



The Society of St. Vincent de Paul  
Archdiocesan Council of Galveston-Houston  
2403 Holcombe Blvd  
Houston, TX 77021  
(713) 741-8234 Fax (713) 741-3639  
[www.svdphouston.org](http://www.svdphouston.org)

To: All SVdP Parish Conferences

May 8, 2009

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Dear Vincentians,

As the 2009 hurricane season approaches, we would like to take this time to remind all of our Vincentians to be on alert for future storms and disasters. We urge all of you to prepare your pantries and Home Visit teams for any disaster occurrences, including flooding, hurricanes, tornadoes or other disasters that may come our way this season.

The magnitude of natural or man-made disasters that may hit this season are unknown. Regardless of size or destruction of any disaster, it is the mission of the Society of St. Vincent de Paul to help meet the needs of those who have become victims of any such occurrences.

Disaster relief has three phases: Emergency, Response and Recovery. The majority of the Society's efforts are in the Response and Recovery phases as follows:

**In the Response Phase** of any disaster the Society of St. Vincent de Paul staff and volunteers (Vincentians) will be called upon to provide home visit assessments to homeowners identified through the emergency intake centers. SVdP Food Pantries are asked to provide emergency food services beyond normal operations for disaster victims.

**In the Recovery Phase** of any disaster the Society of St. Vincent de Paul will manage the distribution process of food and clothing to disaster victims as resources allow.

If you are interested in participating specifically on the SVdP Disaster Response and Recovery Team or if your pantry is in need of additional food items for emergency preparation, please contact Michelle Estrada at (713) 741-8234 x109.

If your SVdP Conference would like Home Visit training to enhance your Vincentian ministry to persons in need, please contact Wendy Garaghty at (713) 741-8234 x102.

We have attached an outline of disaster preparedness for your Conference. Please read over the details and plan accordingly to ensure that all equipment, client files and your own members are cared for safely. In case of a declared disaster we have included some information from FEMA. Also attached is a Conference Disaster Form for your completion.

This will allow our office to provide service to those in need in an efficient and effective way. **Please complete this form and return by fax or mail to our office by June 10<sup>th</sup> with your Conference's monthly reports.**

Please note the upcoming 2009 Hurricane Workshop will be held on Saturday, May 30<sup>th</sup> from 10:00 am to 2:00pm at the George R. Brown Convention Center. The workshop is free and everyone is invited to attend.

Equally important is the disaster response plan your own parish has designed. It has been brought to our attention that some parishes are still in need of volunteers to help coordinate emergency efforts in the event of a disaster. We strongly encourage any of you, as Vincentians, who are experienced in caring for people's immediate needs to step forward and offer your assistance to your parish pastor. Nothing could be more devastating than to be unprepared. Please check with your Pastor to see if your parish is in need of your expertise and assistance in developing and organizing your parish based disaster response plan.

In the event of a disaster in a community, the primary responsibility for providing people's basic emergency needs (food, shelter & medical help) and other essentials (electricity, police protection and emergency communication) rests with civil authorities (the American Red Cross, County Emergency Management, Police and Fire Departments, etc.) However, it is the intention of the Society of St. Vincent de Paul to collaborate with these agencies in providing maximum disaster response and ensuring that even the most marginalized persons receive the assistance they need.

Thank you for your devoted service to our brothers and sisters in need. Our Patron, St. Vincent de Paul left us with these words, "*The poor suffer more from our un-organization, than from our lack of charity.*" Your assistance in this organizational effort is greatly appreciated and a sign of true Vincentian charisms. Thank you for all that you do and continue to do for those in our community who are less fortunate.

In His Service,



Wendy Garaghty  
Executive Director

Cc: Edgar Hancock  
Bishop Vasquez  
Meredith Smith  
Board of Directors  
SVDP Disaster Committee



## SVDP Conference

# DISASTER PREPAREDNESS

In the event of disaster all Central Council Disaster Team members and staff will be on call and will report to the area Command Center when necessary.

