



# Emergency Management

LOCAL STATE OF EMERGENCY: Declared by BOCC 10/5/2016

## PUTNAM COUNTY FAQ - INFORMATION SHEET UPDATED 10/19/16

### **What is the Putnam County Emergency Management phone number and business hours?**

*Putnam County Emergency Management 386-329-0379 from 8:30am to 5:00pm*

**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.*

**I heard you can apply for FEMA assistance. Is this true and have we received a Major Disaster Declaration?** *Putnam County has been working with FEMA and State Damage Assessment teams since the Hurricane and has received official word that Putnam County has received a "Major Disaster Declaration". FEMA has officially documented 687 residences impacted to varying degrees in our County.*

*If you have damage or loss from this disaster, you can complete a FEMA application online now and apply for Individual Assistance. Visit [www.disasterassistance.gov](http://www.disasterassistance.gov) to fill out the application – click "Apply Online". You can also apply over the phone at 800-621-3362. 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.*

**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 at the bottom of this report.*

**What numbers do I call to get information on my SNAP, EBT or other government assistance programs?** *The Florida Emergency Information Line is 1-800-342-3557 and has a recorded message that gives information that about SNAP Benefits for October were sent 10/7/16. A number for you to call if you have not received your benefit and need to call to the SNAP program is 1-866-762-2237.*

**I lost my food that I had bought with my SNAP from the storm, what do I do now?** *Families and individuals who are current food assistance clients may receive replacement of benefits for the value of the food lost because of damage to their home or sustained electrical outages. To report food loss or to request replacement benefits, customers can obtain the Food Assistance Replacement Authorization Form. The website is <http://myflfamilies.com/disaster>. Customers can submit the form via fax at 1-866-886-4342 or by mailing it to: ACCESS Central Mail Center, P.O. Box 1770, Ocala, FL 34478-1770. For Information on Supplemental Nutrition Assistance Program (SNAP) Benefits or to report a loss– You will need to fill out a form found at the website <http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/snap-information>. It is directly under the title "Benefit Replacement for current SNAP recipients". From there you are directed to email or fax the "Food Assistance Authorization Form". You can also call 1-866-762-2237 for customer service.*



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**I need a new EBT card. What number do I call to get a replacement?** *EBT- To report your card lost, stolen, damaged - Customer Service 1-888-356-3281*

**Is it too late to report damage to my property?** *No, it is not too late. We recommend taking pictures and contacting your insurance company. You can also call our citizens info line at 386-329-0379 to report damage. FEMA has declared Putnam County "Major Disaster Declaration" and has info on-line. Visit [www.disasterassistance.gov](http://www.disasterassistance.gov) to fill out the application – click "Apply Online"*

**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/>*

**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– for address / road questions related to debris removal and if a road is county right-of-way for debris collection locations and what will be picked up – PUBLIC WORKS - 386-329-0346*

**Who do I call if I have a question about the debris removal contractor, locations and items they will pick up?** *Putnam County Sanitation Department 386-329-0395 is overseeing the Debris Removal Contractor. The contractor is only picking up vegetation such as trees and branches at this time. All debris must be placed on County right-of-way to be picked up. Contractors are not allowed to pick up from private property including private roads. Place debris away from fire hydrants, water / utility meter boxes.*

**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.*

**Is flooding still an issue in our county?** *In areas that are low or prone to flooding, high water is still a concern. We ask that boaters use caution and common sense in the highly impacted areas. Some areas still have water impacting property so please navigate the water slowly with a "no wake" speed until the water has sufficient time to recede.*

