

HURRICANE SANDY DISASTER ASSISTANCE RESOURCE GUIDE Long Island Region

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Visit www.211longisland.org for other needed services.



To help people locate assistance for needs caused by a local
disaster
2-1-1 Long Island is responsible for updating and distribution of this resource guide.

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INTRODUCTION

This resource guide is intended to help people locate assistance for needs caused by **Hurricane Sandy**. 2-1-1 Long Island is responsible for updating and distribution of this guide. **All suggestions, corrections, and information on how to make this a better resource for both victims of disaster and helping organizations that serve them are welcomed and should be sent to 2-1-1 via the following three emails: 211.longisland@mcpl.lib.ny.us, panderson@uwwp.org, and eeberhardt@unitedwayli.org.** Please note that this guide is organized by general services, by county, and in certain circumstances, by town or city.

RECOVERY SERVICES

If you have been affected by **Hurricane Sandy** on Long Island, please visit www.211longisland.org for up-to-date information on disaster related services in your area. You may also call the 2-1-1 LI call center by dialing 2-1-1 or 1-888-774-7633. The call center is open 24/7 days a week at this time.

American Red Cross Assistance

American Red Cross relief focuses on meeting the immediate emergency disaster-caused needs of individuals and families.

- **American Red Cross on Long Island: (516)747-3500** Visit www.redcross.org to download a "Hurricane App" which provides real-time lists of open shelters.
- **American Red Cross National Hotline:** (866)-GET-INFO (866-438-4636)

Long Island Power Authority – LIPA

REPORT OUTAGES: 1-800-490-0075 or online at liaccount.com/outage or by texting OUT to 695472

Please be advised that LIPA telephone networks are experiencing heavy volume as a result of the storm. If you have trouble reaching LIPA please be patient and try again.

Visit the LIPA storm center at <http://www.lipower.org/stormcenter> for an outage map.

National Grid

REPORT GAS LEAKS: 1-800-490-0045

New York State: Hurricane Sandy Helpline for New York State Residents 1-888-769-7243 / 1-518-485-1159

TOWN CONTACTS

Town of North Hempstead	call 3-1-1 or 516-TOWN-311	www.northhempstead.com
Town of Hempstead	516-489-5000	www.townofhempstead.org
Town of Oyster Bay	Downed trees call 516-677-5757	www.oysterbaytown.com
City of Glen Cove	516-676-2000 or 516-676-4402	www.glencove-li.us
City of Long Beach	516-431-1000	www.longbeachny.org
Town of Babylon	Downed trees call 631-422-7600	www.townofbabylon.com
Town of Brookhaven	Downed trees call 631-451-9200	www.brookhaven.org
Town of East Hampton	Roadway obstruction call 631-324-0925	www.town.east-hampton.ny.us
Town of Huntington	631-271-6573; downed trees 631-499-0444	www.huntingtonny.gov
Town of Islip	Downed trees call 631-224-5600	www.townofislip-ny.gov
Town of Riverhead	631-727-3200	www.townofriverheadny.gov
Town of Southampton	631-283-6000	www.southamptontownny.gov
Town of Smithtown	631-360-7553; downed trees 631-360-7500	www.smithtownny.gov
Town of Southold	631-765-1800	www.southoldtownny.gov
Town of Shelter Island	631-749-0291	www.shelterislandtown.us

AMERICAN RED CROSS SHELTERS (as of 11/8/12)

Anyone planning on utilizing shelters please remember to bring medications and disposable medical supplies. The Red Cross Shelters will provide food, beverages, a safe place to sleep, health and mental health services for those in need. People coming to the shelters should bring:

- * Bedding for each member of the family
- * Diapers and formula for children
- * Prescription medicines
- * Toiletries
- * Food for special dietary needs

Please note that the only animals permitted in Red Cross shelters are service animals; for safety and health reasons

Shelter lists may change -- to find the shelter closest to you that is open currently, please download the Red Cross Hurricane App <http://app.redcross.org/nss-app/> or visit: <http://www.redcross.org/nss>. Shelter lists are updated every 30 minutes.

Nassau County Shelters

Farmingdale Senior High School

150 Lincoln Street
Farmingdale ,NY 11735

Glen Cove High School

150 Dosoris Lane
Glen Cove ,NY 11542

Levittown Memorial Special Education Center

150 Abbey Lane
Levittown ,NY 11756

Nassau Community College

1 Education Drive
Garden City ,NY 11530

New Hyde Park Memorial High School

500 Leonard Blvd
New Hyde Park ,NY 11040

North Shore Temple

83 Muttontown Road
Syosset, NY 11791

Plainview-Old Bethpage Middle School

121 Central Park Rd
Plainview ,NY 11803

Warming Centers – Nassau (current list <http://www.nassaucountyny.gov/agencies/CountyExecutive/>)

- **Baldwin:** Senior Center, 1810 N Grand Ave, (9am-6pm)
- **Bellmore:** Library, 2288 Bedford Ave (opens 200 Bellmore Ave (9am-9pm)
- **Bellmore:** Senior Center (9am-6pm)
- **Bethpage:** Senior Center, 103 Grumman Rd W (9am-4:00pm)
- **East Meadow:** American Legion Hall, 294 Bellmore Rd (3pm-8pm)
- **Elmont:** Senior Center, 138 Elmont Rd (9am-6pm)
- **Franklin Square:** Senior Center, 1182 Martha Place (8am-4pm) – CLOSED 11/8 due to inclement weather
- **Freeport:** Memorial Library, 144 West Merrick Road (9am-9pm)
- **Freeport:** Senior Center, 66 Church Street, (9am-4pm) – CLOSED 11/8 due to inclement weather