To ensure that your Conference is safeguarded from any flooding or storm damage please prepare the following:

- ✓ Disperse all perishable food items prior to shutting down
- ✓ Move all equipment away from windows, remove water absorbent materials from the floor, place upon desks & cover with plastic.
- ✓ Secure computer disks – back up all computer data and remove from office location to a host location if possible
- ✓ Unplug all electrical equipment, including computers. Move computers away from windows, place up high and cover with a blanket or tarp, and then place a large plastic bag over top for water-proofing.
- ✓ Seal all client case files and other important records in plastic using duct tape to secure – place up off ground.
- ✓ Check integrity of storage sheds, close and lock
- ✓ Change message on answering machine/voice mail to advise callers of temporary SVDP ministry closing of your pantry, store or service site.
- ✓ Remove cash and valuables from your facilities

### After the Storm

If our area is impacted by a disaster it is imperative that all Conferences/Vincentians are accounted for. Please keep the following number with you. All Conference Presidents are asked to check in by calling one of the following numbers **(713) 741-8234** or **(713) 829-3558 (for Vincentians only)** or if this line is not working please check in with our National Office at **(314) 576-3993**.

One of the unexpected consequences of any large storm is the extent to which normal SVdP and parish activities are interrupted due to possible loss of facilities. Not only the loss of space to continue functioning as a ministry, but also the physical loss of equipment –that can impact ministry operations for months.

This disruption separates Vincentians from supporting and serving people in need. In order to avoid this from happening again, it is important to make alternative arrangements and plans for continuing your ministry which will be vitally important for sustaining support and caring for the immediate needs of those suffering from the storm damage.

**Items that each SVdP facility should have available:**

- Plastic garbage bags
- Flashlights/batteries
- Mops/Buckets/Brooms
- Portable fans
- Canned goods/water
- Storage Boxes
- Extension Cords (wire grounded)
- Portable lamps
- Disinfectant cleaning compounds
- Rubber boots/gloves/masks
- Wet Vac
- Wheelbarrow/cart
- Battery operated radio
- Camera
- Blankets
- Ladder/hammer/nails
- First Aid kits
- Canned foods

**If your pantry is in need of additional food items for emergency preparation, please contact Michelle Estrada - Office of Vincentian Services at (713) 741-8234 x 109**

The majority of the Society's efforts are in the Response and Recovery phases as follows:

**Response (Relief):** Basic human needs are cared for in a temporary way – a few days or several weeks. Medical services, food and temporary shelter become available through the collaborative efforts of our community's service organizations. Basic clean up of homes, businesses and streets is also begun in this phase.

**Recovery (Definition of Long-Term):** People begin to move out of shelters and into temporary housing. Homes and lives begin to be rebuilt.

**Now is the time to sign up to volunteer, before time of disaster. Enclosed is the ARMS WIDE OPEN Volunteer form for you to pass along to your fellow Vincentians and Parishioners.**

**THANK YOU FOR PLANNING AHEAD!  
GOOD ORGANIZATION ALLOWS US TO SERVE THOSE DISPLACED BY  
A DISASTER MORE EFFICIENTLY – MINIMIZING THE TIME THEY  
SPEND SUFFERING FROM THEIR CIRCUMSTANCES**



# 2009 DISASTER RELIEF AND RECOVERY EFFORTS

Name of Conference: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone of Contact: \_\_\_\_\_

In the event of a disaster our Conference will be available for the following:



\_\_\_\_\_ Donations Drop Site (for food, clothing and essentials)

Days \_\_\_\_\_ Hours \_\_\_\_\_

\_\_\_\_\_ Food distribution site

Days \_\_\_\_\_  
Hours \_\_\_\_\_

\_\_\_\_\_ Provide Shelter if needed

Red Cross Certification and Training \_\_\_\_\_ Yes \_\_\_\_\_ No

\_\_\_\_\_ Provide volunteers:



Phones \_\_\_\_\_ Truck Drivers \_\_\_\_\_  
Warehouse Sorting \_\_\_\_\_

Meal Packaging \_\_\_\_\_  
Furniture Assembly \_\_\_\_\_

Relief Distribution Site \_\_\_\_\_

Please fax completed form to 713-741-3639  
No later than June 10





EXTEND YOURSELF WITH

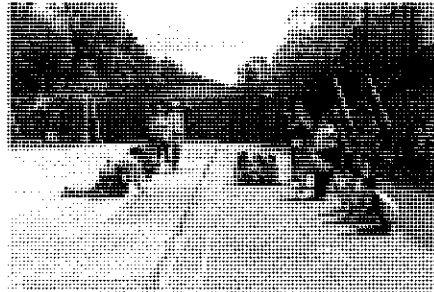
# ARMS WIDE OPEN

BECOME A

# VOLUNTEER

*Rebuilding lives after the  
Storm*

Serving our Neighbors in Need



Name: \_\_\_\_\_ Parish/Conference: \_\_\_\_\_

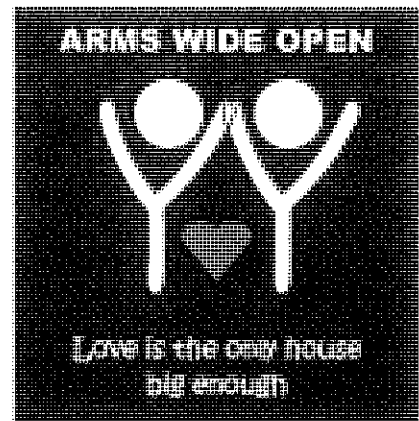
Home Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**I would like to commit myself to the following volunteer opportunity:**

