



A FLAGLER COUNTY PUBLICATION ■ Special Edition Oct 20, 2016

# BREAKERS

## HURRICANE MATTHEW - PUBLIC SERVICE ANNOUNCEMENTS

### 3 Ways to Apply for Disaster Aid

#### ONLINE



[disasterassistance.gov](http://disasterassistance.gov)

#### BY PHONE

800-621-3362  
(711/Video Relay Service)

800-462-7585 (TTY)



#### IN PERSON

At one of our  
Disaster Recovery Centers



#### Sources of financial help after a disaster:

##### 1 Voluntary Agencies

- Emergency food, shelter, clothing and medical needs, immediately after a disaster.

##### 2 Insurance

- File a claim if you have insurance (flood, homeowner's, renter's, auto, etc.).

#### Call FEMA at any point to talk through your situation:

800-621-3362 (711 or Video Relay Service)  
800-462-7585 (TTY)  
[www.disasterassistance.gov](http://www.disasterassistance.gov)

#### For losses not fully covered by insurance, register for disaster assistance:

##### 3 Disaster grant from FEMA

- You don't need to wait for an insurance settlement to register.

##### Can cover:

- Temporary rental costs.
- Repairs to your home to make it safe to live in.
- Medical, dental, child care or funeral expenses.

##### 4 Disaster loan from the Small Business Administration

- Complete the application to be fully considered for all types of grants from FEMA.
- You don't have to accept a loan if offered one.
- You don't need to wait for an insurance settlement to apply.

##### Can cover:

- Repairs to damaged primary residence.
- Clothing, furniture, appliances, vehicles.

#### If you don't qualify for a loan, you might be eligible for other grants:

##### 5 Other needs grant from FEMA

- Personal property.
- Moving and storage.
- Transportation.

#### Additional services:

If you've been through the FEMA application process and still have unmet needs, you may be referred to voluntary agencies.



From:

# FEMA

[www.fema.gov](http://www.fema.gov)

FEMA's mission is to support 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.

FEMA Region IV serves the southeastern states of Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee. The Regional Office is located in Atlanta, Ga., and the Federal Regional Center is located in Thomasville, Ga.

Region IV works hand-in-hand with federal, state, tribal, local and private sector partners to meet the needs of its state emergency management agencies.

Region IV's natural risks include hurricanes, tornadoes, flooding, droughts, ice storms, earthquakes, wildfires, and tropical storms.

#### INDIVIDUAL ASSISTANCE IN FLORIDA

Homeowners, renters and business owners in Flagler County may apply for federal disaster assistance for uninsured and underinsured damages and losses resulting from Hurricane Matthew. For survivors in these declared counties, there are three ways to apply for assistance:

- o Online at [disasterassistance.gov](http://disasterassistance.gov)
- o On the FEMA Mobile App, or by
- o Calling 800-621-3362 (FEMA) between 7 a.m. and 10 p.m. Applicants who use 711 or Video Relay Service may also call 800-621-3362. People who are deaf, hard of hearing or have a speech disability and a TTY may call 800-462-7585. Multilingual operators are available.



# FEMA Disaster Recovery Center - Flagler County Public Library Palm Coast Branch

FEMA is opening an outreach office - a “Disaster Recovery Center” - and it will be housed inside the Palm Coast Branch Library, in the same location where the Flagler County Assistance Center was previously set up. Representatives from the Governor’s Office of Homeland Security and Emergency Preparedness, the Federal Emergency Management Agency, U.S. Small Business Administration (SBA), volunteer groups and other agencies are at the center to answer questions about disaster assistance and low-interest disaster loans for homeowners, renters and businesses. They can also help survivors apply for federal disaster assistance.

## FEMA services include:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing Assistance and Rental Resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA
- SBA program information if there is a SBA Representative at the Disaster Recovery Center site
- Crisis Counseling Program
- Disaster Legal Services
- Disaster Unemployment

You can also register online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or by calling 800-621-3362 or TTY 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362. Operators are multilingual and calls are answered seven days a week from 7 a.m. to 10 p.m. CDT.

## DISASTER RECOVERY CENTER

**Opens Wednesday 10/26 at Noon**

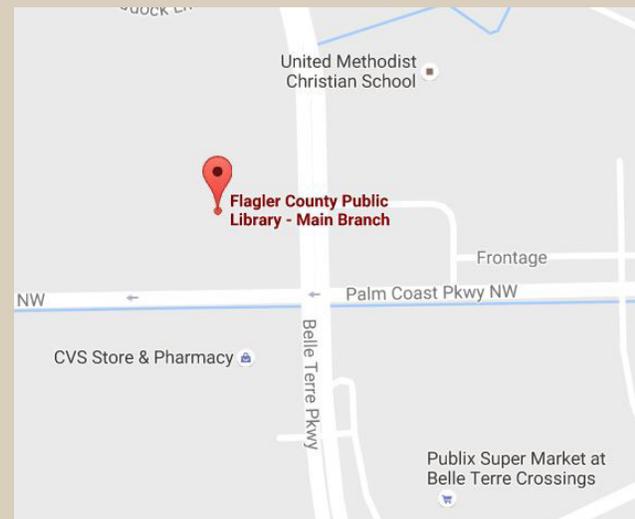
### HOURS:

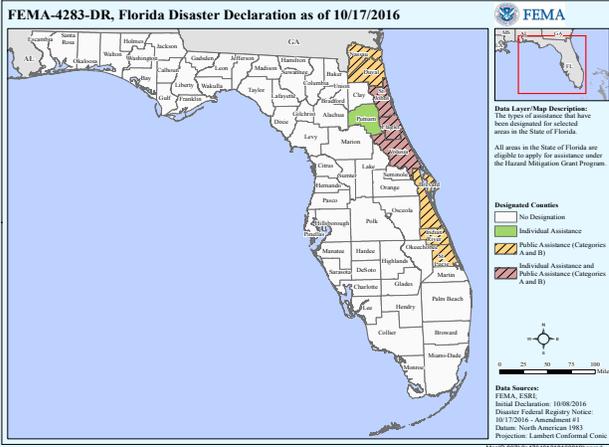
**9 a.m. to 6 p.m. Mon - Sat**  
(closed Sunday)

### ADDRESS:

**2500 Palm Coast Parkway NW  
Palm Coast, FL 32137**

[Click for directions](#)





## FILING A FLOOD INSURANCE CLAIM

### STEP ONE: NOTIFY YOUR INSURER TO START THE CLAIMS PROCESS

After experiencing a flood, contact your agent or insurance company to file a claim. Make sure you have the following information handy:

- The name of your insurance company
- Your policy number
- A telephone and/or email address where you can be reached at all times
- An adjuster should contact you within a few days of filing your claim. If you do not hear from an adjuster, please contact your insurance agent or company again. Find your company's toll-free phone number.

### STEP TWO: DOCUMENT THE DAMAGE

Separate damaged from undamaged property. Your adjuster will need evidence of the damage to your home and possessions to prepare your repair estimate.

Take photographs of all of the damaged property, including discarded objects, structural damage, and standing floodwater levels. Make a list of damaged or lost items and include their date of purchase, value, and receipts, if possible. Officials may require disposal of damaged items so, if possible, place flooded items outside of the home.

### STEP THREE: COMPLETE A PROOF OF LOSS TO SUPPORT YOUR CLAIM

Your adjuster will assist you in preparing a Proof of Loss (which is your sworn statement of the amount you are claiming including necessary supporting documentation) for your official claim for damages. You'll need to file your Proof of Loss with your insurance company within 60 days of the flood. You'll receive your claim payment after you and the insurer agree on the amount of damages and the insurer has your complete, accurate, and signed Proof of Loss.

## Who's in Your Community After a Disaster



### FEMA/STATE TEAMS

Pinpointing areas with damages for further review by Preliminary Damage Assessment teams. These teams can also provide referrals to partner agencies for survivors with disaster-related needs.

### PRELIMINARY DAMAGE ASSESSMENT TEAMS

Federal, state, tribal, and local workers looking at the community as a whole; surveying disaster impacts and documenting damage for FEMA and the state to determine if additional assistance may be needed.

- Homes, businesses, community infrastructure
- Insurance coverage, utilities, housing, and community damage

### LOCAL GOVERNMENTS AND MUNICIPALITIES

- Health and safety checkups
- Evaluating building damage for rebuilding and permitting requests



### INSURANCE AGENTS, ADJUSTORS AND INSPECTORS

Assessing damages to insured homes and property



### VOLUNTARY AGENCIES

Many voluntary agencies are active in the disaster, helping with immediate needs:

- Housing repairs
- Clean-up

## BE AWARE OF FRAUD

Federal and state workers never ask for or accept money and they always carry ID. There is NO FEE required to apply for or to get disaster assistance from FEMA, the Small Business Administration (SBA), or the state.



Report fraud to the FEMA Fraud Hotline: 866-720-5721

## FEMA SUPPORT for HURRICANE MATTHEW



(All figures as of October 18, 2016)

### OUR FOCUS

Working with local, state and tribal partners to assess damage, and helping survivors register for assistance.

**2800+ FEMA STAFF**  
*on the ground*

### INDIVIDUALS & HOUSEHOLDS PROGRAM

62,400+ Registrations  
22.3 Million+ Dollars approved  
690+ Housing inspectors on the ground

### NATIONAL FLOOD INSURANCE PROGRAM

14,600+ Claims filed  
3.7 Million+ Advance payments to policyholders



Volunteer Florida serves as Florida's lead agency for volunteers & donations before, during, & after disasters. Individuals interested in helping following Hurricane Matthew may register online to volunteer. [volunteerflorida.org/hurricane-matthew](http://volunteerflorida.org/hurricane-matthew)

Volunteer Florida CEO Chester W. Spellman said "One of the most critical times to use volunteers is following disasters. Whether it is shelter staffing, food distribution, or to assist with clean up, we will need volunteers positioned to serve immediately with local disaster relief organizations. Having volunteers prepared and ready to deploy will be a critical tool as we move forward."

<https://www.ready.gov/returning-home>

## Returning Home - Before you enter:

Inspect your home carefully before entering.

Walk carefully around the outside and check for loose power lines, gas leaks and structural damage. If you have any doubts about safety, have your residence inspected by a qualified building inspector or structural engineer before entering.

Keep a battery-powered radio with you so you can listen for emergency updates and news reports.

Use a battery-powered flash light to inspect a damaged home.

Note: The flashlight should be turned on outside before entering - the battery may produce a spark that could ignite leaking gas, if present.

Watch out for animals, especially poisonous snakes. Use a stick to poke through debris.

Use the phone only to report life-threatening emergencies.

As you return home, watch for fallen objects; downed electrical wires; and weakened walls, bridges, roads and sidewalks.

Do not enter if:

- You smell gas.
- Floodwaters remain around the building.
- Your home was damaged by fire and the authorities have not declared it safe.

**When you go inside your home,** there are certain things you should and should not do. Enter the home carefully and check for damage. Be aware of loose boards and slippery floors. The following items are other things to check inside your home:

- Natural gas. If you smell gas or hear a hissing or blowing sound, open a window and leave immediately. Turn off the main gas valve from the outside, if you can. Call the gas company from a neighbor's residence. If you shut off the gas supply at the main valve, you will need a professional to turn it back on. Do not smoke or use oil, gas lanterns, candles or torches for lighting inside a damaged home until you are sure there is no leaking gas or other flammable materials present.
- Sparks, broken or frayed wires. Check the electrical system unless you are wet, standing in water or unsure of your safety. If possible, turn off the electricity at the main fuse box or circuit breaker. If the situation is unsafe, leave the building and call for help. Do not turn on the lights until you are sure they're safe to use. You may want to have an electrician inspect your wiring.
- Roof, foundation and chimney cracks. If it looks like the building may collapse, leave immediately.
- Appliances. If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out. Have appliances checked by a professional before using them again. Also, have the electrical system checked by an electrician before turning the power back on.
- Water and sewage systems. If pipes are damaged, turn off the main water valve. Check with local authorities before using any water; the water could be contaminated. Pump out wells and have the water tested by authorities before drinking. Do not flush toilets until you know that sewage lines are intact.
- Food and other supplies. Throw out all food and other supplies that you suspect may have become contaminated or come in to contact with floodwater.
- Your basement. If your basement has flooded, pump it out gradually (about one third of the water per day) to avoid damage. The walls may collapse and the floor may buckle if the basement is pumped out while the surrounding ground is still waterlogged.
- Open cabinets. Be alert for objects that may fall.
- Clean up household chemical spills. Disinfect items that may have been contaminated by raw sewage, bacteria, or chemicals. Also clean

# AFTER THE STORM

## YOU CAN PREVENT HEALTH RISKS

For more information: call the Florida Emergency Information Line, 1-800-342-3557; or visit [www.floridadisaster.org](http://www.floridadisaster.org) or [www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/index.html](http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/index.html).

### PREVENT FOOD ILLNESS

**FOOD & DIRTY WATER** Do not eat any food that may have come into contact with dirty water from floods or tidal surges.

**COMMERCIALLY PREPARED CANS OF FOOD** Do not eat from cans that are bulging or opened. Cans that are not opened can be saved if you remove the labels and then disinfect them. Use ¼ cup of bleach in one gallon of clean water, and let stand at least 30 minutes. Re-label the cans—include expiration date and type of food. Assume that home-canned foods are unsafe and throw them out.

**BABY FORMULA** Infants should be fed only ready-to-feed baby formula, or prepare powdered or concentrated liquid formula with sterilized water (see **BOILING AND DISINFECTING** water below). Use only sanitized bottles and nipples. Unused prepared formula must be refrigerated. (If you are breastfeeding, continue to breastfeed.)

**FROZEN & REFRIGERATED FOODS** Refrigerators and freezers that have been without power since the storm, should be cleaned out. Those perishables are unsafe for eating.

### PREVENT WATER ILLNESS

**ALWAYS WASH YOUR HANDS** Use soap and water that has been boiled or disinfected. Wash your hands before eating, after toilet use, after cleanup activities, and after handling things dirtied by floodwater or sewage.

**BOIL WATER NOTICE** If your area is put on a “boil water notice” you must take precautions against dirty water especially if you have a private well. If you are not sure if your water is safe, **DRINK COMMERCIALLY BOTTLED WATER.**

**BOILING WATER** Hold water to a rolling boil for one minute to remove bacteria.

**DISINFECTING WATER** Add 8 drops of plain, unscented household bleach per gallon of water, mix, and let it stand for 30 minutes. If the water is cloudy after 30 minutes, repeat the procedure.

**INFECTION & FLOODWATER** Floodwater may contain raw sewage. If you have exposed open cuts or sores to floodwater, keep them as clean as possible by washing with soap and clean water. Apply antibiotic ointment after washing. If a wound or sore develops redness, swelling or drainage, see a doctor.

**CHILDREN & FLOODWATER** Children should not play in floodwater or with toys that have been in floodwater. Disinfect toys by using ¼ cup of bleach in one gallon of clean water, let stand for at least 30 minutes, and let toys air dry.

### PREVENT HEAT EXHAUSTION ILLNESS

**WARNING SIGNS** Heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, or fainting.

**COOL OFF** Drink cool, nonalcoholic beverages; take a cool shower, bath, or sponge bath; wear lightweight clothing; and rest in an air-conditioned environment.

**HEAT EXHAUSTION MAY LEAD TO HEAT STROKE** Severe symptoms include skin that is cool and moist, a pulse rate that is fast and weak, and breathing that is fast and shallow. Seek medical attention immediately if symptoms last longer than one hour, or you have heart problems or high blood pressure.

### PREVENT CARBON MONOXIDE (CO) ILLNESS

**CO IS AN INVISIBLE, ODORLESS, TASTELESS GAS & IS HIGHLY POISONOUS** It can cause tiredness, weakness, chest pains for those with heart disease, shortness of breath, nausea, vomiting, headaches, confusion, impaired vision, loss of consciousness, and, in severe cases, death.

**DO NOT USE GAS-POWERED GENERATORS OR PRESSURE WASHERS INDOORS, NOT EVEN IN THE GARAGE. DO NOT BURN CHARCOAL OR GAS GRILLS INSIDE A HOUSE, GARAGE, VEHICLE, TENT OR FIREPLACE.**

**IF YOU THINK YOU HAVE BEEN POISONED** Open doors and windows, turn off gas appliances and go outside. Call 911 or the nearest Poison Information Center at **1-800-222-1222**.

### PREVENT FIRE DAMAGE & INJURY

**USE BATTERY-POWERED LANTERNS AND FLASHLIGHTS** If you must use candles, put them in safe holders away from curtains, paper, wood, or other flammable items.

### PREVENT MOSQUITO ILLNESS

**HEAVY RAINS & FLOODING LEAD TO AN INCREASE IN MOSQUITOES** Public-health authorities are working to control the spread of any diseases transmitted by mosquitoes.

**DRAIN STANDING WATER TO STOP MOSQUITOES FROM MULTIPLYING.**  
**Discard** old tires, drums, bottles, cans, pots and pans, broken appliances and other items that aren't being used.  
**Empty and clean** birdbaths and pets' water bowls at least once or twice a week.  
**Protect** boats and vehicles from rain with tarps that don't accumulate water.  
**Maintain** the water balance (pool chemistry) of swimming pools. Empty plastic swimming pools when not in use.

**COVER YOUR SKIN WITH CLOTHING & USE MOSQUITO REPELLANT.**

**Clothing:** If you must be outside when mosquitoes are active, cover up. Wear shoes, socks, long pants, and long sleeves.  
**Repellent:** Apply mosquito repellent to bare skin and clothing. Always use repellents according to the label. Repellents with DEET, picaridin, oil of lemon eucalyptus, para-menthane-diol, and IR3535 are effective. Use mosquito netting to protect children younger than 2 months.

**COVER DOORS AND WINDOWS WITH SCREENS TO KEEP MOSQUITOES OUT**

Keep mosquitoes out of your house. **Repair** broken screens on windows, doors, porches, and patios.



# Florida Department of Health

The Department is comprised of a state health office (central office) in Tallahassee, with statewide responsibilities: 67 county health departments\* 22 Children's Medical Services area offices 12 Medical Quality Assurance regional offices 9 Disability Determinations regional offices 4 public health laboratories

\*Facilities for the 67 county health departments (CHDs) are provided through partnerships with local county governments.

\*These 67 CHDs provide 255 offices throughout the state, providing a variety of services.

### Help children cope:

- Present a truthful picture of the situation that is simple and manageable.
- Monitor media exposure. If your child watches any television or uses the Internet when images or news about the event will be shown, watch with them to encourage communication and provide explanations.
- Children's fears are valid. Always take their feelings seriously.
- Give children simple tasks to do that can help in an emergency.
- Teach your children who and when to call for help— family members or family friends.
- Teach your children how to take shelter and how to contact others if they are at home alone.

# IFAS

The University of Florida's Institute of Food and Agricultural Sciences (UF/IFAS) is a federal-state-county partnership dedicated to developing knowledge in agriculture, human and natural resources, and the life sciences, and enhancing and sustaining the quality of human life by making that information accessible. IFAS provides research and development for Florida's agricultural, natural resources and related food industries, which makes value-added contributions of \$120 billion+ to the gross domestic product of the state economy.

## Hurricane Matthew Recovery Resources from EDEN & Extension Partners

### **Flooding:**

- [Recover from a Flood](#)
- [Flood Recovery from LSU AgCenter](#)
- [Reentering a flooded home](#)
- [Flooding and Fire Ants](#)
- [Drying out after a flood](#)
- [Pumping out floodwater](#)

### **Structural Damage:**

- [Safety after Tornado or Strong Wind](#)
- [Disaster Damaged Homes](#)

### **Food & Water Safety:**

- [Food and Water Safety when loss of power](#)

### **Mold:**

- [Disaster Damaged Homes](#)
- [Flood Recovery from LSU AgCenter](#)
- [Health Concerns about Mold](#)

### **Landscapes and Fields:**

- [Flooded Landscapes](#)
- [Flooded Gardens and Fields](#)
- [Caring for Trees Post Storm](#)
- [Damage to Agricultural Buildings](#)

### **Other**

#### [Emergency Handbook from Alabama Extension](#)

Includes Recovery Information for:

- People & Pets
- Home & Businesses
- Landscape & Garden
- Farm & Livestock

#### [LSU AgCenter Disaster Information Resources Series](#)

Includes Recovery Information for:

- Crops & Livestock
- Family & Home
- Food & Health

**UF | IFAS**  
UNIVERSITY of FLORIDA



**Center for  
Public Issues Education**

**EDEN**  
EXTENSION DISASTER  
EDUCATION NETWORK

HOME

DEPARTMENTS

GOVERNMENT

Flagler County  
FLORIDA

Find everything you need here: [flaglercounty.org](http://www.flaglercounty.org)

A searchable calendar of all Flagler County Board of County Commissioners and Council Meetings, agendas and backup documents can be found on the county website:

[www.flaglercounty.org](http://www.flaglercounty.org)

To learn more about BOCC Public Participation and Rules of Procedure visit:

[http://www.flaglercounty.org/  
DocumentCenter/Home/View/228](http://www.flaglercounty.org/DocumentCenter/Home/View/228)