



FEMA

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Fact Sheet

Resources to Help Hurricane Maria Survivors

Survivors of Hurricane Maria and the devastating floods may require assistance from various organizations as they recover. The below organizations may provide help and support Puerto Rico residents in an assortment of ways.

Puerto Rico Emergency Resources

- Puerto Rico Government: <http://www2.pr.gov/Pages/default.aspx>
- Puerto Rico Police Force: **787-343-2020**
- Puerto Rico Fire Department: **787-343-2330**
- Puerto Rico Aqueduct and Sewer Authority (PRASA): **787-620-2482**
<http://www.acueductospr.com/>
- Puerto Rico Electric Power Authority (PREPA): **787-521-3434** <https://www.aeepr.com/>
- Puerto Rico Emergency Management Agency (PREMA): **787-521-3434**
<http://www2.pr.gov/agencias/aemead/Pages/Home.aspx>
- Transportation Department (DTOP): **787-787-9918** and **787-225-1539**
http://www.dtop.gov.pr/transporte_urbano/

FEMA Information

- Registration: **800-621-3362**, TTY: **800-462-7585**
- DisasterAssistance.gov
- Your Local Disaster Recovery Center: <https://asd.fema.gov/inter/locator/home.htm>
- FEMA Disaster Fraud Assistance: **866-720-5721** <https://www.justice.gov/disaster-fraud>
- FEMA Rumor Control: <https://www.fema.gov/disaster/updates/hurricane-maria-rumor-control>

Voluntary Agencies

- Red Cross: **787-757-8150** <http://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter>

- Red Cross Safe and Well: **800-733-2767**
<https://safeandwell.communityos.org/cms/index.php>
- Salvation Army: **787-999-7000** <http://www.salvationarmyusa.org/>
- United Way: **211** <https://www.unitedway.org/>
- Shelter Locator: <http://temporadadehuracanes.gov.pr/map.html>

Other Organizations

- Small Business Administration: **800-659-2955**, TTY: **800-877-8339** <https://www.sba.gov>
- Disaster Unemployment Assistance: Your Local Bureau of Employment Security (BES) Office or American Job Center
- Low Income Legal Services: **800-310-7029** <https://www.disasterlegalaid.org/about>
- Temporary Roofing: **888-766-3258** <http://www.sad.usace.army.mil/BlueRoof>
- Centers for Disease Control and Prevention: **800-232-4636**
<https://www.cdc.gov/disasters/hurricanes/index.html>
- Food and Drug Administration:
<https://www.fda.gov/NewsEvents/PublicHealthFocus/ucm317232.htm>

Hurricane Safety Resources:

- Disaster Distress Helpline: **(787) 763-7575**, or text *Hablanos* to **1-212-461-4635**
<http://www2.pr.gov/agencias/assmca/Pages/default.aspx>
- Drinkable Water Safety:
<https://www.cdc.gov/healthywater/emergency/drinking/emergency-water-supply-preparation.html>
- General Safety: <https://www.ready.gov/hurricanes>
- Preparedness Information:
<https://www.fda.gov/EmergencyPreparedness/Counterterrorism/MedicalCountermeasures/MCMIssues/ucm464122.htm>
- Generator Safety: <https://www.cdc.gov/co/generatorsafetyfactsheet.html>
- National Hurricane Center: <http://www.nhc.noaa.gov/>
- Mold Safety: <https://www.cdc.gov/mold/cleanup.htm>

Social Media

- Twitter: <https://twitter.com/femaregion2>
- Facebook: www.facebook.com/femapuertorico
- FEMA: www.fema.gov/hurricane-maria

NOTE: FEMA does not endorse any specific products or services.

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FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-3362 (voice, 711/VRS - Video Relay Service; TTY: 800-462-7585). Multilingual operators are available (press 2 for Spanish).

The SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters, which can cover the cost of replacing lost or disaster-damaged real estate and personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.

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