- **Glen Cove:** Senior Center, 130 Glen St, (9am-5pm)
- **Great Neck:** Senior Center, 80 Grace Avenue (9am-5pm) – CLOSED 11/8 due to inclement weather
- **Green Acres:** Senior Center, 400 Flower Rd, Valley Stream (9am-6pm)
- **Hempstead:** Senior Center, United Methodist Church, 40 Washington St (10am-2pm) – CLOSED 11/8 due to inclement weather
- **Herricks:** Senior Center 999 Herricks Rd, New Hyde Park (9am-8pm) – CLOSED 11/8 due to inclement weather
- **Levittown:** Senior Center 555 Newbridge Rd (9am-6pm)
- **Massapequa Park:** Our Lady of Loudes School, 379 Linden St.
- **Merrick:** Library, 2279 Merrick Ave, (9am-9pm)
- **Merrick:** Golf Course Clubhouse, 2550 Clubhouse Rd (6am-7pm)
- **North Merrick:** Senior Center, Brookside School, 1260 Meadowbrook Rd, (9am-4:45pm) – CLOSED 11/8 due to inclement weather
- **Oyster Bay:** Senior Center, 45 E Main St (M, T, W 9am-8pm: T & F 8:30am-4:30pm)
- **Port Washington:** Senior Center, St Stephens Church, 9 Carlton Ave (9am-4pm)
- **Rockville Centre:** American Legion, 197 Maple Ave. (12 noon-9pm)
- **Rockville Centre:** Hispanic Brotherhood Senior Program, 59 Clinton Ave (9am-4pm)
- **Roosevelt:** Rosa Parks Senior Center, 2 Babylon Tpke (9 am-6 pm)
- **Syosset:** North Shore Synagogue, 83 Muttontown Eastwoods Rd., (also serving 3 meals a day)
- **Uniondale/Hempstead:** Senior Center, 840 Uniondale Ave, (9am-6pm)
- **Uniondale/Merrick:** Senior Center, 750 Jerusalem Ave, Uniondale (9am-6pm)
- **Wantagh:** Senior Center, 1150 Seamans Neck Rd, Wantagh (9am-6pm) – CLOSED 11/8 due to inclement weather
- **Wantagh:** Temple Bnei Torah, 2900 Jerusalem Ave. (Mon – Thurs. 9am-5pm, Fri. 9am-3pm)
- **West Hempstead:** Echo Park Pool, 399 Nassau Blvd (9am-6pm)
- **Westbury:** Magnolia Gardens Senior Center, 899 Broadway
- **Westbury:** Salisbury Senior Center, 460 Salisbury Park Dr, (9am-6pm) – CLOSED 11/8 due to inclement weather
- **Westbury:** Senior Center, 360 Post Ave, (8:30 pm-3:30pm)

Suffolk County Shelters

North Babylon High School

1 Phelps Lane
North Babylon ,NY 11703

Pet Friendly Shelter (Pets only) North Babylon Fire Department - 20 Hale Rd, North Babylon, NY

Note: the Pet shelter is across the street from the North Babylon High School Shelter at 1 Phelps Lane, North Babylon.

Robert Frost Middle School

450 Half Hollow Road
Deer Park ,NY 11729

Sachem Old District Office

245 Union Ave
Holbrook ,NY 11741

St Joseph's College

155 West Roe Boulevard
Patchogue ,NY 11772

William Floyd High School

240 Mastic Beach Rd
Mastic Beach ,NY 11951

YMCA-Long Island

60 Main Street
Huntington ,NY 11743

Warming Centers – Suffolk County (current list at <http://scoem.suffolkcountyny.gov/>)

For warming, food, & charging.

Central Presbyterian Church, 240 Main St, Huntington
Dix Hills Ice Rink, 575 Vanderbilt Parkway, Dix Hills
Huntington YMCA, 60 Main Street, Huntington
Lights of Salvation Church, 1599 New York Ave, Huntington
Mastic Recreation Center, 15 Herkimer St, Mastic
New Village Recreation Center, 20 Wireless Rd, Centereach
Robert E. Reid Senior Recreational Center, Defense Hill & Route 25-A, Shoreham
Saint Michaels and All Angels Church, Wilson Ave, Gordon Heights
Temple Beth El, 660 Park Ave, Huntington

FOOD

American Red Cross Food Sites

will be open to serve lunch at 11 a.m. and dinner at 4 p.m. at the following locations:

Nassau County

Nickerson Beach Park
880 Lido Blvd., Lido Beach NY

Cedar Creek Park
3340 Merrick Road, Seaford NY

Grant Park
Broadway & Sheridan Ave., Hewlett NY

Suffolk County

H.Lee Dennison Bldg.
100 Veterans Memorial Highway, Hauppauge NY

Riverhead City Center
210 Center Drive, Riverhead NY

Mastic Fire House
1080 Mastic Road, Mastic, NY

Island Harvest Hurricane Relief

(516) 294-8528 or (631) 873-4775

Agency has mobile food pantries and fleet of trucks visiting communities including Long Beach, Freeport, Lindenhurst, Bay Shore, Amityville, Babylon, Mastic, New Cassel, Great Neck, Port Washington, Bayville, Glen Cove and Shirley to bring food and personal care items to thousands of residents in these hard hit neighborhoods.

Donations of food, cleaning supplies, water, and nonperishable items (low sodium canned vegetables, soups & fruit, canned meat, whole wheat pasta & cereal, nutritional beverages such as Ensure) may be dropped off at the following Island Harvest locations:

Island Harvest Food Collection & Distribution Center
40 Marcus Boulevard
Hauppauge, NY 11788
Hours: Weekdays, 10:00 am - 3:00 pm

Island Harvest Uniondale Warehouse (behind the Holly Patterson extended care facility)
875 Jerusalem Avenue
Uniondale, NY 11553
Hours: Weekdays, 10:00 am - 3:00 pm

FEMA - Disaster Recovery Centers (DRCs) (as of 11/6/12)

DRCs will open for homeowners, renters and business owners who sustained damage as a result of Hurricane Sandy. Specialists from the state of New York, the Federal Emergency Management Agency (FEMA) and the U.S. Small Business Administration (SBA) will be on hand to answer questions and provide information on the types of assistance available to survivors. The recovery centers act as a one-stop-shop for eligible survivors where they can meet with both state and federal workers and get help as quickly as possible. Visiting with a recovery specialist is not a requirement for survivors who want disaster assistance, but the centers are an excellent way for people to get answers to their questions about disaster aid and help applying for it. **More recovery centers will open as sites are identified and approved.**

Nassau County (per FEMA website <http://asd.fema.gov/inter/locator/home.htm>)

Nassau Community College
1 Education Drive, Garden City, NY
Hours: Nov. 1, 1 p.m. – 8 p.m.
Nov. 2 to further notice: 8 a.m. to 8 p.m. seven days a week.

Recreation Center and Ice Arena
700 Magnolia Blvd
Long Beach, NY 11561

Island Park Village Hall
127 Long Beach Road
Island Park, NY 11558

Suffolk County (per FEMA website <http://asd.fema.gov/inter/locator/home.htm>)

H. Lee Dennison Bldg.
100 Veterans Memorial Highway, Hauppauge

Riverhead Community Center
300 Center Drive, Riverhead

Islip Town Hall
655 Main Street, Islip

Southold Town Hall
53095 Route 25, Southold

Mobile Center: Edward W. Bower Elementary School
315 Montauk Highway, Lindenhurst

Individuals are encouraged to register online at www.disasterassistance.gov or via web-enabled phone at m.fema.gov. Applicants may also call 1-800-621-3362 or (TTY) 1-800-462-7585. If you use 711-Relay or Video Relay Services (VRS), call 1-800-621-3362. The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. EDT, seven days a week until further notice.

FINANCIAL BENEFITS

FEMA issued a Major Disaster Declaration on October 30, 2012 for **Hurricane Sandy** to include the following counties:

- Nassau County
- Suffolk County

FEMA Assistance www.fema.gov

FEMA provides funding and assistance to local residents (renters and homeowners) and businesses who have sustained loss of or damage to property that is not covered by insurance. Contact your insurance company first: If you are NOT covered for the storm damage by your insurance company, you may be eligible for federal aid. You will need

to obtain a letter from your insurance company saying you are not covered for damage from the storm. Applicants can feel confident that the information they provide is used only to access disaster recovery assistance, according to the head of disaster recovery operations in New York for the Federal Emergency Management Agency (FEMA).

