

New Jersey Storms and Flooding Spring 2007

Relief and Recovery Assistance Guide for Bergen, Burlington, Essex, Hudson, Middlesex, Morris, Passaic, Somerset and Union Counties



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*To subscribe or submit feedback email
info@nj211.org*

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TABLE OF CONTENTS

I.	PURPOSE.....	3
II.	GETTING STARTED.....	4
	INSURANCE CLAIMS.....	4
	FEMA ASSISTANCE PROGRAMS.....	4
	FILING FOR FEMA ASSISTANCE.....	4
	DISASTER RECOVERY CENTERS.....	5
	USDA RURAL DEVELOPMENT.....	6
III.	IMMEDIATE ASSISTANCE.....	7
	SALVATION ARMY.....	7
	AMERICAN RED CROSS.....	7
	NEW JERSEY RED CROSS CHAPTERS.....	8
	INFORMATION AND REFERRAL 2-1-1.....	9
	DISASTER MENTAL HEALTH HOTLINE.....	9
	NJ HELPS.....	9
IV.	STATEWIDE DISASTER ASSISTANCE.....	10
	EMPLOYMENT.....	10
	DOCUMENT REPLACEMENT.....	10
	NEW JERSEY DRIVERS LICENSE OR ID.....	10
	NEW OR REPLACEMENT SOCIAL SECURITY CARD.....	10
	SUPPLEMENTAL SECURITY INCOME (SSI) AND SOCIAL SECURITY DISABILITY INSURANCE (SSDI).....	11
	PRESERVING WET DOCUMENTS.....	11
	HOUSING.....	12
	CHANGE OF ADDRESS.....	12
	LEGAL SERVICES.....	12
	PETS.....	12
	FINANCIAL SERVICES AND CONSUMER ADVICE.....	13
V.	LOCAL COUNTY RESOURCES.....	14
VI.	CLEAN-UP.....	17
	FLOOD WATER CLEAN-UP TIPS.....	17
	INSIDE THE HOME.....	17
	MOLD.....	18
	TIPS AND TECHNIQUES TO REMOVE MOLD.....	18
VII.	REPAIRS AND REBUILDING.....	20
	LICENSED HOME IMPROVEMENT CONTRACTORS.....	20
	CONTACTING UTILITY COMPANIES.....	20
VIII.	INFORMATION ABOUT DONATIONS.....	23
	GUIDELINES FOR EFFECTIVE GIVING IN SUPPORT OF DISASTER RELIEF....	24

I. PURPOSE

The purpose of this Assistance Guide is to connect New Jersey residents affected by the Spring 2007 storms and subsequent flooding with disaster assistance. The Guide lists information on many programs and agencies. Updates and verification are on-going. Updates are available at www.nj211.org.

The Guide is arranged in sections based on needs and the types of services provided. Within each section is a table arranged to show help available statewide and within the counties with disaster declaration. Phone numbers and specific information regarding service eligibility, hours etc. may also be outlined.

You are welcome to call "2-1-1" 24 hours a day, seven days a week for help in finding available disaster assistance services. Language translation and TTY services are offered to any caller. You can also visit www.nj211.org to review the flood resource section, search the database of services in your local community or to chat live with an experienced community resource specialist. 2-1-1 will help identify with you the best local resources to fit your individual needs after a disaster or for life's everyday situations.

When you call 2-1-1 (for cable phone users, dial 1-800-435-7555) you will be asked if you have already received assistance from Red Cross and, if applicable if you have applied to FEMA. If you have already received services and are in the process of applying for FEMA aid but are still in need of immediate help, 2-1-1 community resource specialists will help you find the right service for your situation.

Emotional support for people affected by disasters or other overwhelming events is available by calling New Jersey *Mental Health Cares'* Disaster Mental Health Helpline (877) 294-HELP (4357), where experienced crisis counselors can be reached. A TTY line is also available at (877) 294-4356.

II. GETTING STARTED

INSURANCE CLAIMS

If your home has suffered damage, call the agent who handles your flood insurance to file a claim or the National Flood Insurance Program 1-800-638-6620 to **confirm your current flood insurance and where to submit your claim**. If you are unable to stay at home, make sure to say where you can be reached. To make filing your claim easier, take photos of any water in the house and save damaged personal property. If necessary, place these items outside the home. An insurance adjuster will need to see what is damaged in order to process your claim.

