

Chester County Flood Recovery Guide



County of Chester
West Chester, PA 19380

2018

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Introduction

Although floodwaters may be down in some areas, many dangers still exist. In the days ahead, remember:

- Municipalities and the County of Chester will be communicating with the public through Ready Chesco. Sign-up today at readychesco.org.
- The Chester County Department of Emergency Services (DES) will regularly be providing updates on social media sites:
 - Chester County DES Facebook: facebook.com/CCDES/
 - Chester County DES Twitter: twitter.com/ccdes
- Keep listening to the radio or watching the television for news about what to do, where to go, or places to avoid.
- Beware of structural damage before re-entering your home as well as other hazards within your home.
- Have your policy number, a list of damaged or lost items, along with photos of damaged property ready to file your flood insurance claim with your agent.
- Ensure you take the proper steps to clean up flood damage.

Physical Safety

Turn Around Don't Drown®

Turn Around Don't Drown®. *If you cannot see the road or its line markings, do not drive through the water. Depth of water and how fast it is moving is unknown.*

There is still the chance for roads to be flooded, even after the rain has stopped. As water depth increases or a greater area is exposed to moving water the force of water is greater.

As little as one foot of water can move most cars off the road and just six inches of fast-moving water can sweep a person off his/her feet. Once swept downstream, a vehicle will often roll to one side or perhaps flip over entirely.

The best practice is to stay out of flooded roadways. Turn Around Don't Drown®

Source: Federal Emergency Management Agency

Road Conditions

- Do not drive around highway barriers and road closed signs even if flood waters have receded. The roadway and bridges may have been damaged during flooding. Until PennDOT inspectors take a look, you cannot assume the roadway is safe to use.
- Be aware that there will be many detours and delays in the weeks ahead as crews repair damaged roadways, bridges and other transportation infrastructure. Please be patient and allow extra travel time in flood-damaged areas and slow down to keep road crews and fellow motorists safe.
- Do not put yourself in harm's way by visiting damaged sections of roadway for sightseeing or picture taking. Not only do you endanger yourself, you can delay workers from making much-needed repairs.
- Avoid walking or driving through floodwaters.
- If you must walk or drive in areas that have been flooded –
 - Stay on firm ground. Moving water only 6 inches deep can sweep you off your feet.
 - Standing water may be electrically charged from underground or downed power lines.
 - Flooding may have caused familiar places to change.
 - Floodwaters often erode roads and walkways.
 - Flood debris may hide animals and broken bottles, and it is also very slippery.

Source: Federal Emergency Management Agency

General Health

Flood waters may be contaminated with microorganisms such as bacteria, or contaminants from sewage, heating oil, agricultural or industrial waste, chemicals as well

as other substances that can cause serious illness. These contaminants can impact items that they come in contact with, such as carpets, stored food, and residential drinking water wells.

In particular, water from wells may not be safe to drink, cook or clean with after a flood. When a well is inundated by flooding, the flood water and contaminants it carries can seep into the well around the lid and casing and contaminate the water in the well.

Avoid Recreational Contact with Flood Waters

- Avoid **recreational contact with flood waters** due to the unknown amount of raw sewage and waste chemicals that may be present. This applies to both surface waterways and standing surface water remaining from the flood.
- To protect the health and safety of all residents, the Health Department recommends:
 - No boating or rowing.
 - No swimming, wading, or contact with the water.
 - No fishing or consumption of fish caught in these waters.

Chester County Health Department General Message

The Chester County Health Department offers important information to help Chester County residents stay safe and healthy during the potential flooding. Please visit chesco.org/health for health and safety information that will help you and your family stay safe over the next few days.