- \_\_\_\_\_ Help affected families with filling out forms for assistance
- \_\_\_\_\_ Make Home Visits to people in need
- \_\_\_\_\_ Sort and distribute clothing and household donations
- \_\_\_\_\_ Assist in assembling food packages for families
- \_\_\_\_\_ Assemble furniture for shelters and new homes
- \_\_\_\_\_ Assist in clean up efforts
- \_\_\_\_\_ Assist elderly or homebound with housecleaning
- \_\_\_\_\_ Deliver groceries and other items to people in need
- \_\_\_\_\_ Cook hot meals on site
- \_\_\_\_\_ Give one hour to visiting the Blessed Sacrament -
- \_\_\_\_\_ Praying for the hurricane victims and those serving them



**“...it is the innate movement of the heart that inspires every human being to help his fellow man. It is a law of existence. A volunteer experiences a joy that goes far beyond what he has done when he succeeds in giving himself freely to others.”**

**-Pope John Paul II**

**The Society of St. Vincent de Paul**  
Archdiocesan Council of Galveston-Houston

**For volunteer opportunities  
or service projects  
please contact:  
Pura Santangelo  
(713) 741-8234 x103  
Fax (713) 741-3639  
pura.santangelo@svdphouston.org**



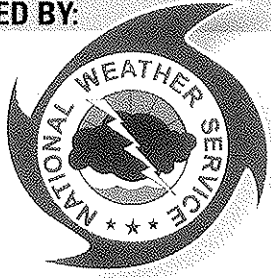


HOUSTON / GALVESTON NATIONAL WEATHER SERVICE

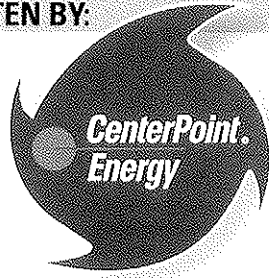
# 2009 Remembering IKE HURRICANE WORKSHOP

Saturday, May 30 10 a.m. – 2 p.m.  
George R. Brown Convention Center  
Free & Open to the General Public

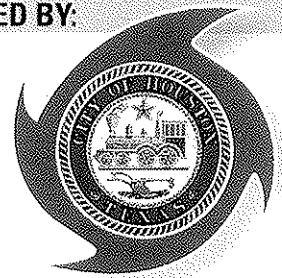
HOSTED BY:



UNDERWRITTEN BY:



SUPPORTED BY:



## FREE Family Hurricane Preparedness Event

Hurricane Predictions   Evacuation Plans   Power Restoration

### Featuring:

- New, interactive format suitable for the entire family – and for the first time ever, everything is in one room
- The Kids Zone Activity Center with Radio Disney AM 1590
- R.O.N. (Ready or Not), the interactive robot and Louie the Lightning Bug
- FREE Hurricane Preparedness video and vendor provided items while supplies last
- FREE lunch courtesy of Walmart Save money. Live better. for the first 2,500 attendees
- Generator giveaway courtesy of Home Depot
- Hurricane experts from the National Weather Service
- Hurricane tracker scavenger hunt

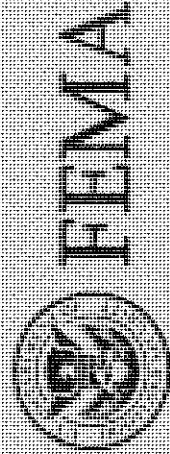
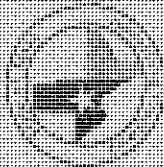


### Contributors:

- Harris County   • Interfaith Ministries for Greater Houston   • The John C. Freeman Weather Museum   • Wal-Mart

Learn more and register online  
[hurricaneworkshop.com](http://hurricaneworkshop.com)





