

IAMAW

Is Here

To Help!

Resources for

Disaster Relief

FLORIDA

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IMPORTANT PHONE NUMBERS

FLORIDA DEPARTMENT OF FINANCIAL SERVICES CONSUMER
HELPLINE

1-877-MY-FL-CFO
(1-877-693-5236)

DFS STORM HOTLINE

1-800-22-STORM
(1-800-227-8676)

STATE OF FLORIDA EMERGENCY INFORMATION

1-800-342-3557

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

1-800-621-FEMA
(1-800-621-3362)

AMERICAN RED CROSS

1-866-GET-INFO
(1-866-438-4636)

EMERGENCY

RESOURCES

FLORIDA DIVISION OF EMERGENCY

MANAGEMENT

Phone: **850-413-9969**

Website: floridaDisaster.org

Facebook.com/FloridaSERT

Twitter **@FLSERT**

To find information or shelters, road closures, and evacuation routes.

THE UNITED WAY HELPLINE

Phone: **2-1-1**

Website: unitedway.org

Comprehensive resource that can connect you to a wide range of aid organizations, including ones offering shelter, food, medical support, legal advice and other services.

FEMA MOBILE APP

Download: **fema.gov/mobile-app**

Smartphone app that allows you to locate open shelters, get weather and traffic alerts & find disaster recovery advice.

TIP:

You don't have to be sleeping at a shelter to get help there. Shelters near you may be the best place to get everything from food, water and clothing supplies and information.

SHELTER

EMERGENCY SHELTERS

You can request a list of open shelters by texting SHELTER and your zip code to FEMA at **43362**.

Or calling the American Red Cross:

1-800-RED-CROSS

If you have internet access, updated shelter listings and maps can be found at the following websites:

redcross.org

fldoe.org/Irma

floridadisaster.org/shelters

EMA HOTEL PROGRAM

Once you're registered with FEMA (see pg. 4 of this guide), they may be able to provide you with a hotel room. For a list of the hotels see: FEMAevachotels.com

FOOD

FEEDING FLORIDA

Phone: **1-855-352-3663**

Website: **feedingflorida.org**

Connections to local food banks provided by phone or online.

OTHER RESOURCES

TRANSPORTATION

Florida's 511 Traveler Information System, a service of the Florida Department of Transportation (FDOT), provides real-time traffic and travel information on interstates, highways, toll roads, and major roadways throughout Florida. This free service gives motorists information about construction and congestion, crashes, important alerts, emergencies, evacuation route updates, and more.

There are five convenient ways to use Florida's 511 Traveler Information System:

- Visit FL511.com for interactive roadway maps showing traffic congestion and crashes, travel times, and traffic camera views.
- Download the free Florida 511 mobile app available on Google Play or Apple App store.
- Sign up for a "My Florida 511" account at FL511.com to create custom routes and register for email, text, or phone alerts.
- Call toll-free 511 from any phone within Florida to hear about road conditions, to connect to airports and transit agencies,

and to receive important alerts throughout that state.

- Follow one of the 13 statewide, regional, or road-way-specific feeds on Twitter.

Real-time traffic information and evacuation routes are available at:

www.FL511.com

VETERANS

VA Health Resource Center Disaster

Phone: 1-800-507-4571.

Veterans from storm-impacted areas who require immediate assistance.

BUSINESS, INDUSTRY, & ECONOMIC STABILIZATION

The Florida Department of Economic Opportunity (DEO) and the Division of Emergency Management (DEM) created an event in the Florida Virtual Business Emergency Operations Center (FLVBEOC) for Hurricane Irma and are currently updating with up-to-date storm information, situation reports and resources for the business community.

FLVBEOC is available at www.flvbeoc.org.

The state has activated the Private Sector Hotline at 850-815-4925. The hotline is available for business inquiries about the storm, preparedness information and post-impact information.

DISASTER PREPAREDNESS RESOURCES FOR THE DEAF AND HARD OF HEARING

Florida Division of Emergency Management:

www.floridadisaster.org/getaplan

Nationwide Emergency Email Alerting Network

www.emergencyemail.org

Disaster Survivors with Disabilities Hotline

Hotline: 1-800-626-4959

Website: portlight.org

Refers people with disabilities to services and resources they may need, including helping to meet immediate needs for durable medical equipment and supplies.