Information includes:

- [Flooded Private Water Supplies](#)
- [Sewage Overflow Recommendations - en Español](#)
- [Flooding in Chester County Food Facilities - en Espanol](#)
- [Food Safety during a Flood or Power Outage](#)
- [Well Disinfectant Procedure - en Español](#)
- [How to Properly Dispose of Medications](#)
- [Information on Molds](#)
- [Carbon Monoxide and Generators \(Video\)](#)
- [Hurricane and Flood Recovery](#)

Mental and Emotional Health

Understand Disaster Events

The emotional toll that disaster brings can sometimes be even more devastating than the financial strains of damage and loss of home, business, or personal property.

- To protect the health and safety of all residents, the Health Department recommends:
- Everyone who sees or experiences a disaster is affected by it in some way.
- It is normal to feel anxious about your own safety and that of your family and close friends.
- Profound sadness, grief, and anger are normal reactions to an abnormal event.
- Acknowledging your feelings helps you recover.
- Focusing on your strengths and abilities helps you heal.
- Accepting help from community programs and resources is healthy.
- Everyone has different needs and different ways of coping.
- It is common to want to strike back at people who have caused great pain.

Children and older adults are of special concern in the aftermath of disasters. Even individuals who experience a disaster “second hand” through exposure to extensive media coverage can be affected.

Recognize Signs of Disaster-Related Stress

Seek counseling if you or a family member is experiencing disaster-caused stress. When adults have the following signs, they might need crisis counseling or stress management assistance:

- Difficulty communicating thoughts.
- Difficulty sleeping.
- Difficulty maintaining balance in their lives.
- Low threshold of frustration.
- Increased use of drugs/alcohol.
- Limited attention span.
- Poor work performance.
- Headaches/stomach problems.
- Colds or flu-like symptoms.
- Disorientation or confusion.
- Difficulty concentrating.
- Reluctance to leave home.
- Depression, sadness.
- Feelings of hopelessness.
- Mood-swings and easy bouts of crying.
- Overwhelming guilt and self-doubt.

- Tunnel vision/muffled hearing.
- Fear of crowds, strangers, or being alone.

Easing Disaster-Caused Stress

Talk to someone and seek professional help for disaster-caused stress. The following are ways to ease post-disaster stress:

- Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult.
- Seek help from professional counselors who deal with post-disaster stress.
- Do not hold yourself responsible for the disastrous event or be frustrated because you feel you cannot help directly in the rescue work.
- Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, relaxation, and meditation.
- Maintain a normal family and daily routine, limiting demanding responsibilities on yourself and your family.
- Spend time with family and friends.
- Participate in memorials.
- Use existing support groups of family, friends, and religious institutions.

Contact local faith-based organizations, voluntary agencies, or professional counselors for counseling. The Chester County Department of Mental Health/Intellectual and Developmental Disabilities has three services maps; one providing information for children, two others for individuals with mental illness and/or intellectual disabilities, available at chesco.org/615/Mental-HealthIntellectual-Dev-Disabiliti to help individual navigate services in Chester County. If a person is experiencing a mental health crisis, contact Valley Creek Crisis Center at 610-280-3270 or Toll free at 1-877-918-2100.

The SAMHSA Disaster Distress Helpline is a national hotline dedicated to providing year-round immediate crisis counseling for individuals experiencing emotional distress related to any natural or human-caused disaster. Call **1-800-985-5990** or text **TalkWithUs to 66746** to connect with a trained SAMHSA crisis counselor.

Source: Federal Emergency Management Agency and Substance Abuse and Mental Health Services Administration

Special Considerations That May Apply to Individuals with Disabilities or Access and Functional Needs

- Older persons and/or their families who are experiencing care-giving needs, or care givers who are unable to provide services while recovering from flooding, should contact the Chester County Department of Aging Services.
- Individuals with disabilities or access and functional needs receiving services through the Pennsylvania or Chester County Department of Human Services should contact their service coordination agency with any concerns or disruptions to services and identify needed medical equipment or supplies.

2-1-1 SEPA

2-1-1 SEPA is part of the national 2-1-1 Call Centers initiative that seeks to provide an easy-to-remember telephone number, chat, text, and a web resource for finding health and human services– for everyday needs and in crisis situations.