# DISASTER ASSISTANCE



APPLY BY PHONE

**1-800-621-FEMA (3362)**

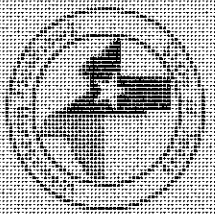
(TTY 1-800-462-7585 for those with speech or hearing impairment)

Please have the following information available when you call:

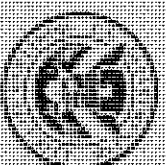
- A phone number where we can reach you
- Address of the affected property
- Social Security Number
- Brief description of the damages
- Current mailing address
- Insurance information including policy number

APPLY ONLINE AT: [WWW.FEMA.GOV](http://WWW.FEMA.GOV)

Disaster recovery assistance is available without regard to race, color, sex, religion, national origin, age, disability, or economic status. Applicants who believe they or who have been discriminated against should contact the FEMA helpline at 1-800-621-FEMA (3362) or 1-800-462-7585 for the speech or hearing impaired.



# ASISTENCIA POR DESASTRE



FEMA

**SBA**

Solicite por teléfono:

**1-800-621-FEMA (3362)**

*(TTY 1-800-462-7585 para personas con impedimentos auditivos o del habla)*

Favor de tener la siguiente información disponible cuando llame:

- Número de teléfono donde contactará
- Dirección de la propiedad afectada
- Número de Seguro Social
- Breve descripción de los daños
- Dirección postal actual
- Información de su póliza de seguros

**SOLICITE POR INTERNET: [WWW.FEMA.GOV/SPANISH](http://WWW.FEMA.GOV/SPANISH)**

La información de programación por televisión está disponible sin discriminación de raza, color, sexo, religión, nacionalidad, edad, discapacidad, orientación sexual o identidad de género. Al recibir o ingresar, quien usará contacte por radio de emergencia, comunicación con FEMA y el sistema de alerta pública, FEMA (3362) o por teléfono, su consentimiento del título o número de (800-621-3362).

# YOU May be Able to Get Disaster Assistance

FEMA and the State can provide assistance to:

## **U.S. Citizens, Non-Citizen Nationals, and Qualified Aliens**



### WHO IS A QUALIFIED ALIEN?

- If you have a legal permanent resident card:
  - INS Form I-551 or "Green Card"
- If you have legal status because of:
  - Asylum
  - Refugee
  - Parole
  - Suspension of deportation, or
  - Domestic violence



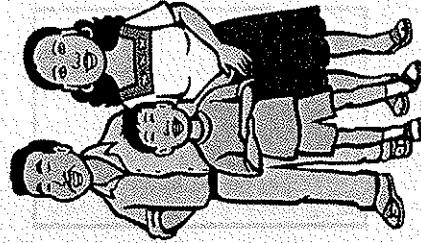
### WHO IS NOT A QUALIFIED ALIEN?

- If you have a temporary tourist, student or work visa
- If you have a Temporary Resident Card:
  - INS Form I-688

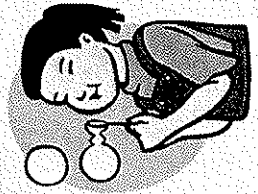
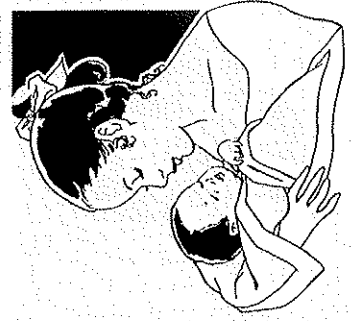
### **Declaration of Eligibility**

When you apply, you will sign a Declaration that says you are a citizen, a non-citizen national, or a qualified-alien.

Applying for FEMA disaster assistance does **NOT** affect your eligibility to become a U.S. citizen.



- If **YOU** are not eligible, but you have a **CHILD** who is a citizen, non-citizen national, or a qualified alien:
  - You may apply for assistance; and
  - You do **NOT** have give information about your own citizenship or immigration status.

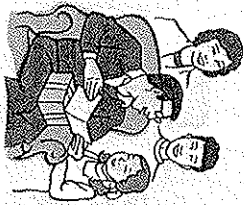


**APPLY TOLL-FREE AT 1-800-621-3362  
(TTY) 1-800-462-7585**

Disaster assistance is also available from many different voluntary agencies. Your citizenship or immigration status does not matter there. Some of these voluntary agencies include the American Red Cross, the Salvation Army and Catholic Charities.

