



Bergen Family Center

HURRICANE CRISIS RESOURCES

FEMA - 1-800-621-3362 (TTY: 800-462-7585)

RED CROSS (DISASTER RELIEF) - 1-800-507-6058

ENGLEWOOD CENTRAL NUMBER - 201-871-6448

9-1-1

EMERGENCY
SERVICES

2-1-1

COMMUNITY, HUMAN SERVICES, EMERGENCY
MANAGEMENT, SECURITY ASSISTANCE,
EMERGENCY HOUSING AND UTILITY ASSISTANCE

5-1-1

TRAFFIC AND
TRANSPORTATION
INFORMATION

- **RED CROSS DISPLACED FAMILIES - 1-877-733-2767**
- **HOMELESS HOTLINE - 201-336-6480**
- **PSE&G (ELECTRICITY) - 1-800-436-7734**
- **HURRICANE IDA HOME CLEANUP HOTLINE - 1-844-965-1386**
- **BERGEN COUNTY HOUSING, HEALTH, AND HUMAN SERVICES CENTER - 201-336-6475**
- **DISASTER MENTAL HEALTH - 1-877-294 - HELP (4357)**
- **DIVISION OF SENIOR SERVICES (FOOD, HOUSING) - 201-336-7400**
- **DEPT OF DISABILITY - 201-336-6500**
- **DEPT OF HUMAN SERVICES:
(TRANSPORTATION, MENTAL HEALTH, HOUSING) - 201-336-7474**
- **DEPT OF HEALTH SERVICES - 201-634-2600**
- **FAMILY PROMISE BERGEN COUNTY (EMERGENCY HOUSING HELP) - 201-833-8009**
- **DEPT OF PUBLIC WORKS - 201-871-6000**

RESOURCE LINKS:

RED CROSS - www.redcross.org/get-help/disaster-relief-and-recovery-services.html

FEMA APPLICATION - Apply online at www.DisasterAssistance.gov

HURRICANE IDA HOME CLEANUP HOTLINE - www.crisiscleanup.org



HURRICANE IDA HOME CLEANUP HOTLINE CALL: 844-965-1386

If you need assistance with damage from Hurricane Ida, call the number above to ask for help. We will connect you with volunteers from local relief organizations, community groups and faith communities who may be able to assist with:

- Cut fallen trees
- Drywall, flooring & appliance removal
- Tarping roofs
- Mold mitigation



All services are free, but service is not guaranteed due to the overwhelming need. This hotline will remain open through Friday, September 17, 2021.

PLEASE NOTE: this hotline CANNOT assist with social services such as food, clothing, shelter, insurance, or questions about FEMA registration. Volunteers work free of charge and provide the tools and equipment necessary to complete the work.

Recovering from the Storm

"Tips for survivors of natural disasters."

1. Make a list of all damaged items

- Include make, model, serial number and value (if known)
- Gather before pictures (if available)
- Keep track of additional expenses that you may have incurred.

2. Take photographs of all damage

- Outside of your home:
 - Street view of the front of your home and damaged areas.
 - 360 degree view of the home (front, sides & back).
 - Waterline marks from flood water.
- Inside of your home:
 - Waterline marks on interior walls, floor and ceiling of each room.
 - Inside cabinets drawers and closets.
 - All personal property that you plan to dispose of.

3. Gather samples of building materials

- Flooring, trim and any other high-end materials
(carpet, laminate flooring, base boards, crown molding, etc.)
- If you can't safely retrieve these items, take photographs of each.

4. File a claim with your homeowner & flood insurance

- Provide all documentation to your claims adjuster
 - Include photos, lists, receipts, ect.
- Maintain contact with your claims adjuster.
 - Keep detailed notes as to dates, times and who you spoke with.

5. Contact the Home Cleanup Hotline for assistance

- Services are free of charge from nonprofit disaster relief organizations.
- We can't guarantee you'll be helped, but you won't be forgotten.
- Be patient. Be persistent. But most of all - never give up hope.