



# Putnam County Emergency Services

Putnam County Public Information Report and FAQs - WEB VERSION  
Ongoing Info for Hurricane Irma

Putnam County EOC	State of Florida Region 3 FEMA Region 4	Incident Name: Hurricane Irma	
<b>GENERAL INFORMATION</b>			
Emergency Operations Center Activation Level: EOC is currently operational at level 2		09/05/17 Staffing began 09/19/17 Level 2 – Staffing 830a-5p	
LSE Declaration:	Original Proclamation 17-70	09/06/17	EXTENDED 10/04/17
Recorded Information		(386) 326-7132	updates
EOC Manager		(386) 329-0379	Ryan Simpson
Sheriff's Office		(386) 329-0800	Sheriff's Office
Public Information Officer		(386) 972-8100	Paul Flateau
<b>OTHER IMPORTANT CITY AND COUNTY DEPARTMENT NUMBERS</b>			
<a href="http://www.putnam-fl.com/bocc">http://www.putnam-fl.com/bocc</a>   <a href="http://des.putnam-fl.com">http://des.putnam-fl.com</a>   <a href="http://www.putnamalert.com">www.putnamalert.com</a>			

<b>CURRENT EVENT STATUS / pertinent updates</b>
<p><b>**FEMA DECLARATION:</b> Putnam County has received “MAJOR DISASTER DECLARATION” Citizens can apply for FEMA - IA (Individual assistance)  <a href="http://www.putnam-fl.com/bocc/index.php/county-departments/departments-a-i/ems/hurricane-irma/fema-assistance">http://www.putnam-fl.com/bocc/index.php/county-departments/departments-a-i/ems/hurricane-irma/fema-assistance</a></p> <p><b><u>Flood information:</u></b></p> <p>Watches, Warnings or Advisories for Putnam Co. Florida -  <a href="https://alerts.weather.gov/cap/wwaatmget.php?x=FLC107&amp;y=1">https://alerts.weather.gov/cap/wwaatmget.php?x=FLC107&amp;y=1</a></p> <p>Dunns Creek Near Satsuma –  <a href="http://water.weather.gov/ahps2/hydrograph.php?wfo=jax&amp;gage=dnsf1">http://water.weather.gov/ahps2/hydrograph.php?wfo=jax&amp;gage=dnsf1</a></p> <p>National Weather Service <a href="http://www.nhc.noaa.gov/">http://www.nhc.noaa.gov/</a></p> <p><b><u>Closed Roads List by Putnam County Road Department:</u></b></p> <p><a href="http://www.putnam-fl.com/bocc/index.php/county-departments/departments-a-i/ems/hurricane-irma/general-information">http://www.putnam-fl.com/bocc/index.php/county-departments/departments-a-i/ems/hurricane-irma/general-information</a></p> <p>These roads will remain closed until Tuesday of next week due to the upcoming rains and Tropical Storm 16.</p> <p><b><u>For citizens wishing to haul their own vegetative storm debris without tipping fees,</u></b> a drop-off site is open. The schedule is Monday through Saturday from 8:30am until 5pm. The location</p>

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is at the Fairgrounds overflow parking at 118 Fairgrounds Rd. East Palatka. Residents using this site will need to show proof of residency for Putnam county. An ID, utility bill or tax bill linking their name to the property is sufficient. No commercial vehicles or other types of debris will be accepted at this site. Residents and commercial vehicles can take vegetation and other types of debris to the Central Landfill, Interlachen convenient center or the Huntington convenient center. Tipping fees may apply depending on size and type of debris. Please contact the sanitation department at 386-329-0395 if you have questions. **(NO BAGGED DEBRIS CAN BE TAKEN TO THIS SITE)**

Please take Hazardous Materials such oils, pesticides, paint, cleaning supplies your local convenience center or the Central Landfill for proper disposal.

**Health and Safety Recommendations:** Practice good hygiene techniques to protect yourself.

<http://www.putnam-fl.com/bocc/index.php/county-departments/departments-a-i/ems/hurricane-irma/health-safety-notice>

- Watch out for snakes, gators, bees, raccoons and other animals that are upset about the hurricane impact within their environment. They will be seen in higher numbers.
- While boating, please observe a “No Wake” request from residential areas that are flooded.

