

VIRGINIA RESOURCE GUIDE



As a prudent precaution, all military members are requested to update their contact information and potential evacuation location on their respective Services' accountability systems. If an evacuation order is given, correct information is crucial for accountability!

U.S. Army Disaster Personnel Accountability and Assessment System <https://adpaas.army.mil/>



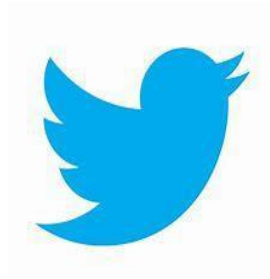
VIRGINIA STATE EMERGENCY MANAGEMENT

Contact

Information

10501 Trade Court
North Chesterfield,
VA 23236

Phone: 804-897-6500



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IMPORTANT CURRENT EMERGENCY INFORMATION



STATE / CITY / COUNTY INFORMATION

RICHMOND –Virginia Gov. Ralph Northam (D) declared a state of emergency Saturday in anticipation of the potential impact of Tropical Storm Florence, which the National Weather Service expected to become a “dangerous major hurricane.”.

The governor’s office said the order was intended to mobilize resources in preparation for the storm. It also aimed to help the state mitigate possible damage and facilitate the process by which Virginia provides aid to other vulnerable states.

https://www.washingtonpost.com/local/public-safety/state-of-emergency-declared-in-va-in-advance-of-tropical-storm/2018/09/08/3b362ef4-b3b4-11e8-9a6a-565d92a3585d_story.html?utm_term=.3b7345d6d350

EVACUATION ROUTES



To find out which zone you live (or work) in, visit www.KnowYourZoneVA.org.

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MANDATORY EVACUATIONS

As Hurricane Florence's threat to the Carolinas and Virginia became clearer, authorities and residents ramped up storm preparations Monday – including the first mandatory evacuations.

Along North Carolina's Outer Banks, all residents and visitors on Hatteras Island were ordered to evacuate starting at noon Monday, according to Dare County Emergency Management. Other evacuations along the Outer Banks will go into effect on Tuesday, and to the south, Brunswick County, North Carolina, residents who live in flood-prone areas will be required to evacuate starting Tuesday morning.

FUEL/TRAVEL



For anyone evacuating, here is a [link](#) to find gas stations near you that have fuel.



Live Traffic Updates: VDOT [511 Information Line](#)

511 Offers real-time traffic info. Anytime you need it, anywhere you are.

POWER OUTAGES



CLOSINGS AND DELAYS



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For the latest information on closings and delays check your local news official website.



Before... During... After

CHECK IN / CHECK ON



[Make a Plan](#) - Does everyone in your family know what to do, where to go, and who to contact in an emergency? Make a family communication plan so everyone can be prepared. (Ready.gov)

Safe & Well



[Safe and Well](#) - After a disaster, you can let your family and friends know that you're safe. You can register yourself as "safe and well" or search to find loved ones. (American Red Cross)

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SHELTERS



There may be multiple shelters opened through Red Cross for this event. (See list below). Additionally, staff can go to <http://www.redcross.org/get-help/disaster-relief-and-recovery/find-an-open-shelter> to see a map of where these are located. This link may be a helpful tool to Soldiers and Families if they have access to a smart phone and/or computer.

Shelter Name	County	Address	City	State	Zip
Nandua High School	Accomack	26350 Lankford	Onley	VA	23418
Arcadia High School	Accomack	8210 Lankford	Oak Hall	VA	23418
Dublin United Methodist Church	Pulaski	424 East Main Street	Duplin	VA	24084
Draper Valley PH Church	Wythe	5662 East Lee Highway	Max Meadows	VA	24360
Vance Street Baptist Church	Danville	206 Vance Street	Danville	VA	24540
Mega Shelter-College of William/Mary	Williamsburg	705 S Henry Street	Williamsburg	VA	23185

