



Arkansas Ice Storm

Recovery

People Helping People

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Downed lines and electrical poles blocked icy roads and caused massive power outages throughout the state during the recent Arkansas ice storm.

Arkansans Look to the Future

The long dark night is over. Hard work, long hours and extra linemen brought in by Entergy, Southwest Electrical Power Co. and the electric cooperatives of Arkansas resulted in a full restoration of power Jan. 14. Arkansans affected by the December ice storms are looking ahead and taking precautions against future disasters.

Allowing access to utility corridors is one way homeowners, renters and business owners can help make sure their properties are protected from future power-line problems during winter storms.

Two kinds of outages are caused by trees: tree growth and tree and branch failure.

Tree Growth

Tree growth can cause interruption to your utility service. Growth from the side as well as growth from below can cause outages. New research indicates

that growth from the side appears to cause a proportionately greater percentage of outages.

Tree and Branch Failure

Tree and branch failure outages are caused when trees that are close to distribution lines break or fall. Broken branches are the major cause, although structural failure of the tree trunk is also a factor. It is probable that structural failure of trees and branches is more expensive than tree-growth-related outages. Tree and branch failure can cause damage to conductors and poles that are time-consuming and expensive to repair.

Most utilities prune trees that grow under, above or around electric distribution lines on public rights of way. However, property owners also should take responsibility for regular, thorough pruning of limbs that may affect distribution lines and lines leading directly to your property.

WINTER WEATHER BRINGS INCREASED FIRE RISK

Poorly maintained furnaces and improper use of heating, cooking and lighting equipment cause thousands of fires. To protect against fire, the following steps are recommended:

- Install smoke detectors and test them monthly.
- Equip your home with Type ABC fire extinguishers.
- Have furnaces cleaned and inspected annually.
- Never use a range or oven to heat your home.
- Follow manufacturers' instructions for electric space heaters.
- Keep the heater away from curtains and other flammable material.
- Never thaw frozen pipes with a blow torch or open flame.
- To discard ashes, place them outdoors in a covered metal container.
- Keep fire hydrants clear of snow.
- Never use treated lumber or creosote-covered wood in a fireplace or wood-burning stove. These materials may produce toxic fumes.

Apply by Phone

800-462-9029

(TTY: 800-462-7585)

8 a.m. to 6 p.m.
Seven Days a Week

TOLL FREE



A message from
Federal Coordinating Officer
Joe D. Bray

Once again the Federal Emergency Management Agency (FEMA) is a partner with the Arkansas Department of Emergency Management (ADEM) to help the state recover from a serious disaster. As an Arkansan, I have worked in our state's disaster recovery efforts for more than 26 years.

The sight of the ice storm's effect on Arkansas communities is shocking. It is an unprecedented loss. I assure you that FEMA and ADEM stand committed to assist you in protecting your homes and loved ones from nature's power.

While we can't restore communities totally to their pre-disaster condition, the challenge will be to make Arkansas more disaster resistant. Experience has shown us that lives can be saved and damage to property significantly reduced by building safer and stronger buildings, pruning trees properly and being prepared when a storm is approaching.

Along with many protective responsibilities that lie with government, there are individual responsibilities as well. Understanding and using the information contained in this publication will help you better prepare for winter storms.

Working together we can prevent damage, injuries and death associated with these powerful storms.



A message from
State Coordinating Officer
David Maxwell

This last month has been a test of – and testament to – the resilience and goodwill of the people of Arkansas. Arkansans are used to floods and are prepared as much as they can be for tornadoes. But who would have thought that ice would create one of the most widespread and devastating disasters in this state's history?

As we continue to recover from these storms, I can assure you the Arkansas Department of Emergency Management and the Federal Emergency Management Agency will be there every step of the way. Your city and county officials have already attended briefings on the recovery process and are busy clearing debris and making repairs. Through mitigation grants they will have the chance to make improvements that could reduce or eliminate future damage from disasters.

During the ice storms and for weeks afterward, thousands in Arkansas endured life without power, fresh water and telephone service. There is no way we can compensate for every loss, but we will do as much as possible to help Arkansans regain some sense of normalcy.

I want to extend heartfelt appreciation to all Arkansans for the dedication and perseverance we have witnessed during this massive recovery. At a time when nature dealt us her worst, the nation saw us at our best.

Have You Seen a FEMA Inspector?

Question: I registered two weeks ago, and I haven't seen or heard from an inspector from the Federal Emergency Management Agency (FEMA). What should I do?

