

Hurricane Ian - Resources

Updated: October 3, 2022

State Response and Recovery Actions

Tallahassee, FL — Today, Governor Ron DeSantis received a briefing at the State Emergency Operations Center and is traveling to North Port and Arcadia to survey the areas impacted by Hurricane Ian, distribute hot food, meet with survivors, and issue updates.

Search and Rescue:

- Several POD sites became operational as of 10/1, distributing food, water, and ice to local populations.
- FDEM is identifying locations and resource needs for Points of Distribution (POD) in Charlotte, Collier, DeSoto, Hardee, Highlands, Lee, and Sarasota counties. More than 829,000 MREs and 3.8 million bottles of water have been distributed so far. PODs open today can be viewed [here](#).
- FDEM Recovery staff are conducting rapid damage assessments in Charlotte, Flagler, Glades, Hendry, Highlands, Putnam, and Osceola counties to expedite available federal assistance for disaster recovery.
- FDEM has eight active fuel depots and is staging an additional four fuel depots today throughout Central and Southwest Florida to ensure first responders have the fuel they need to conduct search and rescue operations. More than 1.4 million gallons of fuels have been mobilized.
- FDEM is mobilizing pet food and supplies for displaced pets, including rabies vaccines, dry and canned dog food, dry and canned cat food, cat litter, disposable pet bowls and disposable leashes.

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- Safe and found persons can be reported safe at <https://safe.fl.gov/safe>.

Power:

- There are currently 840,00 million people without power.
- More than 1.8 million accounts have already been restored across Florida. For a full report on current outages, click [here](#).

Health and Human Services:

- DOH has partnered with Volunteer Florida to develop an [online portal for health care practitioners](#) who wish to volunteer their expertise, skills, and experience in areas impacted by Hurricane Ian.
- Boil Water Notices have been issued for 120 areas, over 22 counties, following the impacts from Hurricane Ian. DOH continues to monitor and maintain a [comprehensive statewide list of notices](#) for residents to access online.
- DCF has opened four Family Resource Support Centers with staff on site, including Hope Navigators, behavioral health partners who specialize in disaster recovery response, and public benefit eligibility specialists to help individuals and families. More information can be found [here](#).
- The Centers for Medicare & Medicaid Services announced Thursday additional resources and flexibilities available in response to Hurricane Ian in the State of Florida. More information can be found [here](#).
- Work search reporting and other requirements for Reemployment Assistance claims have been temporarily waived for Floridians impacted by Hurricane Ian in FEMA disaster-declared counties. Disaster Unemployment Assistance is also available for individuals and businesses in FEMA disaster-declared counties. Eligible Floridians must file for regular state Reemployment Assistance benefits before filing for DUA. Learn more [here](#).

Housing:

- Florida Housing Finance Corporation has updated its Disaster Relief webpage to provide families with information on housing resources and assistance. This webpage will continue to be updated as more information becomes available. [Disaster Relief Resources and Information](#).

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- Florida Housing has ensured that all current listings are up to date in the event that families need to quickly relocate at <https://www.floridahousingsearch.org/>.
- Each SHIP office has an adopted disaster strategy that allows for assistance in the immediate aftermath of a declared disaster. Strategies may include temporary relocation and rental assistance, debris removal and short-term repairs to prevent further damage to the structure or to allow for occupancy until further repairs are made. Please contact your local office directly for more information: [Local Government Information](#).
- Florida homeowners and renters in Charlotte, Collier, DeSoto, Hardee, Hillsborough, Lee, Manatee, Pinellas, and Sarasota counties who were affected by Hurricane Ian may apply for FEMA disaster assistance via [website](#) or [FEMA mobile app](#). You will be able to do a zip code search to find the closest FEMA Disaster Recovery Center staffed with FEMA employees, who will be able to help with applications and other immediate needs.
- Rosen Hotels and Resorts is activating their Florida Residents Distressed Rates to give Floridians a safe, affordable place to ride out Hurricane Ian. Evacuees can call **866-337-6736** to reserve a room.
- VISIT Florida has activated the Emergency Accommodations Portal at [Expedia.com/Florida](https://www.expedia.com/Florida), which is updated with the latest information on available listings.
- UHaul is offering 30 days of free storage and U-Box container usage at 43 Florida locations. Find additional information at <https://www.uhaul.com/About/> listed under "Top Stories."