### PUTNAM COUNTY FAQ - INFORMATION SHEET

USEFUL LINKS update 10/4/17

RESOURCE	CONTACT INFO	COMMENTS
FIRE, EMS, LEO Emergency	911	Emergencies Only
Citizens Information Call Center:	386-329-1904	REPORT NEEDS, DAMAGE, FLOODING or other CONCERNS
Recorded info line	386-326-7132	Recorded Information
FEMA	1800-621-3362 <a href="http://www.disasterassistance.gov">www.disasterassistance.gov</a>	Apply for Individual Assistance (IA)

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U.S. Small Business Administration (SBA)	1800-659-2955 <a href="http://www.sba.gov">www.sba.gov</a>	Apply for Low-Interest Loans
American Red Cross	904-358-8091	disaster assistance
United Way of Putnam Co	386-328-8992	Referral Service / Volunteer Intake
Putnam County Public Works / Road Department	386-329-0346	Address / right-of-way questions
Putnam County Sanitation	386-329-0395	Landfill, Mosquito Control, Debris questions
Putnam Co. Planning and Development	386-329-0307	Permit questions
Putnam County Health Department	386-326-7189	well water safety
City of Palatka	386-329-0100	Issues in the City of Palatka
Town of Interlachen	386-684-3811	Issues in the Town of Interlachen
Town of Welaka	386-467-9800	Issues in the Town of Welaka
Town of Pomona Park	386-649-4902	Issues in the Town of Pomona Park
City of Crescent City	386-698-2525	Issues in the City of Crescent City
Legal Aid Hotline	1-866-550-2929	Legal Advice for Hurricane
Insurance Hotline	877-693-5236	For help with insurance
Fraud Hotline	866-966-7226	Report fraud or scams
SNAP	1-866-762-2237	Apply for additional benefits
EBT	888-356-3281	EBT benefits / lost card

List of Community Resources in Putnam County

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<p>PLEASE NOTE – NOT ALL NUMBERS OR SERVICES MAY BE AVAILABLE DUE TO HURRICANE IRMA’S IMPACT IN OUR REGION</p>
<p><a href="http://www.Putnam-fl.com">www.Putnam-fl.com</a> – Click on the link for FAQ’s and other storm related information</p>
<p>Community Preparedness APP info <a href="http://des.putnam-fl.com/images/COMMUNITY_PREPAREDNESS_APP_FLYER.pdf?59b2e83d">http://des.putnam-fl.com/images/COMMUNITY_PREPAREDNESS_APP_FLYER.pdf?59b2e83d</a></p>
<p>FEMA IA Individual Assistance application: <a href="https://www.disasterassistance.gov/">https://www.disasterassistance.gov/</a></p>
<p>Putnam County Latest SIT REP <a href="http://www.putnam-fl.com/boccc/images/stories/EOC/DSR/eocdsr.pdf">http://www.putnam-fl.com/boccc/images/stories/EOC/DSR/eocdsr.pdf</a></p>
<p>Florida Department of Emergency Management – <a href="http://www.floridadisaster.org">www.floridadisaster.org</a></p>
<p>Understanding the Flood Insurance Claim Process <a href="http://des.putnam-fl.com/images/Emanagement/StandardOperatingGuidelinesPCFEMS2015-09-28.pdf?580be545">http://des.putnam-fl.com/images/Emanagement/StandardOperatingGuidelinesPCFEMS2015-09-28.pdf?580be545</a></p>
<p>Follow Facebook and twitter – Putnam County Emergency Management possibly</p>
<p style="text-align: center;"><a href="#">Family emergency communication plan.</a></p>
<p><a href="https://www.volunteerflorida.org/irma/">https://www.volunteerflorida.org/irma/</a> as a resource for individuals looking to volunteer.</p>
<p><a href="http://www.careersourcenortheastflorida.com/">http://www.careersourcenortheastflorida.com/</a> - LOSS OF JOB OR WORKFORCE DUE TO STORM. POSSIBLE EMPLOYERS OR EMPLOYERS OPPORTUNITIES</p>
<p><a href="http://floridajobs.org/">http://floridajobs.org/</a> - EMPLOYEE LOSS OF INCOME ASSISTANCE</p>
<p><a href="http://www.floridadisasterloan.org/">http://www.floridadisasterloan.org/</a> - SMALL BUSINESS NO INTEREST SHORT TERM LOANS</p>
<p>questions and answers from the EPA for the mosquito aerial spray <a href="https://www.epa.gov/mosquitocontrol/naled-mosquito-control##3">https://www.epa.gov/mosquitocontrol/naled-mosquito-control##3</a></p>
<p><b>Crisis Cleanup</b> - <a href="tel:800-451-1954">800-451-1954</a> Offers: Storm debris removal, Tarps and mold removal assistance. This is a volunteer networking for resources.</p>
<p><b>Southern Baptist Disaster Relief</b> – <a href="tel:1800-226-8584">1800-226-8584</a> Offers: tree removal off homes, tarps on houses. Mainly with No insurance.</p>
<p><b>Habitat for Humanity</b> - <a href="tel:386-325-5862">386-325-5862</a> Offers: emergency assistance for small repairs such as roof patch, broken window, etc.</p>
<p><b>Catholic Charities</b> <i>By APPT Only.</i> - <a href="tel:386-328-2333">386-328-2333</a> Hours: Monday - Thursday - 9:00am - 3:00pm Offers: Dry food items, diapers, Hurricane assistance with utilities, rent and other disaster needs.</p>