The aid is available to citizens, non-citizen nationals, and qualified aliens. Qualified aliens include those with legal permanent residence (shown by green cards). Their status will not be jeopardized by requesting disaster assistance.

A minor child who is a citizen, non-citizen national or qualified alien can have a parent or guardian who is not eligible apply for assistance on the child's behalf. No information will be gathered on the adult's status.

The status of qualified alien includes:

- legal permanent residents (those with green cards),
- those with refugee or asylum status,
- those whose deportation has been withheld,
- those on parole into the U.S. for at least one year for humanitarian purposes,
- those with conditional entry,
- those who are Cuban-Haitian entrants,
- and those with petitions for relief based on battery or extreme cruelty by a family member.

The application for assistance from the Federal Emergency Management Agency (FEMA) requires applicants to certify that they are either citizens, non-citizen nationals or qualified aliens. FEMA conducts random audits of applications to verify U.S. citizenship and qualified alien documentation issued by the Immigration and Naturalization Service. However, assistance can be given as long as someone in the household is entitled to it, and no information will be gathered regarding the status of others in the household.

Individual Assistance (IA)

Is disaster assistance directed to families, individuals, and businesses within a disaster area. Applications can be submitted by calling 1-800-621-FEMA (3362), or filing on-line by logging onto www.disasterassistance.gov. Hearing impaired individuals using TTY may call 1-800-462-7585.

In addition, it is recommended to have the following information ready when applying for assistance:

- Your Social Security number
- Current and pre-disaster address.
- A description of your losses that were caused by the disaster.
- Insurance information.
- Directions to your damaged property.
- A telephone number where you can be contacted.
- 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).

After you've completed your application for assistance, you will receive a FEMA application number. Write down this number and keep it for future reference. This number can also be used for identification at banks, airlines, etc. if your identification has been destroyed.

HOUSING

To register with FEMA, call FEMA Helpline at 800-621-3362. People with hearing disabilities can call the TTY number, 800-462-7585. Applicants can also register online at www.DisasterAssistance.gov or with any web-enabled mobile device or smart phone at m.fema.gov.

Rental Assistance

New York State storm survivors who lost their home because of damages caused by **Hurricane Sandy** may be eligible to receive rental assistance. FEMA offers funds to rent alternative housing for a limited period of time while repairs are made to the dwelling. Residents should first apply by calling the FEMA Helpline at 1-800-621-3362; TTY 1-800-462-7585. Multilingual assistance is also available by phone. Applicants can also register online at www.DisasterAssistance.gov or with a Smartphone at m.fema.gov.

Have the following information at hand when calling:

- Your Social Security number;
- A general list of damages and losses you suffered;
- Clear directions to the property that was damaged;
- Current mailing address and phone number;
- Insurance information;
- General financial information; and
- Bank account code if you wish to speed up your assistance with direct deposit.

FEMA will discuss with survivors the temporary housing process. Hurricane Sandy survivors who are **homeowners** may apply for rental assistance while they make home repairs. Displaced **tenants** may apply for rent assistance, but the assistance will be limited (most likely to 2 months rent). Families and individuals in the declared counties who are registered for federal disaster assistance and seeking rental resources can search through hundreds of listings on the FEMA Housing Portal at asd.fema.gov/inter/hportal/home.htm.

FEMA announced on 11/7/12 that the agency is increasing the amount of rental assistance that it may provide eligible disaster survivors in New York and New Jersey. The rental amount, based on existing HUD Fair Market Rates (FMR) for fiscal 2013, is being increased by an additional 25 percent.

The maximum Individual Assistance grant for **Hurricane Sandy** has been fixed at \$31,900. Homeowners may also apply for SBA loans for additional assistance.

Storm Survivors Storm Looking For a Place to Rent

- Call the FEMA Helpline 1-800-621-3362 and asking for rental resources by town, county, number of bedrooms, accessibility and other criteria.
- Visit the nearest Disaster Recovery Center (DRC) and consulting a FEMA specialist.
- Visit the New York State website: <http://www.nyhousingsearch.gov/>
- FEMA Housing Portal at asd.fema.gov/inter/hportal/home.htm
- Visit Multiple Listing Service website <http://www.mlsli.com/rentalsearch.cfm>

FEMA Transitional Sheltering Assistance (TSA) Program

FEMA has activated its Transitional Sheltering Assistance (TSA) program, which allows eligible survivors who are in shelters and cannot return to their homes due to storm-related damages to stay in participating hotels or motels until more suitable housing accommodations are available. FEMA's contracted vendor, Corporate Lodging Consultants, is maintaining a list of participating hotels and motels, and working to bring on more hotels to ensure that the needs of all survivors are being met. Hotel and motel owners who wish to become a participating hotel can sign up at <https://ela.corplodging.com/>

Temporary Housing Units (THUs)

The use of temporary housing trailers has not yet been determined by FEMA.

New Yorkers With Property To Rent to Storm Survivor(s)

Call the FEMA Helpline 1-800-621-3362 and provide the following information:

- Address of rental property;
- Monthly rent;
- Number of bedrooms;
- If the property is accessible to people with disabilities; and
- If you accept pets, and the deposit required for pets, if any.

FEMA Assistance for Immigrant Families

FEMA helps the household, therefore if anyone in the household qualifies (a child born on the US, or a parent with a green card), then the family would qualify for help.

Post-Application Process

If an inspection is required to process your application, an inspector will contact you to make an appointment to visit your property and assess the damage about 10 days after your application has been filed.

Within about 10 days of the inspector's visit, you will receive a letter from FEMA informing you of the decision on your request for help. FEMA will mail you a copy of your application and an applicant's guide that will answer many of your questions.

- If you are eligible for help, the letter will be followed by a U.S. Treasury/State check or there will be a transfer of cash to your bank account. The letter will explain what the money can be used to pay for. You should use the money given to you as explained in the letter.
- If you are not eligible for help, the letter will give the reason for the decision. You will be informed of your appeal rights in the letter from FEMA.

If FEMA Assistance is Denied

A denial letter does not necessarily mean that an applicant is ineligible for assistance. It may mean that the information provided is incomplete. An applicant also has the right to appeal a denial in writing within 60 days from the date of the decision of the letter. Guidelines for appeals can be found in the "Help After a Disaster" handbook that each applicant receives. Applicants can also get guidance on this issue at any Disaster Recovery Center. Helpline, **1-800-621-FEMA (3362)**

Individuals may also complete and return the US Small Business Administration loan application.

Instructions for Filing an Appeal

Appeals must be made in writing and sent by mail or fax to FEMA within **60 days** of receiving the letter of determination. The appeal letter should include

- New or missing information
- Documents and damage repair estimates that support the appeal request
- Your name
- Address of damaged home
- FEMA registration number
- Number of the disaster (for example: DR-4020-NY), found in the letter you received from FEMA.