Every day, highly trained 2-1-1 call specialists provide referrals to:

- Basic Human Needs Resources: food banks, shelters, rent and utility payment assistance
- Physical and Mental Health Resources: crisis intervention services, support groups, counseling
- Employment Support: financial assistance, job training, education programs
- Support for Older Adults and Persons with Disabilities: home-delivered meals, transportation, health care
- Youth and Child Care Programs: after school programs, summer camps, mentoring, protection services
- Regional Disaster Preparation

With one phone number, callers gain free, confidential access to thousands of programs and services that can help improve the quality of their lives. Help is available 24 hours a day, seven days a week by calling 2-1-1 (or 1-866-964-7922). TTY and language services are available in more than 170 languages and dialects.

Chester County Community Resources

The Chester County Department of Human Services provides information of available community resources on their website chesco.org/226/Human-Services.

- ReferWeb is a search engine provided by the Chester County Department of Human Services that allows people to search for health and human services available to Chester County residents of any age. <http://www.referweb.net/chesco/>
- The *Chester County Community Resource Guide* is a printable health and human services resource guide.

Food Safety

- **When in doubt, throw it out!**
- Discard any food that is not in a waterproof container if there is any chance that it has come into contact with flood waters.
 - Containers that are NOT WATERPROOF include:
 - Screw-caps
 - Snap-caps
 - Pull tops
 - Crimped Caps
 - Discard any cardboard juice/milk/baby formula boxes and home canned foods if they have come in contact with flood water, because they cannot be effectively cleaned and sanitized.
 - Inspect canned foods and discard any food in damaged cans.
 - Discard wooden cutting boards, plastic utensils, baby bottle nipples and pacifiers.
- All-metal cans and flexible metal/plastic laminate pouches can be saved if the following is done:
 - Remove the labels, if they are the removable kind, since they can harbor dirt and bacteria
 - NOTE:** Take note of the contents and expiration date before discarding label.
 - Brush or wipe away any dirt or silt.

- Thoroughly wash the cans or pouches with soap and water, using hot water if it is available.
- Rinse the cans or pouches with water that is safe for drinking, if available, since dirt or residual soap will reduce the effectiveness of chlorine sanitation.
- Then, sanitize them by immersion in one of the two following ways:
 - Place in water and allow the water to come to a boil and continue boiling for 2 minutes, or
 - Place in a freshly made solution consisting of 1 tablespoon of unscented, liquid chlorine bleach per gallon of drinking water (or the cleanest, clearest water available) for 15 minutes.
- Air-dry cans or pouches for a minimum of 1 hour before opening or storing.
- If the labels were removable, then re-label your cans or pouches, including the expiration date (if available), with a marker.
- Food in reconditioned cans or pouches should be used as soon as possible, thereafter.
- Any concentrated baby formula in reconditioned, all-metal containers must be diluted with clean, drinking water.
- Thoroughly wash all metal pans, ceramic dishes, and utensils that came in contact with flooded water with hot soapy water and sanitize by boiling them in clean water or by immersing them for 15 minutes in a solution of 1 tablespoon of unscented, liquid chlorine bleach per gallon of drinking water.
- Use bottled water that has not been exposed to flooded waters. If bottled water is not available tap water can be boiled.
- Power outages will often occur when there is flooding. If electricity at your home has been off for long periods of time, throw away perishable foods (like meat, poultry, fish, eggs, leftovers, etc.) that have been above 40 degrees for two hours or more.

Source: Chester County Health Department and U.S. Department of Agriculture

Water Safety

Sewage Overflow Caused by Flood Waters

- If sewage from your home is running into the road or onto properties other than your own, and you are connected to public sewer, inform your local municipality (or sewer service provider) as soon as possible.
- If sewage is running into a stream notify your municipality and call the Department of Environmental Protection's 24 hour emergency number 484-250-5900.
- If sewage is backing up into your home or basement your first priority is to get the sewage out of the home. Use a sump pump or other means to get the sewage out. As soon as the sewage has been removed, call a plumber as soon as possible to have the system repaired.
- If connected to a public sewage and sewage is backing up call your municipality (or sewer service provider) immediately.
- For more information call the Health Department at 610-344-6526.

