

RECOVERY ASSISTANCE

Essential Information for Affected Residents

LOCAL RESOURCES

Citizen Information: **311**

For assistance with the following:

- Emergency Shelter Locations
- Medical Aid
- Flooding
- Debris Cleanup
- Downed Trees
- Traffic Concerns
- Road Conditions
- Animal Matters
- Neighborhood Issues



OCFL ALERT

The OCFL Alert App provides life-saving information about extreme weather, open shelter locations, water distribution centers, evacuation routes and public service announcements.

ocALERT.net

STATE RESOURCES

Disaster Supplemental Nutrition Assistance Program

This program assists with replacing food lost during a disaster. myflfamilies.com

Florida Department of Financial Services

Contractor Fraud: Learn how to recognize and avoid contractor fraud with educational programs. myfloridacfo.com

Small Business Administration

The SBA provides low-interest disaster loans to businesses and homeowners to help recover from declared disasters. sba.gov

FEDERAL RESOURCES

Disaster Recovery Centers

A disaster recovery center may open location(s) after a disaster and can provide a variety of post-disaster services.

disasterassistance.gov

FEMA Individual Assistance

The Individuals and Households Program (IHP) offers financial and direct aid to those impacted by disasters with uninsured or under-insured essential expenses and needs. IHP is not a replacement for insurance and cannot cover all disaster-related losses. It aims to address basic needs and support disaster recovery efforts.

fema.gov/assistance/individual/program

IMPORTANT PHONE NUMBERS

Emergency Services: **911**

Persons with Special Needs: **311**

Orange County Fire Rescue: **407-836-9000**

Orange County Sheriff's Office: **407-836-4357**

Orange County Utilities: **407-836-2777**

Duke Energy: **800-228-8485**

Orlando Utilities Commission: **407-423-9018**

TECO Peoples Gas: **407-832-6747**

Lake Apopka Natural Gas: **407-656-2734**

IMPORTANT WEBSITES

Orange County: ocfl.net/storm

Orlando Utility Commission: ouc.com

Duke Energy: duke-energy.com

TECO Peoples Gas: peoplesgas.com

Lake Apopka Natural Gas: langd.org

Florida Division of Emergency Management: floridadisaster.org

Federal Emergency Management Agency (FEMA): fema.gov

National Hurricane Center: nhc.noaa.gov

Centers for Disease Control and Prevention: cdc.gov

American Red Cross: redcross.org

Salvation Army: orlando.salvationarmyflorida.org

Homeless Services Network of Central Florida: hsncfl.org

QUICK PHONE DIAL-UPS

Crisis & Elder Hotline: **211**

Telephone Information: **411**

Traffic Information: **511**

Telephone Repair: **611**

Hearing Impaired: **711**

Call Before You Dig: **811**

Suicide & Crisis Lifeline: **988**



Orange County is dedicated to ensuring our residents and communities recover quickly and safely from any disaster.