FEMA ASSISTANCE PROGRAMS

FEMA APPLICATIONS ACCEPTED FOR Individual Assistance in Bergen, Burlington, Essex, Hudson, Morris, Passaic, Somerset, and Union Counties ONLY

To avoid confusion it is important to understand the difference between "Individual Assistance" and "Public Assistance".

Individual Assistance is disaster assistance directed to families, individuals and businesses within a declared disaster area. Specific information on what is covered under individual assistance is available at <http://www.fema.gov/assistance/process/assistance.shtm> and in the following section. **Individual Assistance is available in Bergen, Burlington, Essex, Hudson, Middlesex, Morris, Passaic, Somerset and Union Counties Only.**

Public Assistance Grant Program provides assistance to States, local governments, and certain Non-Profit organizations to alleviate suffering and hardship resulting from major disasters or emergencies declared by the President. More information is available at <http://www.fema.gov/government/grant/pa/index.shtm>. Counties eligible to receive **Public Assistance include Bergen, Burlington, Camden, Essex, Hudson, Mercer, Middlesex, Passaic, Somerset, Sussex, and Union.**

FILING FOR FEMA ASSISTANCE

If you have been impacted by the recent storm **you must first register with FEMA!** You may register by calling 1-800-621-3362; TTY users can call 1-800-462-7585. The call takes about 15 minutes. Please have a pen and paper ready whether you file on the phone or on-line at www.fema.org. You will also need the following information:

- **Five Digit Zip Code**
- **Current Contact Telephone Number**
- **Social Security Number**
- **Current Mailing Address and Address of Damaged Property**
- **Date the Damage Occurred**
- **Directions to the Property**
- **Brief Description of Damaged Property**
- **Insurance Information and Policy Number(s)**
- **Family Gross Income**

- **A Bank Routing Number if you want funds deposited directly to your bank account. Lookup your bank routing number online at <http://www.fededirectory.frb.org/search.cfm>.**

Note: FEMA verifies the name and social security number of those registering for disaster assistance. If the name and social security number on file with the Social Security Administration does not match the information you provide, you will be asked to submit a copy of an original document, e.g. marriage license, military ID, tax documents, etc., for proof of identity. A need to review and update identity documentation may cause delays in delivery of assistance.

After you've completed your application for assistance, you will receive a FEMA application number. **Write down this number and keep it for future reference.**

If you do not have a FEMA Registration Number, you will not receive services. You can also use the number for identification at banks, airlines, etc. if your identification has been destroyed.

If you or someone you know needs help filling out a FEMA application due to age or disability, help is available by calling NJ Ease at 1-877-222-3737.

DISASTER RECOVERY CENTERS (DRC)

Once registered with FEMA, individuals visiting a DRC can get information on the status of their application; details on the types of state and federal disaster assistance available; help with completing U.S. Small Business Administration (SBA) loan applications for homeowners, renters, and businesses of any size for losses not fully compensated by insurance; types of assistance available through voluntary agencies; and rebuilding tips on how to minimize future storm damage. Listed below are the locations for operational DRC's in New Jersey.

Location	Opening	Closing	Hours
Bergen County Bergen County Office Building 1 Bergen Plaza (next to 10 Main St) Hackensack	Sunday, April 29	Unspecified	Ongoing 8 am-8 pm
Burlington County Lumberton Municipal Building Parking Lot 34 Municipal Drive Lumberton	Sunday, April 29	Unspecified	Ongoing 8 am-8 pm
Essex County Fairfield Community Center 376 Hollywood Avenue Fairfield	Sunday, April 29	Unspecified	Ongoing 8 am-8 pm

<p>Passaic County</p> <p>Thomas Roger Building 2 Market St. (2nd Floor) Paterson</p>	<p>Sunday, April 29</p>	<p>Unspecified</p>	<p>Ongoing 8 am-8 pm</p>
<p>Somerset County</p> <p>St Paul's Episcopal Church 214 Church St. Bound Brook</p> <p>Manville Rescue Squad 2 South Third St Manville</p>	<p>Sunday, April 29</p>	<p>Unspecified</p>	<p>Ongoing 8 am-8 pm</p>

USDA RURAL DEVELOPMENT

Loans may be available from the USDA for flood victims who live in areas declared as rural, and who are ineligible for an SBA loan. When applying for loans, you may be asked to show:

- An itemized list of losses and estimated cost of replacement or repair
- Copies of your federal tax returns for the last 3 years
- Copies of your deed, mortgage, or lease
- Estimates of new flood insurance premiums
- Copies of previous insurance policies or settlements

For Personal Loss

- Proof of monthly income (paycheck stubs, bank statements)
- Driver’s license and/or social security number

For Business or Farm Loss

- Brief history of the business or farm
- Personal and business financial statements
- Loan repayment schedule
- List of bills owed
- Farm Service Agency Information on farm crop base and assigned yields

You can submit a form online at <http://www.sc.egov.usda.gov/>. You will have to register online and create a USDA account before you can fill out and submit an application form. You may also apply at your local USDA Service Center.