Mail appeals to:

FEMA-Appeals Officer
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-8055

Fax Appeals To: 1-800-827-8112

Report False Damage Claims

If you suspect someone is filing false damage claims please report it to 800-323-8603

Home Repair

Community Development Corporation of Long Island offers several programs that may be able to assist Long Island residents, including its Emergency Home Loan Repair Program. Contact (631)471-1215 or homeloan@cdcli.org.

Public Assistance (PA)

Provide assistance to Nonprofit organizations and Local, County, State, and Tribal Governments for supplemental reimbursement or the repair or restoration of the infrastructures and facilities to pre-disaster condition after the declaration of a major disaster. Please see the following for more information:

- Municipality Checklist/Forms: <http://www.dhSES.ny.gov/oem/recovery/documents/municipality-checklist.pdf>
- Request for Public Assistance: <http://www.dhSES.ny.gov/oem/recovery/documents/RPA-Form-2011.pdf>

- Applicant Handbook: <http://www.dhSES.ny.gov/oem/recovery/documents/4020-Applicant-Handbook.pdf>

Counties eligible for public Assistance – will be determined post disaster

New York State Financial Services Department

Consumers in New York will not be required to meet hurricane deductibles when seeking reimbursement for damages from the storm. Winds must exceed 100 miles per hour, which was not recorded in New York, for the deductible to take effect. The Department has set up a hotline 1-800-339-1759 for homeowners. Those unable to resolve disputes can file complaints at <http://www.dfs.ny.gov/consumer/fileacomplaint.htm>.

NYS Dept. of Homeland Security and Emergency Services - Hazard Mitigation Grant Program (HM)

The Hazard Mitigation Grant Program (HMGP) provides grants to states and local governments to implement long-term hazard mitigation measures after a major disaster declaration. The purpose of the HMGP is to reduce the loss of life and property due to natural disasters and to enable mitigation measures to be implemented during the immediate recovery from a disaster. <http://www.dhSES.ny.gov/oem/event/sandy/mitigation/>

Disaster Counseling

Disaster Distress Helpline

Operates 24 hours-a-day, seven-days-a-week as a resource to people who are in emotional distress after experiencing a natural or man-made disaster or tragedy. Available to survivors, first responders 1.800.985.5990, bilingual in 150 languages, or text "talkwithus" to 66746" or "hablanos" to 66746.

Disaster Case Management Program

Disaster Case Management assists with unmet needs following a disaster, which may include:

- Those that are not eligible for FEMA,
- Those that got FEMA assistance but still have unmet needs,
- Those that are confused about where they stand in the FEMA process. (we can help them find out where their case stands).

It is important to note that immigrants are eligible for Disaster Case Management even if they are not eligible for FEMA.

To be determined if any nonprofit organizations in New York will be funded to provide disaster case management for those affected by Hurricane Sandy.

HOW TO REPLACE DOCUMENTS LOST IN A DISASTER

Part of disaster preparation is for people to put critical documents in a safe place. This means placing them in a sealable plastic bag or other watertight container and securing that container where it is best protected and can easily be located. Unfortunately, sometimes even these steps will not keep documents from being lost or destroyed, especially in the event of tornados, hurricanes or wildfires. If papers are lost – like birth certificates, Social Security cards, drivers' licenses, tax records and so on – New York state and FEMA are advising residents on how to recover them:

- Birth certificates: If you were born within the confines of the five boroughs of New York City, visit or write to the Office of Vital Records, 125 Worth Street, Room 133, New York, N.Y. 10013. (A photo ID is required both by mail and in person.) The office advises the fastest way to get records is online at www.nyc.gov/vitalrecords or call 3-1-1 .
- If you were born in New York state outside of New York City, contact your **Town Clerk** or **NY State Vital Records** at http://www.health.ny.gov/vital_records/ or 877-854-4481.
- log onto www.vitalchek.com or phone 1-877-854-4481. This will connect you to a company called VitalChek, which is contracted with the state to handle credit-card orders. There are modest fees involved.
- Drivers' licenses: Visit any New York Department of Motor Vehicles office. To find an office nearby, log onto www.nydmv.state.ny.us/offices.htm.

- Social Security card replacements: Call the U.S. Social Security office at 800-772-1213, Monday through Friday, 7 a.m. to 7 p.m. local time. For TTY users the number is 800-325-0778, or log onto www.ssa.gov/ssnumber for more information.
- Federal tax records: Call 800-829-1040, Monday through Friday, 7 a.m. to 10 p.m. local time, or log onto www.irs.gov.
- New York state tax records and New York City tax records: Log onto <http://www.tax.ny.gov> or phone 518-457-5181. TDD 518-485-5082

For copies of your utility bills, bank records, insurance policies, mortgage payments and the like, call the appropriate firm and speak to a customer-service representative.

It is also a good idea to make copies of all your vital and important documents and mail them to a friend or relative you can trust to keep them safe and retrievable in case disaster strikes.

COMMONLY ASKED QUESTIONS ABOUT DISASTER AID

Q: Does FEMA charge a fee for a home inspection? A: No. FEMA never charges for an inspection.

Q: I have applied for disaster assistance before, do I need to apply again?
A: Yes. Even if you applied for assistance for a previous disaster, you must apply again for this disaster.

Q. I already cleaned up and made repairs to my property. Am I still eligible to register with FEMA? A. Yes. You may be eligible for reimbursement of your clean up and repair expenses.

Q: Will FEMA assistance affect my Social Security check?
A. No. Any aid you receive from FEMA will not affect your monthly Social Security check.

Q: Are disaster relief payments taxable?
A: No. Qualified disaster relief payments are not taxable.

Q: Does my income need to be under a certain dollar amount to qualify for disaster aid?
A: No. FEMA's Housing Assistance program is available to anyone who suffered damage or loss in the declared counties, regardless of income. Some aid under the Other Needs Assistance program is income dependent and officials make decisions on a case-by-case basis.

Q. Isn't there a lot of paperwork to register with FEMA?
A. No. There is no paperwork to register with FEMA. You can register with one simple phone call. Call the FEMA Helpline at 800-621-3362. Phone lines are open from 7 a.m. to 10 p.m. ET, seven days a week until further notice. People with hearing disabilities can use the TTY number, 800-462-7585. Applicants can also register online at www.DisasterAssistance.gov or with any web-enabled mobile device or smartphone at m.fema.gov. Follow the link to "apply online for federal assistance."

Q: If I got help from the American Red Cross, can I also get help from FEMA?
A: Yes. FEMA and New York State coordinate a number of programs to help disaster survivors. These programs differ from the emergency food, clothing and shelter provided by the American Red Cross and other voluntary agencies.

Q: When I get help from the American Red Cross, am I automatically registered with FEMA?
A: No. Registering with the American Red Cross or any voluntary agency is not the same as registering with FEMA. If you are a homeowner, renter, or business owner who have damages from a disaster, call the FEMA Helpline at 800-621-3362 to register.