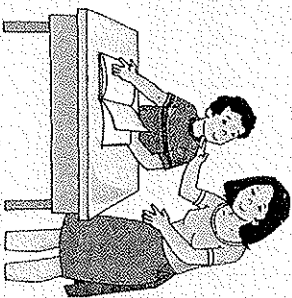
# USTED podría obtener asistencia por desastre

FEMA y el Estado pueden brindar asistencia a:  
Ciudadanos Estadounidenses, Residentes No-Ciudadanos y Extranjeros Cualificados



## ¿QUIÉN ES UN EXTRANJERO CUALIFICADO?

- Si usted tiene una tarjeta legal de residente permanente:
  - Forma INS I-551 o "Tarjeta Verde"
- Si usted tiene estatus legal por causa de:
  - asilo
  - refugio
  - libertad condicional
  - retención de deportación, o
  - violencia doméstica

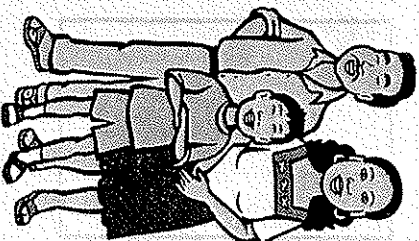
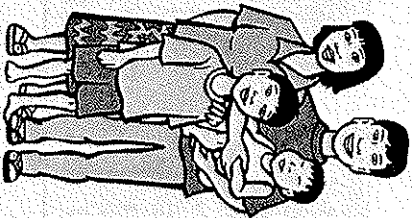


## ¿QUIÉN NO ES UN EXTRANJERO CUALIFICADO?

- Si usted posee una visa temporera de visitante, estudiante o de trabajo
- Si usted posee una tarjeta de residencia temporera:
  - Forma INS I-688

## Declaración de Elegibilidad

Cuando usted solicite firmará una Declaración indicando que usted o su hijo menor de edad es un ciudadano estadounidense, residente no-ciudadano, o extranjero cualificado.



- Si **USTED** no es elegible, pero tiene un(a) **HIJO(A)** menor de edad que es ciudadano estadounidense, residente no-ciudadano, o extranjero cualificado:
  - Usted podría solicitar asistencia, y
  - Usted **NO** tiene que dar información referente a su estatus personal de ciudadanía o migratorio.



## **SOLICITE GRATIS LLAMANDO AL 1-800-621-3362**

(Oprima la opción número 2 para un operador de habla hispana)

**(TTY) 1-800-462-7585 o a través del Internet: [www.fema.gov/spanish](http://www.fema.gov/spanish)**

Oprima el enlace titulado Centro de Asistencia Individual localizado en la

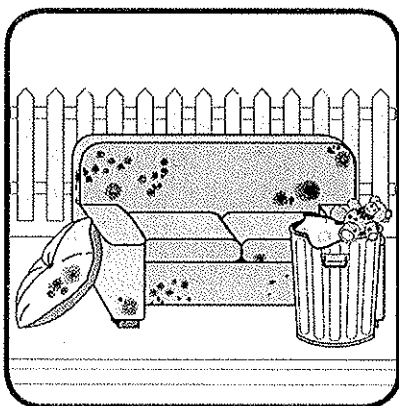
**sección superior a mano derecha (el proceso de solicitud está disponible en español)**

También hay asistencia por desastre disponible de muchas agencias voluntarias. Con ellas no importa su estatus de ciudadanía o condición migratoria. Algunas de estas agencias voluntarias incluyen a la Cruz Roja Americana, el Ejército de Salvación, y Agencias de Caridad Católica.



# Get Rid of Mold

After a flood, mold will grow in your house. It can make you sick. You will need to clean your house.



Take things that were wet for 2 or more days outside.

Things that stayed wet for 2 days have mold growing on them even if you can't see it.

Take out stuff made of cloth, unless you can wash them in **hot** water. Also take out stuff that can't be cleaned easily (like leather, paper, wood, and carpet).

Use bleach to clean mold off hard things (like floors, stoves, sinks, certain toys, countertops, flatware, plates, and tools).

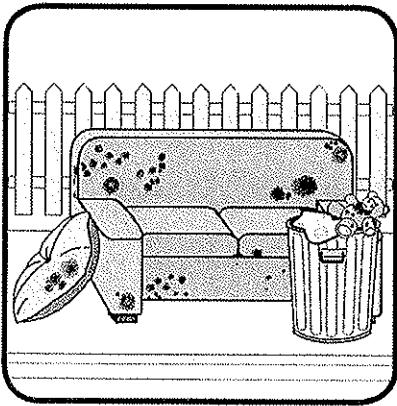
Follow these steps:



- Never mix bleach with ammonia or other cleaners.
- Wear rubber boots, rubber gloves, goggles, and N-95 mask.
- Open windows and doors to get fresh air when you use bleach.
- Mix no more than 1 cup of bleach in 1 gallon of water.
- Wash the item with the bleach and water mixture.
- If the surface of the item is rough, scrub the surface with a stiff brush.
- Rinse the item with clean water.
- Dry the item or leave it out to dry.