III. IMMEDIATE ASSISTANCE

Necessities such as shelter, food, clothing, or cleaning materials can be obtained from the American Red Cross and the Salvation Army.

Salvation Army 1-908-403-5416

or visit <http://www.newjerseysalvationarmy.org/location/>

Mobile canteens (feeding units) continue to serve and are expected to be in service for months to come as the recovery process progresses. Pastoral care was given to flood victims and exhausted responders and will continue long into the future. Comfort care items, blankets, cots and clean-up kits are in active distribution.

American Red Cross 1-866-GET-INFO (1-866-438-4636)

The Red Cross provides immediate emergency assistance to people affected by disaster, such as; shelter, food and water, health and mental health services to address basic human needs.

- The goal of Red Cross disaster relief is to enable individuals and families to resume their normal daily activities independently.

The Red Cross also feeds emergency workers, handles inquiries from concerned family members outside the disaster area, provides blood and blood products to disaster victims, and helps those affected by disaster to access other available resources.

NEW JERSEY RED CROSS CHAPTERS have clean-up kits, bleach in bulk, disaster mental health counseling, and other service information from local organizations.

- To locate your local Red Cross Chapter, go to www.redcross.org and enter your zip code under "Find the Red Cross Nearest You".

NEW JERSEY AMERICAN RED CROSS CHAPTERS

Red Cross Chapter/Area Served	Contact Information	Web Site	Service Center*
<p>ARC in Metropolitan New Jersey</p> <p>Covering Essex and Passaic Counties</p>	<p>209 Fairfield Road Fairfield, NJ 07004 973-575-0880</p>	<p>chapterweb@rcmetronj.org</p>	<p>Passaic County Service Center</p> <p>PNC Bank Building 1 Garrett Mountain Plaza 4th Floor West Paterson, NJ 07424 8 am - 8 pm daily</p>
<p>American Red Cross of Central New Jersey</p> <p>Serving Hunterdon, Mercer and Middlesex Counties</p>	<p>707 Alexander Rd., Suite 101 Princeton, NJ 08540 Tel: (609) 951-8550 Fax: (609) 951-9787</p>	<p>www.njredcross.org</p>	
<p>American Red Cross Bergen Hudson Chapter</p> <p>Serving Bergen Crossroads Chapter, Ridgewood</p>	<p>74 Godwin Avenue Ridgewood, NJ 07450 201-652-3210</p>	<p>arcridge@arcbergen.org</p>	<p>Hackensack 345 Union St Hackensack 9 am – 4:30 pm</p>
<p>Burlington County Chapter</p>	<p>1632 Route 38 Lumberton, NJ 08048 609-267-9595</p>	<p>www.redcrossbcnj.org</p>	

Red Cross Chapter/Area Served	Contact Information	Web Site	Service Center*
Greater Somerset County Chapter	14 West Cliff Street Somerville, NJ 08876 Phone: 908-725-2217 FAX: 908-725-8846	americanredcrossgsc@covad.net	Bound Brook Winemakers Building 12 Church Street (enter from John Street) Bound Brook, NJ 08805 908-725-2217 8 am - 8 pm Manville Manville Public Library 100 South 10 th Avenue Manville 908-725-2217 8 am - 8 pm

INFORMATION AND REFERRAL

Call 2-1-1 to learn about your local community resources. Each county has specific services set up for individuals and families affected by the recent flooding. An experienced call specialist can help you find the best service to meet your needs.

DISASTER MENTAL HEALTH HOTLINE

Emotional support for people affected by disasters or other overwhelming events is available by calling **New Jersey MentalHealthCares' Disaster Mental Health Helpline (877) 294-HELP (4357)**, where experienced crisis counselors can be reached. A TTY line is also available at (877) 294-4356.

An informative guide on Managing the Emotional Consequences of Storms and Floods is also available by following this link to <http://www.disastermentalhealthnj.com/Storms and Flooding Brochure.doc>.

NJ HELPS

For complete information on all state social services and on-line applications please visit <http://www.njhelps.org>.