**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.*

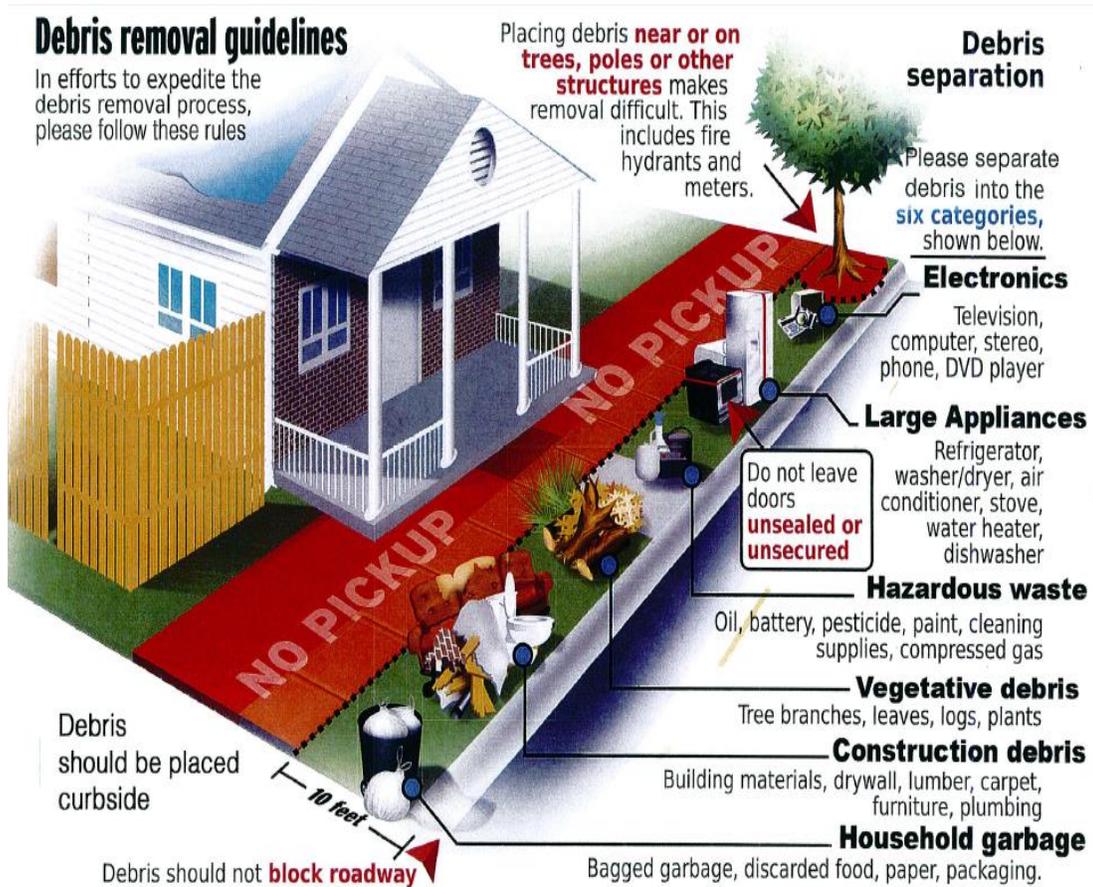


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I cannot afford stuff like bleach or gloves to help clean up my house from flood waters and other storm related cleaning. Who should I call? Red Cross caseworkers will have clean-up kits and other bulk items as they meet with clients to distribute client direct distribution. You can call the client assistance number at 904-358-8091 to request a clean-up kit.

I have damage to my house and need some minor repairs. I don't have insurance and am unable to do the work because of my age or my health. Who can I call for assistance? There are several resources available – please see the bottom of this report for a list.





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## DEBRIS & STORM DAMAGE REPAIRS

### **Church of Latter Day Saints - Putnam County**

Phone: [800-451-1954](tel:800-451-1954)

Offers: Storm debris removal

### **Southern Baptist Disaster Relief - Putnam County**

Phone: [352-601-6130](tel:352-601-6130)

Offers: tree removal off homes, tarps on houses.

Mainly focuses on individuals with No insurance.

### **Habitat for Humanity - Putnam County**

1605 Westover Drive, Palatka

Phone: [386-325-5862](tel:386-325-5862)

Offers: emergency assistance for small repairs such as roof patch, broken window, etc.

## FOOD, CLOTHING & OTHER

### **Catholic Charities - Palatka**

1000 Husson Ave, Palatka Phone: [386-328-2333](tel:386-328-2333)

Hours: Monday - Thursday - 9:00am - 3:00pm

Offers: Dry food items, diapers

### **Heart of Putnam Food Pantry - Palatka**

523 South 13th St, Palatka Phone: [386-972-0875](tel:386-972-0875)

Hours: Tuesday, Wednesday & Friday - 9:00am - 1:30pm

Offers: Food items



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## **Palatka Christian Center - Palatka**

Phone: [386-328-0984](tel:386-328-0984)

*Must call for an appointment*

*Offers: Clothing*

## **St Monica's Catholic Church - Palatka**

*114 4th Street, Palatka*

*Hours: Tuesday & Thursday - 10:00am- 1:00am*

*Offers: hot meals*

## **God's Kitchen - Palatka**

*Dennis Childers [Dennischilders63@gmail.com](mailto:Dennischilders63@gmail.com) 904-631-5282*

*Offers: hot meals delivered, once daily*

## **St. Vincent de Paul - Interlachen/West Putnam**

*111 Francis St., Interlachen Phone: [386-684-2797](tel:386-684-2797)*

*Offers: Food - Tuesdays - 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 - MUST call for an appointment for these services.*

## **South Putnam Christian Service Center - Crescent City/South Putnam**

*223 B. Summit Street, Crescent City Phone: [386-698-1944](tel:386-698-1944)*

*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.*



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## **Farm Workers Catholic Charities - Crescent City/South Putnam**

2725 BUS Hwy 17 South, Crescent City Phone: [386-698-4234](tel:386-698-4234)

Hours: Monday, Wednesday, Friday - 10:00am - 5:00pm

Offers: Dry food items & clothing

## **IMPORTANT INFORMATION, APPS, AND WEBSITES**

Register your email to receive the Putnam County Emergency Management Daily Situation Report at [www.putnamalert.com](http://www.putnamalert.com) click=> "Registration"

FEMA – [www.Disasterassistance.gov](http://www.Disasterassistance.gov) or hotline 800-621-3362

Citizen Info line to report issues 386-329- 0379 (08:30 a.m. – 5:00 p.m.)

Putnam County BOCC Web Page [www.putnam-fl.com](http://www.putnam-fl.com)

Putnam Health Department <http://putnam.floridahealth.gov/>

After the storm info <http://putnam.floridahealth.gov/programs-and-services/environmental-health/after-the-storm/index.html>

Code red Alert System <http://ecnetwork.com/mobile/getitnow.html>

FACEBOOK <http://www.facebook.com/PutnamCountyEM>

TWITTER <https://twitter.com/PutnamCountyEM>