected river or lake, the severity of flooding (minor, moderate or major) and when and where flooding will begin.

\*Flash Flood Watch means heavy rains (that may cause sudden flash flooding in specific areas) are occurring or are expected to occur. Understand that a flash flood can occur without any visible sign of rainfall in your area. Be alert to a possible emergency, which will require immediate action.

\*Flash Flood Warning means flash flooding is occurring or is close along certain streams and designated areas. Move to high ground immediately.

2. Keep a stock of food that requires no cooking or refrigeration. Store drinking water in clean, closed containers. Electric power, gas, and water services may be disrupted.
3. Keep a portable, battery-operated radio and flashlights in working order; stock extra batteries. Have first-aid supplies and any medicines your family may need.
4. Find out if you live in a flood risk area and what the average flood depths in your community are.
5. Identify dams in your area. Be aware of what could happen if they fail.
6. In a flash flood, you may need to seek high ground on foot quickly.

#### **What To Do During or After Heavy Rains:**

1. In heavy rains, be aware especially of flash floods. If you see any possibility of a flash flood occurring, move immediately to higher ground. Do not wait for instruction to move.
2. If you are where it might flood, prepare to evacuate and seek shelter.
3. Listen to radio and television for information and instructions from your local government and emergency managers.
4. If local authorities release, flood warnings:
  - \*Fill your tub with water to ensure that you have an uncontaminated supply in case services are cut off.
5. If you are advised to evacuate:
  - \*Secure your home before leaving. If you have time and have not received other instructions from local authorities, bring outdoor belongings as garbage cans, garden equipment and furniture inside the house or tie them down securely. Move essential items and furniture to the upper floor of your house-, lock doors and windows.
  - \*If instructed, turn off utilities at the main switches or valves.  
Disconnect electrical appliances, but do not touch any electrical equipment if you are wet or standing in water.
  - \*Make sure you have enough fuel in your car during emergencies, filling stations may not be operating. Follow recommended evacuation routes. Do not try to find shortcuts on your own; they may be blocked.
  - \*Leave early enough to avoid being stuck by flooded roads. Be alert for washed-out roadways and bridges; many roads that parallel streams and other drainage channels may be swept away or covered by floodwaters.
  - \*Tell others where you are going.

6. Flooding may have swollen doors tight. When the entrance must be forced because of swollen doors, build-up mud or bulged floors try to enter through a window or other opening.
7. Check with local civil defense or emergency management authorities before using any water. The flood often contaminates water sources.
8. Do not eat food that has encountered floodwaters.
9. Do not handle live electrical equipment in wet areas. Have an expert check all equipment before returning it to service.
11. Ask the Gas Company to check your home for leaks and to turn the gas back on.
12. Report any broken utility lines to authorities.
13. Watch out for poisonous snakes in previously flooded areas.

### **Lightning**

Lightning is a serious hazard during thunderstorms and tornadoes. Take these special precautions if you are threatened by lightning.

1. When a thunderstorm threatens, get inside a home, large building or car (*not a convertible*).
2. Inside a home, avoid using the telephone, except for emergencies. Also, avoid bathtubs, water faucets and sinks because metal pipes can conduct electricity.
3. If outside, with no time to reach a safe building or an automobile, follow these rules:
  - \*Do not stand underneath a natural lightning rod, such as a tall, isolated tree in an open area.
  - \*Do not stand on a hilltop, in an open field, on the beach or fish from a small boat. \*Avoid isolated sheds or other small structures in open areas.
  - \*Get away from open water.
  - \*Get away from tractors and other metal farm equipment.
  - \*Get away from motorcycles, scooters, golf carts and bicycles. Put down golf clubs.
  - \*Stay away from wire fences, clotheslines, metal pipes, rails and other metallic paths which could carry lightning to you from some distance away.
  - \*Put down metal tools.
  - \*In a forest, seek shelter in a low area under a thick growth of small trees. In open areas, go to a low place such as a ravine or valley. Be alert for flash floods.
  - \*If you are isolated in a level field or prairie and you feel your hair stand on end (which shows that lightning is about to strike), drop to your knees and bend forward putting your hands on your knees. Do not lie flat on the ground

### **INTENSE HEAT**

The most common victims of heat-related problems are the elderly, the physically disabled, persons with chronic illness, fever or malnourished. There are two basic kinds of heat exhaustion. One is when individuals exert themselves and the other is water loss, which

usually occurs among the common victims listed above when they fail to drink enough water during extreme heat.