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Mega Shelter- Christopher Newport University	Newport News City	1 Avenue of the Arts	Newport News	VA	23606
Crossroads Elementary	Norfolk City	8019 Old Ocean View Rd.	Norfolk	VA	23518
Berkley Community Center	Norfolk City	121 West Liberty Street	Norfolk	VA	23523
Bayview Community Center	Norfolk City	8613 Willow Tree	Norfolk	VA	23503

VIRGINIA:

- **Chesapeake:** As a last resort, shelters will open Wednesday evening
- **Gloucester County:** Peasley Middle School, Route 606 (Ark Road) and Route 614 (Hickory Fork Road) in Sassafras. Opening Thursday at 6 a.m.
- **Hampton:** Phenix School, 1061 Big Bethel Rd, 23666 (General Public, Medical Needs); Bethel High School at 1067 Big Bethel Road (Residents with Pets)
- **Newport News:** No information released about shelters yet.
- **Norfolk:** City shelters to open Wednesday, September 12, at 1 p.m. More information is [available on Norfolk's Facebook page](#).
- **Portsmouth:** All opening at 1 p.m. on Wednesday, Sept. 12
 - I.C. Norcom High School, Medical, (1901 London Blvd.)
 - Wilson High School, General, (1401 Elmhurst Lane)
 - Churchland Middle, Dog and Cat, (4051 River Shore Road)
- **Suffolk:** Shelters are not open.
- **Virginia Beach:** Shelters opening at 8 a.m. on Thursday:
 - Kellam High School (2665 W Neck Rd)
 - Corporate Landing Middle School (1597 Corporate Landing Pkwy)
 - Old Donation School (4633 Honeygrove Rd)
 - Fieldhouse (Medically friendly shelter) – (2020 Landstown Centre Way)
- **Virginia Beach:** Shelters opening Friday morning:
 - Landstown High School (2001 Concert Dr)
 - Green Run High School (1700 Dahlia Dr)

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- Tallwood High School (1668 Kempsville Rd)
- **York County:** Tabb High School (4431 Big Bethel Road) opens at 2 p.m. on Wednesday

HOUSING RESOURCES



FEMA

If you are eligible for Transitional Sheltering Assistance, FEMA will pay for the cost to stay in certain hotels or motels for a limited period of time. Costs covered are for the cost of the room and taxes, and any other expenses are not included. Search the list below of participating locations to see if they have availability in the area you have selected. Since room availability changes quickly, please call the hotel prior to travelling to be sure the hotel can accommodate your need.

Si usted es elegible para Asistencia Transicional de Hogar, FEMA puede pagar por el precio que cuesta para que se pueda hospedar en ciertos hoteles o moteles por tiempo limitado. Lo que cubre es el precio del cuarto con impuestos, otros gastos no son incluidos. Busque en la lista de abajo para encontrar locaciones participantes y verificar si hay disponibilidad en el area seleccionada. Como la disponibilidad cambia rapidamente, por favor llame al hotel antes de viajar para asegurarse que el hotel le pueda acomodar.

FEMA EMERGENCY LODGING ASSISTANCE PROGRAM

[Find a Participating Hotel](#)

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HUD DISASTER RESOURCES



FOOD AND WATER RESOURCES




DISASTER
SUPPLEMENTAL NUTRITION
ASSISTANCE PROGRAM



FINANCIAL RESOURCES

[FAQs, FORMS, INFORMATION FOR UNEMPLOYMENT](#)

 Helping the Army Take Care of Its Own Since 1942
ARMY EMERGENCY RELIEF

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Requests for AER assistance are processed at any of the 76 AER Sections located on Army installations around the world. If you are not located near an Army installation with an AER Section, AER assistance can be obtained at the nearest Air Force, Navy/Marine Corps, or Coast Guard Installation through their Military Aid Society Office. In the absence of a local Military Aid Society, AER assistance is available by calling the American Red Cross at 1-877-272-7337, and then selecting option 1 for financial assistance.

Should you need further guidance on finding the nearest location to seek assistance, please click on [Find Your Closest AER Location](#). You may also review the “How We Help” information below to understand our categories of assistance.