SCHOOL CLOSINGS

A list of Area school closing are available at

www.fldoe.org/irma

TO REPORT PRICE-GOUGING

or another consumer problem, contact:

The Attorney General Price Gouging Hotline

Phone: 1-866-966-7226

LGBTQ

The Montrose Center

24-hr Helpline: **713-529-3211**

Website: montrosecenter.org

Dedicated counselors available to connect members of the LGBTQ community impacted by the disaster to a full range of emergency and ongoing support resources.

LOST PETS

AKC REUNITE

Phone: 1-800-252-7894

Website: akcreunite.org/storms

Report a lost or found pet, get information about pet-friendly shelters

Floridadisaster.org/petplan.htm

www.pets-allowed-hotels.com

www.petswelcome.com

FINANCIAL AID

Lifeline Telephone Assistance

Phone: 1-866-454-8387

Website: lifelinesupport.org

Helps qualified low-income individuals pay the monthly cost of basic telephone service.

Social Security

On the web: www.ssa.gov

If you are 62 or older you may be eligible for Social Security benefits. If you begin collecting before age 65, your benefits will be reduced. The amount of benefits that you receive is based on your lifetime earnings.

Supplemental Security Income (SSI)

SSI is a federal program that pays monthly benefits to people who are 65 or older, or blind, or have a disability and who don't own much or have a lot of income. SSI isn't just for adults. Monthly benefits can go to disabled and blind children, too. For information, call Social Security at the number listed above.

REPORT SUSPICIOUS ACTIVITY

To local authorities.

Call 855-FLA-SAFE (855-352-7233)

LOST DOCUMENTS

The U.S. government's official web portal is www.usa.gov. This website is an all-inclusive source of information related to our Governments (federal, state, local, or tribal). Included in the site is a page with a collection of links that can help you replace documents that have been lost or damaged: bank records; birth, marriage, and death certificates; damaged money; document restoration; drivers' licenses and vehicle registration; federal civilian personnel records; immigration documents; medical information forms; Medicare card replacement; military records; passports; savings bonds; Social Security cards; and tax

returns. The exact web address for these links is: www.usa.gov/Citizen/Topics/Family-Issues/Vital-Docs.shtml

PRESCRIPTION REFILLS

Florida law requires all health insurers, managed care organizations, and other entities that are licensed by the Office of Insurance Regulation and provide prescription medication coverage as part of a policy or contract to waive time restrictions on prescription medication refills. This requirement includes suspending electronic "refill too soon" edicts to pharmacies.

The law enables those who are insured or are subscribers of prescription medication plans to refill prescriptions in advance of a hurricane. To do this, there must be authorized refills remaining for the prescription medication. The law authorizes payment to pharmacies for at least a 30-day supply of any prescription medication. It does not matter when a Pharmacist most recently filled the prescription. This law is in effect under the following conditions:

- The person seeking the prescription medication refill must live in a county that is under a hurricane warning issued by the National Weather Service; is declared to be under a state of emergency in an executive order issued by the Governor; or has activated its emergency operations center and its emergency management plan.
- The prescription medication refill must be requested within 30 days after any of the conditions described above occur, until these conditions are terminated by the authority that issued the conditions or when these conditions no longer exist.

- The time period for the waiver of prescription medication refills may be extended in 15- or 30-day increments by emergency orders issued by the Office of Insurance Regulation.

During emergencies, you can find further announcements at www.ahca.myflorida.com.

Medicare beneficiaries and those with End-Stage Renal Disease (ESRD) may call 1-800-MEDICARE for more information.

Refilling Lost Prescriptions

If you have lost or run out of your medication and you can't reach your doctor or get to your usual pharmacy, try to find as many of the following things as you can:

- Your empty pill bottle(s) with labels
- Your prescription card
- A phone number for your regular pharmacy
- A phone number for your insurance company's pharmacy help desk

Help Paying for Prescriptions

Working with your doctor explain your situation to the doctor and ask for his or her help finding the most affordable and accessible alternatives to meet your prescription needs,

including access to samples, different generics, mail-order options or longer prescriptions (90 day supplies instead of 30). You can also ask at your pharmacy about ways to reduce costs. The following programs may be able to assist you in obtaining low cost or discounted medications:

Partnership for Prescription Assistance

Phone: 1-888-477-2669

Website: pparx.org

Helps qualifying patients without prescription drug coverage get the medicines they need through the program that is right for them.

