

New Jersey Storms and Flooding 2011

Relief and Recovery Assistance Guide



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TABLE OF CONTENTS

I. PURPOSE	3
II. GETTING STARTED.....	4
Governor Christie Declares State of Emergency.....	4
Insurance Claims.....	4
III. IMMEDIATE ASSISTANCE	5
Salvation Army.....	5
American Red Cross.....	5
Information and Referral.....	5
Disaster Mental Health Hotline.....	5
NJ HELPS.....	6
IV. STATEWIDE DISASTER ASSISTANCE	7
Document Replacement.....	7
New Jersey Drivers License or ID.....	7
New or Replacement Social Security Card	7
Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI).....	7
Preserving Wet Documents	8
Housing.....	8
Change of Address.....	8
Legal Services.....	8
Your Rights as a Renter	8
Pets	9
Financial Services and Consumer Advice.....	9
V. LOCAL COUNTY RESOURCES	11
VI. CLEAN-UP	15
Flood Water Clean-up Tips.....	15
Inside the Home	15
Mold	16
Tips and Techniques to Remove Mold.....	17
VII. REPAIRS AND REBUILDING	19
Beware of Scams.....	19
Licensed Home Improvement Contractors.....	19
Tips for Repairing your Home.....	20
VIII. INFORMATION ABOUT DONATIONS.....	23
Verifying the credibility of an organization	23
Guidelines for Effective Giving in Support of Disaster Relief	23
IX. NJ HOTLINE NUMBERS	24

I. PURPOSE

The purpose of this Assistance Guide is to connect New Jersey residents affected by the severe 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. Where applicable there are tables arranged to show help available statewide and within the counties. 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.

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

Governor Christie Declares State of Emergency

On March 9, 2011 Governor Christie signed Executive Order No. 57, declaring a state of emergency in anticipation of severe weather conditions throughout the state including heavy rains, high winds, and flooding. The storm is expected to produce major flooding on the Ramapo, Passaic, Delaware and Raritan Rivers, with the possibility of record floods.

By declaring a state of emergency the Governor has broadened the power of the NJ State Police including traffic control, limiting access to areas affected by the storm, and the ability to issue evacuation orders. This declaration gives the NJ Office of Emergency Management the ability to mobilize and deploy resources throughout the state including NJ State Police, NJ Department of Military and Veterans Affairs, NJ Department of Environmental Protection and NJ Department of Transportation, as well as county and municipal emergency management officials in impacted areas throughout the state.

Read the [Executive Order](#).

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 to find out 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. Even though FEMA assistance is available (see below) you are expected to contact your insurance company first. FEMA may only help with damage not covered by your insurance policy.

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

Call 908-851-9300 or visit http://www.use.salvationarmy.org/use/www_use_nj.nsf

Mobile canteens (feeding units) typically continue to serve. Pastoral care is given to flood victims and exhausted responders and will continue as long as necessary. Comfort care items, blankets, cots and clean-up kits are actively distributed.

American Red Cross

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.

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

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

Crisis counselors will provide outreach and education services about coping with the emotional difficulties in the aftermath of emergencies such as these. Stress can surface in many forms and often appears weeks or months after a traumatic event. It may include anger, fatigue, loss of appetite, sleeplessness, nightmares, depression, inability to concentrate, hyperactivity and/or increased alcohol or drug use. If you or someone you know is experiencing distress or feeling overwhelmed by painful emotions related to recent events, call the **New Jersey MentalHealthCares' Disaster Mental Health Helpline (877) 294-HELP (4357)** where experienced crisis counselors can be reached. A TTY line is available at (877) 294-4356. Translation services are available as well.

An informative guide on Managing the Emotional Consequences of Storms and Floods is also available (in English and Spanish) by following this link to <http://www.state.nj.us/humanservices/dmhs/disaster/#4>.

NJ HELPS

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

IV. STATEWIDE DISASTER ASSISTANCE

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 <http://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 360
Trenton, NJ 08625-0360

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

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 (TTY 1-800-325-0778) 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

A change of address form is available online at <http://www.usps.com> or 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.

