Safe and Healthy Recovery and Rebuilding: A Consumer Guide for Caribbean Homes

Puerto Rico Edition

This factsheet is a summary of a longer guide to keeping or restoring a home after a natural disaster for families located in Puerto Rico. You can access the full guide to this summary booklet at: hud.gov/info/disasterresources

Common Natural Disasters Causing Damages to Homes in Puerto Rico

- Floods: the most common natural disaster, damage includes mold, contaminated water, structural damage and collapse, damage to finishes and furnishings.

- Earthquakes: sudden and violent ground movement leaving moderate to major structural damages. They can also result in landslides, floods, fires and tsunamis; damages may include structure collapse, shifting of buildings, and explosion from gas leaks.

- Hurricanes and Tropical Storms: produce extreme rainfall, storm surges, sustained very high winds with flying debris; damage may be widespread and affect thousands of buildings especially roofs, walls, windows, and entire building collapse, severe water damage.

- Tsunamis and Storm Surges: coastal flood events from hurricanes and earthquakes, which produce similar damages.

- Mudslides/ Debris Slides: usually happen after a long period of rain or an intense storm; damages range from modest damage to foundations and roofs to complete destruction.

Creating a Plan for Safe Cleanup, Repair and Restoration of Homes

An important first step in the recovery process is to plan ahead before starting any cleanup and recovery operations. Your work sequence should progress in the following phases.

1. Protect yourself first and foremost
2. Assess the damages and hazards
3. Create a work plan
4. Prepare the worksite
5. Clean and remove damaged materials, and decontaminate
6. Restore and improve the home
Consumer Resources

Puerto Rico Bureau of Emergency and Disaster Management
PR Road #1 Km. 24.5 Barrio Quebrada Arenas, San Juan, PR 00926
787-724-0124 http://manejodeemergencias.pr.gov

Puerto Rico Asthma Program
Centro Médico NorteCalle Periferal Interior Bo. Monacillos
787-765-2929 Ext. 4145 proyectoasmapr@gmail.com
http://www.proyectoasmapr.com/proyecto-vapas.html

ASEM Puerto Rico Poison Center
(787) 777-2770 EXT – 2771, 2772, 2773, 2774
Fax: 787-777-2775 Toll Free: 1-800-222-122

Puerto Rico Power Authority
PO Box 364267 San Juan, PR 00936-4267
787-343-787-521-3050 TDY
https://aeepr.com/es-pr/Paginas/default.aspx

Puerto Rico Water and Sewer Authority
PO Box 7066 San Juan, PR 00916-7066
787-620-2482 https://www.acueductospr.com/

American Red Cross – Puerto Rico Chapter
José Celso Barbosa Street Puerto Rico Medical Center Río Piedras, PR 00935
787-758-8150
https://www.redcross.org/local/puerto-rico/conocenos/contactos.html

ASEM Puerto Rico Poison Center
(787) 777-2770 EXT – 2771, 2772, 2773, 2774
Fax: 787-777-2775 Toll Free: 1-800-222-122

General Disaster Recovery Information

HUD — U.S. Dept. of Housing and Urban Development Disaster Resources hud.gov/info/disasterresources
Disaster Assistance Improvement Program www.DisasterAssistance.gov

For all of the above you can also access federal agency telecommunication services for people with speech and hearing disabilities: www.gsa.gov/fedrelay

American Red Cross www.RedCross.org
Citizen Corps www.ready.gov/citizen-corps

Key Hotlines

All the phone numbers below may also be reached by people who are deaf or hard of hearing, or who have speech disabilities, by teletype at 711.

FEMA Helpline (800) 621-3362
Poison Control Centers (800) 222-1222
HUD and EPA National Lead Information Center (800) 424-LEAD, (800) 424-5323
EPA Safe Drinking Water Hotline (800) 426-4791
National Pesticide Information Center (800) 858-7378
FDA, Food Safety Information Service Hotline (888) SAFE-FOOD, (888) 723-3663

hud.gov/healthyhomes
healthyhomespartnership.net

November 2020