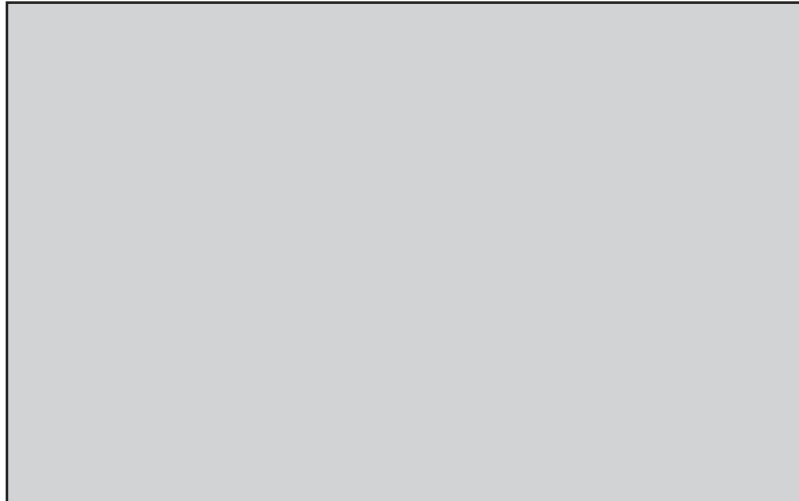


Recovery Times

OHIO
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Caption

Disaster Help Available Now!

Residents of disaster-declared counties whose homes, businesses or personal property sustained damage as a result of the severe storms and flooding that began Aug. 27 can begin the process of applying for disaster assistance by calling 800-621-FEMA (3362). Lines are open 24 hours a day, seven days a week. (TTY: 800-462-7585.)

However, FEMA's toll-free teleregistration line has been receiving a record number of calls. More centers and operators have been added, but the volume remains extremely high. Please help FEMA help those with the greatest need first, by following these suggestions:

- If you have minimal damages, wait a few days to call to apply for disaster aid, so those with more serious damage can get help first.
- If you get a busy signal when calling, be patient. Try calling late in the evening or early in the morning when call volume often is lighter.
- If you have immediate needs for food, clothing, cleaning supplies, minor medical care and the like, contact the American Red Cross or other voluntary organizations. Check your newspaper, radio and television news for numbers and locations of relief agencies.
- If you have insurance coverage, call your agent or insurance carrier immediately. Wait until you know what your settlement will be, then if you need additional help, call FEMA.

Apply by Phone
800.621.FEMA (3362)
TTY: 800.462.7585

24 hours a day
seven days a week,
until further notice

IMPORTANT RECOVERY INFORMATION

▼ Register by phone

Residents of declared counties whose homes, businesses or personal property was damaged as a result of storms and flooding that began Aug. 27 are urged to begin the application process. Call **800-621-FEMA (3362)** 24 hours a day, seven days a week. Those with speech or hearing impairments should call 800-462-7585.

▼ Assistance to Individuals and Households

Homeowners and renters whose primary residences are not livable may be eligible for funds to pay for temporary housing, repairs to make the home livable and other serious, disaster-caused needs including uncovered medical, dental or transportation expenses.

▼ U.S. Small Business Administration (SBA)

During disasters, SBA provides low-interest, long-term loans to homeowners, renters and businesses of all sizes that are not fully insured.

▼ National Flood Insurance Program (NFIP)

Flood victims insured with NFIP are eligible to file claims to repair or replace their damaged property. Call your licensed insurance agent for information.

HOW TO FILE A FLOOD INSURANCE CLAIM

If you have flood insurance, call your insurance agent to report your claim. The agent will prepare a Notice of Loss form, and an adjuster will be assigned to help you.

If possible, photograph the outside and the inside of the damaged property, showing the flooding and damage.

Dispose of damaged property that presents a health hazard or that may hamper clean-up operations. Be sure to describe fully all discarded items so that when the adjuster examines your losses and your records, these articles are included.

Compile a room-by-room inventory of missing or damaged goods and include manufacturers' names, dates and places of purchase and prices, where possible. Try to locate receipts and proofs of purchase, especially for large appliances. Good records can speed settlement of your claim.

DEALING WITH MOLD AND MILDEW

A major health concern after flooding is the growth of mold and bacteria.

If your home has been water-damaged, inspect and clean all appliances that have been in contact with floodwaters. Look for mold growth throughout the house, including the attic, basement and crawlspaces. Have professionals check heating/cooling ducts and wall insulation for mold growth.

Wash all items that came in contact with floodwaters with a household bleach solution of 4 oz. bleach to 1 gal. water. Leave the bleach solution on the item for at least 15 minutes before rinsing off with clean water.

When using a bleach solution, open the windows and wear rubber gloves.

Questions? Call your local health department.

Q&A:

Disaster Assistance

Q: What happens after I apply for disaster assistance? How long does it take to receive disaster assistance?

A: Within two weeks after you apply to FEMA, a qualified inspector will contact you to set up a time to see your disaster damages. About two weeks after that, you should have a decision about whether or not you qualify for help. If you have been referred for a disaster loan from the U.S. Small Business Administration (SBA), SBA also will contact you and schedule an appointment to review your disaster-related losses.

If you are eligible for help, you should receive a U.S. Treasury/State check or notification of a deposit to your bank account within about two weeks of the inspector's visit. Other types of help may be provided later, based on specific eligibility and need.

Q: Should I wait until the inspectors come before I begin clean up?

A: No. If possible, take photos of the damage before you clean. Remember to keep receipts for all of your expenses.

Q: Will I be reimbursed for living expenses I incurred while I was evacuated?

A: FEMA provides limited reimbursement for living expenses incurred during evacuations. To be eligible for these, the home you are displaced from must be your primary residence. In addition, the home must either have been damaged by the disaster or you must have been prohibited from returning to it when the general evacuation order was lifted. Register for assistance and submit your receipts to see if the cost is covered. FEMA reviews these requests on a case-by-case basis.

Q: I purchased a generator. Will I be reimbursed?

A: Requests for reimbursement for the cost of a generator is reviewed on a case-by-case basis to determine if the generator was purchased to overcome a disaster-related hardship, injury or adverse condition. Register for disaster assistance and submit your receipts to see if the cost is covered.

Q: Can I apply for help for my damaged car?

A: Yes. You will need to register and provide proof of ownership and insurance information for the vehicle.

Q: Will FEMA pay for moving and storage expenses?

A: These costs may be covered if they are directly related to the disaster. Register and submit your receipts to see if the cost is covered.

Q: Am I eligible for disaster assistance for damage to a vacation home?

A: Damages to secondary homes or vacation homes are not eligible under FEMA's disaster assistance program. However, FEMA will review your other-than-housing losses on a case-by-case basis to determine eligibility.

Q: I lost my food because of the power outage; will I be reimbursed for it?

A: FEMA's disaster program does not cover food losses. Voluntary organizations in the disaster area may be able to help you if you have an immediate need for food.

Aid to Help You

On the Road to Recovery

Individuals and business owners who suffered losses because of storms and flooding rains that struck Ohio starting Aug. 27 may be eligible for assistance

Declared counties are: Athens, Belmont, Carroll, Columbiana, Gallia, Guernsey, Harrison, Jefferson, Mahoning, Meigs, Monroe, Morgan, Muskingum, Noble, Perry, Stark, Trumbull, Tuscarawas, Vinton and Washington.

ASSISTANCE FOR INDIVIDUALS AND HOMEOWNERS

Help is available for renters and homeowners whose primary homes were damaged or destroyed or who face displacement from their homes because of disaster damage. Aid can include grants for temporary housing or money for emergency repairs to make a home livable. Help also is available to meet disaster-related serious needs or necessary expenses including medical, dental or transportation costs.

HOME/PERSONAL PROPERTY DISASTER LOANS

U.S. Small Business Administration (SBA) low-interest disaster loans up to \$200,000 are available to homeowners for real estate repairs. Renters and homeowners may borrow up to \$40,000 to replace personal property losses.

BUSINESS DISASTER LOANS

Businesses of all sizes and certain nonprofit organizations may borrow up to \$1.5 million from the U.S. Small Business Administration (SBA) to pay for repairing or replacing real estate, machinery and equipment, inventory and other assets. For small businesses, SBA makes economic injury loans available for working capital. Eligible businesses can be in the adjoining as well as declared counties.

If you're insured, should you apply for assistance?

If you suffered damage from the storms and flooding that began Aug. 27 and you live or own a business in one of the disaster-declared counties, you may be eligible for federal disaster assistance even if you were insured.

The law does not allow disaster aid to duplicate insurance benefits; however, if your insurance does not cover all your costs or damage, FEMA may be able to help.

Register for aid by calling 800-621-FEMA (3362)

CONSUMER SERVICES

Complaints about business practices and other consumer problems should be filed with the state attorney general's office. Call 800-282-0515.

DISASTER UNEMPLOYMENT ASSISTANCE

Weekly benefits may be provided for those out of work because of the disaster, including self-employed persons, farm/ranch owners and others not covered by regular unemployment. Apply at your local unemployment office.

AGRICULTURAL AID

Emergency loans may be available to

farmers or ranchers for actual losses to essential property and/or production capacity. Cost-sharing grants also are available for emergency conservation measures. Contact your local Farm Services Agency office.

SOCIAL SECURITY BENEFITS

Help speeding delivery of checks delayed by the disaster is available from your local Social Security office.

TAX ASSISTANCE

The Internal Revenue Service (IRS) allows federal income tax deductions for underinsured or uninsured losses on homes, personal property and household goods.

FRAUD PROTECTION AND LEGAL SERVICES

The U.S. Department of Housing and Urban Development (HUD) can assist in cases of unlawful discrimination in federally subsidized or insured housing. File complaints with the state Office of the Attorney General. Legal assistance and/or referrals may be available from the state bar association, 800-282-6556.

INSURANCE INFORMATION

The state insurance bureau can help with matters such as speeding up settlements, getting copies of lost policies, verifying losses and filing claims. Call 800-686-1526

VETERANS BENEFITS

Information is available about benefits, pensions, insurance and mortgage loans.

VOLUNTEER AGENCY SERVICES

Volunteer relief agencies such as the American Red Cross, Salvation Army and other groups offer a range of services from supplying disaster victims with home clean-up kits to financial assistance to meet emergency disaster needs.



Caption

A Good Time to Think About Flood Insurance

As many Ohio residents found out in the aftermath of the recent flooding, homeowners policies do not cover damage from rising waters. But, if you do not have flood insurance, you can take steps now to protect yourself against future flood losses.

Flood insurance backed by the federal government is available to any homeowner, renter or business owner whose property is in a community that participates in the National Flood Insurance Program (NFIP). In order to participate, the community must adopt and enforce local floodplain management ordinances designed to reduce the risk of future flood losses.

If you live in such a community, you can purchase flood insurance from any licensed insurance agent or company — the same one, for example, who handles your homeowners or automobile insurance.

Premiums vary according to the flood risk your property is exposed to, the amount of coverage you purchase, the deductible you select and the type of building you are insuring.

On a single-family home, you may purchase flood insurance coverage up to \$250,000 on the structure and up to \$100,000 on the contents. If you are a business owner, the maximum is \$500,000 on the building and another \$500,000 on contents. If you are a renter, you can purchase up to \$100,000 coverage for personal belongings.

Some people resist buying flood insurance in the faulty belief that if flooding occurs, the government will bail them out. Federal disaster assistance is available only if a flood (or other disaster) is so large and widespread it warrants a major disaster declaration from the president.

Most disasters are not presidentially declared. In the majority of floods, victims are on their own — unless they have flood insurance. And even for floods that are declared major disasters, the aid available is limited. Most assistance is in the form of loans.

For more information, contact your local insurance agent or company or call the NFIP toll-free number, 800-720-1090.

FLOOD INSURANCE MAY HELP REDUCE FUTURE DAMAGE

If a flood substantially damages your home or business, you may have to meet certain building requirements in your community to repair or rebuild.

Help in covering the costs of meeting floodplain management related requirements might be provided in your flood insurance policy.

Flood insurance policyholders may be eligible to get up to \$30,000 to help pay the costs to bring their home or business into compliance with their community floodplain ordinance.

If your community officials determine that your home or business has been “substantially damaged” by the flood, contact your insurance company or agent to file a claim for help in meeting these costs.

For more information, call your insurance company or agent or the NFIP toll-free number, 800-720-1090.

Make sure disaster aid goes to those who deserve it.

**FEMA Fraud Hotline:
800-323-8603**

Disaster recovery assistance is available without regard to race, color, sex (including sexual harassment), religion, national origin, age, disability, economic status or retaliation.

If you or someone you know has been discriminated against, contact FEMA at

800-621-FEMA (3362)
TTY: 800-462-7585

SBA Low-Interest Loans: Not Only for Business

A low-interest loan from the U.S. Small Business Administration (SBA) is the main form of federal help for long-term recovery for homeowners, renters and businesses of all sizes. These SBA loans fund repairs of damages to private property not fully covered by insurance. By making affordable loans, the SBA disaster program helps disaster victims pay for repairs while keeping costs to the taxpayer reasonable.

Loans for homeowners and renters. SBA disaster loans up to \$200,000 are available to homeowners for real estate repairs and up to \$40,000 for replacement of disaster-damaged personal property. Renters may borrow up to \$40,000 to replace disaster-damaged personal property.

An additional 20 percent may be added to the disaster loan to cover the costs of devices to prevent future damage.

SBA analyzes the income and debts of a homeowner or renter. If the applicant cannot afford a disaster loan, SBA may automatically refer that person to another source of help.

Loans for businesses and nonprofit organizations. Businesses of all sizes and private nonprofit organizations may apply for low-interest disaster loans from SBA to repair or replace disaster-damaged real estate, machinery and equipment, inventory and other business assets. Loans of up to \$1.5 million are available for losses not fully covered by insurance.

For small businesses only, SBA makes Economic Injury Disaster Loans (EIDLs) to provide working capital to pay necessary obligations until operations return to normal. These loans, up to \$1.5 million, are available to businesses financially impacted by the disaster, even if they had no property damage. Small businesses located in counties next to the declared counties also may apply for these loans.

When you register for assistance by calling the FEMA toll-free number, **800-621-FEMA**, you may receive an SBA loan application. If you need assistance in completing it, you can get help from an SBA representative at any disaster recovery center. Also visit SBA on the Web at www.sba.gov.

OUT OF WORK BECAUSE OF THE DISASTER?

The federal Disaster Unemployment Assistance Program may provide you with a weekly check if you have become unemployed or have suffered a loss of income as a result of the disaster. The program is designed to help the self-employed, farmers and others not normally eligible for unemployment insurance.

Disaster unemployment assistance can provide weekly benefits for up to 26 weeks following the date of the disaster declaration.

You may be eligible if you are:

- out of work as a result of the disaster;
- self-employed or a seasonal/migrant worker whose income is affected by the disaster;
- an employee not covered by any other unemployment compensation; or
- a survivor who, as a result of the disaster, becomes a head of household.

Contact your local unemployment office for information.

Hiring a Contractor? Ask Questions First

Common sense is the watchword when hiring a contractor to repair or rebuild your storm-damaged home. To help the process go as smoothly as possible, follow these suggestions:

Check the contractor's reputation.

Contact the local Better Business Bureau, home builders association or building trades to ask if the contractor you are thinking of using has unanswered complaints filed against him or her.

Ask for references. Get the names of previous customers. Call some and ask if they would hire the contractor again.

Ask for proof of insurance. Be sure the contractor has disability and workers' compensation insurance.

Ask for a written estimate. Make sure it includes everything you expect the contractor to do.

Ask for a contract. The contract should clearly state all work, costs and the payment schedule. Never sign a blank contract or one with blank spaces.

Do not sign off before the job is finished. Do not sign completion papers or make the final payment until the work is done.

Recovery Times

Recovery Times is published by the U.S. Department of Homeland Security's Federal Emergency Management Agency and the Ohio Emergency Management Agency with help from other federal, state and voluntary agencies. Comments and inquiries may be directed to

PH: 800.621.FEMA (3362)
<http://www.fema.gov>
DR1556

Federal Coordinating Officer
LEE CHAMPAGNE
State Coordinating Officer
DALE W. SHIPLEY
Editor, FEMA, Public Affairs
AILEEN COOPER

Beware of Debris

As Cleanup Begins

BUILDING FOR A SAFER FUTURE

Following are some simple, inexpensive steps you can take to protect your property from future flood damage.

The debris left behind by flooding may be a source of injury or illness. Be careful when cleaning damaged structures or when handling debris.

Here are some safety tips to keep in mind:

- ◆ Always wear gloves and work boots.
- ◆ Separate hazardous materials from other debris.
- ◆ Treat electrical lines and outlets with extreme care. Don't assume power is off.
- ◆ Do not allow children to play in or around debris piles.
- ◆ Maintain a safe distance from trucks hauling debris.
- ◆ Be careful when driving at night. Piles of debris awaiting removal are a hazard.
- ◆ Keep open flames and lit cigarettes away from debris piles
- ◆ Always wash your hands after cleanup.

You may encounter potential chemical hazards during your cleanup and repair efforts. The flooding may have moved containers of hazardous solvents or industrial chemicals from their normal storage places.

Do not try to remove any propane tanks. These represent a real danger of fire or explosion. Call the police or fire department to report location of these tanks.

Car batteries may contain an electrical charge. Wear insulated gloves when removing car batteries. Avoid coming in contact with any battery acid that may have spilled.

Raise the electrical box and electrical outlets at least 12 inches above the base flood elevation or relocate the box to an upper floor. (Ask your local building official what the base flood elevation is for your area.) Hire an electrician to be sure these tasks are done safely.

Raise the water heater, heating system and washers and dryers on a masonry base at least 12 inches above the base flood elevation or relocate them to an upper floor.

Anchor the fuel tank to the floor or wall so it will not overturn or float away. Metal supports and fasteners must be non-corrosive. Wooden supports must be pressure-treated

Install a floating floor-drain plug at the lowest point of the lowest finished floor. When the floor drainpipe backs up, the float rises and plugs the drain.

Install a backflow valve to keep sewer backup out of your home.

For disaster-related information visit FEMA on the Web @ www.fema.gov

Clip & Save

■ FEDERAL AGENCIES

FEMA Registration	800-621-FEMA (3362)
TTY for hearing/speech impaired	800-462-7585
FEMA Fraud Detection	800-323-8603
National Flood Insurance Program	800-720-1090
U.S. Small Business Administration	800-359- 2227
Social Security Administration	800-772-1213
Internal Revenue Service	800-829-1040
TTY for hearing/speech impaired	800-829-4059
Housing and Urban Development Hotline	800-669-9777
Dept. of Veterans Affairs	800-827-1000

■ STATE AGENCIES

Dept. of Insurance	
Consumer Hotline.....	800-686-1526
Fraud Hotline.....	800-686-1527
Insurance Institute.....	614-228-1593
Attorney General's Office	
Consumer Protection.....	614-466-4320; 800-282-0515
Dept. of Job & Family Services.....	614-466-6282
Disaster Unemployment Assistance.....	877-644-6562
Dept. on Aging,	
Senior Services Helpline.....	866-243-5678
Dept. of Health.....	Contact county health department
Dept. of Transportation.....	614-466-7170
Ohio Donations Management	
Hotline (8 a.m. to 8 p.m.).....	888-356-6364

■ VOLUNTEER AGENCIES

American Red Cross	866-GET-INFO
Salvation Army	317-937-7000