Many will get their medications free or nearly free. Website also has [a list of free or low-cost clinics in your area.](#)

Familywize

Website: familywize.org

A community partner of United Way, Familywize offers discounts on many common prescription drugs. Website allows you to look up drug prices and request more information on the program.

RX Assist

Website: rxassist.org

Online database of prescription discount programs and other patient resources.

Post-Disaster Checklist

If your home is damaged or you just can't get to it, what are the things you need to make sure you've got?

Identification

- Driver's License
- Green Card
- Passport
- Work ID

Communication

- Access to a phone and a number where you can be regularly reached
- Contact information for your family, friends and other support networks
- A charger for your cellphone
- An address where you know can get your mail for the next few months

Medicine

- Prescription medications & devices
- Over-the-counter medications, supplements & devices
- Prescription Card * Insurance Card
- Contact information for your doctors
- Contact information for your pharmacy

Money

- Access to your bank account
- Credit or debit card
- SNAP, Unemployment or other benefit card
- A list of your regular bills and when they come due
- Contact information for your landlord and other creditors

Records

- Ownership or leasing records for your home or car
- Proof of address or residency
- Recent pay stubs or other proof of your employment
- Social security cards, birth certificates and other vital documentation
- Copies of insurance policies and claim information

Don't have everything?

Don't worry! You're not alone.

There's nothing on this list that can't be replaced.

Getting Help from FEMA

If you haven't already done it, **contact FEMA as soon as possible to register for help.** It's best to start the processes as soon as you can, even if you're still not sure exactly what help you're going to need.

You can apply for help from FEMA by calling:
1-800-621-3362
Or by filling out the online application at
[DisasterAssistance.gov](https://www.disasterassistance.gov)

FEMA (the Federal Emergency Management Agency) is a U.S. government agency that provides aid to disaster survivors.

FEMA can help you pay for:

Housing

- Temporary housing
- Repairing or replacing your current home
- Semi-permanent or permanent housing construction

Other Necessary Expenses

- Replacing personal property
- Childcare
- Medical and dental expenses
- Funeral and burial costs
- Transportation

When you apply, you will need to know:

- **Your Social Security Number** (or the Social Security Number of any child under age 18 who permanently lives with you).
- What type of **insurance coverage** you have (it's OK if you don't have any)
- Your family's total household income before the storm
- The address and phone number of the place **where your storm damaged happened**, and whatever you know about the damage itself
- **Current contact information**, including a phone number and current mailing address.

RETURNING HOME

Coming back to a home that's been flooded can be heartbreaking and overwhelming. It can also be hazardous to your health.

Here's some advice from other flood survivors:

- If you've been away from your home for an extended period of time, do not enter without sturdy shoes (work boots or rubber boots if you have them), gloves and a face mask that's rated at least an "N95" (it will say this on the package). Visit www.floodsmart.gov for more information on preventing and cleaning mold.
- If you haven't recently had a tetanus shot, get one as soon as possible, especially if you plan to do any cleaning or construction yourself.
- There's a good chance you won't have access to clean running water. Bring lots of bottled water with you. You'll need it.
- Check your insurance and FEMA guidelines very carefully before doing anything. If you have no choice to wait, then the next step goes DOUBLE.
- Discard wooden cutting boards, plastic utensils, baby bottle nipples, and pacifiers that may have come into contact with contaminated floodwaters. Metal pans or ceramic dishes and utensils should be thoroughly washed with soap and hot water and sanitized by boiling them in clean water or by immersing them for 15 minutes in a solution of one-quarter cup of household bleach per gallon of water. For more info, visit www.floridahealth.gov
- Take a LOT of picture of EVERYTHING. Before you remove anything or start cleaning or making repairs, take pictures of the damage. Take pictures of everything you take out of the house- furniture, appliances, carpets, sheetrock, anything. Be sure to take pictures of the water mark. Use a tape measure to show how high it was. Do this INSIDE & OUTSIDE.
- If your outlets were under water do not turn on your breakers if you have power.
- If your A/C was under water, DO NOT turn it on. If it was above the flood, turn it on as cold as possible. Get fans running if you can. This will help to dry the house out and discourage mold & mildew growth.
- Keep receipts of anything you use for cleaning, repair or removal.
- If your home lost power, don't bother opening fridges or deep freezers. Duct tape the doors closed and as carefully as possible, get them to the curb.
- If you are doing major repairs and are taking out walls, leave at least one wall per room so FEMA adjusters can see it. You must also leave at least one section of carpet or flooring in place. FEMA will require seeing it and taking their own pictures.
- If your homeowners insurance policy does not cover losses from floods or you did not have flood insurance, you may be eligible for assistance from the National Flood Insurance Program. This program is a federally backed flood insurance program that is available to residents and business owners. For more information on this program, call toll free 1-888-379-9531 or RDD 1-800-427-5593, or visit www.floodsmart.gov
- Always verify a contractor's license before hiring OR SIGNING A CONTRACT. Per Florida Statute, contractors must include their license number on all advertising, including their business cards. You can verify a contractor's name or license number by