Transportation:

- Uber is offering round-trip rides to and from Southwest Florida shelter locations in Hillsborough, Pinellas, Manatee, Pasco, Lee, Charlotte, Sarasota, Orange, Brevard, Seminole, Volusia, and Osceola counties listed at <https://www.floridadisaster.org/PlanPrepare/Shelters>. Riders can enter promotional code **IANRELIEF** in the app to redeem a free round-trip up to \$30 each way. Rides must be requested to or from any state-approved evacuation shelter in Florida.
- Lyft is activating their LyftUp Disaster Response program to provide access to free and discounted rides to help those affected in Florida move to designated shelters

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and critical resources. Rides can be accessed using the code **IANRELIEF22**, valid for two rides up to \$15 each, from now until October 7 at 11:59pm, or while rides are available.

- If your vehicle has been damaged due to Hurricane Ian, FEMA assistance cannot be used toward losses already covered by insurance, so applicants are first encouraged to file a claim with their car insurance company immediately. They should also take photos of their damaged vehicles and belongings.
- Make sure you have both your auto and your homeowner's insurance numbers: Depending on where your car was parked, it may be a homeowner policy question according to [Consumer Reports](#).

Communications:

- T-Mobile has four Community Support Trucks loaded with supplies including chargers, charging cords and cell phones, as well as three wi-fi trailers with the ability to charge up to 80 phones each, along with Wi-Fi. These assets are staged just outside of the impact area and will be deployed as soon as it is safe to do so. Text to Give opportunities are also available and the most updated information from T-Mobile can be found at <https://www.t-mobile.com/news/community/hurricane-ian>.
- Verizon residential and small business customers in affected ZIP codes impacted by Hurricane Ian will have access to unlimited domestic Talk, Text & Data through October 4, 2022. Click [here](#) to see eligible zip codes. Verizon Wireless' crisis response team will also provide free communications support to public safety agencies responding to the hurricane, setting up portable cell sites, Wi-Fi hotspots, free charging stations and other services. Stay updated on Verizon's efforts [here](#).
- Comcast has opened Xfinity Wi-Fi hotspots in Central, North and Southwest Florida, and the Panhandle for Xfinity customers and non-customers to stay connected during and after the storm. Details are available at Florida.Comcast.com/2022/09/27/comcast-opens-free-xfinity-wifi-hotspot-network-as-hurricane-ian-approaches/.
- Charter Communications has opened Spectrum Out-of-Home Wi-Fi access points in response to Hurricane Ian. Spectrum Wi-Fi access points are typically found in public

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parks, marinas, city streets and other public areas. A map of access points is available at spectrum.com/internet/wifi-access-points.

Donations/Volunteering:

- Sun Sentinel has created a list of organizations accepting donations and volunteers to help Hurricane Ian victims. Please click [here](#) to view the updated list.
- The Florida Disaster Fund has raised over \$21 million in the first 48 hours of activation. The Florida Disaster Fund supports response and recovery activities. To contribute, please visit www.FloridaDisasterFund.org or text **DISASTER** to **20222**.
- Charity Navigator organization reviews charities and assigns them a score based on the charity's financial health, accountability, and transparency. They have created a list of recommended charities helping Hurricane Ian victims [here](#).
- The American Red Cross provides several ways to help: If you would like to volunteer, click [here](#). Make a \$10 donation by texting the word **IAN** to **90999** or donate at **800-733-2767** or RedCross.org.

Florida Resources

Office of the Governor of Florida

For updated information on press releases from the Governor's office visit the website [here](#).

Governor Ron DeSantis requested President Biden grant a Major Disaster Declaration for all 67 counties, for all categories, and all types of assistance, due to the ongoing devastating impacts of Hurricane Ian. If granted, a Major Disaster Declaration provides a wide range of federal assistance programs for individuals, as well as funds for both emergency and permanent work and public infrastructure. The request can be found [here](#).