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<b>Heart of Putnam Food Pantry</b> - <a href="tel:386-972-0875">386-972-0875</a> Hours: Tuesday, Wednesday & Friday - 9:00am - 1:30pm Offers: Food items
<b>Palatka Christian Center</b> - <a href="tel:386-328-0984">386-328-0984</a> Must call for an appointment Offers: Financial assistance for utilities, rent, prescriptions, clothing and furniture when available.
<b>St Monica's Catholic Church</b> – <a href="tel:386-325-9777">386-325-9777</a> Hours: Tuesday & Thursday - 10:00am-1:00pm Offers: Food Pantry
<b>God's Kitchen</b> - Dennis Childers <a href="mailto:Dennischilders63@gmail.com">Dennischilders63@gmail.com</a> 904-631-5282 Offers: Elderly Adults /shut-ins, hot meals delivered, once daily
<b>St. Vincent de Paul - Interlachen/West Putnam</b> - 111 Francis St., Interlachen Phone: <a href="tel:386-684-2797">386-684-2797</a> Offers: Emergency Food - Tuesdays and Thursdays- 10:00am - 3:00pm. Food - 2nd Fridays of the month: 9:00am - 11:00am or until food is gone - Financial assistance for clothing, furniture, utilities when available – Thrift shop.
<b>South Putnam Christian Service Center</b> - 223 B. Summit Street, Crescent City Phone: <a href="tel:386-698-1944">386-698-1944</a> Offers: Food: Tuesdays & Thursdays - 10:00am - 1:30pm Financial assistance for water/electric bills, prescriptions & propane refills - MUST call for an appointment for these services.
<b>Farm Workers Catholic Charities - Crescent City/South Putnam</b> 2725 Hwy 17 South, Crescent City Phone: <a href="tel:386-698-4234">386-698-4234</a> Hours: Monday, Wednesday, Thursday - 10:00am - 4:00pm Offers: Dry food items & clothing, emergency assistance for migrant workers and LIHEAP assistance for South Putnam County Residents.
<b>Interlachen Church of the Nazreen - Soup kitchen / Offers:</b> Address: 179 Miller Sq. Interlachen food Contact David Yonts: Number <a href="tel:706-761-2384">706-761-2384</a> Serves lunch daily from 11-1 Monday through Friday.
<b>Putnam Service Center – Suwannee River Economic Council</b> - 386-329-8963 – offers Elder care / meals on wheels – <a href="http://www.srecinc.org">www.srecinc.org</a>

### **PUTNAM COUNTY FAQ - INFORMATION SHEET UPDATED 10/04/2017**

**What are the current hours for Putnam County Emergency Management?** Putnam County Emergency Management is currently at Level 2 staffing and has the hours of 08:30 am – 5pm.

**What is the number for the Putnam County Recorded Information Line? What information can be heard on this line?** The number is 386-326-7132 and you can hear a recorded message of our latest Situation Report and other important information.