Your Rights as a Renter

Rent Abatement and Security Deposits

If you are a tenant and you have been displaced by fire or flood as a result of the storm, you may be entitled to a return of part of the rent you paid if you are unable to live in your home during that period of time. You also may not have to pay your rent for the months after that if you are not able to go back into your apartment. Finally, if you are able to return to your apartment, but it is not completely habitable, you may not have to pay all the rent. [Learn more.](#)

[<http://www.nj211.org/images/Flood/ST%20rent%20abatement%202010.pdf>] ([en Español](#))

[<http://www.nj211.org/images/Flood/ST%20rent%20abatement%202010%20SPANISH.pdf>]

Your displacement due to this natural disaster, may also entitle you to have your security deposit returned quickly. A landlord must return your security deposit within five business days if:

- The displacement is caused by fire, flood, condemnation or evacuation; and

- An authorized public official posts the premises with a notice prohibiting occupancy, or
- A building inspector has certified within 48 hours that displacement is expected to continue longer than seven days and has so notified the owner in writing.

[Learn more.](http://www.nj211.org/images/Flood/ST%20security%202010.pdf) [<http://www.nj211.org/images/Flood/ST%20security%202010.pdf>] ([en Español](#)) [<http://www.nj211.org/images/Flood/ST%20security%202010%20SPANISH.pdf>]

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

If you believe you have been the victim of a fraud, or if you want to find out how to avoid fraud when making purchases and paying for services, contact the NJ Division of Consumer Affairs by telephone at (973) 504-6200 or (800) 242-5846 (toll free, New Jersey only); E-mail: askconsumeraffairs@lps.state.nj.us ; or by mail at 124 Halsey Street, Newark, New Jersey 07102.

Other Resources Include:

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

To learn more go to www.njdobi.org.

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

This section of our Guide is being continuously updated. Please send any resources you think should be included to info@nj211.org.

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
ESSEX Updated on 3.14.11	CLEAN-UP	Salvation Army	13 Trinity Place, Montclair 973-744-3312	
			Fairfield - Fairfield Municipal Complex, 230 Fairfield Road	Clean-Up kits are being distributed by the Salvation Army
		Dial 2-1-1 if you are physically challenged and are not capable of cleaning up flood related damage.		
	LEGAL SERVICES	Essex-Newark Legal Services	5 Commerce Street 2nd Floor Newark, NJ (973) 624-4500 e-mail: enls@lsnj.org	Office Hours: 8:00 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;
	SHELTER		Fairfield Twp. Church Hill School on Fairfield Rd	Established by their County C.E.R.T. Program to accept evacuated residents from the Camp Lane area
(for your pet)	Hal Wheeler Pet Boarding.	1126 Rt. 23, Cedar Grove, (973) 256-0694;	\$27.00 - \$33.00 per day depending on the size of the dog; Proof of vaccines will be required to shelter a pet	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
MORRIS Updated on 3.14.11	GENERAL	Catholic Family & Community Services	call Rita Kelly at 973 279-7100 ext. 33	Mon-Fri 8:30 AM - 4:30 PM; can help with referrals for food, clothing and furniture. Call for more information.	
	CLEAN-UP	Salvation Army	13 Trinity Place, Montclair 973-744-3312		
		Dial 2-1-1 if you are physically challenged and are not capable of cleaning up flood related damage.			
	FOOD			Lincoln Park -just off of Rt 202 at the Lincoln Park Fire House Canteen	11 AM; lunch, dinner & snacks
				Pequannock Valley Park Canteen 1	11 AM; lunch, dinner & snacks
			Pequannock Valley Park (Lyman Park near Roosevelt) Canteen 2	will start operations at 11 AM	