If you have further questions about applying for AER assistance, please contact HQ AER at 1- 866-878-6378.

Who is Eligible for Financial Assistance?



**American
Red Cross**

Call the American Red Cross Hero Care Center at 1-877-272-7337 (toll-free) if you are:

- An active duty service member
 - A member of an activated National Guard or Reserve unit
- An immediate family member of a service member in the above two categories
- A military retiree or spouse/widow(er) of a retiree

Information to Have Ready

When calling the Red Cross, please provide as much of the following information about the service member as is known:

- Full legal name
- Rank/rating
- Branch of service (Army, Navy, Air Force, Marines, Coast Guard)
- Social Security number

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- Date of birth
- Military unit address
- Information about the deployed unit and home base unit (for deployed service members only)

PET AND LIVESTOCK RESOURCES



The best way to protect your family from the effects of a disaster is to have a disaster plan. If you are a pet owner, that plan must include your pets. Being prepared can save their lives.

If you evacuate your home, **DO NOT LEAVE YOUR PETS BEHIND!** Pets most likely cannot survive on their own; and if by some remote chance they do, you may not be able to find them when you return.



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LOCAL TRANSPORTATION



<http://www.apta.com/resources/links/unitedstates/Pages/VirginiaTransitLinks.aspx>

Use above link to locate all forms of public transportation in the state

HURRICANE PREPAREDNESS



5 THINGS TO KNOW ABOUT
BEING PREPARED FOR A HURRICANE

- 1** Writing down your plan will ensure you don't make mistakes when faced with an emergency. 
- 2** Document all of your valuables and possessions with a camera or video camera well before the storm. 
- 3** Gather all vital documents, like passports and medical records, and put them somewhere that you can quickly access. 
- 4** Make planning and preparedness a family affair to ensure everyone knows what to do. 
- 5** It does NOT matter how many hurricanes are forecast for this year. It only takes one storm. 

 For more Hurricane Safety Information, visit weather.gov/hurricanesafety

DISASTER / DEBRIS CLEAN-UP ASSISTANCE

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UPDATES PENDING

VOLUNTEER / DONATION ASSISTANCE INFORMATION



**National
Voluntary Organizations
Active in Disaster**

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

National VOA members respond to disasters in the United States and around the world. Register with a National VOA member to [volunteer](#) or [donate](#).

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American Red Cross

[Red Cross](#)

EVENT RELATED ASSISTANCE/INFORMATION



POSTAL

<https://about.usps.com/news/service-alerts/>

SELF STORAGE



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INTERNET/PHONE SERVICE



REPLACE YOUR LOST DOCUMENTS

Bank Checks, ATM/Debit Cards or Safe Deposit Boxes

Phone: 877-275-3342

Website: <https://www.fdic.gov>

Credit Cards-Contact the appropriate issuing institution:

American Express: 800-327-1267

<https://www.americanexpress.com/us/content/help/lost-stolen-card.html>

Discover: 800-347-2683

<https://www.discover.com/credit-cards/help-center>

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MasterCard: 800-627-8372

<https://www.mastercard.us/en-us/consumers/get-support.html>

Visa: 800-847-2911

<https://usa.visa.com/support/consumer/lost-stolen-card.html>

Credit Reports: Equifax, Experian or TransUnion

Phone: 877-322-8228

Website: <https://www.annualcreditreport.com/index.action>

Fraud Alerts or a Credit Freeze <http://www.ncdoj.gov/News-and-Alerts/Alerts.aspx>

General: <http://www.archives.gov/preservation/records-emergency/public.html>

Green Cards Phone: 800-375-5283

Website: <https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card>

Identity Theft Resource Center Phone: 888-400-5530

Website: <http://www.idtheftcenter.org> Email: info@fightidentitytheft.com

Insurance Documents

Phone: Check with your insurance agent.

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

Medical and Prescription Records

Call your doctor; medical and prescription records are tracked electronically.

