

## The Disaster Assistance Process for Individuals

**Call to Apply for Assistance 1-800-621-FEMA (3362). The speech or hearing impaired may call (TTY) 1-800-462-7585.**

- For use ONLY by people in designated federal disaster areas.
- Be prepared to give your Social Security number, describe your losses, provide financial information, and give directions to the damaged property.
  - [What You Can Do If You're Having Trouble Getting Through](#)

**The information you provide is put into the computer**

- You are now in the system
- The recovery process begins

**Call us if you have Questions 1-800-621-FEMA (3362). The speech or hearing impaired may call (TTY) 1-800-462-7585.**

- Refer to the application number the registrars gave you when you applied.

**Making an optional visit to a Disaster Recovery Center to receive more information after you have registered by phone**

- Here you will find local, state, federal, and voluntary agencies that may be able to assist you
  - These numbers will be advertised in your local newspapers or American Red Cross

**Inspector will call to schedule an appointment.**

- There is NO FEE for the inspection.
- Inspectors will set up an appointment to visit your property within a few days of application.
- Inspectors are contractors; they are not FEMA employees, but they will have FEMA ID.

**Inspector will visit damaged property.**

- Be present for your scheduled appointment.
- They will inspect the damage, verify ownership and occupancy, and make a report. Inspectors do not determine eligibility.
  - If eligible, you will receive a housing assistance check within 7-10 days.

**If eligible, housing assistance check will arrive.**

- Money may be spent for housing needs.

**Packet will arrive in mail.**

- There may be an SBA application enclosed.
- You MUST fill out and return this to be eligible for any further assistance.
- Refer to SBA home page for more information. ([www.sba.gov/disaster/](http://www.sba.gov/disaster/))

**To reduce future loss, consider taking steps to rebuild safer and smarter.**

- Take measures to reduce losses in the future.

- Encourage community to participate in National Flood Insurance Program (NFIP).
  - Consider buying flood insurance.

**Call the FEMA Fraud Hotline if you suspect someone is filing false damage claims**

- **1-800-323-8603**
- Make sure disaster aid goes to those who deserve it.
- It is a violation of Federal law to file a false claim.

**AMERICAN RED CROSS**

- 1-866-GET INFO  
1-866-438-4606

For information re: local shelters and assistance available

**THE SALVATION ARMY**

1-(813) 962-6611  
Florida Divisional Office  
Ask for your local office

For information on local feeding areas, service available and LOCAL SERVICE CENTER for One Stop Assistance from all agencies

**UTILITIES**

- Florida Power & Light (FPL) 1-800-226-3545
- Progress Energy Florida 1-800-700-8744
- Kissimmee Utility Authority 407-933-7777
  - OUC 407-823-9150
- Sprint United Telephone 611 or 1-800-788-3600
  - Peoples Gas 1-877-832-6747
- Florida Water Services 1-800-432-4501
  - Comcast 352-787-7875
  - Bright House Networks  
Orange, Seminole 407-291-2500  
Sanford 407-645-4701  
Kissimmee, St. Cloud 407-291-2500  
Lake 352-394-5541  
West Volusia 386-775-7300  
Brevard 321-254-3300  
Ormond Beach, Holly Hill 386-677-1232  
Titusville 321-631-3707  
New Smyrna Beach 386-775-4444  
Flagler 386-439-3715  
Marion, Sumter 352-245-2408  
Polk 863-965-7766

## **ANIMALS**

- Audubon Center for Birds of Prey 407-644-0190
  - The Animal Shelter 407-877-7387
- Polk County Animal Services 863-499-2600
- South Brevard Animal Services 321-253-6608
- North Brevard Animal Services 321-264-5119
  - Humane Society
    - Flagler 386-445-1814
    - Lake 352-589-7400
    - Orlando 407-351-7722
    - Osceola 407-943-2106
    - Seminole 407-323-8685
    - West Volusia 386-734-2450
    - Marion 352-854-8230
    - Sumter 352-793-9117

## **EMERGENCY-MANAGEMENT OFFICES**

- Orange 407-836-9140
- \*Message center 407-836-9053
- \*TDD for the hearing impaired 407-836-9041
  - Brevard 321-633-1770
  - Lake 352-343-9420
  - Osceola 407-343-7000
- Recorded information 407-343-6942
  - Seminole 407-322-4795
  - Volusia 386-254-1500
  - Flagler 386-437-7381
  - Marion 352-622-3205
  - Sumter 352-569-6000
  - Polk 863-519-7300

