

News Release



June 2, 2017

Storm Damage-Update

- The Shelby County Office of Preparedness continues to coordinate the storm response effort with the Memphis Office of Emergency Management.
- The Tennessee Emergency Management Agency is also assisting.

What's new since the last update?

MLGW

- 23,388 MLGW customers are without power. Outages: 1-800-268-8648.
- MLGW crews are being assisted by more than 100 utility companies to help restore power.

Electricity Hazards

- Stay away from powerlines.
- Make sure electrical systems or appliances damaged by the storm are inspected by a qualified, licensed professional.
- Reported downed power lines to MLGW at (901) 528-4465.

Emergency Shelter and Other Needs for Storm Victims

- 36 people are staying at the American Red Cross shelter in Memphis at the Orange Mound Community Center near Midtown, 2572 Park Avenue.
- Caseworkers will assist storm victims there and at the American Red Cross office at 1399 Madison Avenue.
- For shelter transportation and other needs (901) 324-8799.

Food for Storm Damage Victims

- The Red Cross continues to serve meals from the shelter at the Orange Mound Community Center.
- Besides meals at the shelter, the Red Cross will again be serving meals from their mobile kitchen in Frayser and other storm-damaged neighbors.

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Disaster Assessments

- Memphis and Shelby County Code Enforcement officers, assisted by the Tennessee Emergency Management Agency (TEMA), continue damage assessments of homes and businesses.

Disaster Assistance

- The Tennessee Emergency Management Agency (TEMA) has received documents from the Shelby County Office of Preparedness seeking Federal Emergency Management Agency (FEMA) disaster funds to assist with the storm recovery effort.
- The funds are to reimburse Memphis City Government, Shelby County Government and other Shelby County municipalities for resources they have used in the storm response and recovery effort.

Damage Estimates

- Initial storm damage response/recovery estimates top \$19 M just for Memphis Light, Gas and Water and the City of Memphis.
- Damage estimates from other government agencies and departments will continue to be tabulated through the storm recovery process.
- Just whether there will be FEMA Individual Assistance funds is not yet known.
- Damage assessments are still being done on homes and businesses.
- Those results will be forwarded to TEMA once they're completed.

Public Libraries Have Extended Hours

- City of Memphis libraries are open extended hours and can be used as cooling centers while the power is out.
- Go to: http://www.memphislibrary.org/mpl_extended-hours-of-operation/

Blocked Roads-Debris Removal

- Memphis Public Works crews and contractors continued to clear road debris. 501 of 584 road debris cases in Memphis have been cleared. Crews have a goal to have all roads open this weekend. It will take many days for storm debris to be hauled away.
- Some traffic signals are still out. Treat all intersections as Four-Way Stops.

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Food Safety

- The Shelby County Health Department continues to urge residents and businesses to toss any perishable food in the refrigerator if you experienced a power outage lasting more than 4 hours .
- Although you may look at the food and think it is safe to eat, meat items and dairy products should be thrown in the garbage.
- After 4 hours following the loss of power, meat items and dairy products can grow bacteria.
- Consuming dangerous foodborne bacteria will usually cause illness within 1 to 3 days of eating the contaminated food. However, sickness can also occur within 20 minutes or up to 6 weeks later.
- Although most people will recover from a foodborne illness within a short period of time, some can develop chronic, severe, or even life-threatening health problems.
- Symptoms of foodborne illness can include: Vomiting, diarrhea, abdominal pain and flu-like symptoms, such as fever, headache, and body ache.
- If you think you or a family member has a foodborne illness, contact your healthcare provider immediately.
- Due to symptoms of a food-borne illness, an individual is at risk of becoming dehydrated.
 - What is dehydration? Dehydration happens when your body doesn't have as much water as it needs. Without enough, your body can't function properly. You can have mild, moderate, or severe dehydration depending on how much fluid is missing from your body.
 - Signs and symptoms of Dehydration:
 - Thirst
 - Dry or sticky mouth
 - Dark yellow urine
 - Dry and cool skin
 - Headache and muscle cramps
- If you are a food establishment owner and have questions about food safety following Saturday's storm, call the Shelby County Health Department at (901) 222-9203.
- If you are a food establishment owner and want to request an inspection due to Saturday's storm, call the Shelby County Health Department at (901) 222-9203.