Medicare Cards Phone: 800-772-1213

Website: <https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708>

Military Records Phone: 866-272-6272

Website: <https://www.archives.gov/veterans/military-service-records>

National Archives Records Phone: 866-272-6272

Passports Phone: 877-487-2778

Website: <https://travel.state.gov/content/passports/en/passports/lost-stolen.html>

Proof of Address/Residency

Contact your local utility company to obtain a recent bill.

Real Estate and Property Records (Mortgage Documents, Deeds, etc.)

Phone: Contact your agent.

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

Social Security Cards Phone: 800-772-1213

Website: <https://www.ssa.gov/ssnumber>

Tax Returns Phone: 800-829-1040

Website: <https://www.irs.gov/uac/About-Form-4506T>

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U.S. Savings Bonds

Phone: 844-284-2676 (toll-free)

Website: https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm

STATE RESOURCES:

BIRTH AND DEATH CERTIFICATE: 804-662-6200 <http://www.vdh.virginia.gov/vital-records/>

DRIVER'S LICENSE: <https://www.dmv.virginia.gov/drivers/#duplicate.asp>

EBT/SNAP CARD: 866-281-2448

https://www.dss.virginia.gov/files/division/bp/ebt/cardholder_info/faq/va_ebt_english.pdf

MARRIAGE CERTIFICATE: 804-662-6200 <http://www.vdh.virginia.gov/vital-records/>

VEHICLE TITLE/REGISTRATION: <https://www.dmv.virginia.gov/vehicles/#replacement.asp>

NATIONAL RESOURCE LINKS / INFORMATION



Fort Family Outreach & Support Center

(844) 663-3269

Family Programs provides services to Soldiers, Family members, command teams and civilians throughout the geographically dispersed Army Reserve community. That resource is Fort Family Outreach and Support Center, or simply “**Fort Family**.” It’s available 24x7 as a crucial component in the suite of programs and services established by the [Army Reserve Family Programs](#).

Anytime, Anywhere. 24 x 7. We Inspire and Empower

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Connecting you to valuable resources and programs you need

SERVICE PROVIDER NETWORK ★ 



Our mission is to provide 24/7 confidential, stigma free peer support by veterans to Active Duty, National Guard and Reserve service members, Veterans, Retirees, and their families/caregivers. Share lived experiences to create an environment of trust that demonstrates you are never alone, there is a caring, empathic voice ready to connect and follow up.



Food, Property and Shelter, Food Safety and Food Assistance, Crop and Livestock Loss, Community Recovery Resources.



Emergency Assistance for Livestock, Honey Bees, and Farm-raised Fish (ELAP)



Army Emergency Relief Army Emergency Relief 1-866-878-6378
SOLDIERS HELPING SOLDIERS



FEMA

Disaster assistance applicants who have a speech disability or hearing loss and use TTY, should call 1-800-462-7585 directly. For those who use 711 or Video Relay Service (VRS), call 1-800-621-3362. The toll free numbers will operate from

7 a.m. to 10 p.m., seven days a week until further notice.

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NTAS advisories – whether they be Alerts or Bulletins – encourage individuals to follow the guidance provided by state and local officials and to report suspicious activity. Where possible and applicable, NTAS advisories will include steps that individuals and communities can take to protect themselves from the threat as well as help detect or

prevent an attack before it happens. Individuals should review the information contained in the Alert or Bulletin, and based upon the circumstances, take the recommended precautionary or preparedness measures for themselves and their families.



Aunt Bertha

Find food, health, housing, job training programs and more, anywhere.



WE RESPOND WITHIN 48HRS

Assisting Military Families In Crisis



MOBILE



APPS



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EMERGENCY: This all-inclusive app lets you monitor more than 35 different severe weather and emergency alerts, to help keep you and your loved ones safe. [iTUNE](#) [GOOGLE](#)



Hero Care by American Red Cross: Hero Care by the American Red Cross is a complete solution for members of the military, veterans, and their families to prepare for, cope with and respond to the challenges of military service. [iTUNE](#) [GOOGLE](#)



First Aid: Get instant access to information on handling the most common first aid emergencies. [iTUNE](#) [GOOGLE](#)



Pet First Aid: Be prepared to help your furry friends with veterinary advice for everyday emergencies. [iTUNE](#) [GOOGLE](#)



FEMA

[FEMA](#) - mobile app



FEMA

FEMA FACT SHEETS

Disaster Recovery Center Locator

Apply Online for FEMA Assistance or Apply/Check your status by phone 1-800-621-3362.