# Elimine el moho

Después de una inundación, en su casa se producirá moho, que puede causarle una enfermedad. Por consiguiente, usted necesitará limpiar su casa.



Saque al aire libre todo lo que haya estado mojado por más de 2 días.

El moho se da en las cosas que han estado mojadas por 2 días aunque no se pueda ver.

Saque los artículos de tela, a menos que pueda lavarlos en agua caliente. Saque también los artículos que no puedan limpiarse fácilmente (como artículos de cuero, papel, madera y alfombras).

Utilice cloro (blanqueador a base de cloro) para eliminar el moho de artículos de consistencia dura como pisos, estufas, ciertos juguetes, mostradores de cocina, cubiertos, platos y herramientas.

Siga estas recomendaciones:

- Nunca mezcle el cloro con amoníaco ni con otros productos de limpieza.
- Use botas y guantes de goma, gafas de seguridad y un respirador N-95.
- Abra ventanas y puertas para que el lugar se ventile cuando use cloro.
- Mezcle un máximo de 1 taza de cloro en 1 galón de agua.
- Lave el artículo con la mezcla de cloro y agua.
- Si la superficie del artículo es rugosa, friéguela con un cepillo duro.
- Enjuáguelo con agua limpia.
- Séquelo o déjelo secar al aire.





## WHAT TYPES OF FEMA ASSISTANCE ARE PROVIDED?

### Housing Assistance

Money for individuals to rent a different place to live (or a temporary housing unit when rental properties are not available).

### Repair

Money for homeowners to repair damage from the disaster that is not covered by insurance. The goal is to make the damaged home safe, sanitary and functional.

### Replacement

Funds may be available to replace a disaster-damaged home.

### Other Needs Assistance

Money for necessary and serious needs caused by the disaster not covered by insurance or other aid, for example, personal property damage and medical needs.

### FEMA Information

After you have applied for assistance, the FEMA Help Line is a useful resource. You may ask about insurance programs, the status of your application, or how money from various assistance programs may be used.

FEMA assistance cannot replace all losses you may incur as a result of the disaster, but it can give you a helping hand to recover. Government disaster assistance covers basic needs only and will not normally compensate you for your entire loss. If you have insurance, the government's assistance may help pay for basic needs not covered under your insurance policy.

Some disaster aid does not have to be paid back, while other types of help may come in the form of loans. The FEMA representative will explain the details to you when you call.

**For additional information or to check on your disaster assistance application call:**

**(800) 621-FEMA (3362)**

**TTY: (800) 462-7585**

**or, on the web at:**

**[www.fema.gov](http://www.fema.gov)**

*FEMA's temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan.*

*However, an applicant must complete an SBA loan application to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.*

*All FEMA assistance is subject to eligibility criteria and may vary from disaster to disaster. SBA eligibility criteria are applied to all applicants. Applicants who do not qualify for an SBA loan are reviewed for grant assistance in compliance with the limits established by the state.*

*Disaster recovery assistance is available without regard to race, color, sex, religion, national origin, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, you should call FEMA toll-free at 1-800-621-3362 or contact your State Office of Equal Rights. If you are suspicious of any abuse of FEMA programs, please contact the fraud hotline at 1-800-323-8603.*

*SBA details and the location of assistance centers can be obtained by calling the SBA Customer Service Center at (800) 659-2955, or on SBA's website at [disasterassistance.sba.gov](http://disasterassistance.sba.gov), or [www.sba.gov/services/disasterassistance](http://www.sba.gov/services/disasterassistance).*

# Your Guide to Disaster Assistance Programs



FEMA



**SBA**

U.S. Small Business Administration

## APPLICATION PROCESS

### Later on

## THE SBA PROCESS & FEMA

### Here's How You Start

- Call the toll-free application number (800) 621-FEMA (3362) or apply online at [www.fema.gov](http://www.fema.gov). You can also apply at a Disaster Recovery Center.