IV. STATEWIDE DISASTER ASSISTANCE

EMPLOYMENT

If you are unemployed due to your employer closing because of the recent floods, you may be eligible for Unemployment Insurance. Please visit <http://www.state.nj.us/labor/ui/uiindex.html> where you may be able to apply for benefits on-line.

Job search assistance services are offered by New Jersey's **One-Stop Career Center**. For the location of the nearest One Stop Center, call 2-1-1 or search online at <http://www.wnjp.in.net/oscc/index.html>.

The **NJ State Department of Labor** has call centers if you need to apply for Unemployment Insurance benefits. There are three re-employment centers in:

- **Hudson (northeast NJ):** 201-601-4100
- **Freehold (northwest NJ and central NJ):** 732-761-2020
- **Cumberland (southern NJ):** 856-507-2340

Or, file on-line at www.njui.net.

DOCUMENT REPLACEMENT

The New Jersey Bureau of Vital Statistics can help you replace lost marriage, birth and death certificates. For more information, call 609-292-4087 or visit www.state.nj.us/health/vital or by mail contact:

New Jersey Department of Health and Senior Services
Bureau of Vital Statistics and Registration
P.O. Box 370
Trenton, NJ 08625-0370

For Express Shipping – download application off the internet and mail to:

New Jersey Bureau of Vital Statistics and Registration
Attn: Customer Service Unit
H & A Bldg, 5th Floor
Warren and Market Streets
Trenton, NJ 08625

If you prefer to go in person, the address is:

New Jersey Department of Health and Senior Services
Bureau of Vital Statistics and Registration
120 South Stockton Street
Trenton, NJ

Hours of Operation: 8:30am - 4:30pm/Monday – Friday, excluding State
Holidays

[Driving directions](#) (Click to follow link to Mapquest.com)

For applications received after 4 p.m., records will be mailed the next business day.
To find a local registrar in your county visit:
www.state.nj.us/health/vital/regbycnty.shtml

NEW JERSEY DRIVERS LICENSE OR ID

Flood victims who wish to obtain a New Jersey Driver's License or ID will be required to meet the New Jersey documentation requirements. Visit <http://www.state.nj.us/mvc/> to download forms for new registration or driver's license.

NEW OR REPLACEMENT SOCIAL SECURITY CARD

Anyone receiving Social Security payments that have been interrupted can go to any Social Security office to get an emergency payment. For information about changing mailing addresses, obtaining a new card, direct deposit, or locating the nearest Social Security office, call 1-800-772-1213 from 7 a.m. – 7 p.m./ Monday through Friday or go online at <http://www.socialsecurity.gov>.

SUPPLEMENTAL SECURITY INCOME (SSI) AND SOCIAL SECURITY DISABILITY INSURANCE (SSDI)

Flood victims who already receive SSI and SSDI should contact the Social Security Administration directly at 1-800-772-1213 to learn how checks may be reissued, cards replaced or to report a change in address.

PRESERVING WET DOCUMENTS

To preserve family treasures, review this informational link at the National Archives www.archives.gov/preservation/disaster-response/guidelines.html.

HOUSING

There are a variety of local organizations working to develop housing options. For other information, dial 2-1-1 for local referrals.

The NJ Housing Resource Center provides an online resource tool for finding affordable rental properties; it can be accessed at <http://www.njhousing.gov/>.

CHANGE OF ADDRESS

Change of address form is available online at www.usps.gov at any U.S. Postal Service location. Please be sure when you find permanent housing that your address is current and that FEMA has also been notified if you are expecting assistance.

LEGAL SERVICES

Legal Services of New Jersey can assist with civil legal services for low-income people including, housing, family, consumer, public entitlements, education, employment, and health care access. Please visit www.lsnj.org or call **1-888-LSNJ-LAW** (1-888-576-5529). [Local offices of New Jersey legal services providers can be found in the local county resource section of this guide.](#)

PETS

Once you and your pets return to your home, be careful about allowing your pets outdoors unattended and off-leash. The floods may have altered familiar scents and landmarks and your pet could easily get confused and become lost.

In addition, sharp objects, downed electric lines, fallen trees and other debris, or contaminated water could present a real danger to your pet. Raccoons, skunks or other wild animals may have entered the area and could also present a danger to your pets.

If any animals are lost during the disaster, contact veterinarians, humane societies, pet shelters, and other facilities that might house animals. Be prepared to identify and document ownership when claiming lost livestock. The United States Department of Agriculture Missing Pet Network at www.missingpet.net may be of assistance.