visiting www.myfloridalicense.com, calling the DBPR Customer Contact Center at (850)487-1395, Ext. 110, or by downloading the free DBPR Mobile app available in the iTunes and Google Play app stores. When verifying a license, make sure the license is active and not delinquent, suspended, revoked, or on probation. You can also check for public complaints against the contractor.

REPORT ANY UNLICENSED ACTIVITY.

Consumer should report suspected unlicensed activity to DBPR by calling the Unlicensed Activity Hotline at (866) 532-1440 or by emailing ULA@myfloridalicense.com.

Your Car

- If your car looks like it flooded, do not try to start it. It will need to have the engine fluids drained and replaced by a mechanic before you can start it again.
- Remember to take LOTS of pictures!
- Try to dry out the interior as quickly and thoroughly as you can.

- If your car's been towed you can search for it online using your license plate or VIN number at: findmytowedcar.com

REMEMBER TO TAKE CARE OF YOURSELF!

Identify your feelings and share them with someone who will listen to you - a trusted friend or relative, or clergy. Get together with other survivors and form a peer support network. If your feelings of anxiety and depression intensify or continue over an extended period of time, contact your family doctor or call the **Disaster Distress line at 1-800-985-5990.**

More Health & Safety Info

The U.S. Centers for Disease Control has resources available online for people dealing with mold, contaminated water, and other flood-related hazards. They can be downloaded at:

cdc.gov/disasters/hurricanes

HEALTH CARE

Affordable Care Act

Texans who lose their employer-based health insurance are eligible to apply for reduced-cost health insurance plans offered through the federal government exchange. You can apply online at healthcare.gov as soon as you lose coverage.

COBRA

The Federal COBRA law requires that most employers offer you and your family a temporary extension of health coverage at group rates, called “continuation coverage”. Depending on the circumstances of your job departure, you, your spouse and dependent children may be eligible for coverage for a minimum of 18 months with a possible extension to 36 months in certain circumstances. You may be required to pay the full premium, including your employer’s contribution.

Medicaid

Medicaid is a state implemented medical program to help you obtain health care and related services. Those eligible for Medicaid include:

- Families receiving or who are eligible for TANF
- Individuals who are age 65 or older, blind or disabled
- Social Security Income (SSI) recipients
- Children who are born in the U.S., even if their parents are not citizens or legal residents

Pregnant women and children if they meet both an income and assets test.

Medicare

Medicare is a federally funded medical insurance program administered by the Social Security Administration. You are eligible for Medicare hospital insurance if you:

- Are 65 and receive Social Security or railroad retirement benefits
- Have received Social security disability benefits for 24 months

For more information about these requirements and other features of the Medicare program, call: Social Security Administration (800) 772-1213 or visit www.ssa.gov

Remember: Your family doctor or local hospital does not want to see you ignore health problems. If you have lost your health coverage, speak to your doctor about the possibility of negotiating reduced fees and payment schedules.