### Here's What Will Happen

- You will be asked for information about your income, insurance, damage to your residence, and your housing needs.
- You will be given an **application number**, which will help locate your file in the Federal Emergency Management Agency's (FEMA) tracking system. Write this number down, keep it secure and have it handy.

### What to Expect

- If necessary, a FEMA inspector will call you to arrange a visit to your damaged home or apartment.
- The FEMA inspector will assess your disaster-related damages for FEMA's Individuals and Households Program.
- You will be asked to sign a document stating you were or someone in your household was a U.S. citizen, non-citizen national or qualified alien at the time of the disaster. You will need to present identification.

- If you qualify for FEMA's Individuals and Households Program, you will receive a check in the mail or a direct deposit to your bank, along with a separate letter explaining how you are to use the assistance. You may get additional funds from other programs later.

### Disaster Assistance

- May be used for rent if your primary home or apartment is uninhabitable because of the disaster.
- May be used for essential repairs to make your residence safe, sanitary and functional. These funds are for necessary repairs to make primary rooms habitable.
- May be used to repair or replace personal property.

### Face-to-Face Help

- You can receive face-to-face help applying for disaster assistance or filing out the SBA loan application at a Disaster Recovery Center. For locations, call the Help Line at (800) 621-FEMA (3362) or TTY (800) 462-7585.
- For questions or help with SBA disaster loan applications, call the SBA Customer Service Center at (800) 659-2955.

- The U.S. Small Business Administration (SBA) may send you a disaster loan application after you apply to FEMA for disaster assistance. **It is important to complete and return it to the SBA as soon as you can.**

- **If you *do not* fill out and return the SBA application, you may not be eligible for other types of federal assistance.**

- SBA low-interest loans are available to eligible renters, homeowners, businesses of any size and non-profit organizations that suffered losses due to this disaster.

### Loan Limits

- Homeowners may be eligible to borrow up to \$200,000 to repair or replace disaster-damaged real estate.
- Renters and homeowners may borrow up to \$40,000 to repair or replace disaster-damaged personal property.
- Businesses may apply for up to \$2 million for uncompensated losses not fully covered by insurance.
- You may increase your loan up to 20 percent of the verified losses for protective improvements to reduce future damages.

## TIPOS DE ASISTENCIA DISPONIBLES

### Asistencia para Vivienda Temporeramente

Dinero para alquilar una vivienda provisional, cuando no hay unidades de alquiler disponibles.

### Reparación

Dinero para que los dueños de casas reparen daños ocasionados por el desastre que no están cubiertos por un seguro. La meta es que la vivienda sea segura, salubre y habitable.

### Reemplazo

Puede que se otorguen fondos limitados bajo condiciones especiales para reemplazar una vivienda destruida por el desastre.

### Asistencia para Otras Necesidades

Dinero para cubrir necesidades básicas e inmediatas por el desastre, que no estén cubiertas por un seguro.

### Información de FEMA

Luego de pedir ayuda, la Línea de Ayuda de FEMA es un recurso muy útil. Usted puede hacer preguntas sobre el estatus de su solicitud y como debe utilizar el dinero de las distintos programas de asistencia.

La asistencia por desastre de FEMA sólo cubre necesidades básicas y, por lo general, no cubre las pérdidas en su totalidad. Si tiene seguro, FEMA podría ayudarle a cubrir ciertas necesidades básicas que no

están cubiertas por su póliza de seguro. Algunas ayudas de FEMA no tienen que devolverse, pero los préstamos sí hay que pagarlos. El representante de FEMA le explicará los detalles cuando llame.

Para obtener información adicional o verificar el estatus de solicitud, llame al:

**800-621-FEMA (3362)**

**TTY 1-800-462-7585**

Vía Internet en [www.fema.gov/spanish](http://www.fema.gov/spanish)  
**Centro de Asistencia Individual**

La asistencia de vivienda temporera de FEMA y las subvenciones para gastos de transporte, gastos médicos y dentales, y gastos funerarios no requieren que las personas soliciten un préstamo de SBA. Sin embargo, el solicitante debe completar la solicitud para préstamo de SBA para ser elegible a las ayudas que cubren gastos de propiedad personal, reparos o reemplazo de vehículos y costos de mudanza y almacenaje.

Todas las ayudas de FEMA están sujetas a los criterios de elegibilidad y pueden variar de desastre a desastre. Los criterios de elegibilidad de SBA se aplican a todos los solicitantes. Los solicitantes que no califican para un préstamo de SBA serán considerados para asistencia en la forma de subvenciones y en cumplimiento con los límites establecidos por el estado.

