

# Office of Lead Hazard Control and Healthy Homes Disaster Recovery Toolkit



HEALTHYHOMES

Healthy Families | Healthy Children



A recommendation guide to access and use of OLHCHH resources for Disaster Recovery Response

**OCTOBER 2015**

**U.S. Housing and  
Urban  
Development**

# OLHCHH Disaster Recovery Took Kit



The Department of Housing and Urban Development’s Office of Lead Hazard Control and Healthy Homes (OLHCHH) has created new resources for consumers – homeowners and tenants – and stakeholders – home repair firms, renovation firms, environmental consultants, home supply product retailers, community organizations, non-profit organizations, local government agencies, and others. These resources address best practices for making homes healthy during disaster response and recovery. Many natural disasters create hazards that impact home and families; these include water damage, fire, the release of mold, asbestos and other indoor air pollutants, and unsafe physical conditions that can cause injury through trips and falls. Addressing these issues is part of the OLHCHH’s overall mission and goals. Our purpose for making resources available to consumers and stakeholders is to provide evidence-based best practices and consistent messaging for preventing hazards in the home before a disaster, and safely responding and rebuilding the home after a disaster. OLHCHH provides a broad range of disaster recovery responders and survivors with access to the resources through a dedicated web page on the OLHCHH web site, [www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes).

OLHCHH held a Healthy Homes Disaster Recovery Workshop in February of 2015 to gain insight into the disaster response community and to identify the best methods of message delivery for the materials that were being produced. About 80 attendees from state and local health organizations, the American Red Cross, FEMA’s Ready.gov team, CDC, EPA, HUD, OSHA, and USDA, and 30 webinar participants provided valuable feedback regarding best practices in reaching survivors and on how their agencies and organizations work together. Facilitators worked through topics that OLHCHH had identified to help develop a consistent and integrated message regarding home and health related hazards that appear after a natural disaster. Such topics as mold, radon, lead, asbestos, safety, education, social media and mobile applications were discussed by small groups and the feedback from the diverse audience was captured by the facilitator.

The participants from the workshop indicated that both digital messaging and “hard copy” publications were effective means of outreach to the increasingly diverse categories of survivors seeking information on addressing disaster-related housing-related health and safety hazards. Electronic methods are also cost effective. OLHCHH will primarily offer digital media and publication downloads through electronic sources.

A Partnership with Federal Emergency Management Administration (FEMA) has been established as a first line message delivery collaboration. Representatives from FEMA’s Disaster Recovery Center (DRC) organizing office have vetted the publications and made them available to the DRC regional contacts on request through an internal FEMA website. In addition, the DRC regional contacts have been sent a “Disaster and Healthy Home Tool Kit, sample copies of publications, and a DVD with the disaster videos for use at the DRC locations.

The goal for these OLHCHH Disaster Recovery Resources is to provide healthy homes information and insights through established responding agencies, both public and private, and to encourage their use in the disaster response and recovery situation. The intention is not to replace existing materials but to provide updated material with current best practices in healthy home principles with the hope that the key messages on healthy home practices will be embedded in all new materials being used to assist disaster survivors.

The following catalog of resources and descriptions is provided to guide disaster recovery and response stakeholders to the most appropriate resources that OLHCHH has to offer related to the disaster type, media available, and survivor need. Any questions regarding the content, use and availability of these materials should be directed to the OLHCHH's outreach and marketing team listed on the next page.

The outreach and marketing team would like to express a special thank you to partners at the Federal Emergency Management Agency (FEMA) and the American Red Cross for the extensive review and support of these materials.

