



FEMA

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FS003
News Desk: 940-898-5454

Fact Sheet

Dos and Don'ts for Louisiana Flood Survivors

Dos:

- Do file a claim with their insurance company.
- Do register for FEMA disaster assistance. Survivors can register online at DisasterAssistance.gov or by calling toll-free 800-621-3362 or TTY 800-462-7585. Those who use 711 or VRS may call 800-621-3362.
- Do know that FEMA grants may help pay for a temporary place to stay, make essential repairs or replace certain damaged contents.
- Do inspect for structural damage before entering their home.
- Do report flood damage to local officials.
- Do throw away wet contents such as bedding, carpeting and furniture. These items may be a health hazard due to mold.
- Do take photographs of flood damage. The insurance company may want to see these.
- Do keep recovery-related receipts. FEMA or the insurance company may want to see these.
- Do return a completed application for a low-interest disaster loan if a FEMA registrant has been referred to the U.S. Small Business Administration. Returning the application is necessary for FEMA to consider them for certain grants.
- Do remember that FEMA grants do not need to be repaid, are not taxed and do not affect other government benefits.

Don'ts:

- Don't submit more than one registration per household.

- Don't wait for visits from FEMA or insurance adjusters before cleaning up flood damage and starting repairs.
- Don't wait for an insurance settlement to register.
- Don't worry that federal disaster assistance is taking money away from someone else. FEMA provides assistance to all eligible applicants.
- Don't assume only homeowners can apply for help. Renters may qualify for assistance too.

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We urge everyone to continue to use caution in areas where floodwaters remain. Monitor DOTD's www.511la.org website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at www.emergency.la.gov. GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at www.getagameplan.org.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

FEMA's mission is to support our 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. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's Web site at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call (800)877-8339.

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