CONFRONTING FINANCIAL CHALLENGES

Even in the best of times, living on a temporarily reduced income would require your utmost caution and skill in managing your money. Doing it in the aftermath of a natural disaster is almost unimaginable. There are many resources to help you, but first you must plan ahead. Here are some steps to get you started:

- ✓ **Stop unnecessary expenses.**
For example, if your home is temporarily uninhabitable or totally destroyed, notify the utility company and other service companies, such as the phone company, so they can stop billing immediately.
- ✓ **Count up your resources.**
Estimate the amount of income and emergency savings you have to pay bills while you recover from the disaster.
- ✓ **Set up a realistic budget plan**
Allow for basic needs such as: food, shelter, utilities and medical care, as well as special expenses like replacing lost items, cleaning, moving, etc.
- ✓ **Prioritize your bills.**
When you do not have enough money to pay all the bills, pay these first: rent or mortgage, utilities, food and transportation.
- ✓ **Call creditors and ask for more time to pay.**
Before your bills become due, notify your creditors, lenders and/or landlord that you have been affected by the storm and can't meet your payments. Most creditors will be willing to work with you, especially if you notify them before a payment is due. Explain your situation truthfully and ask for a written payment plan or discuss other ways to pay off your obligations.
- ✓ **Maintain accurate files.**
Before mailing your letters, make copies to keep for your files. If you must negotiate over the phone, keep detailed notes including the representative's name, title, and phone number. Follow up any phone conversations in writing.
- ✓ **Stay organized.**
Keep everything in one place. Write a summary list of your financial plan for quick reference.
- ✓ **Keep your end of the bargain.**
If you are unable to make agreed upon payments, contact your creditors immediately to renegotiate.
- ✓ **Avoid making unnecessary purchases on credit.**

HOUSING

Rent/Lease

If you rent, discuss your circumstances with your landlord as soon as possible. If your home is uninhabitable, the landlord is legally allowed to terminate your lease. This means you do not owe any further rent, are entitled to have your security deposit returned, and may request a refund of any rent you pre-paid for months or parts of months that you were not able to use.

If you are forced out of your apartment, FEMA may cover the cost of the first 2 months of your temporary replacement rental. Depending on your circumstances, these payments may be extended in 3 month intervals up to 18 months.

If you are able to remain in your home but are unable to continue to pay your full rent, contact your landlord immediately to negotiate a mutually acceptable written payment plan or discuss other ways to pay off your obligation.

If you have any doubts about your rights, see the “Legal Resources” section for ways to contact lawyers who can advise you on how to proceed.

There are also resources for renters available from the Texas Department of Housing and Community Affairs, including a registry of available reduced-rent apartments. Website: tdhca.state.tx.us

Mortgages

Planning ahead can prevent the loss of your home. If you are concerned about your ability to keep current with your mortgage payments, contact your mortgage lender or servicer immediately and let them know you are in an affected area and need assistance. If you have government-insured mortgage (backed by Fannie Mae or Freddie Mac), all

foreclosure and evictions in areas affected by the Hurricane are suspended for 90 days. Government guidelines allow for 6 months, or possibly more, of suspended payment forbearance plan, including suspended credit reporting and late fee waivers. At the end of the forbearance, the loan will be modified to help get back to an affordable payment schedule.

If you are not satisfied after discussing possible relief actions with your lender, you and call a US Dept. of Housing and Urban Development (HUD) approved counseling agency at: 1-800-569-4287

For private mortgages, it will be up to the individual credit unions how it will be handled. You should contact your mortgage company as soon as you know you will have difficulty paying your mortgage payments. The sooner you call, the more options will be available to you.

For additional assistance in avoiding foreclosure, contact the federal government’s 24-hr Homeowner’s HOPE Hotline: **888-995-HOPE (4673)**

Website: makinghomeaffordable.gov

Provides services in over 160 languages

Rebuilding

Habitat for Humanity

Provides the opportunity for low-income individuals to participate in the construction of their own new homes.