FINANCIAL SERVICES AND CONSUMER ADVICE

BETTER BUSINESS BUREAU

609-588-0808

9 a.m. - 4:30 p.m. Monday through Friday

CONSUMER CREDIT COUNSELING SERVICE

call 2-1-1 for the nearest location

FRAUD DETECTION

FEMA fraud detection 1-800-323-8603

INSURANCE INFORMATION

National Flood Insurance Program

(Customer Service) 1-800-427-4661

(Existing Policies) 1-800-638-6620

INSURANCE COMPLAINTS AND ASSISTANCE

New Jersey Department of Banking and Insurance

Information 1-609-292-5360

Complaints 1-609-292-5316

VETERANS BENEFITS

U.S. DEPARTMENT OF VETERAN AFFAIRS

1-800-827-1000

TTY 1-800-829-4833

Or online at www.va.gov

V. LOCAL COUNTY RESOURCES

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
BERGEN	Food	Loaves and Fishes	66 Palisade Ave Garfield 973-253-8557	3rd Saturday 10 am - - 12 noon
		Center for Food Action	316 First Street Hackensack 201-883-9375	Monday -Thursday 9:30 am - 3 pm; Friday 9:30 am – 2 pm
	Volunteering	Volunteer Center of Bergen County	(201) 489-9454	Call or register on-line www.bergenvolunteers.org
	Document Replacement	County Clerk	201-336-7000 www.co.bergen.nj.us/	
	United Way /Unmet Needs	United Way of Bergen County	201-261-2806	United Way Compassion Fund call 2-1-1 for more information
	Mold Problem	Bergen County Dept of Health	(201) 634-2780	
	Legal Services	Northeast New Jersey Legal Services	61 Kansas Street Hackensack 201-487-2166	Mon – Fri 9:00a.m. – 4:30p.m, by appointment Walk-ins welcome
	County Assistance Programs	Board of Social Services	216 Rte 17 N, Rochelle Park 201-368-7677 www.bcbss.com	Mon, Wed, Thurs, Fri 8:00am - 4:30pm Tuesdays 8am - 8pm
BURLINGTON	Document Replacement	County Clerk	609-265-5122 http://co.burlington.nj.us/departments/countyclerk	
	United Way	United Way of Burlington County	609-267-4500	
	Mold Problem	Burlington Co. Health Dept	609- 265-5543	
	Legal Services	South Jersey Legal Services	107 High St Mount Holly 609-261-1088	
	Case Management	Catholic Charities, Trenton Diocese of Trenton	609-208-0651 or 800-652-2080.	Mon -Fri 9:00am – 5:00pm
	County Assistance Programs	Board of Social Services	795 Woodlane Rd, Westhampton 609-261-1000	Mon, Wed, Fri 8 am -5:30 pm Tues, Thurs 8 am – 6:30 pm
ESSEX	Document Replacement	County Clerk	973-621-4921 http://www.essexclerk.com/	
	United Way	United Way of Essex & West Hudson	973-624-8300	
	Mold Problem	Essex Co Regional Health Commission	973-325-3212	
	Legal Services	Essex-Newark Legal Services	5 Commerce Street, 2nd Floor Newark 973- 824-3000 or 973-624-4500	
	Volunteering	Tzu Chi Foundation	150 Commerce Road Cedar Grove 973-857-8666	Mon – Sun 10:00 am-5:00 pm
	County Assistance Programs	Citizen Service Center	18 Rector St Newark 973-733-2468	Mon, Tues, Thurs, Fri 7:30am-4:00pm, Wed 7:30am - 7:00pm, Sat 9:00am-12:00pm