Q: I have flood insurance. Should I still register with FEMA?

A: Yes. Everyone with flood insurance should register with FEMA. FEMA may be able to help with uninsured costs.

Q: Do I have to own a business to apply for a loan from the U.S. Small Business Administration?

A: No. The SBA is the primary source of financial assistance following a disaster and provides low-interest loans to homeowners, renters, businesses, and non-profits.

Q: Do I have to be turned down by my bank before I can apply for a disaster

loan? A: No. The SBA has its own criteria for determining each loan applicant's eligibility.

Q: If I rent an apartment, can I get help to replace my damaged personal property?

A: Yes. A renter may qualify for a FEMA grant or a SBA low-interest disaster loan to replace personal property.

Q: Will FEMA pay for all home repairs or contract work?

A: No. FEMA does not pay to return your home to its condition before the disaster. FEMA provides grants to qualified homeowners to repair damage not covered by insurance but the grants may not pay for all the damage. A SBA loan may return a home to its pre-disaster condition.

Q: Do I have to repay money I receive for disaster relief?

A: No. You do not have to repay grant money but you must repay SBA loans.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

DISASTER LOANS (SBA)

SBA provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, nonprofit organizations to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster. If you have been affected by **Hurricane Sandy**, please visit <http://www.sba.gov/content/2012-hurricane-and-tropical-storm-recovery-assistance-information#> for information about how to apply for SBA disaster assistance.

Disaster loans up to \$200,000 are available to homeowners to repair or replace disaster damaged or destroyed real estate. Homeowners and renters are eligible up to \$40,000 to repair or replace disaster damaged or destroyed personal property.

Businesses and private non-profit organizations of any size may borrow up to \$2 million to repair or replace disaster damaged or destroyed real estate, machinery and equipment, inventory, and other business assets. The SBA may increase a loan up to 20 percent of the total amount of disaster damage to real estate and/or leasehold improvements, as verified by SBA, to make improvements that lessen the risk of property damage by future disasters of the same kind.

For small businesses, small agricultural cooperatives, small businesses engaged in aquaculture and most private non-profit organizations of all sizes, the SBA offers Economic Injury Disaster Loans to help meet working capital needs caused by the disaster. Economic Injury Disaster Loan assistance is available regardless of whether the business suffered any physical property damage.

Interest rates are as low as 1.688 percent for homeowners and renters, 3 percent for non-profit organizations and 4 percent for businesses with terms up to 30 years. Loan amounts and terms are set by the SBA and are based on each applicant's financial condition.

Applicants may apply online using the Electronic Loan Application (ELA) via SBA's secure website at <https://disasterloan.sba.gov/ela>.

To be considered for all forms of disaster assistance, applicants should register online at www.DisasterAssistance.gov or by mobile device at m.fema.gov. If online or mobile access is unavailable, applicants should call the FEMA toll-free Helpline at 800-621-3362. Those who use 711-Relay or Video Relay Services should call 800-621-3362. Additional details on the locations of Disaster Recovery Centers and the loan application process can be obtained by calling the SBA Customer Service Center at 800-659-2955 (800-877-8339 for the deaf and hard-of-hearing) or by sending an e-mail to disastercustomerservice@sba.gov.

The filing deadline to return applications for physical property damage is **December 31, 2012**. The deadline to return economic injury applications is **July 31, 2013**.

NYS INSURANCE CLAIMS

If you have homeowner's insurance and sustained any damage, start collecting documents to support any claim. Flood damage is often not covered under many policies. The NYS Department of Financial Services opened **Hurricane Sandy** information hot line from 8:00 AM - 8:00 PM Weekdays; 9:00 AM - 4:00 PM Weekends at 1-800-339-1759 or visit <http://www.dfs.ny.gov/> for more information.

HEALTH CONCERNS

Nassau County Dept. of Health

Weekdays 9:00 am - 4:45 pm: (516) 227-9697
After Hours and Weekend Emergencies: (516) 742-6154

Suffolk County Dept. of Health

Business Hours (631) 853-3055, (631)853-3005, (631) 854-0100
After normal business hours and weekends, contact (631) 852-4820.

Power Outages and Food Safety

Homes that have been without power for some period of time, residents will need to evaluate food left in refrigerators and freezers. Bacteria can readily grow at temperatures above 41 degrees Fahrenheit in many foods and make people ill. Here are some general guidelines from the NYS Department of Health:

- Foods such as eggs, milk, meats, chicken, seafood, cooked leftovers, gravies, soups, or products with these ingredients, **must be discarded if temperatures exceeded 41 degrees Fahrenheit for more than 2 hours**. If these foods were above 41 degrees for less than two hours and can be cooled to less than 41 degrees within the next two hour time frame, they do not need to be discarded.
- Foods such as fruits, vegetables, juices, cheeses and condiments, may be stored above 41 degrees Fahrenheit for an extended time, but should be checked for appearance, odor, texture and color before being served for consumption.
- Frozen chicken, seafood, meats, cooked leftovers, gravies, soups, or products with these ingredients that have thawed (soft to touch, liquid evident) but have not warmed to above 41 degrees Fahrenheit should be cooked immediately and either consumed, refrigerated or discarded. Semi-perishable foods, i.e., breads, fruits, vegetables, can be cooked and used or refrozen. Refreezing may cause a loss in nutritional and/or taste value.
- Frozen foods that have completely thawed and have been warmed to temperatures above 41 degrees Fahrenheit should be discarded.
- The motto to remember relative to refrigerated or frozen food is: **"WHEN IN DOUBT, THROW IT OUT."**

Residents can visit www.fda.gov for more information about food safety following a power outage, or they can call their local Health Department.

SOCIAL SERVICE RELATED SERVICES

Replacement of SNAP/Food Stamp Benefits

The Supplemental Nutrition Assistance Program (SNAP) is the new name for the Food Stamp Program in New York State.

For all SNAP/food stamp recipients in Nassau & Suffolk Counties: The Dept. of Social Service will be automatically posting 50% of the client's food stamp benefit to their EBT card. The benefit will be provided to **ALL** active food stamp recipients, whether they have been directly affected by the disaster or not. Recipients will also be allowed to purchase prepared foods until November 30. For more information visit www.odta.ny.gov/news/SNAP/replacement.pdf

There are Nutrition Outreach and Education Program (NOEP) Coordinators can help families and individuals who may be eligible for Replacement benefits or wish to now apply for SNAP/food stamp benefits:

Catholic Charities SNAP/Nutrition Outreach & Education Program 143 Schleigel Boulevard, Amityville, NY 11701 (631)789-9546	Suffolk
Health & Welfare Council SNAP/Food Stamp Assistance 150 Broad Hollow Road, Melville NY 11747 (516)483-1110, press 4	Nassau

Disaster Legal Services

New York state residents facing legal issues arising out of **Hurricane Sandy** can get free legal help through the Federal Emergency Management Agency's Disaster Legal Services program.