**When I start the cleanup process, where should I put the debris?** Place the debris near the road on “county right-of-way” at least five feet from any obstructions such as fences or water meter boxes. Piles of debris need to be separated between vegetation and construction material.

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*If the debris is mixed it doesn't meet the criteria for pick up by contractor. Call Putnam County Sanitation Department 386-329-0395 with questions.(See form below)*

**Who do I call if I'm unsure if a road is a private road or county right-of-way to put my debris out for pick up?** *Call the Putnam County PUBLIC WORKS Department at 386-329-0346– for address / road questions related to county right-of-way.*

**I have mosquitos! Who do I call to advise I have a mosquito problem?** *You can call Putnam County Sanitation Department 386-329-0395 and let them know where there is an increase in mosquitos*

**I heard you can apply for FEMA assistance. Is this true and have we received a Major Disaster Declaration?** *Yes, we received official word that Putnam County has received “Major Disaster Declaration”. It is very important for you to report damage to your insurance company, take lots of pictures, save receipts and document all actions and correspondence related to applications and repairs to your property. If you have damage or loss from this disaster, you can complete a FEMA application online now and apply for Individual Assistance. To fill out the application visit [www.disasterassistance.gov](http://www.disasterassistance.gov). You can also apply over the phone at 800-621-3362.*

**Will FEMA replace my food that I lost during the storm?** *No, FEMA does not replace food that was lost during the storm however there are several resources available in our community. You can find a list of these numbers in the community resources section of this report.*

**Should I leave my wet carpet and / or my ruined belongings so a FEMA inspector can assess damage?** *Inspectors are able to assess damages even after the applicants have cleaned up. Keeping wet, molded or ruined material around the home may be a health issue.*

**Does FEMA need me to take photos of my damaged stuff before disposing of it?** *Photos are not necessary for a FEMA inspection. The real property damages to the home will substantiate any damages to discarded personal property. Taking photos for insurance purposes would be up to your discretion and expense.*

**What numbers do I call to get information on my SNAP, EBT or other government assistance programs?** *A number to call if you have not received your benefit or would like to request additional assistance from the SNAP program is 1-866-762-2237.*

**What are the dangers of drinking well water that may have been contaminated?** *Waterborne illnesses are caused by microbes or parasites in untreated or contaminated water. All homes that have a private well that was under water from the flooding or lost its prime from being without power needs to be sanitized. Signs and symptoms include nausea, vomiting, diarrhea, stomach cramps and fever. If you have any of these symptoms seek medical attention. **YOU OR YOUR FAMILY CAN GET VERY SICK IF YOU DRINK CONTAMINATED WATER.** Visit the website <http://putnam.floridahealth.gov/> Click on “after the storm information” that is found at the top.*

**Who do I call for questions on well water safety and testing?** *Putnam County Health Department - 386-326-7189. You can also visit the website <http://putnam.floridahealth.gov/>*

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**There are tree stumps and debris in the river and creek. What is being done to clear the waterways?** *Please use caution while debris is being located. Some of this debris could cause serious damage to property or loss of life if hit at a high rate of speed. There are state and federal agencies working on the debris issue.*

### IMPORTANT FEMA INFORMATION

There are three things that can halt FEMA disaster assistance in the very beginning. If someone tells you it has been 10 days or longer since they registered and they haven't heard anything it is probably because of one of these three things.

**-They said they have insurance when they applied:** *If they said they had insurance when they registered, their claim will not go forward until they provide FEMA with a denial or lack of sufficient insurance. They can find out how to submit the information by calling the HELPLINE at 1-800-621-3362.*

**-They received an SBA application:** *When applicants apply, based on income/number in the family, it is determined if there is a possibility that they may be able to repay a loan. If the answer is yes, they are sent information on how to apply for a loan from the SBA. If they receive the SBA application THEY MUST return it before they may be referred back to FEMA for possible assistance. The reason is that applicants are expected to take advantage of all available resources, and SBA is considered a major resource. When the application is returned it is evaluated as any other loans are, based on assets/liabilities and ability to repay, so the applicant's may or may not be approved for the loan. This does not apply to housing assistance, since SBA does not provide for that, but does apply for all personal property. The claim for personal property will stop until the SBA application is received. Yes, SBA gives loans to individuals in time of disaster.*