HUDSON	Document Replacement	County Clerk	201-795-6112	
	United Way	United Way of Hudson Co	201- 434-2625	
	Mold Problem	Hudson Co Regional Health Commission	201-223-1133	
	Legal Services	Northeast Legal Services	574 Summit Ave Jersey City 201-792-6363	Mon - Fri 8:30a.m. - 4:30p.m., walk-ins welcome
	County Assistance Programs	Board of Social Services	94 Washington St Hoboken 201-420-2012	
COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
MIDDLESEX	Document Replacement	County Clerk	732-745-3005 http://mcrecords.co.middlesex.nj.us/	
	United Way	United Way of Central Jersey	732-247-3727	
	Mold Problem	Middlesex County Public Health Dept	732-745-8481	
	Legal Services	Central Jersey Legal Services	317 George Street, Suite 201 New Brunswick 732-249-7600 Perth Amboy Office 732-324-1613 www.lsnj.org/cjls	Mon-Fri 9:00am - 5:00pm
	County Assistance Program	Dept of Human Services	JFK Square, Bayard & Kirkpatrick Streets New Brunswick 732-745-3500	Mon-Fri 8:30 am - 4:15 pm
MORRIS	Document Replacement	County Clerk	973-285-6120	
	United Way	United Way of Morris Co	973-993-1160	
	Mold Problem	Morris Co Health Dept	973-631-5485	
	Legal Services	Legal Services of Northwest Jersey	908-231-0840	Mon - Fri 8:30am - 5:00pm
	County Assistance Programs	Dept of Human Services	340 W Hanover Ave Morristown 973-326-7800	Mon-Fri 8:30 am - 4:30 pm

PASSAIC	Food	CUMAC / ECHO	223 Ellison St, Paterson 973-742-5518	Mon-Fri 8:30 am - 1:30pm
		Father English Community Center	435 Main Street, Paterson 973-881-0127	Mon-Fri 8:30 am - 12 pm Families must register
		Love of Jesus Church	385 Boulevard Paterson, NJ	Wednesday 10 am - 12 pm
		Hispanic Multi-Purpose Service Center	911 E 23rd St Paterson	Mon, Wed, Thurs. 1-3pm
	Clothing / Furniture	Father English	435 Main Street, Paterson 973-881-0127	
		Hispanic Multi-Purpose Service Center	911 E 23rd St, Paterson	
	Volunteers	United Way of Passaic County	973 279-8900 ex. 206	
	Document Replacement	County Clerk	973-225-3625	
	United Way	United Way of Passaic County	973 279-8900	
	Case Management	Catholic Charities Diocese Of Paterson	24 Degrasse St. Paterson, NJ 973-279-7100	
Mold Problem	Passaic Co Health Dept	973-225-3644		
Cleaning Supplies	American Red Cross	Service Ctr PNC Bldg, 1 Garrett Mountain Plaza (off of Squirrelwood Rd exit, Rt, 80)		
Legal Services	Northeast New Jersey Legal Services	152 Market Street Paterson 973-523-2900	Mon - Fri 8:30a.m. - 4:30p.m., walk- ins welcome	
County Assistance Programs	Board of Social Services	80 Hamilton St Paterson 973-881-0100	Mon-Fri 7:30 am - 4:30 pm,	

		AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
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SOMERSET	Housing	Somerset Co Board of Social Services	908-526-8800		
		Catholic Charities	908-722-1881		
		Somerset Co Coalition Affordable Housing	908-704-9235		
		Home/Sharing Program	908-526-4663		
	Food	FOOD BANK NETWORK OF SOMERSET COUNTY	9 Easy Street, Bound Brook 732-560-1813 (off of Chimney Rock road)		Mon-Fri 9 am - 4 pm
		FRANKLIN TOWNSHIP FOOD BANK	Millstone Road, Somerset 732-246-0009		Mon-Thur 12 - 3pm Sat 10 am - 12 pm client services Donations accepted on Mon - Thur 10 am -3 pm & Sat 10 am - 12 pm
		Salvation Army	108 Hamilton St		
	Clean-Up	Somerset County United Way	908-253-6520		Leave name and contact number and call will be returned
	Volunteers	To volunteer in Bound Brook	http://www.volunteersolutions.org/somerset/volunteer		
		To volunteer in Manville	manvillecares@verizon.net		
	Document Replacement	County Clerk	908-231-7006		
	United Way	Somerset County United Way	908-253-6520		
	Mold Problem	Somerset Co Division of Health	(908) 231-7155		
Legal Services	Legal Services of Northwest Jersey -	908-231-0840		Mon - Fri 8:30am - 5:00pm	
County Assistance Programs	73 East High Street Somerville	(908) 526-8800		Mon - Fri 8:15 am - 6:00 pm	
UNION	Document Replacement	County Clerk	(908) 527-4794		
	United Way	United Way of Greater Union Co	(908) 353-7171		
	Mold Problem	Union Co Bureau of Environmental Health Enforcement	(908) 654-9890		
	Legal Services	Central Jersey Legal Services	60 Prince Street Elizabeth 908-354-4340		
	County Assistance Programs	Board of Social Services	(908) 965-2700 Elizabeth (908) 791-7000 Plainfield		

VI. CLEAN-UP

FLOOD WATER CLEAN-UP TIPS

For information about Flooding and Power Outages the following web sites can help provide reassurance about how to prepare and what to do.