Public Drinking Water

- Visit the web site of your water utility to see if they have posted a "boil water advisory" or they advise that you to use bottled water.
 - Follow boil water advisories exactly to safely disinfect tap water before using it. Boiled or bottled water should be used for drinking, cooking, food preparation, dishwashing, making ice and coffee, mixing baby formula and brushing teeth.
- If you are worried about the safety of your drinking water the USDA recommends:
 - Use bottled water that has not be exposed to flood waters if it is available
 - If you don't have bottled water:
 - **Boil water** to make sure it is safe. Boil for 2-5 minutes, let it cool before storing it in clean containers
 - If you can't boil water, you can **disinfect it using household bleach**. Bleach will kill some, but not all, types of disease-causing organisms that may be in the water. If the water is cloudy, filter it through a clean cloth or allow it to settle, and draw off the clear water for disinfection. Add **1/8 teaspoon (or 8 drops)** of regular, unscented, liquid household bleach **for**

each gallon of water, stir it well and let it stand for 30 minutes before you use it. Store disinfected water in clean containers with covers.

Private, Residential Water Wells

- Wells under flood waters **pose a serious public health threat** due to the potential for contamination.
- Wells should not be used if they are or have been submerged by flood waters until they have been tested.
- Chester County Health Department recommends:
 - Do not drink the water from your well. Use bottled water instead.
 - If you **MUST** use water from your well boil for 2-5 minutes, allow to cool sufficiently before using to avoid scalding.
 - Do not use untreated well water for washing, bathing, oral hygiene or ice-making.
 - After water has receded, inspect the well lid and casing for damage. If there is damage contact a well drilling contractor and continue to drink bottled water.
 - Contact a well drilling or plumbing contractor and have your well disinfected by chlorination. It is recommended to have wells disinfected by a well or pump contractor because it is difficult for a private owner to thoroughly disinfect the well.
 - If you choose to disinfect the well yourself, completely follow the instructions on disinfecting your water supply (end of packet) or find the instructions and list of certified water testing laboratories on the County Website chesco.org/957/Wells-and-Well-Water-Testing.
 - The well must stand unused for 8 to 24 hours once disinfection is complete. After that time, run the water until the chlorine is out of the system, per the instructions.
 - Wait several days after chlorination and have the water tested by list of certified water testing laboratory. Do not drink the water until it has been tested and shown to be suitable for consumption. A total coliform test is recommended.
 - For more information, call the Health Department at 610-344-6526

Source: Chester County Health Department

Well Water Disinfection Procedure

The following chlorination process is usually effective in treating bacterial contamination in well water. It takes time for chlorine to disinfect, so you will not be able to use your water supply for 12-24 hours. Do not drink the water or bathe with the water until the entire disinfection procedure has been completed. This process could be done overnight or on a day when no one is home.

Chlorination

1. Caution:
 - Keep children and pets away from chlorine and chlorinated water.
 - Protect eyes and skin from chlorine. Avoid contact during disinfection.
 - Strong chlorine solutions may damage rubber and polybutylene gaskets and fittings.
2. You will need the following items to complete this process:
 - chlorine test kit from a local pool supply store
 - 5-gallon plastic bucket
 - measuring cup
 - garden hose that will reach to the top of the well
 - ½ gallon or more of household chlorine bleach (½ gallon will effectively treat up to 200 feet of water in a 6" well casing)
 - clear glass
3. Bring all of the above materials to the well. Remove the well cap.
4. Add one cup of bleach to 2 gallons of water, stir, then pour this mixture into the well. Flush it gently around the sides of the well casing pipe in order to clean the inside of the casing. Repeat this process until you have mixed and poured all of the bleach solution into the well.
5. Turn on the garden hose and run water into the well for about 5 minutes. This will mix the bleach and run it into your water system.
6. Run some water from the hose into the clear glass. Put a drop or two of the chlorine test chemical into the glass. Repeat steps 5 and 6 until you see a yellow color (orange if the chlorine concentration is very strong) indicating the chlorine is in the water system. Turn off the hose and replace the well cap. Drain the garden hose because the chlorine can damage the rubber hose. If you have more than one