Heat Safety

- With the rising temps this week, everyone in Shelby County, especially those still experiencing a power outage, need to be mindful of heat exhaustion symptoms.
 - Fatigue
 - Weakness/Fainting
 - Nausea/Vomiting
 - Headache/Dizziness
 - Myalgia
 - Muscle cramps
- Heat exhaustion combined with dehydration can be potentially very dangerous.

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Heat Safety Continued...

- If an individual demonstrates any symptoms of exhaustion, they should immediately cool down by going indoors to a well-ventilated and air-conditioned building, drink plenty of cool water and rest.
- If symptoms persist for more than 48 hours, individuals are encouraged to contact their healthcare provider.
- SCHD encourages everyone to check on loved ones, especially those who are still experiencing a power outage, the elderly and anyone with a medical condition who may live alone.
- If you are outside, or in your home without power, for an extended time, the Shelby County Health Department reminds residents to take the following precautions:
 - Drink 2-4 glasses of cool, nonalcoholic fluids each hour.
 - Wear lightweight, light-colored, loose-fitting clothing when outdoors.
 - Limit your physical activity to morning and evening hours.
 - Start slowly and pick up the pace gradually.
 - Rest often in shady areas.
 - Protect yourself by wearing a wide-brimmed hat, sunglasses, and sunscreen of SPF 15 or higher.
- If you don't have power in your home, consider visiting a shopping mall, public library, or community center to keep cool during daytime hours. An emergency shelter is also available at the Orange Mound Community Center.

Disaster Counseling Services

- People who are experiencing emotional distress related to the disaster can call the Disaster Distress Hotline (1-800-985-5990).

Check daily on those who live alone

- Give special attention to the elderly and the disabled.

Generator Safety

- Prevent carbon monoxide poisoning - Only use generators outside, more than 20 feet away from your home, doors, and windows. Never use grills, camp stoves or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, or any partially enclosed area.
- Opening doors and windows or using fans will not prevent carbon monoxide (CO) buildup in the home. Although CO can't be seen or smelled, it can rapidly lead to full incapacitation and death. Even if you cannot smell exhaust fumes, you may still be exposed to CO. If you start to feel sick, dizzy, or weak while using a generator, get to fresh air RIGHT AWAY - DO NOT DELAY.

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SNAP Program Benefits for Storm Victims

North and Welles Branch Offices Open Saturday to Serve Only Current SNAP Recipients Requesting Replacement Benefits

- The Tennessee Department of Human Services North and Welles Branch Offices will extend hours to Saturday, June 3 from 8:00AM to 12:00PM to serve only current Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) recipients impacted by power outages that would like to request replacement benefits.
- All other DHS customers will be seen during regular business hours, Monday through Friday. SNAP replacement benefit requests will also be accepted during regular business hours.
- Shelby County residents currently enrolled in SNAP who lost power for 12 hours or more may be eligible for replacement benefits. Shelby County residents who are not enrolled in the SNAP program are not eligible to receive SNAP replacement benefits due to loss of power.
- To be eligible for the replacement benefits, the household must:
 - Be current SNAP recipients;
 - Have been without power for 12 hours; or
 - Have experienced other household misfortunes that have caused the loss of food.
- SNAP recipients must request replacement benefits within 10 (ten) calendar days of experiencing food loss. Once approved, replacement benefits are issued to current recipients using their existing EBT card. To request replacement benefits, current SNAP recipients can visit one of two Tennessee Department of Human Services Offices in Shelby County:
 - ***North Branch Office***
3230 Jackson Avenue
Memphis, TN 38122
 - ***Welles Branch Office***
3360th Third Street
Memphis, TN 38109
- An affidavit must be signed as part of the eligibility process.
- *Due to the extent of outages, wait times may be longer than usual.
- Shelby County residents that do not currently receive SNAP benefits can apply online at <https://faonlineapp.dhs.tn.gov/>, or in person at the office locations listed above.

(End of Update)