- [Crisis Counseling Assistance and Training Program Fact Sheet](#)

The CCP supports short-term interventions that involve the counseling goals of assisting disaster survivors in understanding their current situation and reactions,

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mitigating stress, assisting survivors in reviewing their disaster recovery options, promoting the use or development of coping strategies, providing emotional support, and encouraging linkages with other individuals and agencies who may help survivors in their recovery process. This document gives a brief program overview of CCP.

- [Disaster Legal Services Fact Sheet](#)

The purpose of Disaster Legal Services (DLS) is to provide legal assistance to low-income individuals who prior to or as a result of the disaster, are unable to secure legal services adequate to meet their disaster-related needs. This fact sheet outlines when DLS can be provided and explains the general conditions and limitations of DLS.

- [Disaster Unemployment Assistance Fact Sheet](#)

The purpose of Disaster Unemployment Assistance (DUA) is to provide unemployment benefits and re-employment services to individuals who have become unemployed as a result of a major disaster and who are not eligible for regular State unemployment insurance. This fact sheet outlines general information pertaining to the requirements and conditions under which an individual may be eligible for DUA.

- [Emergency Food and Shelter National Board Program](#)

This fact sheet describes the Emergency Food and Shelter National Board Program.

- [Funeral Assistance Fact Sheet](#)

This fact sheet describes the eligible costs associated with FEMA Funeral Assistance under the Individuals and Households Program (IHP).

- [Assistance to Individuals and Households-Individuals and Households Program \(IHP\) Fact Sheet](#)

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The Individuals and Households Program (IHP) provides financial help or direct services to those who have necessary expenses and serious needs if they are unable to meet the needs through other means. This fact sheet gives a brief introduction to the forms of help offered under the IHP.

□ [Disaster Case Management Guidance](#)

Final guidance document for Regional, State, Tribal, and local partners for developing a grant and implementing and administering disaster case management.

□ [National Emergency Family Registry and Locator System Fact Sheet](#)

The FEMA National Emergency Family Registry and Locator System (NEFRLS) may be activated following a Presidentially declared disaster at the request of an affected State to help reunite families that have become separated as a result of the disaster. Individuals and families can register online at www.fema.gov or www.disasterassistance.org or by phone at 1-800-588-9822 when the system is activated.

• [Generator Reimbursement – Individuals and Households Program Fact Sheet](#)

Under the Other Needs Assistance provision of the Federal Emergency Management Agency's (FEMA) Individuals and Households Program, and in conjunction with the State or Tribe, eligible applicants may be reimbursed for the purchase or rental of a generator required for medical purposes. Funds awarded for generator reimbursement are counted toward an applicant's financial assistance limit, which is an annually adjusted amount based on the Consumer Price Index.

• [Manufactured Housing Units \(MHUs\) – Individuals and Households Program Fact Sheet](#)

FEMA may provide direct assistance to eligible disaster survivors through either the Multi-family Lease & Repair Program, in which FEMA contracts with the property owner or landlord to repair multi-family rental units for use as temporary

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housing, or by providing Manufactured Housing Units (MHUs). This fact sheet outlines the use of MHUs.

☐ [Cora Brown Fund Fact Sheet](#)

The purpose of the Cora Brown Fund is to help provide for disaster-related needs that have not or will not be met by governmental agencies or any other organization, which has programs to address such needs. The Cora Brown Fund is for survivors of presidentially declared major disasters or emergencies not caused by or attributable to war. Disaster survivors do not apply for assistance from the fund; instead, they are identified and recommended by a FEMA Regional Director or his/her representatives, with assistance from other governmental agencies and voluntary disaster agencies.