In an emergency, **call 9-1-1**. If you, a family member or others are in immediate danger or your property is threatened by flood, fire or downed power lines, call **9-1-1 immediately**. For general information, contact the NJ Office of Emergency Management - <http://www.nj.gov/njoem>

or

Contact the Center for Disease Control at
<http://www.bt.cdc.gov/disasters/floods/cleanupwater.asp>

INSIDE THE HOME

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.
- After completing the cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands).
- Or you may use water that has been disinfected for personal hygiene use (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use a solution of 1/4 teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a Laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become injured or ill.

MOLD

Who should do the cleanup depends on a number of factors. One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (roughly, less than a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. However:

- If there has been a lot of water damage, and/or mold growth covers more than 10 square feet you may want to consult with a professional cleaning service.
- If you choose to hire a contractor (or other professional service provider) to do the cleanup, make sure the contractor has experience cleaning up mold. Check references and ask the contractor to follow the recommendations in EPA's [*Mold Remediation in Schools and Commercial Buildings*](#), the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.

- If you suspect that the heating/ventilation/air conditioning (HVAC) system may be contaminated with mold (it is part of an identified moisture problem, for instance, or there is mold near the intake to the system), consult EPA's guide [*Should You Have the Air Ducts in Your Home Cleaned?*](#) before taking further action. Do not run the HVAC system if you know or suspect that it is contaminated with mold - it could spread mold throughout the building.
- If the water and/or mold damage was caused by sewage or other contaminated water, then call in a professional who has experience cleaning and fixing buildings damaged by contaminated water.
- If you have health concerns, consult a health professional before starting cleanup.
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TIPS AND TECHNIQUES TO REMOVE MOLD

The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners or remediators may use methods not covered in this publication. Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

- Fix plumbing leaks and other water problems as soon as possible. Dry all items completely.
- Scrub mold off hard surfaces with detergent and water, and dry completely.
- Absorbent or porous materials, such as ceiling tiles and carpet, may have to be thrown away if they become moldy. Mold can grow on or fill in the empty spaces and crevices of porous materials, so the mold may be difficult or impossible to remove completely.
- Avoid exposing yourself or others to mold
- Do not paint or caulk moldy surfaces. Clean up the mold and dry the surfaces before painting. Paint applied over moldy surfaces is likely to peel.
- If you are unsure about how to clean an item, or if the item is expensive or of sentimental value, you may wish to consult a specialist. Specialists in furniture repair, restoration, painting, art restoration and conservation, carpet and rug cleaning, water damage, and fire or water restoration are commonly listed in phone books. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

VII. REPAIRS AND REBUILDING

LICENSED HOME IMPROVEMENT CONTRACTORS

Visit <http://www.njconsumeraffairs.gov/brief/improve.pdf> to receive tips from the NJ Division of Consumer Affairs on how to hire a home improvement contractor.

At this site you can also **search by name for licensed contractors**

<http://www.state.nj.us/cgi-bin/consumeraffairs/search/searchentry.pl?searchprofession=1301> .

Consumer Complaint forms can be found at the same site at

<http://www.njconsumeraffairs.gov/ocp/ocpform.htm>

And a **Listing of Contractors who's Application for Licensing have Been Denied** is available at <http://www.njconsumeraffairs.gov/contractors/denial.htm>

CONTACTING UTILITY COMPANIES

If you need to dig in order to begin rebuilding, NJ law requires you provide at least **three business days notice**, prior to outdoor construction or digging. Contractors and property owners – whoever is excavating – must call New Jersey One Call at **1-800-272-1000** and take the following steps:

- Wait for the site to be marked with paint, flags or stakes. Yellow indicates the presence of underground natural gas lines.
- Respect the marks and dig with care.
- Hand dig within two feet of buried piping and facilities.

Before you dig, call 1-800-272-1000 (24 hours a day/7 days a week). For additional information about New Jersey One Call, visit their Web site at NJ1-Call.org.