Answer: Call the FEMA Helpline at **800-525-0321 (TTY 800-462-7585)**.

- It is important to keep emergency management personnel informed of your current correct address and phone number. Do this by calling the Helpline.
- Find out if your case has been issued for inspection.
- Ask if your case has been withdrawn because the inspector was not able to contact you. During a period of three to

four days the inspector will make a minimum of three phone calls in an attempt to contact the applicant.

- You will receive a certified letter giving you 10 days to contact the inspector and make an appointment for an inspection. The inspector's name and contact number will be in the letter.
- If there is no response to the certified letter, FEMA will send the applicant a letter with notification of withdrawal.
- If you receive the notification of withdrawal and you still need assistance, call the FEMA Helpline or go to one of the Disaster Recovery Centers to give your new contact information.

Beware of Frostbite and Hypothermia

Frostbite occurs when body tissue is frozen. The victim has a loss of feeling and a white or pale appearance in fingers, toes, ear lobes or the tip of the nose.

Hypothermia is a condition brought on when the body temperature drops to less than 95 degrees Fahrenheit. Symptoms of hypothermia include uncontrollable shivering, slow speech, memory lapses, frequent stumbling, drowsiness and exhaustion.

Treatment of both conditions begins by warming the person slowly and seeking immediate medical assistance.

Lay the hypothermia victim down. Warm the person's trunk first, using your own body heat. Arms and legs should be warmed last because stimulation of the limbs can drive cold blood toward the heart, possibly leading to heart failure. Check the pulse and breathing periodically and be prepared to give CPR if the hypothermia victim's heart or breathing stops.

Put the person in dry clothing and wrap his or her entire body in a blanket.

Never give alcohol and caffeine drinks to a frostbite or hypothermia victim. Alcohol, a depressant, can slow the heart and hasten the ill effects of cold body temperatures. Caffeine, a stimulant, can cause the heart to beat faster and accelerate the effects cold has on the body.

The best way to prevent hypothermia and frostbite is to dress appropriately. During cold weather, wear layers of loose clothing to trap your body heat, and in severe cold weather, cover your mouth and face.

More information can be found at <http://hypothermia.org>

Debris Removal Starts with Property Owner

After the December ice storms, fallen limbs and other debris are problems faced by nearly every property owner.

Property owners are responsible for collecting their own debris and bringing it to the curb for local pickup.

Prepare for an Ice Storm

Before the Storm

Make sure flashlights and battery-powered radios are working, and keep extra batteries, candles and matches on hand.

Have at least a week's supply of prescription medications on hand.

Stock up on drinking water and canned or dried foods.

Store extra blankets and warm clothes where you can find them easily.

Keep emergency telephone numbers with you.

Fill your car with gasoline.

Have cash available.

When the Storm Hits

Unplug sensitive appliances such as the TV, VCR, computer and microwave. If the power goes off, turn off all major electrical appliances.

Keep refrigerator and freezer doors closed. If you lose power, frozen food will generally keep for 48 hours.

Discard perishable food that has been at 40 degrees for more than two hours. Odor or appearance is not an indicator that food is safe. **When in doubt, throw it out.**

If it seems likely that your home will be without heat for several days, drain your water pipes.

SBA Disaster Loans Help Individuals and Businesses

Most Arkansas ice storm victims seeking disaster assistance have received a loan packet from the U.S. Small Business Administration (SBA) Disaster Assistance Program. The packet must be completed and returned before any further assistance can be considered.

Here are a few pointers about SBA loans:

- SBA disaster loans cover costs to repair or replace disaster-damaged property for homeowners, renters and businesses, less any amounts received from insurance or other sources.
- Don't wait for insurance settlements before returning the loan application. If insurance payments do come later, these can be used to pay off SBA disaster loan balances.
- There is no penalty if an SBA loan is paid off early.
- Most loans are made at an interest rate ranging from 3.5 to 4 percent. The maximum term of the loan is 30 years.
- Individuals who do not qualify for an SBA loan are usually referred for possible additional grant assistance. Individuals must be declined for an SBA loan before being considered for a grant. Grants are not available for businesses.
- Returning the SBA application does not obligate you to accept a loan.
- Call the FEMA toll-free number **(800-462-9029/ TTY 800-462-7585)** to receive a loan application.

For disaster-related information visit the FEMA and ADEM Internet sites
www.fema.gov
www.adem.state.ar.us

FSA Programs Provide Help

Farm Service Agency (FSA) has four primary programs that may be available to agriculture producers with ice storm damage in disaster-declared counties as long as the damage meets specific levels.