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U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-3000

OFFICE OF LEAD HAZARD CONTROL  
AND HEALTHY HOMES

October 1, 2015

To the Disaster Response and Recovery Community:

The Office of Lead Hazard Control and Healthy Homes (OLHCHH) would like to extend our personal thanks and acknowledgement for the serious and dedicated work the disaster response and recovery community tirelessly provide to protect and assist disaster survivors in your neighborhoods. Natural disasters and extreme weather can strike at any time and often leave families scared, injured and too many times homeless, even if for only a brief period. We have learned so much about disaster response activities and survivor needs from the federal agency collaborations developed to support the materials provided in this Healthy Homes Disaster Response and Recovery Tool Kit.

Our office has worked diligently over the last year to prepare resources to assist volunteer agencies and survivors in returning to storm damaged homes in the safest way possible. These resources purposefully integrate and emphasize healthy home standards and principals into disaster education and outreach materials. We hope that you find these resources an added value to your current agency response process. We encourage you to adopt healthy home messages in your current disaster response and recovery efforts and to utilize the resources we have to offer through our office website and field staff representatives across the nation.

Thank you for all of your efforts and personal sacrifice in assisting each family impacted by disaster events. We are proud to be connected to your efforts; one home at a time.

Sincerely,

A handwritten signature in black ink, appearing to be "Scott Brown", written over a horizontal line.

Director

# Field Staff Resources

OLHCHH has physical resources across the nation who can provide guidance and topic expertise for a wide variety of healthy homes standards and best practices. Collaborative partnerships with disaster response and recovery stakeholder agencies are encouraged at a regional and local level. Please consider contacting the nearest representative to establish these relationships for your community needs. Field Staff members are physically stationed at the following HUD offices:

Martin Nee	Boston, MA
Sue Horowitz	New York, NY
Ed Thomas	Philadelphia, PA
Mike McGreevy	Richmond, VA
Paul Diegelman	Cleveland, OH
Jonnette Simmons	Atlanta, GA
Eileen Carroll	Atlanta, GA
Abby Hugill	Denver, CO
Karen Griego	Albuquerque, NM

Region	OHLHC Field Representative	Contact Information
Region 1, MA, ME, NH, VT CT & RI	Martin Nee	<a href="mailto:Martin.j.nee@hud.gov">Martin.j.nee@hud.gov</a> Office Telephone 617-994-8372
Region 2, NY & NJ	Sue Horowitz	<a href="mailto:Susan.I.Horowitz@hud.gov">Susan.I.Horowitz@hud.gov</a> Office Telephone 212-542-7411
Region 3, DE, MD, PA & DC	Ed Thomas	<a href="mailto:Edward.A.Thomas@hud.gov">Edward.A.Thomas@hud.gov</a> Office Telephone 215-861-7670
Region 3, VA & WV	Mike McGreevy	<a href="mailto:Michael.B.Mcgreevy@hud.gov">Michael.B.Mcgreevy@hud.gov</a> Office Telephone 804-822-4832
Region 4, GA, NC, SC, FL, TN, KY, AL & MS (Puerto Rico/US VI)	Jonnette Simmons	<a href="mailto:Jonnette.G.Hawkins@hud.gov">Jonnette.G.Hawkins@hud.gov</a> Office Telephone 678-732-2625
Region 5, OH, IL, IN & MI	Paul Diegelman	<a href="mailto:Paul.H.Diegelman@hud.gov">Paul.H.Diegelman@hud.gov</a> Office Telephone 216-522-4058 x7656
Region 5, MN & WI	Abby Hugill	<a href="mailto:abby.d.hugill@hud.gov">abby.d.hugill@hud.gov</a> Office Telephone 303-672-5165
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Region 7, MO, KS, NE & IA	Eileen Carroll	<a href="mailto:Eileen.B.Carroll@hud.gov">Eileen.B.Carroll@hud.gov</a> 678-732-2949
Region 8, CO, UT, ND, SD, MT & WY	Abby Hugill	<a href="mailto:abby.d.hugill@hud.gov">abby.d.hugill@hud.gov</a> Office Telephone 303-672-5165
Region 9, CA, HI, AZ & NV	Karen Griego	<a href="mailto:Karen.M.Griego@hud.gov">Karen.M.Griego@hud.gov</a> Office Telephone 505-346-6462
Region 10, ID, WA, OR & AK	Karen Griego	<a href="mailto:Karen.M.Griego@hud.gov">Karen.M.Griego@hud.gov</a> Office Telephone 505-346-6462