To report problems with utilities or when utilities need to be shut off or during reconstruction, please refer to the following numbers:

Electrical Service	Contact Numbers	Web Site	Hours
First Energy (JCP&L) Sussex, Passaic, Morris, Warren and Hunterdon Counties	1-888-478-2300 1-800-662-3115 (general info) TTY	www.firstenergy.com	
Rockland Electric Parts of Passaic and Bergen Counties	1-877-434-4100	http://www.oru.com	

Public Service Electric & Gas Mercer, Essex and Bergen Counties	1-800-436-7734 (general info) 1-800-357-2262 (payment assistance)	www.pseg.com	Mon – Fri 7:30 am–8 pm
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Natural Gas / Area Served	Contact Numbers	Web Site	Hours
NUI/Elizabethtown Gas Sussex, Warren and Hunterdon Counties	1-800-242-5830	www.nui.com www.elizabethtowngas.com	
Public Service Electric & Gas Mercer, Essex and Bergen Counties	1-800-436-7734 (general info) 1-800-357-2262 (payment assistance)	www.pseg.com	Mon – Fri 7:30 am – 8:00 pm
NJ Natural Gas Company Morris County	1-800-221-0051 TTY 1-800-223-0024	www.njliving.com	

Telephone Service	Contact Numbers	Web Site	Hours
ATT	1-800-288-2747		
Verizon	1-800-427-9977 TTY 1-800-974-6006		

Embarq	1-800-788-3600		
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VIII. INFORMATION ABOUT DONATIONS

GUIDELINES FOR EFFECTIVE GIVING IN SUPPORT OF DISASTER RELIEF

Before beginning any sort of collection drive, it is important to first call a charitable agency and confirm that there is a need for the donation and that they are able to accept it. Several organizations active in disaster relief have published guidelines that offer practical advice on steps that should be taken prior to starting a collection drive or purchasing items to donate to disaster relief.

Guide to Appropriate Giving

http://www.interaction.org/disaster/guide_giving.html

New Jersey residents who would like to help flood victims can call 2-1-1 to receive information on volunteer and donation opportunities.

Organizations accepting Cash and Gift Cards Donations for NJ Flood Victims

American Red Cross of Central New Jersey

707 Alexander Rd. Suite 101

Princeton, NJ 08540

Telephone: (609) 951-8550

Website: www.njredcross.org

American Red Cross, Disaster Relief Fund

14 West Cliff Street

Somerville, NJ 08876

<http://chapters.redcross.org/nj/gsc/index.html>

Burlington County Chapter

American Red Cross

1632 Route 38

Lumberton, NJ 08048

(609) 267-9595

www.redcrossbcnj.org

Catholic Charities, Diocese of Trenton

Disaster Response Program:

Traumatic Loss & 9/11 Services

1282 Yardville Allentown Road

Allentown, New Jersey 08501

Telephone: 800-652-2080 or 609-208-0561

Catholic Charities, Diocese of Paterson

24 DeGrasse Street

Paterson, NJ 07505

Contact: Rita Kelly, RN

Director of Disaster Response

Telephone: 973-279-7100x33

Catholic Charities, Archdiocese of Newark

37 Evergreen Place
East Orange, NJ 07018
Catherine L'Insalata
Telephone: (973) 266-7966

Community FoodBank of New Jersey

31 Evans Terminal
Hillside, NJ 07205
Telephone: 908-355-3663
Website: www.njfoodbank.org

St Paul's Episcopal Church

Attn: Fr Ed Murphy
214 Church Street
Bound Brook NJ 08805
(732) 356-0247
Gift Cards Requested

The Salvation Army - New Jersey Division

Credit card donations by telephone @ 908-851-8231
(between 8:30 am and 4:00 pm)
Checks made payable to:
The Salvation Army, PO Box 3170, 4 Gary Road, Union, NJ 07083
Please designate for flood relief
Online donations at <http://www.salvationarmynewjersey.org>
(Click on donate and specify NJ Flood in the usage field)
Gift cards are requested for Target, Wal-Mart, Home Depot, Shop Rite

Somerset County United Way Flood Relief Fund

P.O. Box 6835
Bridgewater, NJ 08807
www.SCUW.org
908-725-6640

United Way of Bergen County

690 Kinderkamack Road
Oradell, NJ 07649
Telephone: (201) 261-2806 or 888-340-8929
www.bergenunitedway.org

United Way of Passaic County

20 Mill Street
Paterson, NJ 07501
Telephone: (973) 279-8900 x203

Salvation Army

108 Hamilton Street
Bound Brook, NJ 08805
732-748-1146

Taiwan Buddhist TZU-CHI Foundation USA

150 Commerce Road
Cedar Grove, NJ 07009
Telephone: 973-857-8666
www.tzuchi.org

**If anything on this site is incorrect, or additions recommended,
please contact info@nj211.org.**