Website: <http://www.habitatflorida.org/>

TAKING CARE OF YOURSELF

A disaster like this affects us in lots of ways. Some are obvious, but some can be hard to recognize at first. Here’s some advice to protect yourself as you move through the next few months:

- ✓ Don't spend too much time watching and reading news about the storm. Let yourself engage in relaxing activities that will help you heal and move on.
- ✓ Take your sleep seriously. Only go to bed when you are ready to sleep and avoid using your phone in bed. If you wake up and can't fall back to sleep, try writing what's on your mind in a journal or on a piece of paper.
- ✓ Take your support system seriously-keep in touch with friends and family and reach out to others who are sharing this experience with you.
- ✓ Make and keep a routine. Eat meals at regular times and set a sleep schedule that ensures you enough rest.
- ✓ Include a positive or fun activity in your schedule that you can look forward to each day or week. Schedule exercise into your daily routine as well, if possible.
- ✓ Avoid making major life decisions that you don't have to make. There's plenty of change going on around you. Give yourself time to adjust.
- ✓ Recognize the effects of stress, and seek help if needed.
- ✓ Catch problems while they are small – and remember that *“An ounce of prevention is worth a pound of cure”*

VOLUNTEERING

When you're ready, give yourself a chance to give back. Volunteering can be a good way to feel productive and purposeful at a time when everything around you is uncertain. You may not need to look any further than your community, faith, school, union or other networks to find opportunities to

volunteer. If you want to explore other options, you could try:

Volunteer Florida

1-800-FL-HELP-1

Volunteerflorida.org

Volunteer Match

<https://www.volunteermatch.org>

Connects you with a wide variety of volunteer opportunities with specific groups like immigrants, the elderly, kids, etc.

The huge relief agencies also have lots of volunteer opportunities:

The American Red Cross

<http://www.redcross.org/volunteer/become-a-volunteer>

The Salvation Army

<http://www.salvationarmyusa.org/usn/volunteer/>

ELDER RESOURCES

Access to information regarding elder services and activities is available through the Elder Helpline Information and Referral service within each Florida county. For the hearing or speech impaired, all Elder Helplines can be accessed through the Florida Relay by simply dialing 711 from anywhere in the state.

Information & Referral

1-800-96-ELDER
(1-800-963-5337)

Florida Area Agencies on Aging (Counties Served)

Northwest Florida Area Agency on Aging, Inc.
5090 Commerce Park Circle
Pensacola, FL 32505
850-494-7101
(Escambia, Okaloosa, Santa Rosa and Walton Counties)

Area Agency on Aging for North Florida, Inc.
2414 Mahan Drive
Tallahassee, FL 32308
850-488-0055
(Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington Counties)

Elder Options
100 SW 75th Street, #301
Gainesville, FL 32607
352-378-6649
(Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee and Union Counties)

ElderSource
10688 Old St. Augustine Road
Jacksonville, FL 32257
904-391-6600
(Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia Counties)

Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Boulevard North
Gadsden Building, Suite 100
St. Petersburg, FL 33702
727-570-9696
(Pasco and Pinellas Counties)

Senior Connection Center, Inc.
8928 Brittany Way Tampa, FL 33619
813-740-3888
(Hardee, Highlands, Hillsborough, Manatee and Polk Counties)

Senior Resource Alliance
988 Woodcock Road, Suite 200
Orlando, FL 32803
407-514-1800
(Brevard, Orange, Osceola and Seminole Counties)

Area Agency on Aging for Southwest Florida
15201 N. Cleveland Avenue,
Suite 1100
North Fort Myers, FL 33903
239-652-6900
(Charlotte, Collier, DeSoto, Glades, Hendry, Lee and Sarasota Counties)

Your Aging and Disability Resource Center
4400 North Congress Avenue
West Palm Beach, FL 33407
561-684-5885
(Indian River, Martin, Okeechobee, Palm Beach and St. Lucie Counties)

Aging and Disability Resource Center of Broward County, Inc.
5300 Hiatus Road
Sunrise, FL 33351
954-745-9567
(Broward County)

Alliance for Aging, Inc.
760 NW 107th Avenue, Suite 214
Miami, FL 33172
305-670-6500
(Miami-Dade and Monroe Counties)

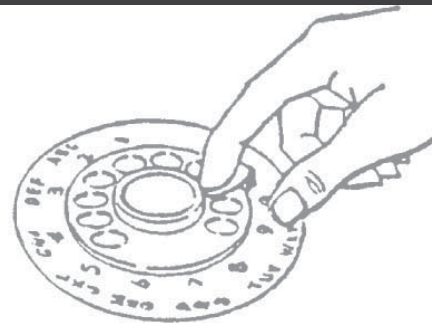
If you need information about, or referral to, a service provider outside Florida, call the national Eldercare Locator Service at 1-800-677-1116. An information specialist will assist you Monday through Friday from 9 a.m. – 11 p.m. Eastern time. For people with Telecommunication Devices for the Deaf (TDDs), all Elder Helplines, as well as the Eldercare Locator Service, can be accessed through Florida Relay Service at 1-800-955-8771.