# Healthy Homes Disaster Response and Recovery Website

[www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes)



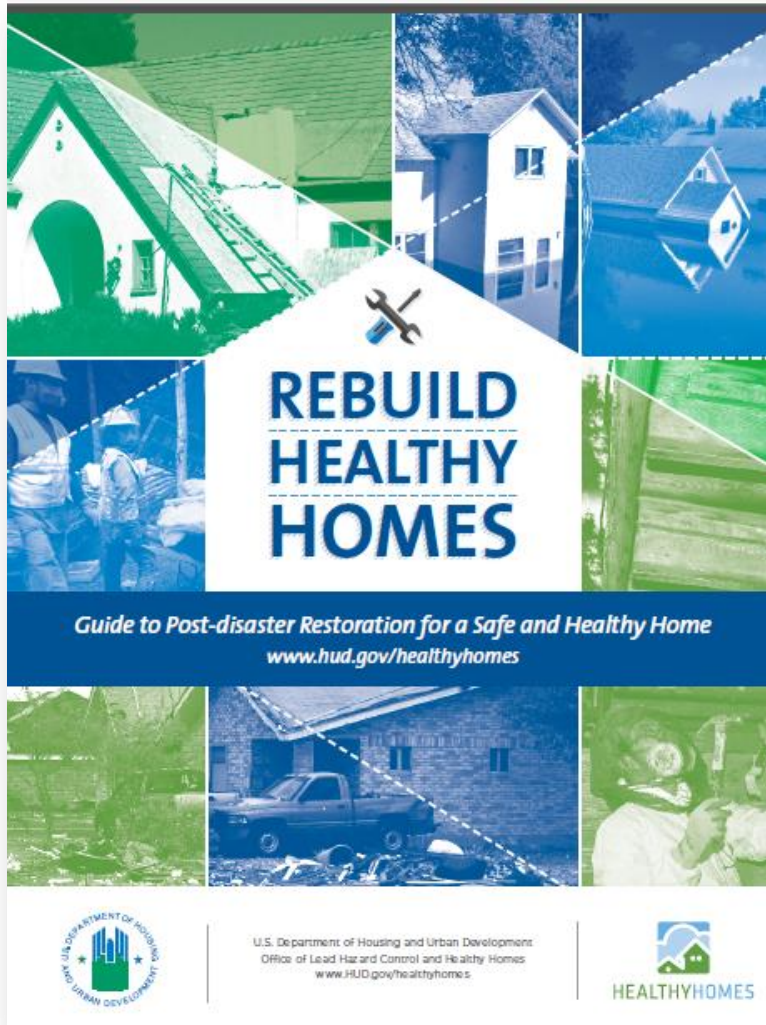
The dedicated web page for disaster response and recovery resources is a new addition to our website. All OLHCHH resources for disaster survivors and responders can be found through this site. The page has multiple tool bars for easy navigation and a search feature to find specific items.

The web page intentionally highlights the REBUILD publication which is the *flagship* resource provided by OLHCHH. The REBUILD App is an extension of the publication that allows the majority of the content to be accessed from a mobile device.

Information by hazard can be easily accessed for those viewers needing a more basic introduction to healthy home topics while featured disaster resources such as the Rebuild App and Disaster Recovery Videos are a point and click away. All OLHCHH disaster response and recovery publications can be downloaded directly from the website allowing easy print and sharing.