- Emergency loans help establish family farm operators cover production and physical losses.
- Livestock Indemnity Program (LIP) reimburses producers for part of the financial losses suffered due to the death of livestock. Sign up for the LIP at the local FSA office.
- Emergency Conservation Program (ECP) assists producers who have suffered damage to such an extent that without federal financial assistance the producer would not be able to bring the land back into production. This program includes debris removal and fence restoration and must be requested by the affected county to Washington.
- Conservation Reserve Program (CRP) addresses acreage that has been damaged to such an extent that replanting is required. Cost is shared with the federal government paying 50 percent of the cost to reestablish the land and the producer paying the other 50 percent.

Agriculture producers who have specific questions about these programs should contact the local FSA office.

Disaster Legal Services Available

For legal assistance with disaster-related problems, call the Disaster Legal Services Hotline:

800-467-0372

*M-F, 8:30-5:00
(or leave message)*



FEMA photo by Kevin Galvin

Residents used gasoline-powered generators for electricity during the recent ice storm.

Take Care Using Generators

Portable generators, whether connected permanently or temporarily, must be installed to protect electrical workers, your family and your property. If you use a generator, read all the instructions that accompany it and be aware of the hazards that come with misuse.

If not properly installed, generators can create three dangerous situations:

- If connected to your home, your generator can backfeed and energize dead lines, causing serious injury to electrical line repairmen. If you want to connect your generator to your electrical panel, an approved transfer switch must be used and installed in accordance with all applicable codes.
- Generator burnout can occur. Even if electrical workers use a ground system to protect themselves, your generator can be damaged when power is restored from your incoming line to your electrical system.
- Generators can create wiring hazards and exhaust fumes, including deadly carbon monoxide. Plug individual appliances into the generator using heavy duty, outdoor rated cords

with a wire gauge adequate for the appliance load.

Never use a gasoline-powered generator indoors.



Recovery is published by the Federal Emergency Management Agency and the Arkansas Department of Emergency Management with help from other federal, state and voluntary agencies. It provides timely and accurate information about disaster recovery programs. Comments and inquiries about *Recovery* may be directed to 800-525-0321.

Internet/World Wide Web
<http://www.fema.gov>
DR 1354

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NRCS Offers Technical Assistance

The Natural Resources Conservation Service (NRCS), formerly the Soil Conservation Service, offers a variety of technical assistance to individuals and county and local governments to help them recover from the recent ice storms.

For problems related to debris in streams and drainage ditches, the Emergency Watershed Protection Program may assist local governments acting as sponsors. The local sponsor may carry out work such as removing trees and other debris that is blocking streams and ditches and creating hazards to life or property.

Farmers who lost livestock and poultry due to the ice storms may obtain financial and technical help to properly dispose of their dead animals through the local NRCS or conservation district office.

NRCS and the Arkansas Forestry Commission are working to assess damage to forest lands. When the assessment is complete later this month, NRCS will seek funds from the U.S. Department of Agriculture for the Forestry Incentives Program.

Following are suggestions on how to get help from NRCS:

NRCS is located in your phone book under U.S. Government Offices, United State Department of Agriculture, and the Natural Resources Conservation Service. Information also is available on their website at www.ar.nrcs.usda.gov.

Other kinds of assistance such as payments for losses of livestock, low-interest disaster loans, damage to production facilities and fences or damage to trees planted on Conservation Reserve Program land may be obtained through the USDA Farm Service Agency. USDA offices are located in the same building and share the same phone numbers in most locations.

For more information about NRCS emergency programs contact David Weeks, assistant state conservationist, at 501-301-3139.



FEMA photo by Jay Eaker

Gardner Burton of Home Depot demonstrates chain saw safety by using the proper equipment and wearing the proper attire.

Observe Chain Saw Safety Rules

Chain saws can be great labor saving tools, but if not operated properly and with respect, they can quickly cause severe injury and death.

Buying the Saw:

- When buying a chain saw, get the dealer to demonstrate its use.
- Always read the manual.
- Use a saw with a 12- to 20-inch cutting bar.
- Look for anti-kick nose guards, quick-stop brakes and wrap-around hand guards.

Preventing Kickback:

Kickback occurs when the nose of the saw contacts an obstruction, causing it to rotate back or "kick back" at the operator. Kickback accounts for almost one-third of chain-saw accidents.