**-The FEMA inspector cannot reach them:** *Typically FEMA inspectors will attempt to contact an applicant three times, if they cannot reach them, the applicant does not return calls, or misses appointments, the inspector will move on until the applicant initiates contact-they do that by calling the HELPLINE 800-621-3362.*

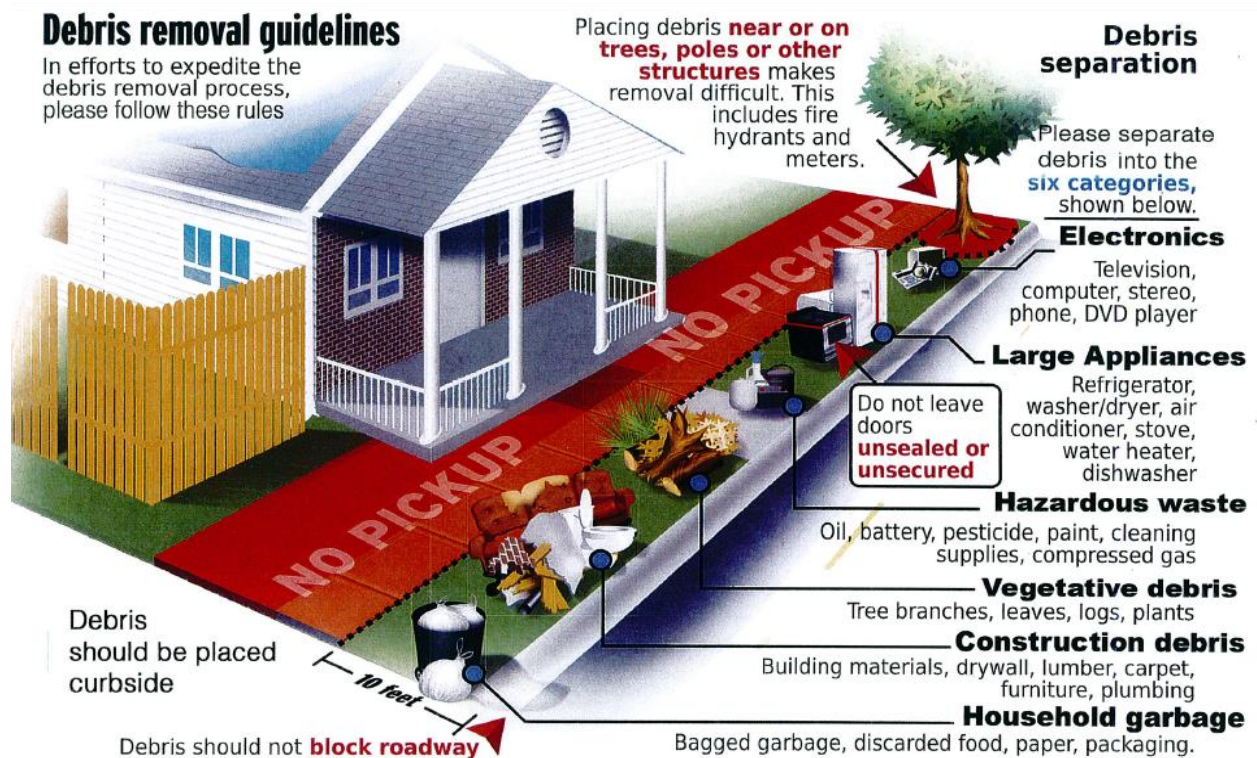
**Use the Funds for the intended use-** *Applicants may receive the funds BEFORE they receive the letter telling them what the funds are for. It is critical that they wait for the letter. If they use the funds for things other than what it is intended for they will not be eligible for possible additional assistance. For example, if an applicant receives rental assistance and they use it to buy other things they will not be able to receive additional rental assistance. If they use rental funds appropriately and meet a couple of other requirements they may continue to receive assistance—possibly up to 18 months, if needed.*

**“MOST of the time when applicants say “FEMA won't help me”** *it is because they have not read or understood the letter they were sent. They read the first few sentences which may say they have been denied, then stop. Usually the letter tells them why and often it is just that more information is required, such as identity or damage verification or they need to submit insurance denial, or something like that. If they need help understanding the letter, they should call the HELPLINE.*

# Putnam County Emergency Services

This is an excellent source for information on the FEMA individual assistance programs:

<https://www.fema.gov/individual-disaster-assistance>



All debris types must be separated. Vegetation such as tree branches, appliances, construction materials, and household garbage must be piled separate of each other. The piles need to be 10 feet away from fire hydrants, fences and utility boxes above and below grade. All debris must be placed on the edge of the County right-of-way to be picked up. Please remember that Putnam County staff, nor their contractors, can remove downed trees or other debris from private property, including private roads. If debris is on a private road or private property, please move to the county right of way for pick up. If you are not able to do this yourself, you should contact a licensed tree removal service. Debris Contractors are not allowed to pick up from private property. You can call Public Works at 386-329-0346 to confirm if your road is private or is county right-of-way. Please do not place the listed hazardous waste curbside but rather take it to the sites listed below.

If you choose to take your debris to the central landfill, the Huntington or Interlachen convenient center, you may experience delays. Tipping fees are not waived. However, at the central landfill, residents may bring vegetative debris less than 4" in diameter and less than 6' in length without this going against the weight allowed per year, per household which is 4,000 lbs. Residents can take their own vegetative debris to the collection site at 118 Fairgrounds Rd. in E. Palatka. No bagged debris can be taken at this site. Contact the Sanitation Department if you have questions 386-329-0395.

**DO NOT PLACE DEBRIS IN POWER LINE RIGHT OF WAY.**



# Putnam County Emergency Services

## BUS ROUTE---Hurricane Irma Assistance

If you have received damage due to Hurricane Irma and need Individual Assistance (IA) from FEMA, register by:

- Applying online at [www.disasterassistance.gov](http://www.disasterassistance.gov),
- Calling [1-800-621-3362](tel:1-800-621-3362), or
- Going to the Resource Center at the Putnam County Fairgrounds.
  - Staff from FEMA will be there to answer questions and review cases
  - September 26 to October 9, 2017 from 8 am – 8 pm
  - Located at 118 Fairgrounds Rd in East Palatka
  - Bring your Social Security Number and Insurance, Damage, Financial, Contact and Direct Deposit Information.

Citizens needing transportation to the Resource Center can take the Cross County Express Route or call Ride Solution at [386-325-9999](tel:386-325-9999) to schedule transportation.

### Ride Solution's Cross County Express Route Schedule:

<b>Palatka Train Station</b>	6:15	8:00	11:00	
<b>Putnam Medical Center</b>	6:20	8:10	11:10	
<b>Francis (Circle K @ 7450 Crill Ave)</b>	6:25	8:15	11:15	
<b>Hollister Post Office</b>	6:30	8:20	11:20	
<b>Interlachen Hitchcocks</b>	7:00	9:00	12:00	
<b>Francis (Circle K @ 7450 Crill Ave)</b>	7:15	9:15	12:15	
<b>Hollister Post Office</b>	7:20	9:20	12:20	
<b>Putnam Medical Center</b>	7:30	9:30	12:30	
<b>Palatka Train Station</b>	6:15	8:00	11:00	1:00
<b>East Palatka/Fairgrounds</b>	<b>6:25</b>	<b>8:20</b>	<b>11:10</b>	<b>1:20</b>
<b>San Mateo Post Office</b>	6:35	8:30	11:25	1:30
<b>Satsuma (Kangaroo @US 17)</b>	7:00	9:00	12:00	2:00
<b>San Mateo Post Office</b>	7:10	9:10		2:10
<b>East Palatka/Fairgrounds</b>	<b>7:20</b>	<b>9:20</b>		<b>2:20</b>
<b>Palatka Train Station</b>	7:30	9:30		2:30

# Putnam County Emergency Services

## **End of Daily Situation Report**

Subscribe your mobile device to receive real-time emergency alerts:

[www.PutnamAlert.com](http://www.PutnamAlert.com)

And download the EverBridge Mobile Alert App to receive Putnam Alert information: available on Apple: [App Store](#) | Android: [Google Play](#)

Download the Putnam County Community Preparedness App: [Putnam QuickSeries](#)

Putnam County Emergency Services Emergency Management Division

410 S. State Road 19, Palatka, Fl. 32177

Phone: (386) 329-0379 | Fax: (386) 329-0897

<http://www.putnam-fl.com/bocc> | <http://des.putnam-fl.com>