outside faucet, run water through all of them. As soon as chlorine is detected, turn faucets off. Be careful not to overtax a low-yielding well.

7. Flush the water lines in the house
 - Go into the house to the sink or tub that is furthest away from where the water supply line enters the house. This is often a second floor tub or sink.
 - Run the hot water until you detect chlorine using the test kit. (This may take a while).
 - Note:** Hot water is not hot enough to kill bacteria
 - Then run the cold water until you detect chlorine. This should only take a few minutes.
 - Turn off the sink faucet.
8. This process will disinfect the plumbing system in addition to the well water. Turn on all the faucets (including laundry tub, bathtub and shower) in the home one at a time, until you detect chlorine in both the hot and cold water. Once you detect chlorine in all the water, turn off all the faucets.
 - If you have an automatic icemaker, discard the ice in the bin and make a new batch of ice, which later you will also discard.
 - Run a complete cycle in the dishwasher with no dishes. Remove the supply hoses from the washing machine and flush out those lines as well.
 - Run a small amount of water out of your hot water heater.
 - Flush each toilet in the house once.
9. Now the water must not be used until the chlorine has done its job. This takes at least 12 to 24 hours.
10. After the chlorine has been in the system and the system has not been used for 12 to 24 hours (except to flush toilets) you are ready to flush it out of the well and your water system following the dechlorination process.

Dechlorination

1. Run water from your garden hose, out onto the ground.
 - Do not drain chlorinated water onto a lawn or garden.
 - Do not let chlorinated water reach a river, stream, pond or lake because chlorine can kill fish and other aquatic life.
 - Do not drain chlorinated water to storm drains as those drains connect directly to streams, not to treatment plants.

- Make sure that it will not run over your sewage absorption area (drainfield) or a neighboring absorption area, or form a puddle on a neighboring property.
 - Run the water through the hose at less than full flow, or turn off the hose every so often so you don't run your well dry.
 - Continue flushing through a hose or home faucets until the strong odor of chlorine gets weaker or is gone.
 - Then sample for chlorine until the test shows that there is no chlorine in the water. If you get an indication of chlorine, continue to run the hose until you no longer see any indication of chlorine left in the water. Be careful not to overtax low-yielding wells.
2. Run a complete cycle in the dishwasher with no dishes. Flush water through the supply hoses to the washing machine as described above.
 3. Flush all of the toilets once.
 4. Run all the faucets in the house for about a minute, starting with the faucet farthest from the pressure tank.

This should remove almost all of the remaining chlorine from the water system. You can now begin to use the water again.

Caution: Some people with sensitive skin or eyes will want to bathe or shower elsewhere, until all of the chlorine is out of the water system. This will vary depending on the well.

After you have completed this process you should have the water tested for bacteria, called a Total Coliform test, before drinking the water again to assure it is safe for consumption. If there are still coliform bacteria present (but much less than the previous sample) you may want to repeat the chlorination process. If chlorination has not significantly reduced the amount of coliform bacteria in your well water, you should consider installing a continuous disinfection device (ultraviolet light or chlorine injection system) or, if available, connect to public water.

For questions about this process or other well water quality concerns, contact the Health Department at 610-344-6526.

Cleaning Up and Repairing Your Home

General Clean-Up Information

Local officials will need to address the local physical human, environmental, and economic impacts. Contact your local municipality regarding damage as a result from the flood and debris removal.