The screenshot shows the HUD.gov website interface. At the top, it displays the HUD logo and navigation links. The main content area is titled "Disaster Recovery" and features several hazard-specific sections: Mold, Lead Paint, Asbestos, Drinking Water, and Indoor/Outdoor Hazards. Each section includes a brief description and a "Learn More" link. A "Photos & Video" section at the bottom shows thumbnails for "HUD Employees Support Hurricane Sandy Recovery Efforts" and "Lead-Free Oil". A sidebar on the right contains "Featured News" and "Resources and Publications".

# REBUILD Healthy Homes



The REBUILD Healthy Homes resource is the flagship publication for OLHCHH Disaster Response and Recovery efforts to date. The extensive and thorough details provided in the pages were carefully vetted by disaster survivors and stakeholders. The materials include a variety of message delivery methods including Top 10 Lists, detailed pictures, “how to guides” and references and links to additional partner resources for a complete and holistic set of guidelines best practices to keep families and volunteers safe after disasters occur. The intended audience for the REBUILD content includes homeowners, volunteers and other workers who restore damaged homes.

The REBUILD App is an extension of the diverse publication content through a mobile device. The mobile app allows the resources to immediately available in the field when survivors and volunteers are returning to homes after a storm when paper resources are less likely to be immediately available as references. The app is available to both iPhone and Android devices and can also be a preferred method of accessing information for a growing population preferring smart phone resources.





# Healthy Homes Disaster Recovery and Response Videos

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Featured on the dedicated Disaster Recovery and Response OLHCHH web page are three videos to guide disaster survivors back into a safe and healthy home. The topics are designed to cover issues that pose the highest safety risks related to healthy home hazards but are presented in different levels of detail to support the different levels of readiness to learn about the information. A general safety and overview of potential hazards occurring in a home after a disaster are available in “Restoring Your Home After a Natural Disaster.” Detailed videos that focus on flood damage and resulting mold are also great resources and cover the most common healthy home hazards occurring after disasters and other extreme weather conditions. The videos feature most important steps to take to keep families and volunteers safe when cleaning and preparing to return to the home after disasters.

- Restoring Your Home After a Natural Disaster
- Returning to Your Flood Damage Home
- Addressing Mold after a Natural Disaster

**Videos can be viewed at:**

[www.youtube.com/user/HUDchannel](http://www.youtube.com/user/HUDchannel)

and

[www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes)



# OLHCHH Disaster Response and Recovery Resources

## Links

The key tag and wallet card is a tool is designed for distribution at shelters and Disaster Recovery Centers (DRC). The key tag acts as a link to the resources through a QR code, direct website link and our official mailing address. The card separates creating two separate reference tools. The cards are recommended to be used as a key chain and wallet quick reference. These cards are exclusively made available to the Federal Emergency Management Administration (FEMA). The cards are an effort to strengthen the collaboration between the agencies and are provided to DRC regional contacts directly for dissemination to effected communities during disasters.



A QR code was created to apply to materials for a quick reference to the dedicated web page. It is included in the publications and the key tag and wallet card. This QR code can be utilized through a smart phone and any QR reader app. Once the code is read by the QR reader app the user is taken directly to the dedicated OLHCHH Disaster Recovery and Response web page.



# Top 10 Tips

## for Rebuilding Healthy Homes After a Disaster

The U.S. Department of Housing and Urban Development offers the following tips to restore damaged homes, in a way that puts people first. Please use this important checklist only after the proper authorities have given the “okay” to return to your damaged property. This information applies to anyone - families, individuals, volunteers, contractors, and all those helping in disaster recovery! In the meantime, act NOW to prepare in advance and be ready for a natural disaster. Visit [www.ready.gov](http://www.ready.gov).