☐ [Disaster Survivor Assistance Fact Sheet](#)

The DSA mission is to build and sustain an expeditionary cadre that can establish a timely presence primarily focused on addressing the needs of disproportionately impacted populations and disaster survivors.

☐ [Child Care Assistance Fact Sheet](#)

The Sandy Recovery Improvement Act of 2013 provides FEMA the specific authority to award Child Care Assistance through the Other Needs Assistance (ONA) provision of the Individuals and Households Program (IHP), to assist disaster survivors who have a disaster-caused financial burden for child care. FEMA may provide Child Care Assistance to address disaster-caused child care expenses for eligible households with:

- Children aged 13 and under; and/or
- Children aged 14 up to 18 with a disability, as defined by federal law, who need assistance caring for themselves.

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Child Care Assistance is a form of financial assistance and funds are paid directly to eligible applicants. FEMA will award a one-time payment for the household's increased financial burden for up to eight cumulative weeks of child care, plus any eligible expenses, or the maximum amount of assistance for Child Care Assistance, whichever is less. The maximum amount of Child Care Assistance is established by the state, territorial, or tribal government.

□ [Disaster Recovery Centers Fact Sheet](#)

A Disaster Recovery Center (DRC) is a fixed or mobile provisional facility set up by FEMA that provides a central location near disaster impacted areas where Federal, State, Tribal, and non-government organizations have recovery information, assistance, and services to disaster survivors. This facility offers disaster survivors a place to register with FEMA and obtain information and assistance on disaster relief resources available from Federal, State, and Tribal Nations and non-governmental organizations.

□ [Group Flood Insurance Policy Fact Sheet](#)

As part of the effort to reduce future expenses from floods, FEMA directly purchases Group Flood Insurance Policy (GFIP) certificates on behalf of applicants who are required to obtain and maintain flood insurance. The National Flood Insurance Reform Act (NFIRA) of 1994 requires FEMA applicants to obtain and maintain flood insurance after receiving Individuals and Households Program (IHP) real and/or personal property assistance, when the pre-disaster home is located in a Special Flood Hazard Area (SFHA); this is otherwise known as a flood insurance requirement. The GFIP is a policy that is established for each disaster declaration that results from flooding and authorizes the Individual Assistance program.

□ [Mass Care/Emergency Services Reunification Service Fact Sheet](#)

FEMA has the statutory requirement to facilitate the reunification of unaccompanied minors with their custodial parents/legal guardians, as well as the

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voluntary reunification of adults with their families, during declared emergencies or major disasters. Working collaboratively with whole community partners, FEMA Mass Care/Emergency Assistance (MC/EA) develops procedures, identifies best practices and provides resources to strengthen reunification services. MC/EA facilitates partner agreements and identifies and develops new resources and tools, including training and exercises, in support of state, local, tribal, and territorial (SLTT) governmental reunification planning and operations. FEMA coordinates deployment of national reunification resources, both human and material, to support state-led reunification task forces as well as field operations.

□ [Assistance for Active Military and Civilian Personnel Fact Sheet](#)

FEMA may provide assistance to active military and civilian personnel if it is not duplicated with assistance offered by the Department of Defense or other available resources.

Active duty military personnel stationed outside of the country can authorize a third party to be present for a FEMA inspection of disaster damage to their primary residence.

□ [Individual Assistance Program Fact Sheet](#)

When a local, state, territorial, or Indian Tribal Government determines that an incident exceeds their capabilities to respond, the mayor, governor or Indian Tribal Chief Executive must request a declaration from the President. The President may authorize Individual Assistance programs and services based upon whether the resulting damage and its effects are of such severity and magnitude as to be beyond the response capabilities of the state, affected local governments, and other potential recipients of supplementary Federal assistance.

The Individual Assistance mission ensure disaster survivors have timely access to a full range of authorized programs and services to maximize recovery, through partnered coordination of local, state, territorial, and Indian Tribal governments, as

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