Insurance Tips

• Homeowners/Flood Insurance

- Call your company or agent as soon as you are back into your home. Keep a diary of all of your conversations with your insurance company.
- Following floods that impact large areas, you may need to be patient and ask for a timeframe on when the insurance company's representative can view the damage and help you.
- In the meantime, take pictures of the damage and secure the problems so further damage does not occur. Do not make any permanent repairs until your carrier says you can.
- Keep all receipts. Be aware that multiple claims in a short time frame could result in a premium increase, so consider taking care of minor repairs on your own.
- Avoid contractor scams and anyone who may knock on your door to help you with your clean-up or claims.
 - Get more than one bid from contractors and ask for references.
 - Ask for proof of necessary licenses, building permits, insurance and bonding.
 - Record the contractor's license plate and driver's license number.
 - Never pay upfront for the entire job. You can always go with the contractor and pay for supplies directly.
- Flood damage to your vehicle is covered under your auto insurance policy if you have "comprehensive" coverage.
- If the first offer made by the insurance company does not meet your expectations, be prepared to negotiate. If you believe you are being treated unfairly, call the Pennsylvania Insurance Department at 1-877-881-6388.

Flood Cleanup

After flood water recede, stay safe and healthy during cleanup, and avoid injuries and illness from hazards after the flood.

- Keep children and pets out of the affected area until cleanup has been completed.
- It's best to wear protective clothing, such as gloves, rubber boots, goggles and face mask (such as a N95 respirator), during the cleanup.
- Wear protective clothing and gear (for example, a respirator if needed) when handling hazardous materials. Wash skin that may have come in contact with hazardous chemicals.
- Contact CCHD if you are not sure about how to handle or get rid of hazardous materials.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.

Pace yourself and get support

- Be alert to physical and emotional exhaustion or strain.
- Set priorities for cleanup tasks, and pace the work.
- Try not to work alone. Don't get exhausted.
- Ask your family members, friends, or professionals for support.
- If needed, seek professional help.

Avoid Electrocutation and electrical/fire hazards

- NEVER touch a fallen power line. Call the power company to report fallen power lines. Avoid contact with overhead power lines during cleanup and other activities.
- Once inside a flood-ravaged building, turn off the gas and electricity.
- If electrical circuits and equipment have gotten wet or are in or near water, turn off the power at the main breaker or fuse on the service panel.
- Wear rubber-soled shoes or boots and rubber gloves and turn off the main switch using a piece of rubber, plastic or dry wood while standing on a dry board to avoid electrocution.
- Do not turn the power back on until electrical equipment has been inspected by a qualified electrician.

- Do not burn candles near flammable items or leave the candle unattended. If possible, use flashlights or other battery-operated lights instead of candles. Once inside a flood-ravaged building, turn off the gas and electricity.

Avoid unstable buildings and structures

- Stay away from damaged buildings or structures until they have been examined and certified as safe by a building inspector or other government authority.
- Leave immediately if you hear shifting or unusual noises that signal that the structure is about to fall.
- Wear rubber-soled shoes or boots and rubber gloves and turn off the main switch using a piece of rubber, plastic or dry wood while standing on a dry board to avoid electrocution.

Treat wounds immediately

- Clean out all open wounds and cuts with soap and clean water.
- Apply an antibiotic ointment.
- Contact a doctor to find out whether more treatment is needed (such as a tetanus shot).
- If a wound gets red, swells, or drains, seek immediate medical attention.

Wash your hands periodically during the cleanup

- Use soap and warm water to wash your hands.
- If water isn't available, you can use alcohol-based products made for washing hands.

Wear protective gear for cleanup work

- Wear protective gear - hard hats, goggles, heavy work gloves, and watertight boots with steel toes and insoles (not just steel shank).
- Wear earplugs or protective headphones to reduce risk from equipment noise.

