



**United States Senate**  
WASHINGTON, DC 20510-0905

BILL NELSON  
FLORIDA

**HELP FOR LOVED ONES IN PUERTO RICO AND THE U.S. VIRGIN ISLANDS**

**APPLYING FOR FEMA ASSISTANCE**

If you are in need of assistance from Hurricanes Harvey, Irma, or Maria, you may apply for benefits by contacting FEMA at: [www.disasterassistance.gov](http://www.disasterassistance.gov) or call 1-800-621-FEMA (1-800-621-3362) TTY: 1-800-462-7585.

You may also visit any FEMA Disaster Recovery Center where representatives from multiple government agencies are available to answer questions. To find the nearest center visit: <https://www.fema.gov/disaster/updates/4337/visit-us-disaster-recovery-center-drc>

To find federal government services in response to Hurricane Maria visit: <https://www.usa.gov/hurricane-maria> or call 1-844-872-4681.

**FIND OR REUNITE WITH LOVED ONES**

The Safe and Well Registry run by the American Red Cross helps those affected by disasters and their loved ones check in with one another. The site is available in both English and Spanish. To register as safe text SAFE to 78876 or register directly on the American Red Cross website at: <https://safeandwell.communityos.org/cms/index.php>.

To search the registry for your loved ones, use the search feature of the Red Cross website: <https://safeandwell.communityos.org/cms/index.php>. To speak with a representative about a missing relative with a health condition call: 1-800-RED-CROSS (1-800-733-2767)

**LOCAL RESOURCES**

The Puerto Rico Federal Affairs Administration is directing those seeking information or assistance to call 202-800-3133 or email: [marial@prfaa.pr.gov](mailto:marial@prfaa.pr.gov).

**POINT OF DISTRIBUTION LOCATIONS**

To find a list of distribution locations for food, water, and other supplies set up throughout Puerto Rico and the U.S. Virgin Islands visit: <https://www.fema.gov/hurricane-maria>. Select "Point of Distribution Locations."

## **FEMA ASSISTANCE**

Those affected by Hurricane Maria should apply for assistance with FEMA as soon as their municipality is granted Individual Assistance. Financial help and direct services may be available from FEMA for temporary housing, medical, moving expenses, and more.

To apply visit: [www.disasterassistance.gov](http://www.disasterassistance.gov) or call 1-800-621-FEMA (1-800-621-3362). For a list of municipalities approved for Individual Assistance visit: <https://www.fema.gov/disaster/4339>.

## **HELP FOR VETERANS**

Veterans in need of assistance or in need of their medication can contact the Veteran Disaster Hotline at 1-800-507-4571 or go to any VA medical facility for assistance.

The San Juan VA Medical Center emergency room and inpatient services are operational. Appointments have resumed and VA Outpatient Clinics continue to reopen. The San Juan VAMC can be reached by phone at: (910) 475-6515 or 1(800) 449-8729.

Veterans in need of assistance may call a 24/7 patient and family hotline at 1-800-449-8729 ext. 19400. For prescription drug refills the VA has activated the Pharmacy Disaster Relief Plan. Veterans needing emergency supply of medications can go to any retail pharmacy open to the public with a written prescription or active VA prescription bottle to receive a 30 day supply. Updates for the VA Caribbean Healthcare System, including a list of reopened vet centers, can be found at: <http://bit.ly/2eT923c>, or <https://www.caribbean.va.gov/>

## **MENTAL HEALTH**

If you or someone you know is experiencing emotional distress please call the Disaster Distress Helpline at 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained counselor. You may also visit: <http://bit.ly/2vH2Huc> for more information about managing stress after a disaster and talking with children about traumatic events.

## **TAX RELIEF**

Taxpayers in affected areas may be eligible for tax relief from the IRS. To learn more about IRS assistance for victims of Hurricane Maria visit: <https://www.irs.gov/newsroom/help-for-victims-of-hurricanes-irma-and-maria>.

## **DISASTER RECOVERY LOANS**

The U.S. Small Business Administration is providing various disaster loans to qualifying Americans. For more information about SBA disaster loans visit: <https://www.sba.gov/disaster-assistance/hurricane-maria>.

The U.S. Department of Agriculture provides loans to qualifying individuals, businesses, and communities after disasters. For more information visit: <https://www.usda.gov/topics/disaster/storms>.

## **DISASTER UNEMPLOYMENT ASSISTANCE**

Those who are unemployed as a result of the disaster, and who are ineligible for regular state unemployment insurance, are encouraged to apply for Disaster Unemployment Assistance (DUA) through the U.S. Department of Labor. For additional information about DUA visit: <https://www.dol.gov/general/hurricane-recovery> or contact the U.S. Department of Labor by phone at 1-866-487-2365.

## **MORTGAGE RELIEF**

To find out if you qualify for temporary mortgage relief such as a suspension of mortgage payments for up to 12 months, or suspension of late fees, visit the Freddie Mac website at: <http://www.freddiemac.com/about/hurricane-relief.html>. For additional information visit the Fannie Mae website at: <http://www.fanniemae.com/portal/about-fin/hurricane-relief.html> or by phone at 1-800-2FANNIE (800-232-6643).

You may also contact the Department of Housing and Urban Development (HUD) to find out if you qualify for any hurricane related help with your mortgage or mortgage insurance. For more information about HUD disaster assistance visit:

[https://www.hud.gov/program\\_offices/housing/sfh/ins/203h-dft](https://www.hud.gov/program_offices/housing/sfh/ins/203h-dft) or  
[https://www.hud.gov/program\\_offices/housing/sfh/nsc/qaho0121](https://www.hud.gov/program_offices/housing/sfh/nsc/qaho0121)

## **HURRICANE RESPONSE HIRING**

The U.S. Small Business Administration is hiring a variety of temporary positions located throughout areas affected by recent disasters. For more information visit: <https://www.sba.gov/disaster-assistance/hurricane-response-jobs-sba>. For FEMA hiring visit: <https://careers.fema.gov/hurricane-workforce>. For federal jobs in Puerto Rico visit: <http://federalgovernmentjobs.us/job-location/puerto-rico-pr.html>

## **SHIPPING GOODS**

For donations or information for small businesses wanting to ship goods visit the FEMA National Business Emergency Operations Center (NBEOC) at <https://www.fema.gov/nbeoc>. Shipments may be coordinated through FEMA by contacting: [NBEOC@fema.dhs.gov](mailto:NBEOC@fema.dhs.gov).

Private companies with private air transportation wishing to fly into PR or the USVI must coordinate with the FAA to file a flight plan and receive a slot time for arrival. The FAA can be reached at: (540) 422-4029, (540) 422-4033, or (540) 422-4036.

For further assistance contact:

The Office of US Senator Bill Nelson 1-888-671-4091

[www.billnelson.senate.gov](http://www.billnelson.senate.gov)