1. **Remind yourself often to put people before property!** Make safety your top priority.
2. **Wear personal protective equipment (PPE)**, including protective clothing and a NIOSH-approved respirator, every time you set foot in a damaged or moldy building.
3. **Assess structural stability and hidden hazards** before you enter. A professional inspection may be needed.
4. **Prepare a plan** for site work (supplies and methods), **make a map** (disposal and clean-up site layout), and **review** insurance policies and disaster assistance resources.
5. **Go slow** when pumping out water, then **act fast** to dry out and remove mold. Read, copy and share the *DIY Mold Removal Guidelines* sheet from the *Rebuild Healthy Homes* guidebook.
6. **Always remove wet insulation and foam padding**, even if the surface looks dry and clean.
7. **Assume lead-based paint and asbestos** are in homes built before 1978 (unless verified not present). Be mindful that disturbing such materials increases the hazard.
8. **Control dust, capture debris and contain contaminants** – with wet methods, drop cloths, debris bags, HEPA vacuums and workers trained in safe work practices.
9. **Check credentials** and hire only licensed and insured contractors, Lead-Safe Certified Renovators and certified asbestos professionals. Examine qualifications of mold remediation, fire and water damage restoration and other professionals. Check with your local contractor licensing agency, permit office and health department for requirements and lists.
10. **Restore for more than before!** Install hazard-resistant materials, connectors and building systems. Include energy-saving and **healthy home improvements**.



U.S. Department of Housing and Urban Development  
Office of Lead Hazard Control and Healthy Homes  
[www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes)

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# HUD Disaster Recovery Resources

The materials below can be downloaded from [www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes)  
(Search OLHCHH Disaster Recovery)

## NEW Online Resources (free to view or download)



**Rebuild Healthy Homes - A Guide to Post-Disaster Restoration for a Safe and Healthy Home**



**Consumer Tips for Post-Disaster Restoration – Getting Back to a Healthy Home**



**Guide for Team Leaders to Help Disaster Victims Get Back to a Healthy Home**



**Important Information for Volunteers in Helping Disaster Victims Get Back to a Healthy Home**

### AVAILABLE NOW

#### Rebuild Healthy Homes App

This app brings the wealth of practical how-to guidance from the *Rebuild Healthy Homes* guidebook to your mobile device for handy use - both before your return to your damaged home, and during the restoration process. Download it now to be ready when disaster strikes!



### Videos

- 🏠 Restoring Your Home After a Natural Disaster
- 🏠 Returning to Your Flood Damage Home
- 🏠 Addressing Mold After a Natural Disaster

Videos can be viewed at:  
[www.youtube.com/user/HUDchannel](http://www.youtube.com/user/HUDchannel)



# HUM Recursos para recuperación en caso de catástrofe

Los materiales a continuación se pueden descargar de  
[www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes)  
(Busque Recuperación en caso de catástrofe de la OLHCHH)

## NUEVOS recursos en línea (se pueden ver y descargar gratis)



Reconstruir viviendas saludables: Guía para la restauración después de una catástrofe para una vivienda segura y saludable



Consejos para el consumidor para la restauración después de una catástrofe: Regresar a una vivienda saludable



Guía para líderes de grupo para ayudar a las víctimas de una catástrofe a regresar a una vivienda saludable



Información importante para voluntarios sobre cómo ayudar a las víctimas de una catástrofe a regresar a una vivienda saludable

### DISPONIBLE AHORA

#### Aplicación Reconstruir viviendas saludables

Esta aplicación trae la riqueza del práctico manual de instrucciones de la guía Reconstruir viviendas saludables a su dispositivo móvil para un uso práctico, antes de que usted regrese a su vivienda dañada y durante el proceso de restauración. ¡Descárguela ahora para estar preparado cuando ocurra una catástrofe!