- Use a saw equipped with a chain brake or kickback guard.
- Hold the saw firmly with both hands.
- Don't pinch the chain while cutting a log.
- Saw with the lower part of the bar, close to the bumper.
- Always keep the chain sharp.

Cutting Safely:

- Wear protective equipment: safety glasses, gloves, sturdy shoes, hearing

protection, a hardhat and chaps if you have them.

- When fueling, use the fuel mix recommended by the manufacturer and never fuel a hot chain saw--let it cool first.
- Keep a firm grip with both hands on the handles when the engine is on.
- Cut only to the right side of your body.
- Cut below your head. Never cut above your head.
- Let the chain saw do the work. Don't try to force the saw.
- Take frequent breaks.

Two web sites with useful information about chain saws are www.mow.org/safemowing/chainsaws.htm and www.oregonchain.com/safety.htm.

Make sure disaster aid goes to those who deserve it.

**FEMA Fraud Hotline.
1-800-323-8603**

*Disaster recovery assistance is available without regard to race, color, sex, religion, national origin, age, disability or economic status. If you or someone you know has been discriminated against, contact the **FEMA Helpline** 800-525-0321 (TTY: 800-462-7585) or the state equal rights officer.*

Second-Career TVA Specialists Help Restore Power

Nobody knows the ins and outs of Arkansas' power system better than the members of Bicentennial Volunteers Inc. (BVI). Members of BVI are former Tennessee Valley Authority (TVA) electrical engineers and technicians who have made a second career by acting as consultants to their former employers. Now they are putting their skills to work, helping electric co-ops evaluate the damages from the devastating ice storms that swept the state during the month of December, crippling the delivery of electricity throughout the area.

Acting as technical contractors for the Federal Emergency Management Agency (FEMA), the men and women from BVI are working with the co-ops to estimate what it will take to replace and repair distribution lines, poles and equipment. They also are exploring cost-effective steps the co-ops can take to minimize the damages caused by future storms.

With the help of these second-career experts, Arkansas electric co-ops are studying the problems caused by December's storms and taking steps to solve them.



Ice-laden wires caused problems for TVA state-wide.

A Special Thank You

A special thank you to the newspapers that inserted *Recovery* in their publications as a public service.

Advance Monticellonian, Arkansas Democrat-Gazette, Magnolia Banner News, Batesville Guard, Baxter Bulletin, Benton Courier, Blytheville Courier News, Charleston Express, Cleveland County Herald, Dardanelle Post Dispatch, DeQueen Daily Citizen, England Democrat, Hot Springs Sentinel Record, LaVilla News, Little River News, Lincoln Leader, Log Cabin Democrat, Madison

County Record, Malvern Daily Record, Marshall Mountain Wave, Melbourne Times, Newport Daily Independent, Northwest Arkansas Times, Osceola Times, Paris Express, Pine Bluff Commercial, Searcy Daily Citizen, Sheridan Headlight, South Arkansas Sun, Southwest Times Record, Springdale Morning News, Stuttgart Daily Leader, Texarkana Democrat-Gazette, Van Buren Press Argus-Courier, Village Voice, White River Journal, Woodruff County Monitor, Wynne Progress.



CLIP & Save

IMPORTANT phone numbers

FEDERAL AGENCIES

FEMA Registration 800-462-9029
 TTY for hearing/speech-impaired . . . 800-462-7585
 Disaster Information Helpline 800-525-0321
 TTY for hearing/speech-impaired . . . 800-462-7585
 FEMA Fraud Detection 800-323-8603
 U.S. Small Business Administration . . 800-462-9029
 Social Security Administration 800-772-1213
 Internal Revenue Service 800-829-1040
 TTY for hearing/speech-impaired . . . 800-829-4059
 Housing and Urban
 Development Hotline 800-669-9777
 Department of Veterans Affairs 800-827-1000
 Disaster Legal Services Hotline 800-467-0372

STATE AGENCIES

Arkansas Department of
 Emergency Management 501-730-9750
 Department of Labor 501-682-4500
 Insurance Commission 800-852-5494
 Department of Human Services 501-682-8932
 Arkansas Attorney General
 Consumer Protection Division 501-682-2341
 In state only 800-482-8982
 Employment Security Department . . . 501-682-5625
 Department of Health 501-661-2000
 Department of Environmental Quality . 501-682-0716
 Farm Service Agency 501-301-3000
 Arkansas Livestock and
 Poultry Commission 501-907-2400

VOLUNTEER AGENCIES

American Red Cross 877-753-7324
 TTY 800-285-1121
 Salvation Army 501-374-9296