Disaster Legal Services (DLS) is a federal program operated by the American Bar Association Young Lawyers Division (ABA YLD) providing **free legal services** to persons affected by presidentially declared major disasters. Disaster Legal Services can help survivors with bankruptcy, civil rights, employment law, landlord-tenant law, FEMA benefits claims, wills, trusts and probate matters, among other issues potentially arising from disaster.

Any person affected by **Hurricane Sandy** who does not have the means to hire a lawyer is eligible. Call the Disaster Legal Services Hotline at **1-800-342-3661** and the service is available from **9 a.m. to 5 p.m. ET Monday through Friday**. Callers will be connected with attorneys who can provide over-the-phone assistance. When needed, callers will be referred to attorneys who can provide legal representation free of charge. All calls are completely confidential.

Touro Law School Pro Bono Storm Help Center - "TLC- HEART"

To provide referrals, assistance and legal advice for local residents and small businesses affected by Hurricane Sandy. The center, called TLC-HEART (Touro Law Center - Hurricane Emergency Assistance and Referral Team), will be staffed by volunteer lawyers and law students. It will include a telephone hotline (hours to be determined) that will match resident concerns with referrals to federal, state and local government agencies and private groups offering storm-related assistance. The Center will also offer:

- assistance in assessing eligibility and completing application forms for the wide range of emergency assistance available to storm victims, both individuals and small businesses (e.g., food stamps, government loans and grants);
- free legal consultation and advice on storm-related legal issues (e.g., insurance, landlord-tenant, consumer complaints, unemployment);
- assistance to members of the Touro Law community who are in need.

Beginning next week, residents will be able to call the center at (631) 761-7198 and email tlicheart@tourolaw.edu.

Federal Disaster Unemployment Assistance (DUA)

DUA may be available for individuals, including the self-employed, who are unemployed as a direct result of the damages caused by **Hurricane Sandy**. Eligibility requirements for DUA differ from regular unemployment insurance and you may qualify if you are self-employed, even if you own and operate a farm. To apply for unemployment benefits or disaster unemployment assistance, Call Department of Labor's Telephone Claims Center (TCC) at 1-888-209-8124 by December 3, 2012.

When you file for unemployment insurance benefits, you should have the following information ready and available:

- Your social security number
- Your NYS driver license or Motor Vehicle ID card number (if you have one)
- Your mailing address and zip code
- A phone number where you can be reached for additional information
- Your alien registration card number (if you have one)
- Your 2010 income tax return:

Self-employed workers:

- Schedule C (line 31) net profit or loss

Farmers:

- Schedule F (line 36) net farm profit or loss

Can still run the business or farm and collect DUA?

You may be able to earn an income and still collect DUA in some situations. Examples include, but are not limited to, the following:

- Businesses may qualify for DUA if the level of income is significantly diminished as a direct result of the disaster. For example, a manufacturer of goods that has a major part of their inventory destroyed may be eligible.
- Farmers who are involved in more than one aspect of farming (i.e. dairy and crops) may still be eligible for partial DUA payments.

Will collecting DUA prevent from either cleaning or salvaging business/farm?

- Restorative or clean-up work, which is necessary because of the disaster, will not disqualify an individual for DUA.
- Salvaging or other limited self-employment activity alone will not necessarily make someone ineligible for DUA as long as they work less than full time and their earnings do not exceed their maximum weekly benefit rate.
- If salvaging results in a brief period of earnings of more than \$405 a week, then DUA would stop during that period, but resume after salvaging operations end. For example, a farmer who was substantially impacted by the disaster may be able to harvest the residual crops that were not impacted by the disaster. During the period where salvaging occurred, the farmer may not be eligible for DUA, but could be eligible later on.

New or Replacement Social Security Cards (SSI, SSD)

Anyone receiving Social Security payments (or SSI, SSD) that have been interrupted can go to any Social Security office to get an emergency payment. For information about changing mailing addresses, obtaining a new card, direct deposit or locating a nearby SS office, call (800)772-1213.

Food Stamps

In times of disaster it may become very difficult to obtain the resources needed to maintain a healthy and fulfilling diet for your family and yourself. You may be eligible for Food Stamps. Food Stamp eligibility is based on income guidelines. Places to apply are:

Nassau County Department of Social Services – main number	(516) 227-8519
Nassau County Department of Social Services – food stamp applications	(516) 227-8523

Nassau County Department of Social Services – Emergency Services operates from 6:00pm to 8:00am weekdays, and continuously on weekends and holidays.	(516)-573-8626
Suffolk County Department of Social Services - South West Center	631-854-6600
Suffolk County Department of Social Services – Riverhead Center	(631)852-3500
Suffolk County Department of Social Services - Coram Center	(631)854-2300
Suffolk County Department of Social Services – Smithtown Center	(631)853-8714
Suffolk County Department of Social Services – Emergencies (After 4:30 PM & Weekends):	(631) 854-9100

Medicaid (Health Insurance)

In times of disaster it may become very difficult to obtain the resources needed for health insurance. You may be eligible for the Medicaid program. Places to apply are:

Nassau County Department of Social Services	(516) 227-8519
Suffolk County Department of Social Services - Smithtown Center	(631) 853-8730
Suffolk County Department of Social Services – Riverhead Center	(631) 852-3710
Suffolk County Department of Social Services – Ronkonkoma Center	(631) 854-9700

Medications

Rx Response is scheduled to begin providing the free **Pharmacy Status Reporting Tool** on their website as of Monday, October 29. The tool is a map that shows residents where there are open pharmacies, as well as those that are closed or their status is unknown. It also shows Red Cross Shelters. The map provides an address and phone number for each pharmacy. It is suggested that individuals call the pharmacy's phone number to confirm that the pharmacy has the prescription they need before venturing out. The map will be located at www.rxresponse.org website at <http://www.rxresponse.org/PharmacyStatus/Pages/ActivePharmacyReporting.aspx>.

Temporary Assistance from the Department of Social Services

In a major disaster or large-scale emergency, you may qualify for temporary financial assistance to stabilize your current situation and begin to recover. Places to apply are:

Nassau County Department of Social Services	(516) 227-8519
Nassau County Department of Social Services – food stamp applications	(516) 227-8523
Nassau County Department of Social Services – Emergency Services operates from 6:00pm to 8:00am weekdays, and continuously on weekends and holidays.	(516)-573-8626
Suffolk County Department of Social Services - South West Center	631-854-6600

Suffolk County Department of Social Services – Riverhead Center	(631)852-3500
Suffolk County Department of Social Services - Coram Center	(631)854-2300
Suffolk County Department of Social Services – Smithtown Center	(631)853-8714
Suffolk County Department of Social Services – Emergencies (After 4:30 PM & Weekends):	(631) 854-9100

Suspension of Federal Student Loans

If you live in a federally declared disaster area you may temporarily suspend federal student loan payments by contacting the following servicers:

- Direct Loans – 800-848-0979
- Federal Family Education Loans – 800-433-3243
- All borrowers can also contact the Federal Student Aid Ombudsman Program at 877-557-2575 for assistance

Change of Address Form

Mail change of address forms are available online at www.usps.com or at any US Postal Service location. Please be sure to update any FEMA applications with newest address information.