	LEGAL SERVICES	Legal Services of Northwest NJ	30 Schuyler Place 2nd Floor Morristown, NJ 07963 (973) 285-6911 e-mail: lsnwj-morris@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;
	SHELTER		Pequannock Twsp. High School, 85 Sunset Road	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
PASSAIC Updated on 3.15.11	GENERAL	Catholic Family & Community Services	call Rita Kelly at 973 279-7100 ext. 33	Mon-Fri 8:30 AM - 4:30 PM; can help with referrals for food, clothing and furniture. Call for more information.
	CLEAN-UP	Father English Community Center	435 Main Street, Paterson Call Carlos at 973-881-0127	Will help with food, clothing, furniture, disaster food boxes and clean-up kits for those affected by the flood
			Pompton Lakes - Lime is available at the Borough garage. Basements can be pumped out by the after water table has receded.	
		Pompton Lakes Volunteer Fire Department	Contact the Office of Emergency Management 973-835-0143, EXT. 707	Call between 8:00AM and 11:00PM to be placed on the list for first-come, first-served assistance with pumping
		The Salvation Army	Pompton Lakes, Canteen @ Lincoln Avenue & Dawes Parkway	NJ Clean-Up kits are being distributed by the Salvation Army
		The Salvation Army	Civic Center, 19 Warren Street, Little Falls	Clean-Up kits are being distributed
		Dial 2-1-1 if you are physically challenged and are not capable of cleaning up flood related damage.		
	CLOTHING/FURNISHINGS	CUMAC	Paterson, Ellison Street (across from shelter at Passaic County Community College) 973-742-5518	Thrift shop is open from 10:00 AM - 3:00 PM
		Father English Community Center	435 Main Street, Paterson Call Carlos at 973-881-0127	Will help with food, clothing, furniture, disaster food boxes and clean-up kits for those affected by the flood
		Oasis	59 Mill Street 973.881.8307 ext. 123	will assist with food, baby items and social service referrals

	FOOD		Little Falls Civic Center, 19 Warren St.	Meals are being served at 8:00 AM, 12:30 PM and 6:00 PM
		CUMAC	Paterson, Ellison Street (across from shelter at Passaic County Community College) 973-742-5518	Open and available to give out bagged food to those affected by the flood; Pantry hours 9:00 AM - 2:00 PM
		Father English Community Center	435 Main Street, Paterson Call Carlos - 973-881-0127	Mon-Fri 8:00 am - 11 am Families must register
		Oasis	59 Mill Street 973.881.8307 ext. 123	will assist with food, baby items and social service referrals
		St. Paul's CDC	451 Van Houten Street Paterson (973) 278-7900	Food pantry is open from 9:00 - 11:30 Monday-Friday; provides emergency food items, diapers, formula and toiletries; ID, proof of address and income verification required
		Pompton Lakes Command Post	Corner of Dawes Highway and Lincoln Avenue	Canteen will start operations at 11 AM; lunch, dinner & snacks
		Salvation Army	41-545 W. Broadway Paterson, NJ 07522-1004 973-790-4817	
	LEGAL SERVICES	Legal Services of Northwest NJ	152 Market Street Paterson, NJ 07505 (973) 523-2900 e-mail: NJLS@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;
	SHELTER	Little Falls Civic Center,	19 Warren St. Paterson, 165 5th Avenue	
	(for your pet)	Kamp Kanine,	51 Sindle Ave, Little Falls (973) 837-6630	\$20.00 per day; Proof of vaccines will be required to shelter a pet.

Mobile Feeding

The Red Cross is initiating mobile feeding routes to support residents who are returning home and responders in the following communities: Pompton Plains, Bloomingdale, Riverdale, Denville, & Dover. A full lunch, box dinner and snacks will be provided. As waters recede they will expand into the other impacted areas. Communities in need of mobile feeding should contact the American Red Cross via their local Office of Emergency Management. Please provide the areas where feeding is needed and routes will be established to meet the need.

Mobile Bulk Distribution

The American Red Cross has initiated mobile bulk distribution routes in the following communities: Pompton Lakes, Pompton Plains, Bloomingdale, Riverdale, Fairfield/Lincoln Park, Denville, & Dover. As waters recede the ARC will expand into the other impacted areas

Disaster Assessment

The Red Cross Disaster Assessment teams will be working in the areas where flood waters have receded to identify damage and the needs of the community.