FLORIDA ELDER HELPLINE DIRECTORY

Please call the telephone number below in your area for information and referrals.

Alachua.....	800-262-2243	Lee.....	866-413-5337
Baker.....	888-242-4464	Leon.....	866-467-4624
Bay.....	866-467-4624	Levy.....	800-262-2243
Bradford.....	800-262-2243	Liberty.....	866-467-4624
Brevard.....	407-514-0019	Madison.....	866-467-4624
Broward.....	954-745-9779	Manatee.....	800-336-2226
Calhoun.....	866-467-4624	Marion.....	800-262-2243
Charlotte.....	866-413-5337	Martin.....	866-684-5885
Citrus.....	800-262-2243	Miami-Dade.....	305-670-4357
Clay.....	888-242-4464	Monroe.....	305-670-4357
Collier.....	866-413-5337	Nassau.....	888-242-4464
Columbia.....	800-262-2243	Okaloosa.....	866-531-8011
DeSoto.....	866-413-5337	Okeechobee.....	866-684-5885
Dixie.....	800-262-2243	Orange.....	407-514-0019
Duval.....	888-242-4464	Osceola.....	407-514-0019
Escambia.....	866-531-8011	Palm Beach.....	866-684-5885
Flagler.....	888-242-4464	Pasco.....	727-217-8111
Franklin.....	866-467-4624	Pinellas.....	727-217-8111
Gadsden.....	866-467-4624	Polk.....	800-336-2226
Gilchrist.....	800-262-2243	Putnam.....	800-262-2243
Glades.....	866-413-5337	Santa Rosa.....	866-531-8011
Gulf.....	866-467-4624	Sarasota.....	866-413-5337
Hamilton.....	800-262-2243	Seminole.....	407-514-0019
Hardee.....	800-336-2226	St. Johns.....	888-242-4464
Hendry.....	866-413-5337	St. Lucie.....	866-684-5885
Hernando.....	800-262-2243	Sumter.....	800-262-2243
Highlands.....	800-336-2226	Suwannee.....	800-262-2243
Hillsborough.....	800-336-2226	Taylor.....	866-467-4624
Holmes.....	866-467-4624	Union.....	800-262-2243
Indian River.....	866-684-5885	Volusia.....	888-242-4464
Jackson.....	866-467-4624	Wakulla.....	866-467-4624
Jefferson.....	866-467-4624	Walton.....	866-531-8011
Lafayette.....	800-262-2243	Washington.....	866-467-4624
Lake.....	800-262-2243		

Elder Helpline Can Assist Non-English Speakers



By calling the Elder Helpline, Florida's elders can access information and referral services through a translation service. Telephone interpreters provide live, on-the-line assistance by translating from English into as many as 148 different languages.

Are you worried that an elder relative or friend may be the victim of abuse? You can report known or suspected cases of abuse by calling Florida's Abuse Hotline at **1-800-96-ABUSE (1-800-962-2873)**.

DISASTER PREPAREDNESS

Government and Voluntary Agencies

Disaster Contact Information

Family, friends, and neighbors who wish to assist elder or special-needs storm survivors may find the following list of telephone numbers helpful:

Florida Emergency Information Line	1-800-342-3557
FEMA Registration (first step for disaster assistance)	1-800-621-3362 (or 1-800-621-FEMA)
FEMA (TTY for Hearing Impaired)	1-800-462-7585
American Red Cross (food, shelter, financial assistance) (volunteers & donations)	1-800-733-2767 Español: 1-800-257-7575
Salvation Army	1-800-725-2769
Feeding America	1-800-771-2303
Florida Volunteer and Donations Hotline	1-800-354-3571
Elder Helpline (Information + Referral) (Florida Department of Elder Affairs)	1-800-963-5337 (or 1-800-96-ELDER)
Florida Department of Financial Services (claims problems)	1-800-227-8676 (or 1-800-22-STORM) TDD: 1-800-640-0886
Price Gouging Hotline (Florida Attorney General)	1-866-966-7226
Price Gouging Hotline (Florida Department of Agriculture and Consumer Services)	1-800-435-7352
Florida Abuse Hotline	1-800-962-2873 (or 1-800-96-ABUSE)
Small Business Administration Helpline (SBA disaster loans for applicants)	1-800-659-2955
Social Security Administration (information on programs)	1-800-772-1213 TTY: 1-800-325-0778
IRS (tax information)	1-800-829-1040 TDD: 1-800-829-4059
U.S. Department of Veterans' Affairs (information and referral)	1-800-827-1000 TDD: 1-800-829-4833
FEMA Fraud & Abuse Hotline (Department of Homeland Security)	1-800-323-8603
Florida Child Care (resource and referral)	1-866-357-3239
Florida Power & Light (outages update)	1-800-468-8243
Unemployment Claims (Florida Department Economic Opportunity)	1-800-204-2418

Information needed when contacting FEMA

- Your Social Security number
- Current and pre-disaster address
- A telephone number where you can be contacted
- Insurance information
- Total household annual income
- A routing and account number from your bank (only necessary if you want to have disaster assistance funds transferred directly into your bank account)
- A description of your losses that were caused by the disaster

*Source: **Florida Division of Emergency Management** All numbers are correct at time of publication. Numbers are updated throughout the year at <http://floridadisaster.org/shelters/>.

Florida Special Needs Registries

To learn about services, including special needs shelters, provided by your county for those with special needs, call your county at the number below.* For information on the Special Needs Registry, visit www.FLGetAPlan.com.

Alachua	352-264-6500	Leon	850-606-3700
Baker	904-259-6111	Levy	352-486-5213
Bay	850-248-6040	Liberty	850-643-2339
Bradford	904-966-6336	Madison	850-973-3698
Brevard	321-637-6670	Manatee	941-749-3500 or 941-749-3505
Broward	954-831-3902 or TDD line- 954-831-3940	Marion	352-369-8100
Calhoun	850-674-8075	Martin	772-287-1652
Charlotte	941-833-4000	Miami-Dade	305-513-7700 305-468-5400 TDD 305-468-5402
Citrus	352-746-6555	Monroe	305-292-4591
Clay	904-284-7703	Nassau	904-548-0900
Collier	239-252-3600	Okaloosa	850-651-7150
Columbia	386-758-1125	Okeechobee	863-462-5819 863-763-3212
Dade	(See Miami-Dade)	Orange	407-836-9319
DeSoto	863-993-4831	Osceola	407-742-9000
Dixie	352-498-1240 ext. 231	Palm Beach	561-712-6400
Duval	904-255-3110	Pasco	727-847-8137 or (TDD) 727-847-8949
Escambia	850-471-6400	Pinellas	727-464-3800
Flagler	386-313-4200	Polk	863-298-7027
Franklin	850-653-8977	Putnam	386-329-0379
Gadsden	850-875-8642	Santa Rosa	850-983-5360
Gilchrist	386-935-5400	Sarasota	941-861-5000
Glades	863-946-6020	Seminole	407-665-5102
Gulf	850-229-9110	St. Johns	904-824-5550
Hamilton	386-792-6647	St. Lucie	772-462-8100
Hardee	863-773-6373	Sumter	352-569-1660
Hendry	863-674-5400	Suwannee	352-364-3405
Hernando	352-754-4083	Taylor	850-838-3575
Highlands	863-385-1112	Union	386-496-3211 or 386-496-4300
Hillsborough	813-307-8063 813-272-5900 TDD 813-301-7173	Volusia	386-254-1500
Holmes	850-547-1112	Daytona Beach	386-736-5980
Indian River	772-567-2154	Deland	386-423-3395
Jackson	850-482-9678 or 850-718-0008	During Disaster	866-345-0345
Jefferson	850-342-0211	Wakulla	850-745-7200
Lafayette	386-294-1950	Walton	850-892-8065
Lake	352-343-9420	Washington	850-638-6203
Lee	239-533-3640 or 239-533-0622		