### ***When It Gets Hot***

1. Wear cool, lightweight clothes.
2. Drink lots of water.
3. Slow down it takes a while for your body to get use to the heat.
4. Try to get out of the heat for a few hours each day. If your home is hot, go to a cool store, theater, or restaurant.
5. If you do not have air conditioning, use fans and opens the windows.
6. Visit or call friends or neighbors to make sure they are okay.
7. Use your stove a little as possible. Cold plates and salads can be just as good for you as hot meals.
8. If you develop health problems, call or visit your physician. If you have an emergency, call 911.

### **UTILITY (ENERGY) DISRUPTION**

1. Short-Range Warning:

\*Advance signs of a coming energy crisis naturally vary time-wise with the type of energy involved: a lightning bolt could, for example, cause an electric power blackout with no warning at all.

\*For the more slowly developing energy emergencies frequently caused by shortages of fuel, many State and Governments provide for citizen convenience one or more "Energy Hot-line" toll-free telephone numbers to call for information on possible or existing energy problems.

2. Continuing Long-Run Prospects for United States Energy Emergencies:

\*Whether or not one believes that world-wide there really is plenty of oil and gas to go around, it is a fact that we in the U.S. depend on foreign countries for so much of our petroleum that we could have a severe energy emergency at any time if some or all of these countries choose to cut of their oil deliveries.

3. Individual Citizen Actions:

\*In addition to obvious and well-known practices, such as keeping a standby reserve of battery-powered radios, flashlights, or kerosene lamps and kerosene, the following measures are suggested.

4. General instructions or more than one type of energy emergency:

\*Know where your nearest local emergency housing is (for example, temporary lodging center), in case you are forced to evacuate your residence temporarily because of a heating fuel or power shortage; find out what you should take with you.

\*Check all containers with liquids that could freeze, such as dehumidifiers, air conditioning units, etc.

- \*Electrical system: disconnect all electrical appliances and motors. \*Turn off all appliances.
- \*Set battery-powered burglar alarms and informs police thereof.
- \*Know what government office to call to report suspected "price rip-offs" by fuel dealers, if government price controls are in effect.

5. Special Actions for Power Brownouts or Blackouts.

\*Establish whether or not voltage drops will harm your appliances, especially refrigerators. If in doubt, shut them off or unpeg them until full power service is resumed.

\*Obtain and keep handy a copy of Booklet No. 321 of the Federal Extension Service, U. S. Department of Agriculture, "What to Do When Your Home Freezer Stop" for instructions on how to safeguard food until power come on again. One way to preserve a stock of frozen food (and medicines that must be kept cool) is to wrap it well and move it quickly to a rental locker plant that has its own power generating system.

6. Citizen Conservation Actions Will Make All fuels go farther:

\*If your rooms are heated by free-standing hot water or steam radiators, put sheets of cardboard behind them, faced with aluminum foil stuck on with masking tape or scotch tape.

\*Improve insulation. Close draperies at night or other times when daylight is not needed.

\*Save on lighting. Use lower wattage bulbs, especially the more efficient fluorescent type wherever possible. Turn off lights when not in use.

Use one large bulb rather than several smaller ones. Where strong light is essential.

\*Adjust hot water heater to about 105 degrees maximum.

\*Keep stove reflectors clean. Do not use the large electric heating element or burner.

\*Turn electric ovens off five minutes before food is done; remaining heat can finish the cooking.

\*When shopping for appliances, check them out for their comparative energy-efficiency.

\*All other factors equal, try to buy products made in whole or part from mining growing, and/or processing and transporting raw materials used.

\*Set heating thermostat at 65 degrees during the day and 60 degrees at night. Set cooling thermostat at 78-80 degrees.

\*Wash clothes in warm or cold water whenever possible.

\*Minimize the use of hot water generally.

\*Take less time in the shower.

\*Line-dry clothes wherever possible.

\*Reduce or eliminate ornamental lights except on special holidays or celebrations. Turn off other lights while decorative lights are on.

\*Watch for announcements of and participate in local consumer-workshops on energy sponsored by your local, State or Federal Government, including public school's energy related courses for both day and night school students.

\*Close off unoccupied rooms and shut off their heat and air conditioning.

\*Clean or replace hot air heating system filters and air conditioner filters once a month.