Clean-Up Resources

Communities in need of bulk clean-up and recovery supply distribution can contact the American Red Cross via their county or town Office of Emergency Management. Please provide the areas that need supplies distributed and they will establish routes to meet the need.

Dial 2-1-1 if you are physically challenged and are not capable of cleaning up flood related damage.

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 and Prevention at <http://emergency.cdc.gov/disasters/floods/>

An informational brochure is available from the New Jersey Department of Community Affairs at <http://www.state.nj.us/dca/divisions/codes/alerts/pdfs/flood.pdf> entitled *Flooding Hazards: What You Need to Know*.

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

Para informacion en Espanol, favor visitar el sitio de internet

<http://www.bt.cdc.gov/disasters/mold/es/moldprotection.asp>

Mold in a damaged home can create serious health problems for residents following severe storms and flooding FEMA officials warn.

Mold flourishes in moist environments in water-damaged homes. It often appears as a fuzzy growth or a discoloration of surfaces, and may be accompanied by a musty, earthy odor or a foul stench. Residents are advised to use care when cleaning up the mold. If there are signs of mold growth in your home before you do anything about it you must decide who is best equipped to do the clean-up. This 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. 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. 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. To access lists of consultants, laboratories, remediation firms and trade groups who provide various environmentally-related services click [here](#).

[http://www.state.nj.us/health/iep/mold_ta.shtml]

- If you have health concerns, consult a health professional before starting cleanup.

HAZARDS OF MOLD INFESTATION

- **Do not spend time in houses with mold.** Nasal stuffiness, throat irritation, coughing or wheezing, eye irritation, or, in some cases, skin irritation may occur.
- **People with mold allergies may have more severe reactions.** Immune-compromised people and people with chronic lung illnesses, such as obstructive lung disease, may get serious infections in their lungs when they are exposed to mold. These people should stay away from areas that are likely to have mold.

Tips and Techniques to Remove Mold

The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners 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.

Before you begin

Use fans at open windows or doors to dry a flooded residence, but be sure they blow outward, not inward, to avoid spreading the mold. Accelerate the drying process by using a dehumidifier to extract moisture from the air and the contents of your home. Do not use an air conditioning system until it has been checked by a professional. Using a system contaminated by mold will spread the mold throughout the house. Instead, open windows and doors to provide fresh air.

Discard porous materials such as carpet, mattresses, upholstered furniture insulation and ceiling tiles which are infected by mold. Wallboard, drywall and particle board are also porous and should be discarded. Workers should wear masks, protective eyewear and non-porous gloves while handling anything that is suspected of containing mold.

Immediate actions you can take to remove mold:

- Clean the area to remove, as much as possible, the mold and the material on which it is growing
- Clean with a non-ammonia detergent in hot water
- Scrub the entire area affected by the moisture
- Use a stiff brush or cleaning pad on block walls or uneven surfaces
- Rinse the area with clean water
- Thoroughly dry the area as quickly as possible
- Repeat cleaning as necessary to remove mold
- Disinfect with a 10% bleach solution (1 cup of bleach to 1 gallon of water), by applying a thin coat of bleach solution to the entire area, ensuring that the entire area is cleaned, not just the area where the moisture problem occurred. Use a sprayer or a sponge to apply the solution liberally, but avoid excessive amounts of runoff or standing pools

- Allow the area to dry naturally. Drying time is important for the disinfectant to be effective at killing mold and bacteria

Further Advice

- **Never mix bleach and ammonia. The fumes are toxic!**
- 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.

Learn more about mold clean-up, and prevention [here](http://www.bt.cdc.gov/disasters/mold/protect.asp).
[<http://www.bt.cdc.gov/disasters/mold/protect.asp>]

VII. REPAIRS AND REBUILDING

NJ Board of Public Utility Advises Impacted Flood Victims of Available Assistance For HVAC, Boilers, Hot Water Heaters And Other Equipment

The New Jersey's Clean Energy Program™ may be able to help you to replace damaged equipment, by providing you with rebates and incentives towards the incremental cost of purchasing higher efficiency replacement equipment. The WARMAdvantage, COOLAdvantage or Home Performance with ENERGY STAR® programs are designed to help you save on energy costs now and in the future. For more info click here: www.njcleanenergy.com. Questions regarding the program also can be answered by calling toll-free to 1-866-657-6278.

