

# NJ Office of Emergency Management

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**FOR IMMEDIATE RELEASE:**

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## STEPS TO TAKE AFTER A FLOOD

West Trenton - N.J. Today the New Jersey Office of Emergency Management offered advice to residents impacted by this past weekend's flooding.

"Flood recovery can be physically, emotionally and financially challenging, especially for community members hit hard by flooding just over a month ago," said State Police Superintendent Colonel Rick Fuentes, Director of the New Jersey Office of Emergency Management. "By taking these practical steps— call your insurance company, document the damage and call 2-1-1 if you have basic or unmet needs – you will help start the recovery process."

### YOUR HOME

- If your home has suffered damage, call your insurance agent to file a claim.
- Check for structural damage before re-entering your home to avoid being trapped in a building collapse.
- Take photos of any floodwater in your home and save any damaged personal property.
- Make a list of damaged or lost items and include their purchase date and value with receipts, and place with the inventory you took prior to the flood. Some damaged items may require disposal, so keep photographs of these items.
- Keep power off until an electrician has inspected your system for safety.
- Boil water for drinking and food preparation until authorities tell you that your water supply is safe.
- Prevent mold by removing wet contents immediately.
- Wear gloves and boots to clean and disinfect. Wet items should be cleaned with a pine-oil cleanser and bleach, completely dried, and monitored for several days for any fungal growth and odors.

### YOUR INSURANCE COMPANY

- After experiencing a flood, contact your agent or insurance company to file a claim. An adjuster should contact you within a few days of filing your claim. If you do not hear from an adjuster, you can contact your insurance agent or company again. Make sure you have the following information handy: The name of your insurance company, your policy number, a telephone and/or email address where you can be reached at all times
- Separate damaged from undamaged property. Your adjuster will need evidence of the damage to your home and possessions to prepare your repair estimate.
- Take photographs of all of the damaged property, including discarded objects, structural damage, and standing floodwater levels.
- Make a list of damaged or lost items and include their date of purchase, value, and receipts, if possible.

- Officials may require disposal of damaged items so, if possible, place flooded items outside of the home.

#### **TEMPORARY UNMET NEEDS – CALL 2-1-1**

- If you have a need and you don't know where to turn, dial 2-1-1 to find the community resource that will help. NJ 2-1-1 is free, confidential and available 24 hours a day, statewide.
- NJ 2-1-1 keeps track of all of the needs expressed by callers and remains in contact with agencies and services in all of the affected areas.
- If they can't find resources to direct you to when you call, they will do their best to find an answer and call you back.
- The American Red Cross and the Salvation Army have been assisting with distribution of clean-up supplies and meals in the affected areas.
- New Jersey residents who need assistance with flood clean-up can also call 2-1-1 for help. Priority will be given to people with disabilities, seniors and others needing extra assistance with cleaning up mud and water damage.

For more information regarding flood recovery please follow these links:

**NJOEM Flood Related Info:** [www.ready.nj.gov](http://www.ready.nj.gov)

**NJ 211 Call Center:** Call 2-1-1 or click [www.nj211.org](http://www.nj211.org); Free 24-hour statewide service - putting people in need of assistance, in-touch with people who can help.

**NJ 211 Flood Recovery Guide 2011** - <http://nj211.org/images/Flood/NJ%202-1-1%20Flood%20Relief%20and%20Recovery%20Guide%202011.pdf>

**NJ Division of Mental Health Services “Managing the Emotional Consequences of Storms and Flooding”:** <http://www.state.nj.us/humanservices/dmhs/disaster/#4>