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## **Prepare a Personal Evacuation Plan**

- Identify ahead of time where you could go if you are told to evacuate. Choose several places--a friend's home in another town, a motel, or a shelter.
- Keep handy the telephone numbers of these places as well as a road map of your locality. You may need to take alternative or unfamiliar routes if major roads are closed or clogged.
- Listen to NOAA Weather Radio or local radio or TV stations for evacuation instructions. If advised to evacuate, do so immediately.
- Take these items with you when evacuating:
  - Prescription medications and medical supplies;
  - Bedding and clothing, including sleeping bags and pillows
  - Bottled water, battery-operated radio and extra batteries, first aid kit, flashlight
  - Car keys and maps

- Documents, including driver's license, Social Security card, proof of residence, insurance policies, wills, deeds, birth and marriage certificates, tax records, etc.

### **Assemble a Disaster Supplies Kit Including the Following Items:**

- First aid kit and essential medications.
- Canned food and can opener.
- At least three gallons of water per person.
- Protective clothing, rainwear, and bedding or sleeping bags.
- Battery-powered radio, flashlight, and extra batteries.
- Special items for infants, elderly, or disabled family members.
- Written instructions on how to turn off electricity, gas and water if authorities advise you to do so. (Remember, you'll need a professional to turn them back on.)

### **Know What to Do When a Tropical Storm/Hurricane WATCH or WARNING Is Issued**

The National Hurricane Center issues Tropical Storm/Hurricane Watches and Warnings for the areas most at risk, meaning conditions are expected there within 12 to 24 hours. As a storm continues to move closer to the coast, winds pick up, tornadoes may develop and rains get heavier, possibly causing flooding.

- WATCH: Hurricane conditions are possible in the specified area of the WATCH, usually within 36 hours.
- WARNING: Hurricane conditions are expected in the specified area of the WARNING, usually within 24 hours.
- Listen to [NOAA](#) Weather Radio or local radio or TV stations for up-to-date storm information.
- Prepare to bring inside any lawn furniture, outdoor decorations or ornaments, trash cans, hanging plants, and anything else that can be picked up by the wind.
- Prepare to cover all windows of your home. If shutters have not been installed, use precut plywood as described above. Note: Tape does not prevent windows from breaking, so taping windows is not recommended.
- Fill your car's gas tank.
- Recheck manufactured home tie-downs.
- Check batteries and stock up on canned food, first aid supplies, drinking water, and medications.

### **Prepare for High Winds**

Make trees more wind resistant by removing diseased and damaged limbs, then strategically removing branches so that wind can blow through. Install permanent shutters on your windows and add protection to the outside areas of sliding glass doors. Strengthen garage doors and unreinforced masonry. Move or secure lawn furniture, outdoor decorations or ornaments, trash cans, hanging plants and anything else that can be picked up by wind and become a projectile.

### **Prepare for Flooding**

Be alert to signs of flash flooding. Be ready to evacuate at a moment's notice. Move to higher ground away from rivers, streams, creeks and storm drains. If your car stalls in rapidly rising waters, abandon it and get to higher ground. Do not drive in floodwaters, and do not drive around barricades. ONLY if you have time, carry things that can be water-damaged to higher floors.

### **Prepare for Tornadoes**

Prepare a home tornado plan by picking a place where family members can gather, away from windows. It could be a basement or a center hallway, bathroom or closet on the lowest floor. Keep this area uncluttered. If you are in a high-rise building and don't have enough time to go to the lowest floor, pick a place in a hallway in the center of the building. If outside, try to get inside a sturdy building. If a building is not available, crouch in a ditch or low-lying area that is not subject

to flooding. If you are in a car or mobile home, get out immediately and head to a safer location.  
Contrary to folklore, it is not safe to get underneath a highway overpass.

**UNITED AIRLINES EMPLOYEE RELIEF**

**877-488-2373**

**OFFICE HOURS: MONDAY THROUGH FRIDAY 9:00 A.M – 4:00 P.M.**  
**CALL FOR MORE INFORMATION ON HOW WE MAY BE OF ASSISTANCE**