TAX DEDUCTIONS

Property losses from natural disasters are tax-deductible. If you claim a casualty loss resulting from a disaster, you may be asked to show:

- The kind of disaster and when it occurred
- The damage that was a direct result of the disaster
- Proof of ownership of the property
- Your income tax basis in the property; this is the total value of your home (original cost plus cost of any improvements) minus any depreciation claimed for income tax purposes.
- Fair market value before and after the disaster
- Insurance benefits, free repairs, restoration, and cleanup from disaster relief agencies

Before and after photographs, receipts, canceled checks, deeds, purchase contracts, and professional appraisals are good supporting evidence for casualty claims. For more information, call the IRS at 1-800-829-3676 or visit www.irs.gov for forms and information on how to contact specific units.

ADDITIONAL FINANCIAL SUPPORT

To be determined post disaster.

SUPPORTING RECOVERY SERVICES

If you are fortunate enough not to have suffered major damage during **Hurricane Sandy** and would like to help your neighbors through **monetary donations and or volunteering, contact the agencies listed below.**

Monetary Donations

- American Red Cross, (800)-REDCROSS (800-733-2767)
- The Salvation Army, text "STORM" to 80888 to make a \$10 donation
- United Way Worldwide, visit www.uwsandyrecovery.org or text RECOVERY 52000 to donate to long-term recovery efforts of United Ways across the Eastern Seaboard including United Way of Long Island.

Volunteer Opportunities

American Red Cross	Long Island	347-687-4611 or staffing@nyredcross.org
Long Island Volunteer Center	Long Island	516-564-5482 www.longislandvolunteercenter.org
2-1-1 Long Island for up-to-date information on agencies needing volunteers for special programs.		Dial 2-1-1 or 1-888-774-7633

DONATIONS

Organizations are just starting to locate warehouse and storage space. The need for donations will change.

DONATIONS OF CLOTHING ARE NOT NEEDED AT THIS TIME.

Island Harvest

Donations of food, cleaning supplies, water, and nonperishable items may be dropped off at the following Island Harvest locations:

Island Harvest Food Collection & Distribution Center
40 Marcus Boulevard
Hauppauge, NY 11788
Hours: Weekdays, 10:00 am - 3:00 pm

Island Harvest Uniondale Warehouse (behind the Holly Patterson extended care facility)
875 Jerusalem Avenue
Uniondale, NY 11553
Hours: Weekdays, 10:00 am - 3:00 pm

Long Island Cares

Accepting donations of diapers and baby formula that will be delivered to shelters.
631-582-FOOD
[Facebook.com/licares](https://www.facebook.com/licares)

Long Island Food Not Bombs

Donations of food, gasoline and communication devices.
Email: longislandfoodnotbombs@gmail.com

Disaster Relief Training (help for future emergencies)

American Red Cross on Long Island	516-747-3500
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Mud/Debris Removal and Flood Clean-up

Individuals seeking volunteer teams to assist with mud out and clean up of debris may call

- Helping Hands at 347-709-0438
- Methodist Church NY Conference 914-615-2233

Mold Clean-Up/Prevention

Learn more about clean up and prevention of mold at www.bt.cdc.gov/disasters/mold/protect.asp

Flood Water Clean-up Tips - Inside the Home

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet

padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).

- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.
- After completing the cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands).
- Or you may use water that has been disinfected for personal hygiene use (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use a solution of 1/4 teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed

separately from uncontaminated clothes and linens.

- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become injured or ill.

GET LOCAL PERMITS BEFORE YOU REBUILD AFTER STORMS

Getting building permits is necessary for those with homes or businesses damaged by the storms. Residents need to know that permits are based on local codes and ordinances enforced by the community. Securing the correct local building permit is the homeowner's responsibility. Those who agree to have their contractor secure a permit on their behalf should follow up with building officials to verify. Permits may be required for repairs to roofs, walls, siding, wallboard, plaster, insulation, paneling, cabinets, flooring, electrical systems, plumbing and heating or air conditioning systems. **Call your local municipal planning department to get accurate and updated permits and information.**

Renovation projects must meet community building codes and ordinances, and serve several purposes:

- Permits assure residents and communities that all proposed work complies with current codes, standards and recommended construction techniques.
- Local permit offices can provide suggestions and information on how to protect homes or businesses from future disaster-related damages.
- Permit offices may also provide consumers with information on selecting licensed contractors and with advice on protecting themselves from unscrupulous contractors.

FEMA is **not** a permit agency and does **not** give permission to rebuild or repair by providing a disaster grant, loan or flood insurance claim. FEMA does **not** recommend or endorse any contractors, and recovery officials warn people to **be wary** of any contractors who claim they are authorized by FEMA.

OTHER LONG TERM RECOVERY/RELATED ISSUES

2-1-1 Long Island –for comprehensive information & referral services, 24/7		Visit www.211longisland.org or Dial 2-1-1 or 1-888-774-7633
Disaster Distress Helpline	Mental Health Assoc. NY City	1.800.985.5990

Nassau County

One Stop Employment and Training Center	Hempstead Works Hicksville Massapequa	(516)934-8532 (516)934-8532 (516)934-8532
Nassau Suffolk Law Services		516-292-8100
Nassau County Department of Social Services		(516) 227-8519
Veterans' Service Agency		516-572-8452
Office for the Aging		(516) 227-8900
Department of Health		(516) 227-9697 Emergencies: (516) 742-6154
Consumer Affairs		(516) 571-2600
Motor Vehicle	Garden City, Massapequa, Bethpage Offices	1-718-477-4820

Suffolk County

Suffolk County One Stop Employment and Training Center	Main # Hauppauge Patchogue	(631)853-6600 (631)687-4800 (631)853-6600
Nassau Suffolk Law Services		631-232-2400
Suffolk County Department of Social Services – Commissioner's Response Line		(631) 854-9100
Veterans' Service Agency		631. 853. 8381
Office for the Aging	Hauppauge Riverhead	(631)853-8200 (631)852-1420
Department of Health		(631) 853-3055 (631) 853-3005 (631) 854-0100
Consumer Affairs		(631)853-4600
Motor Vehicle	Hauppauge, Huntington, Medford, Port Jefferson, Riverhead Offices	(718)477-4820

OTHER NYS RELATED SERVICES

Child Abuse Hotline	(800) 342-3720
Equal Employment Opportunity Commission	(800) 669-4000
NYS Disability Program	(518) 474-6681
Occupational Safety of Health Admin (OSHA)	(800) 321-6742
Social Security Administration	(800) 772-1213
NYS Consumer Protection Board	(800) 697-1220

HELPFUL LINKS

Power outages

Residents are reminded to report outages directly to the utilities.

