“In the wake of natural disasters, families and communities must know that their government stands prepared to assist in the recovery. My office is here to serve and provide assistance as you both prepare and recover from a natural disaster.”

- U.S. Congressman Daniel Webster (FL-11)

Florida Division of Emergency Management and the Federal Emergency Management Agency (FEMA) are importance sources for updates and information when preparing for and recovering from a disaster.

⇒ [FloridaDisaster.org](http://FloridaDisaster.org)
⇒ [FEMA.gov](http://FEMA.gov)

**FEMA**

If you had storm or flood damage in any of the affected, designated counties you may apply for FEMA assistance online at [DisasterAssistance.gov](http://DisasterAssistance.gov) or by calling **800-621-3362**. Lines are open every day from 6 a.m. to 10 p.m. Those who use TTY may call **800-462-7585**.

You may locate disaster centers near them at [www.fema.gov/disaster-recovery-centers](http://www.fema.gov/disaster-recovery-centers) or by calling the FEMA helpline at **800-621-3362**. You can seek assistance at any disaster recovery center, including centers in other states.

⇒ **Appealing**

All applicants for federal disaster assistance have the right to appeal a decision. Your appeal can be filed online at [www.disasterassistance.gov](http://www.disasterassistance.gov) or at any disaster recovery center. In order to file an appeal you must bring your determination letter, your written appeal and any supporting documents requested in your determination letter.

⇒ **Mold and Cleanup**

Mold may be a serious health risk so don’t wait for a visit from FEMA or your insurance company before you start cleaning up. FEMA inspectors and insurance claims adjusters will still be able to verify flood damage. Take lots of pictures before your insurance adjuster visits.

Be sure to consult with your local officials for instructions before setting out debris. If you don’t have local emergency management contact information, it can be found online at [http://www.floridadisaster.org/index.asp](http://www.floridadisaster.org/index.asp)

FEMA also provides advice on coping with a disaster at [http://www.fema.gov/coping-disaster](http://www.fema.gov/coping-disaster)

**CRISIS CLEANUP**

To request assistance with clean up from disaster relief agencies please visit : [https://www.crisiscleanup.org/](https://www.crisiscleanup.org/) or call **1-800-451-1954**
SHELTERS
List of available and information for currently open general and special needs shelters within the State of Florida can be accessed on their website at http://www.floridadisaster.org/shelters or by contacting your local Emergency Management Operations Center.

SENIOR CITIZENS
Florida Department of Elder Affairs operates federal and state-run services for senior citizens. You can visit their website at: http://elderaffairs.state.fl.us/index.php or call the Elder Helpline at 1-800-963-5337.

FOOD ASSISTANCE
A statewide food bank database can be found at www.foodpantries.org/st/florida

EMPLOYMENT ASSISTANCE
For information regarding National Dislocated Worker Grants, visit your local CareerSource Center at http://www.careersourceflorida.com/your-local-team.

The Disaster Unemployment Assistance (DUA) program provides assistance to Floridians whose employment or self-employment was lost or interrupted. To apply, visit www.FloridaJobs.org or call the hotline at 1-800-385-3920.

GENERAL HEALTH AND WELFARE
The Florida Department of Health has disaster preparedness and recovery information online at http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/index.html or you can call 850-245-4444.

The Centers for Disease Control and Prevention has information for flood preparedness and response at: http://www.bt.cdc.gov/disasters/floods. The Occupational Safety and Health Administration (OSHA) can be reached by calling: 1-800-321-OSHA (6742).

FLORIDA DEPARTMENT OF CHILDREN & FAMILY SERVICES
For children and youth services, call the Florida Department of Children & Family Services at 1-800-955-8771 or visit the Central Region Circuit 5 Services website at http://myflfamilies.com/contact-us/region/circuit-5

NATIONAL FLOOD INSURANCE (NFIP) CALL CENTER
Contact your insurance company to file a claim. If you have flood insurance questions call 800-621-3362 Monday through Friday from 8 a.m. to 6 p.m. and select option 2. Call center staff are available to assist with information regarding your policy, offer technical flood guidance to aid in recovery and answer other flood insurance questions. You can be transferred to your insurance carrier for additional assistance if you have further questions.

U.S. SMALL BUSINESS DISASTER LOAN ASSISTANCE
The U.S. Small Business Administration (SBA) offers low-interest disaster loans to businesses of all sizes, most private nonprofit organizations, homeowners and renters. The SBA Disaster Assistance Customer Service Center can be reached at (800) 659-2955 or email: disastercustomerservice@sba.gov.

U.S. POSTAL SERVICE
USPS Service Alerts: https://about.usps.com/news/service-alerts/welcome.htm
For other questions regarding the United States Postal Service or to locate mail please visit