Source: Federal Emergency Management Agency

Mold

- Mold and mildew are general terms used to describe kinds of harmful fungus that can form in walls, flooring and other areas of buildings that have been flooded. There are hundreds of different types of molds that vary in color and appearance.
- Mold grows in damp or wet areas indoors.
- While many people are not sensitive to mold, those who are may experience eye, nose, throat or skin irritation, runny nose, cough, chest tightness, headache or fatigue.
- People with mold allergies may have more severe reactions.
- For people with asthma, mold can lead to asthma symptoms such as shortness of breath, chest tightness, wheezing, or even trigger an asthma attack.
- Over time mold destroys things they grow on.
- To prevent damage and to save money you should eliminate mold growth after floods.

Prevent Mold Growth Following Floods

- To limit potential mold growth
 - Stop the source of leak or flooding.
 - Move wet items to a dry, well-ventilated area or place them outdoors to speed dry.
 - **When water leaks or spills occur indoors - ACT QUICKLY. If wet or damp materials or areas are dried 24-48 hours after a leak or spill happens, mold will most likely not grow**
 - Remove excess water with mops or wet vacuum.
 - Run a dehumidifier to remove moisture from the air.
- Renters should report all plumbing leaks and moisture problems immediately to their building managers

Cleaning Up Mold After A Flood

If there is mold growth in your home you will need to clean up the mold and fix the water problem.

- First, determine the size of the area where the mold is present.

- If the molded area is roughly 10 square feet (about 3ft x 3ft), this may be a job you can handle yourself with proper personal protection equipment. Some ways to properly protect yourself and remove mold from surfaces and/or fixtures are:
- Wear gloves and eye protection when using disinfectants in a poorly ventilated area.
- Limit your exposure to airborne mold. You may want to wear an N-95 respirator, available at many hardware stores.
- Use a stiff brush or cleaning pad on cement-block walls and other uneven surfaces.
- Scrub mold off hard surfaces with detergent and water and dry thoroughly.
- Using bleach or other disinfectants on surfaces **after** mold removal may be needed if people living in the home are susceptible to fungal infections (such as a person with immune system problems). Should you decide to use bleach or another chemical, read and carefully follow the label directions.
- Large contamination problems - areas greater than 100 square feet - may require an experienced, professional contractor, especially if:
 - there has been a lot of water damage, and/or mold growth covers more than 10 square feet.
 - the water and/or mold damage was caused by sewage or other contaminated water. In this situation, you need to call a professional who has experience cleaning and fixing buildings damaged by contaminated water.

Source: Chester County Health Department

Chester County Landfills

Chester County has two designated landfills that allows for waste and debris to be disposed of in a long-term environmentally safe manner, reused, or recycled. After contacting your municipality and insurance company to report flood damage, items that were ruined by a flood may be taken to the Chester County landfill that serves your municipality. It is recommended that you contact your landfill directly to receive information about using the landfill such as hours, fees, and acceptable waste. Service areas and contact information for each landfill is as follows:

Lanchester Landfill

7224 28th Division Hwy.

Narvon, PA 17555

Phone: (610) 273-3771

chestercountyswa.org

Only waste generated in the following municipalities are accepted for disposal at the Lanchester Community Landfill:

- | | |
|---------------------------|---------------------------|
| Atglen Borough | Sadsbury Township |
| Birmingham Township | Schuylkill Township |
| Cain Township | South Coatesville Borough |
| Charlestown Township | South Coventry Township |
| City of Coatesville | Spring City Borough |
| Downingtown Borough | Thornbury Township |
| East Bradford Township | Tredyffrin Township |
| East Cain Township | Upper Uwchlan Township |
| East Brandywine Township | Uwchlan Township |
| East Cain Township | Valley Township |
| East Coventry Township | Wallace Township |
| East Fallowfield Township | Warwick Township |
| East Goshen Township | West Bradford Township |
| East Nantmeal Township | West Brandywine Township |
| Easttown Township | West Cain Township |
| East Pikeland Township | West Chester Borough |
| East Vincent Township | West Fallowfield Township |
| East Whiteland Township | West Goshen Township |
| Elverson Borough | West Nantmeal Township |
| Honey Brook Borough | West Pikeland Township |
| Honey Brook Township | West Sadsbury Township |
| Malvern Borough | West Vincent Township |
| Modena Borough | West Whiteland Township |
| North Coventry Township | Westtown Township |
| Phoenixville Borough | Willistown Township |