Florida Division of Emergency Management

The State Assistance Information Line (SAIL) can be reached by dialing **800-342-3557** and provides accurate and up-to-date information regarding an emergency or disaster situation impacting the State of Florida. It is available 24 hours, 7 days a week. Visit the website to

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learn how to sign up for the statewide notification service Alert Florida for emergency alerts and public safety notifications.

- For the latest information on Hurricane Ian visit the website [here](#).
- Updates can also be found on the [FL Division of Emergency Management Twitter](#) page.
- You may also register for the statewide emergency response alerts [here](#).

American Red Cross

The Red Cross provides emergency response services throughout the state of Florida. You can search for local shelters and get updated information on Hurricane Ian, by visiting the chapter websites listed below.

- [Central Florida](#): Florida's Space Coast, Greater Orlando, Mid-Florida, Southwest Florida, and Tampa Bay
- [North Florida](#): Northeast Florida, Capital Area and Northwest Florida
- [South Florida](#): Palm Beach, Martin, Broward Counties, Southern Gulf, Greater Miami, and the Keys

Shelter: Find open Red Cross shelters [here](#).

Safe and Well: If you are looking for a loved one in the area or are in an affected area and would like to list yourself as safe and well, please visit the Red Cross Safe and Well registry [here](#).

211 Florida

2-1-1 Florida connects callers to health and human services information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your city, county, or zip code.

Florida 511

Florida 511 provides locally generated reports on traffic conditions on major evacuation routes, road and bridge closures, toll suspensions, and travel alerts in affected counties, cities, roadways, and agencies. During an emergency, real-time information on planned routes via the 511-phone call or the app is provided. Request email alerts to be sent by phone. You may visit their website [here](#)

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Florida Department of Education

The Florida Department of Education works closely with school districts before, during and after natural disasters to ensure they have the resources necessary to resume normal operations as quickly as possible. Please visit the website [here](#) for information on current school closures.

Additional updates can be found on the Florida Department of Education [Twitter](#) and [Instagram](#) pages.

Florida Department of Elder Affairs (DOEA)

DOEA service providers around the state are in progress or have completed check-in and informational calls to their senior clients. Area Agencies on Aging that are expected to be impacted by Hurricane Ian have been distributing shelf-stable meals to their home delivery meal clients. Please call the Elder Helpline at **800-963-5337** for assistance.

Georgia Resources

Office of the Governor of Georgia

Governor Brian P. Kemp urges all Georgians to remain weather alert and to take the necessary precautions to protect themselves and their families. Those directly impacted by the storm's path are encouraged to consult GEMA/HS' [informational website](#).

Explore Georgia and state tourism partners are tracking the storm and updating the [hurricane information webpage](#) regularly with information on lodging and other resources.

For updates from the Governor's office visit the website [here](#).

- Updates and press releases, can also be found on the Governor's [Twitter](#) and [Facebook](#) pages.

Georgia Emergency Management and Homeland Security Agency

GEMA/HS is the state's preparedness, response and recover agency. This agency works with public and private sector organizations to prevent and respond to natural and man-

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made emergencies. For updates on Hurricane Ian's impact to the Georgia Coast, visit the website [here](#).

- Updates can also be found on GEMA/HS [Twitter](#) and [Facebook](#) pages.

American Red Cross

The Red Cross provides emergency response services throughout the state of Georgia. You can search for local shelters and get updated information on Hurricane Ian, by visiting the website [here](#).

Shelter: Find open Red Cross shelters [here](#).

Safe and Well: If you are looking for a loved one in the area or are in an affected area and would like to list yourself as safe and well, please visit the Red Cross Safe and Well registry [here](#).

211 Georgia

2-1-1 Coastal Georgia connects callers to health and human services information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To search for local resources, search the 211 Coastal Georgia website [here](#).

Georgia Department of Transportation

For updates on road closures, evacuation routes, message boards and alerts visit the Georgia DOT website [here](#).

School Closures

For a listing of school closures throughout Georgia, please visit [here](#)

South Carolina Resources

Office of Governor of South Carolina

Governor Henry McMaster has declared a State of Emergency for South Carolina. You may visit the Governor's website [here](#).

South Carolina Emergency Management Division

You may view the South Carolina State Emergency Operations Plan at: [State Emergency Operations Plan](#).