- LIPA (to report or find out about electrical outages and to report downed power lines) 1- 800-490-0075
- National Grid (gas emergency) 1-800-867-5222
- Freeport Electric Emergency Phone: 516-378-0146
- Rockville Centre Electric Emergency (24 hour): 516-766-5800.
- Greenport Electric: (631) 477-2385
- Nassau County Sewer and Storm Water Finance Authority 516-571-2090
- Suffolk County Water Authority (24 hour repair) 631-665-0663

Transportation

- Buses:
 - Nassau: NICE Bus (516) 228-4000
 - Suffolk: Suffolk County Transit - Western Suffolk (631)852-4880; Eastern Suffolk (631)852-5200
- Paratransit
 - Nassau Able Ride: 516-228-4000
 - Suffolk SCAT: 631.738.1150
- LIRR
 - Nassau County Schedule & Fare Information (516) 822-LIRR
 - Suffolk County Schedule & Fare Information (631) 231-LIRR

FREE ADVICE OFFERED ON REDUCING DAMAGE FROM FUTURE DISASTERS

Mitigation experts from the Federal Emergency Management Agency (FEMA) will provide information on:

- Cleaning mold and mildew;
- Elevating electrical services and appliances;
- Installing sewer back-flow valves;
- Removing and replacing drywall and insulation;
- Channeling water away from foundations;
- Repairing with water-resistant materials; and
- The permitting process required for rebuilding.

More information on ways to protect your home from future disasters is available at: www.fema.gov (then click on Recover and Rebuild)

AVOID FRAUD. SCAMS IN THE WAKE OF HURRICANE SANDY

New York residents are urged to be alert for potential fraud during recovery and rebuilding efforts following **Hurricane Sandy**. Recently, residents have encountered a potential fraudster canvassing certain neighborhoods claiming to be a "financial consultant" allegedly doing a survey for FEMA in a bid to obtain personal financial information. Many

legitimate persons -- insurance agents, FEMA Community Relations personnel, local inspectors and real contractors -- may have to visit a storm-damaged property. Survivors could, however, encounter people posing as inspectors, government officials or contractors in a bid to obtain personal information or collect payment for repair work. Your best strategy to protect yourself against fraud is to ask to see identification in all cases and to safeguard your personal financial information.

All New Yorkers are reminded that all FEMA employees and contractors wear a laminated photo identification -- a FEMA shirt or jacket alone is not sufficient proof that someone works for FEMA.

- ◆ FEMA inspectors may require verification of identity, but will not ask for personal financial information during a home inspection.

- ◆ FEMA and U.S. Small Business Administration (SBA) staff never charge applicants for disaster assistance, inspections or for help filling out applications.
- ◆ FEMA inspectors verify damage but do not recommend specific contractors.

Be suspicious of someone who:

- Has no physical address or proper identification
- Wants your personal financial information
- Demands cash or full payment up front for home repairs
- Urges you to borrow to pay for repairs, then steers you to a specific lender or tries to act as an intermediary between you and a lender
- Asks you to sign something you have not had time to review.

To avoid scams:

- Question strangers and demand to see identification
- Never give any personal financial information to an unfamiliar person
- Never sign any document without first reading it fully. Ask for an explanation of any terms or conditions you do not understand
- Do your own research before borrowing money for repairs. Compare quotes, repayment schedules and rates. If they differ significantly, ask why.

If you believe you are the victim of a scam or price gouging, contact local law enforcement and report it to the New York State Office of the Attorney General. Call the Consumer Helpline at **1-800-771-7755** or download a complaint form online at www.ag.ny.gov.

PLANNING FOR YOUR PET IN THE EVENT OF DISASTER

If you are one of the millions of New Yorkers with a cat, dog or other companion animal, now is a good time to start planning for what to do with your pet in the event of disaster. FEMA has teamed with the American Society for the Prevention of Cruelty to Animals, the American Kennel Club, the American Veterinary Medical Association and the Humane Society of the United States to develop these pet-preparedness guidelines.

Have a pet supply kit ready, including:

- Pet food for three days in an airtight, waterproof container and bowls;
- Water for three days;
- Pet medicines and first aid supplies;
- Collar (with ID tags firmly secured), harness or sturdy leash.
- Important documents such as registration, adoption papers, vaccination and medical records in a plastic bag or waterproof container;
- Travel crate or other pet carrier;
- Cat litter, litter box, paper towels, newspapers, plastic trash bags and cleaning supplies;
- Photos of you and your pet together for identification purposes;
- Familiar items such as toys, treats and blankets.

Plan ahead for your pet:

- The single most important thing you can do to protect your pets is to take them in the event that you must evacuate. Animals left behind in a disaster can easily be lost or injured.
- If evacuation is necessary, plan ahead where you will go. Consider friends or family outside the area who can take in you and your pet. Other options may include a pet-friendly hotel or motel. If your only evacuation option is a Red Cross or other publicly-run shelter, be aware that not all shelters are equipped or designed to accept non- service animals. Consider boarding your animals at a kennel or veterinary hospital before going to a public shelter.
- Plan with neighbors, friends or relatives to evacuate your pet for you if you are unable to do so yourself. Talk with them about your evacuation plans and pet supply kit.

- Consult your veterinarian and consider “microchipping” your pet. These permanent implants may be invaluable if you and your pets are separated.
- Stay informed about what types of emergencies are likely to affect your region. Be ready to follow instructions from authorities on the scene.

After the disaster:

- Don't allow your pets to roam loose. Familiar landmarks and smells may have been changed by the disaster and your pet could become disoriented or lost.
- Be patient with your pets after a disaster. Try to get them back into normal routines as soon as possible and be ready for behavioral problems that may result from the stress of the situation. If behavioral or health problems persist, talk to your vet.

Preparedness can be a lifesaver for you and your pets. Plan ahead and leave no pets behind! For information on pet- friendly accommodations in your area and disaster planning, visit <http://www.ready.gov/pets> and click on the Pet Preparedness Toolkit link. More information is available at <http://www.fema.gov/plan/prepare/animals.shtm>.

PET FRIENDLY SHELTERS

In the event of evacuation the pet friendly shelters will be operational at the below listed locations.

First come basis. Pet owners should have a backup plan with a list of locations where they can evacuate with their pets such as relatives or pet-friendly motels or hotels.

NASSAU COUNTY

Nassau County Mitchel Athletic Complex, Uniondale
Manhasset High School, 200 Memorial Place, Manhasset

SUFFOLK COUNTY SPCA

The Brentwood Recreational Center, 99 3rd Avenue, Brentwood NY
Suffolk Community College – Eastern Campus, Woodland Building, Riverhead/Speonk Rd., Riverhead NY

PET SAFE COALITION

Provides education to pet owners about disaster preparedness and provides emergency care and sheltering through local animal hospitals and animal shelters.

(516)404-5513(516)404-5513

www.petsafecoalition.org

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