Southeastern Chester County Refuse Authority (SECCRA)

219 Street Road

West Grove, PA 19390

Phone: (610) 869-2452

seccra.org

Only waste generated in the following municipalities are accepted for disposal at the SECCRA Community Landfill:

- | | |
|---------------------------|---------------------------|
| Avondale Borough | New Garden Township |
| East Marlborough Township | New London Township |
| East Nottingham Township | Newlin Township |
| Elk Township | Oxford Borough |
| Franklin Township | Parkesburg Borough |
| Highland Township | Penn Township |
| Kennett Square Borough | Pennsbury Township |
| Kennett Township | Pocopson Township |
| London Britain Township | Upper Oxford Township |
| London Grove Township | West Grove Borough |
| Londonderry Township | West Marlborough Township |
| Lower Oxford Township | West Nottingham Township |

Repair, Recovery, and Restoration Companies

Professional repair, recovery, and restoration companies that provide service in Chester County:

Company Name	Phone Number
Above & Beyond Unlimited Cleaning	888-361-3883
Belfor	888-629-4768
Bioclean Carpet Care	267-784-0627
Delaware Cty Fire Restoration	610-583-5266
Fire Mark Restoration Inc	484-530-5400
Flood Support Disaster Recovery	877-713-5663

Company Name	Phone Number
Mellon Certified Restoration	610-363-6397
Paul Davis	866-765-0773
Philadelphia Fire Restoration	215-375-7849
Rainbow International Restoration	610-910-4077
SERVPRO	610-524-0211
Servpro	215-772-1203
SI Restoration	855-823-3350

Contact Information

211 SEPA

Phone: 2-1-1

Phone: (866) 964-7922

Text: 898-211

Email: info@211sepa.org

Website: www.211sepa.org

Chester County Department of Aging

Phone: (610) 344-6350

Email: ccaging@chesco.org

Website: <http://www.chesco.org/135/Aging>

Chester County Department of Emergency Services

Phone: (610) 344-5000

Website: www.chesco.org/des

Facebook: www.facebook.com/ccdes

Twitter: www.twitter.com/ccdes

Chester County Department of Human Services

Phone: (610) 344-6640

Website: <http://www.chesco.org/226/Human-Services>

Facebook: <https://www.facebook.com/ChesterCountyHumanServices>

Chester County Department of Mental Health/Intellectual

Phone: (610) 344-6265

Email: mhiddin@chesco.org

Website: chesco.org/615/Mental-HealthIntellectual-Dev-Disabiliti

Chester County Health Department

Phone: (610) 344-6225

Email: cchd@chesco.org

Website: www.chesco.org/health

Facebook: <https://www.facebook.com/ChesterCountyHealthDepartment>

Twitter: <https://twitter.com/chescohealth>

SAMHSA Disaster Distress Helpline – English Speakers

Phone: (800) 985-5990

Text: Text "TalkWithUs" to 66746

Website: samhsa.gov/find-help/disaster-distress-helpline

SAMHSA - Deaf/Hard of Hearing

Phone: (800) 985-5990, use your preferred relay service

Text: Text "TalkWithUs" to 66746

Website: samhsa.gov/find-help/disaster-distress-helpline

SAMHAS Disaster Distress Helpline - Spanish Speakers

Phone: 800-985-5990 and press "2"

Text: Text Hablanos to 66746

Website: samhsa.gov/find-help/disaster-distress-helpline/espanol