Beware of Scams

- Don't become the victim of disaster-related scams. The following tips are provided by the NJ Division of Consumer Affairs.
- Before you begin making repairs to your home make sure that the professional you are about to hire is licensed to do the repair work.
- Ask to see identification before you let anyone who claims to be from a utility company inspect your home.
- Never give your credit card number or financial information to strangers over the phone or on the Internet.
- It is customary not to pay for the entire home improvement project in advance. Pay one-third beforehand, one-third halfway through and one-third upon completion.

Read more on this topic here: [Tips for Flood Victims: Avoid Disaster-Related Scams - NJ Division of Consumer Affairs](http://www.nj.gov/oag/ca/press/floodvictims.pdf) [http://www.nj.gov/oag/ca/press/floodvictims.pdf]
[Surgerencias Para las Víctimas de las Inundaciones: Cómo Evitar Estafas Relacionadas con los Desastres - NJ Division of Consumer Affairs](http://www.nj.gov/oag/ca/press/SPfloodvictims.pdf) [http://www.nj.gov/oag/ca/press/SPfloodvictims.pdf]

Licensed Home Improvement Contractors

Paterson Habitat for Humanity Offers [Tips to Hiring a Contractor](http://www.nj211.org/images/Flood/Tips%20to%20Hiring%20a%20Contractor.pdf)
[http://www.nj211.org/images/Flood/Tips%20to%20Hiring%20a%20Contractor.pdf]

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** and for **other licensed professionals** including master plumbers and electrical contractors
<http://www.njconsumeraffairs.gov/list1.htm>

Consumer Complaint forms can be found at the same site at
<http://www.njconsumeraffairs.gov/ocp/ocpform.htm>

Tips for Repairing your Home

The American Red Cross articles on what to do after a flood are available at

<http://www.redcross.org/www->

[files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf](http://www.redcross.org/www-files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf) or

En Español - <http://www.redcross.org/images/pdfs/repairingFloodedHomeSp.pdf>

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	1-800-662-3115 (general info) 1-800-221-0479 (TTY)	https://www.firstenergycorp.com/JCP_L/index.html	
Rockland Electric Parts of Passaic and Bergen Counties	1-877-434-4100	http://www.oru.com	M-F 8:00 AM – 7:00 PM
Public Service Electric & Gas Mercer, Essex and Bergen Counties	1-800-436-7734 (general info) 1-800-357-2262 (payment assistance)	www.pseg.com	24/7

Natural Gas / Area Served	Contact Numbers	Web Site	Hours
Elizabethtown Gas Sussex, Warren and Hunterdon Counties	1-800-492-4009	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

Telephone Service	Contact Numbers	Web Site	Hours
ATT	1-800-288-2747	www.att.com	
Verizon	1-800-427-9977 TTY 1-800-974-6006	www.verizon.com	
CenturyLink (Embarq)	1-800-788-3600	www.centurylink.com	

VIII. INFORMATION ABOUT DONATIONS

Verifying the credibility of an organization

To verify the legitimacy of any organization you can check Charitable Registration Section of the [NJ Attorney General's Web site](http://www.njconsumeraffairs.gov/ocp/charities.htm), [http://www.njconsumeraffairs.gov/ocp/charities.htm] or call 973-504-6215.

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.

To ensure the charity or fund-raiser soliciting you is registered, please visit <http://www.nj.gov/lps/ca/charity/chardir.htm> or contact the Charities Registration Unit at 973-504-6215.

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

IX. NJ HOTLINE NUMBERS

Hotline numbers are currently being verified.

NJ 2-1-1

New Jersey 's Community Resource Phone or Web site Guide

Just dial - 2-1-1

<http://www.nj211.org/>

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