### Videos

- 🏠 Restaurar su vivienda después de una catástrofe natural
- 🏠 Regresar a su vivienda dañada por inundación
- 🏠 Tratar el moho después de una catástrofe natural

Los videos se pueden ver en  
[www.youtube.com/user/HUDchannel](http://www.youtube.com/user/HUDchannel)



Lado 2

# Los diez mejores consejos

## para reconstruir viviendas saludables después de una catástrofe

El Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos ofrece los siguientes consejos para restaurar viviendas dañadas, de una manera que pone a la gente primero. Utilice esta importante lista de verificación solo después de que las autoridades correspondientes le hayan dado el «visto bueno» para regresar a su vivienda dañada. ¡La información se aplica a cualquier persona: familias, individuos, voluntarios, contratistas y a todos aquellos que ayuden en la recuperación en caso de una catástrofe! Mientras tanto, actúe AHORA para prepararse con antelación y estar listo para una catástrofe natural. Visite [www.ready.gov](http://www.ready.gov).

1. ¡Recuérdese a menudo **de poner a la gente antes que a los bienes!** Haga de la seguridad su prioridad principal.
2. **Use equipo de protección personal (EPP)**, incluso ropa de protección y un respirador aprobado por el NIOSH, cada vez que ingrese a un edificio dañado o enmohecido.
3. **Evalúe** la estabilidad estructural y los riesgos ocultos antes de ingresar. Es posible que sea necesaria una inspección profesional.
4. **Elabore un plan** para el trabajo en el sitio (provisiones y métodos), **haga un mapa** (diseño del sitio para desecho y limpieza) y **estudie** las pólizas de seguro y los recursos de ayuda en caso de catástrofe.
5. **Vaya despacio** cuando saque el agua con una bomba, luego **actúe rápido** para secar y eliminar el moho. Lea, copie y comparta la hoja de *HUM Directrices para la eliminación de moho de la guía Reconstruir viviendas saludables*.
6. **Quite siempre el aislamiento mojado y el relleno de espuma**, incluso si la superficie se ve seca y limpia.
7. **Assuma que la pintura a base de plomo y los asbestos** se encuentran en viviendas construidas antes de 1978 (a menos que se verifique su ausencia). Sea consciente de que alterar dichos materiales aumenta el riesgo.
8. **Controle el polvo, recoja los escombros y contenga los contaminantes** con métodos húmedos, lonas protectoras, bolsas para escombros, aspiradoras HEPA y trabajadores capacitados en prácticas de trabajo seguras.
9. **Verifique las credenciales** y contrate solo contratistas habilitados y asegurados y profesionales certificados en renovadores sin plomo y en asbestos. Examine los títulos de los profesionales en remediación de moho, restauración de daños por incendio y agua y de otros profesionales. Compruebe en la agencia local que otorga licencias a contratistas, la oficina de permisos y el departamento de sanidad los requisitos y las listas.
10. **¡Restaure para más que antes!** Instale materiales, conectores y sistemas de construcción resistentes a los riesgos. **Incluya mejoras que ahorren energía y brinden una vivienda saludable.**



Departamento de Vivienda y Desarrollo Urbano de los EE. UU.  
Oficina de Control de Riesgo de Plomo y Viviendas Saludables  
[www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes)



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# HUD Healthy Homes Disaster Publications Quick Reference



## Quick View

## Link to Website and Description

## Intended Audience



### [Rebuild Healthy Homes](#)

For homeowners, volunteers and other workers who restore damaged homes. It includes how-to methods, tips and improvement ideas for safe and healthy restorations.

Consumer, Volunteer, Disaster Responder, Team Leaders/Trainers and Stakeholders



### [Consumer Tips](#)

Homeowner and contractor guidance on hazards affecting renovations and repair following a disaster.

Consumer



### [Guide for Team Leaders](#)

For team leaders, project managers and supervisors who assist during disaster recovery. This guide will help them understand the key principles that make up a healthy home.

Team Leaders, Trainers and Volunteers



### [Important Information for Volunteers](#)

Information for volunteer workers during recovery and rebuilding after a natural disaster. This guide provides direction on how to be safe during recovery efforts.

Volunteers, Trainers and Stakeholders

[www.hud.gov/healthyhomes](http://www.hud.gov/healthyhomes)

