



Flood Communications Templates

For Administrators

Effective communication is crucial for health centers and clinics to ensure the safety and well-being of their patients and staff during floods. This document provides guidance and sample messages that can be used to disseminate important information and alerts before, during, and after floods.

When flooding is anticipated (flood advisory or watch)

Recorded phone message or email – preparedness and staying informed

Potential heavy rain and/or flooding is expected in [impacted region]. You can look up risk for flooding at your home's location at <https://msc.fema.gov/>. This FEMA site provides flood maps for your address. Local response authorities and National Weather Service are more likely to provide accurate up-to-date information regarding evacuation statuses, protective action recommendations, and broad public guidance for facilities and individuals.

You can check for flood alerts on your phone, computer, or local news station. You can also get information on flooding at weather.com.

In case you need to evacuate, keep a kit of emergency supplies ready so you can easily grab and go.

[Clinic name] will remain [open / closed]. If open, specify hours and services provided.

Know the difference between a flood warning and flood watch.

Flood warning is issued when flooding is happening or will happen soon. Some roads will be flooded.

Flood watch is issued when flooding is possible. Stay tuned to radio/TV/news media and be ready to seek higher ground.

Floods create conditions where injuries are more common. Know the risks to your health from floods and how to minimize them:

- Standing water – even as little as 6 inches of water can cause you to lose control of your vehicle.
- Power outages – if you use electric medical devices, you will need to have a back-up power plan in case you lose power.
- Infections – Standing water can contain bacteria and viruses that can cause disease. It can also serve as breeding ground for infection-transmitting mosquitos.
- Poor water quality – After severe storms, water may not be safe to drink, especially water from private wells. Listen for boil water advisories. Throw away any food and bottled water that may have contacted floodwater.
- Mold – Molds can grow after flooding, which can then cause coughs, congestion, and headaches as well as asthma flares.
- Electrocutation – Strong winds can knock down or damage power lines. DO NOT touch any downed power lines or wade into standing water that power lines may have fallen into because this can electrocute you. Turn off the power to your appliances at the circuit breaker or fuse box if your home has flooded because wet appliances may also pose an electrocution risk.
- Falling trees, utility poles, and buildings – They can become unstable and fall on people and property.
- Carbon monoxide exposure – If you lose power, do not heat your home, or cook by burning fuels such as wood or propane. These can lead to carbon monoxide poisoning.

Social media post or text messages – preparedness (1-5 days in advance)

Potential heavy rain or flooding is expected in [impacted region].

You can look up risk for flooding at your home's location at the [fema flood map service center](#). This site will tell you whether your location is in a flood risk area.

You can check for flood alerts on your phone, computer, or local news station. You can also get information on floods at [weather.com](#).

During a flooding or flood warning

[Clinic name] is open for [specify services] services from [opening time] to [closing time]. Due to damage at our normal location, we are currently providing services at [address / location].

Note: only include the second sentence if your clinic has changed location.

Recorded phone message or email – clinic status

Currently [X] services are available at [location]. If you urgently need [unavailable services], please seek treatment at [name and address of partner clinic or hospital.]

Social Media Post or Text Messages – Clinic Status And Safety

- Do not enter your home until it is safe to do so.
- Look for obvious structural damage, downed power lines and the smell of gas. Alert utility companies, as necessary.
- Floods can cause contamination of groundwater. Check [local resource] to know what water quality safety measures are in place for your protection.

Notes: