



**FEMA**

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# Fact Sheet

## **Many Online Resources Are Available for Louisiana Disaster Survivors**

Public and private entities have information online ready to help if you're a survivor of Louisiana's recent severe storms and floods.

Call 911 if you're facing an immediate safety issue.

### **Clothing, Food, Shelter, etc.**

2-1-1 is a single access point for resources like food, clothing, shelter, financial assistance and health resources. Visit [www.louisiana211.org](http://www.louisiana211.org) and follow @211Louisiana on Twitter.

### **Situational awareness in Louisiana**

The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) contains links to disaster planning guides and situation updates at [gohsep.la.gov](http://gohsep.la.gov). You can also get emergency news at [emergency.louisiana.gov](http://emergency.louisiana.gov) and the governor's website at [gov.la.gov](http://gov.la.gov).

### **FEMA**

Access FEMA's website for the recent severe storms and floods at [www.FEMA.gov/disaster/4277](http://www.FEMA.gov/disaster/4277). It has the latest news and information on the disaster in Louisiana. Also, 'like' the FEMA Facebook page and follow @FEMARegion6 on Twitter.

Also, [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) has links for survivors to register and update your contact information, community resources, government directories and alerts. You may also call the FEMA helpline at 800-621-3362. If you who use TTY may call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

### **U.S. Small Business Administration**

Low-interest disaster loans from the SBA are the largest source of federal disaster funding for businesses, private nonprofits, homeowners and renters. Learn more at [www.sba.gov/disaster](http://www.sba.gov/disaster).

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### **Disaster Recovery Centers**

Get answers to your disaster assistance questions at a Louisiana DRC. Go online to find your closest center at [fema.gov/disaster-recovery-centers](http://fema.gov/disaster-recovery-centers).

### **Volunteers and Donation**

Volunteer and donation opportunities are available at [volunteerlouisiana.gov](http://volunteerlouisiana.gov). You may email [2016FloodDonations@gmail.com](mailto:2016FloodDonations@gmail.com) to coordinate donations.

### **Parish contact information**

Your parish leaders may be able to give information on how to dispose debris properly and provide information to assist your recovery. Get their contact information online at [gohsep.la.gov/about/parishpa](http://gohsep.la.gov/about/parishpa).

### **Transitional Shelter Assistance hotels**

Find hotels that participate in TSA at [femaevachotels.com](http://femaevachotels.com). You may also find participating hotels by calling the FEMA helpline at 800-621-3362. If you who use TTY may call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

### **Rental resources**

Find available rental resources that are participating in FEMA's rental assistance program by going to FEMA's housing portal at [asd.fema.gov/inter/hportal/home.htm](http://asd.fema.gov/inter/hportal/home.htm). The list is routinely updated.

### **Insurance contact information**

Get your company's contact information online at the Louisiana Department of Insurance: [www.lidi.la.gov/onlineservices/ActiveCompanySearch](http://www.lidi.la.gov/onlineservices/ActiveCompanySearch).

### **National Flood Insurance Program**

Learn more about flood insurance at [www.floodsmart.gov](http://www.floodsmart.gov).

Contact your insurance company to start a claim. Get your company's contact information online at the Louisiana Department of Insurance: [www.lidi.la.gov/onlineservices/ActiveCompanySearch](http://www.lidi.la.gov/onlineservices/ActiveCompanySearch).

If you have flood insurance questions call 800-621-3362 Monday through Friday from 8 a.m. to 6 p.m. and select option 2. Call center staff are available to assist with information regarding your policy, offer technical flood guidance to aid in recovery and answer other flood insurance questions. You can be transferred to your insurance carrier for additional assistance if you have further questions. If you use TTY may call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

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### **Repair, rebuilding and clean up information**

Get repair and rebuilding tips at [fema.gov/louisiana-disaster-mitigation](https://www.fema.gov/louisiana-disaster-mitigation).

Get information about mucking out your property at [crisiscleanup.org](https://www.crisiscleanup.org) or call 800-451-1954.

### **Food assistance**

Go online to [www.foodpantries.org/st/louisiana](https://www.foodpantries.org/st/louisiana) to see a database a statewide food banks.

### **General health and welfare**

The Department of Health and Hospitals has health information at [dhh.louisiana.gov](https://dhh.louisiana.gov).

Search for “CDC” on Facebook and follow @CDCEmergency on Twitter for information from the Centers for Disease Control.

The hotline for the Occupational Safety and Health Administration (OSHA) is 800-321-OSHA (6742).

### **Mental health services**

The Louisiana Directory of Mental Health Services is online at [new.dhh.louisiana.gov/index.cfm/page/97/n/116](https://new.dhh.louisiana.gov/index.cfm/page/97/n/116).

For children and youth services, call the state health department at 225-342-9500 or visit the Children’s Special Health Services website at [dhh.louisiana.gov/index.cfm/page/740](https://dhh.louisiana.gov/index.cfm/page/740) for information or to apply for services for developmentally disabled children.

### **Children**

Contact your local school district if you have not been able to enroll your child in school in the town where you are currently living, or if you have not been able to return to your home school district. Find contact information to your schoolboard at [www.lsba.com/PageDisplay.asp?p1=798](https://www.lsba.com/PageDisplay.asp?p1=798).

### **Senior citizens**

Louisiana Aging Services administers federal and state-run services for senior citizens. It also oversees the Area Agencies of Aging in each parish, which develop coordinated community-based systems. Visit [new.dhh.louisiana.gov/index.cfm/subhome/12/n/7](https://new.dhh.louisiana.gov/index.cfm/subhome/12/n/7) or call the Aging and Adult Services Helpline at 866-758-5035.

### **Persons with disabilities or access and functional needs**

Louisiana has several agencies that deal with different groups of people who are disabled or have access and functional needs. To learn more, visit the Department of Health and Hospitals online at [dhh.louisiana.gov](https://dhh.louisiana.gov) or the

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Louisiana Assistive Technology Access Network at [latan.org/index.php/programs-services/emergency-preparedness/23-emergency-preparedness/27-emergency-preparedness-program.html](http://latan.org/index.php/programs-services/emergency-preparedness/23-emergency-preparedness/27-emergency-preparedness-program.html).

### **Environmental health**

The National Institute of Environmental Health Sciences provides documents and resources in English, Spanish and Vietnamese that address emergency preparedness in hurricane and flood situations. Links are at [tools.niehs.nih.gov/wetp/index.cfm?id=2472](http://tools.niehs.nih.gov/wetp/index.cfm?id=2472).

The Louisiana Department of Environmental Quality has a resource page [www.deq.louisiana.gov/portal](http://www.deq.louisiana.gov/portal) with fact sheets and information on environmental issues, including disaster debris management.

The Environmental Protection Agency's website, [www.epa.gov](http://www.epa.gov), has a section on water issues. Find "EPA" on Facebook, follow @EPAgov on Twitter or call 888-283-7626.

### **Legal services**

Louisiana Legal Services provides free civil legal assistance to low-income residents. Visit them at [louisianalawhelp.org](http://louisianalawhelp.org).

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