La asistencia por desastre está disponible a cualquier persona sin importar raza, color, sexo, religión, nacionalidad, dominio del idioma inglés, edad, impedimento o situación económica. Si sospecha que usted o alguien conocido ha sido discriminado, llame a FEMA al 1-800-621-FEMA o comuníquese con su Oficina Estatal de Derechos Civiles. Si sospecha abuso o fraude de programas de FEMA, por favor de llamar 1-800-323-8603.

Para obtener más detalles y la ubicación de los centros de asistencia de SBA, llame al Centro de Servicio al Cliente de SBA al (800) 659-2955, o visite el sitio Web de SBA

# GUÍA PARA ASISTENCIA POR DESASTRE

Solicite llamando al:  
**1-800-621-FEMA(3362)**  
**TTY: 1-800-462-7585**

Por Internet:  
**[www.fema.gov/spanish](http://www.fema.gov/spanish)**



FEMA



SBA  
U.S. Small Business Administration

## PROCESO DE SOLICITUD

### El Primer Paso

- Llame a la línea gratuita al 1-800-621-FEMA (3362), TTY 1-800-462-7585 o visite el **Centro de Asistencia Individual** [www.fema.gov/spanish](http://www.fema.gov/spanish). También puede solicitar en Centro de Recuperación por Desastre.

### Esto es lo que sucederá

- Le preguntarán información general sobre sus ingresos, seguro, los daños que sufrió y sus necesidades de vivienda.
- Recibirá un **número de solicitud**, el cual facilitará localizar su expediente en el sistema de FEMA. Es importante que anote éste número para referencia futura.

### Unos Días Más Tarde

- Un inspector de FEMA le llamará para visitar su casa o apartamento y determinar cuales son los daños.
- El inspector de FEMA pasará a ver los daños ocasionados por el desastre para el Programa de Individuos y Familias de FEMA.
- Se le pedirá que firme un documento certificando que usted o alguien que vive en su casa, es ciudadano de los Estados Unidos o un residente legal, cuando ocurrió el desastre y tendrá que presentar una identificación.

### Después de la Inspección

- Si usted es elegible para recibir la asistencia del Programa de Asistencia para Individuos y Familias, recibirá un cheque o depósito directo y una carta que le explica cómo debe utilizar el cheque de ayuda. Puede que más adelante reciba ayuda de otros programas.

### La Asistencia por Desastre

- Se puede utilizar para pagar un alquiler si su vivienda quedó inhabitable a consecuencia del desastre.
- Se puede utilizar la asistencia de vivienda para reparar su casa y hacerla segura, sanitaria y habitable. Estos fondos son para hacer reparaciones esenciales a las habitaciones principales de su casa de forma que se ar habitables.
- Se puede utilizar para hacer reparos o reemplazar propiedad personal.

### Hay Asistencia en Persona

- Puede recibir ayuda personalmente en cualquier Centro de Recuperación por Desastre para llenar los formularios de préstamo de SBA. Si necesita la ubicación de los centros, llame a la línea gratuita de Ayuda al **1-800-621-FEMA (3362)** o al TTY **1-800-462-7585**.
- Para obtener ayuda o hacer preguntas sobre la solicitud para préstamos por desastre de SBA, llame al Centro de Servicio al Cliente de SBA al (800) 659-2955.

## EL PROCESO DE SBA Y FEMA

- Puede que la Administración de Pequeños Negocios (SBA) le envíe una planilla de préstamo, después de que haya solicitado asistencia de FEMA. Es **importante que usted llene estos documentos y los devuelva a SBA, lo antes posible.**
- Si usted *no* llena y devuelve los formularios de préstamo a SBA, pueda que no lo consideren para otros tipos de ayuda.
- Los préstamos de SBA están disponibles para inquilinos, propietarios, negocios de cualquier tamaño y organizaciones sin de lucro que sufrieron pérdidas por el desastre.

### Límites del Préstamo

- Los dueños de vivienda podrían ser elegibles para préstamos de hasta \$200,000 para hacer reparaciones estructurales.
- Los inquilinos y dueños podrían ser elegibles para préstamos de hasta \$40,000 para reemplazar las cosas personales, dañadas por el desastre.
- Los dueños de negocios pueden solicitar hasta \$2 millones para cubrir pérdidas que no estén aseguradas por la póliza de seguros.
- Usted puede pedir hasta un 20 por ciento adicional del préstamo para reducir los daños por desastres futuros.