Shelters: For up-to-date information on shelter operations, including locations please visit <https://scemd.org/stay-informed/emergency-shelters/>.

Closings: For up-to-date information on state government office closures visit <https://scemd.org/closings/>.

Updates are also available on the Emergency Division's website [here](#) and their [Twitter](#) feed.

American Red Cross – Eastern South Carolina

The Red Cross provides emergency response services throughout the state of South Carolina. You can search for local shelters and get updated information on Hurricane Ian, by visiting the website [here](#).

Shelter: Find open Red Cross shelters [here](#).

Safe and Well: If you are looking for a loved one in the area or are in an affected area and would like to list yourself as safe and well, please visit the Red Cross Safe and Well registry [here](#).

211 South Carolina

2-1-1 South Carolina connects callers to health and human services information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To search for local resources, search the 211 South Carolina website [here](#).

South Carolina Department of Transportation

For updates on road closures, evacuation routes, message boards and alerts visit the South Carolina DOT website [here](#).

School Closures

For a listing of school closures throughout South Carolina, please visit [here](#)

General Hurricane Resources

Airbnb Open Homes Program

Airbnb helps individuals effected by a natural disaster by offering free temporary housing to displaced individuals. Click [here](#) to learn more.

Federal Emergency Management Agency (FEMA)

- Visit the FEMA website for information [here](#).
- Find open shelters near you by texting SHELTER and your zip code to 4FEMA (43362). Example: Shelter 01234. (Standard text message rates apply.)
- To Register for FEMA Disaster Assistance
- Online: <https://www.disasterassistance.gov/>
- Phone: **800-621-3362**, TTY **800-462-7585**
- FEMA tips on how to find short-term and long-term housing after a disaster can be found [here](#).

Ready.Gov

This website provides emergency updates, disaster preparedness tips and resources. You can sign up to receive emergency updates on your cell phone or download an app for updates. For hurricane preparedness resources visit their website [here](#).

Rebuilding After a Hurricane or Tropical Storm

- FEMA offers a fact sheet on Rebuilding after a hurricane or tropical storm which can be found [here](#).
- Insurance information on recovering after a hurricane or tropical storm can be found on the Insurance Information Institute website [here](#).
- The National Disaster Legal Aid website has a legal resource list for those who have been impacted by a national disaster. The resource list can be found [here](#).

CARe Inc.

- CARe is short for Community Assisting Recovery. Their mission is to provide free comprehensive information about disaster recovery, including the insurance claim process, to disaster survivors so they may effectively reestablish their homes and communities.
- All CARe volunteers and staff have lost their homes and successfully recovered from fire or earthquake disasters. They understand the needs of disaster survivors. It is

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the passion for "paying it forward" that draws survivors back to our organization to help survivors of the next disaster. To learn more about their services, please visit their [website](#).

SAMHSA – Disaster Distress Helpline

SAMHSA's Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. This resource is available to anyone in the United States, as well as in Puerto Rico.

- For anyone in the United States looking for support, call: (800) 985-5990
- For anyone in Puerto Rico looking for support, call: (800) 985-5990 and select option 2 for a Spanish-speaking counselor.
- Individuals in Puerto Rico looking for support may also text **Hablanos** to 787-339-2663.
- You may visit the website for more information [here](#).

SAMHSA Behavioral Health Treatment Services Locator

Visit the website [here](#).

This line is available 24 hours/day and 7 days/week. The Behavioral Health Treatment Services Locator provides information and a search tool for behavioral health and substance abuse/addiction services in the United States and U.S. Territories. You can access the free and confidential treatment provider search tool using the link listed above. After completing the search criteria, you can view a list of treatment providers and detailed information about each provider.

You may also call (800) 662-4357 to receive free and confidential information about mental health and substance abuse treatment services in your area.

Ways to Search for State and local News and Resources

- Search on your State's Governor's Website for any official announcements or press releases
- Search on your State's Department of Emergency Management website for emergency preparedness plans, safety resources and emergency updates

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- Search on your local town or sheriff's department website for any local disaster resource plans and updates in your local area

This guide provides referrals to resources. It does not endorse or recommend the resource providers. While every effort is made to maintain current provider information, information may change without notice.

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