



NEW YORK STATE SENATOR

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# Hurricane Disaster Relief: FAQs and Important Contact Information

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ISSUE:

- [Hurricanes](#)

**Please refer to the following information for answers to frequently asked questions and important contact telephone numbers and links.**

## **Frequently Asked Questions**

**Q. A resident is running out of food and water; what can he/she do?**

A. Call 311 or 211 for food and water, or seek a member of the Police or Fire Department, a member of the National Guard, or go to a shelter for supplies.

**Q. When will power be restored?**

A. LIPA is reviewing damage, there is no definitive way to know how long. Check the following link for outages: <http://www.lipower.org/stormcenter/outagemap.html>

**Q. When will the LIRR be up and running?**

**A. LIRR service has been partially restored and is free for users through Friday 11/1/12. For more information** <http://www.mta.info/lirr/>

**Q. When will phone service or cell service be restored?**

A. Phone service centers and damage is still being assessed. Crews are working around the clock to get

phone and cell service operational.

**Q. Will Election Day be cancelled?**

A. No, the State is working with local Boards of Election to make sure people can vote on Election Day, polling places may be moved, follow up for more information.

**Q. When will FEMA be here?**

A. FEMA will be on the ground starting 10/31.

**Q. My car or apartment or home or property has been destroyed. What should I do?**

A. Contact your homeowners, renters, or auto insurance companies to begin filing a claim on any damages to their property. Residents should do this as soon as possible.

## **Disaster Relief - Phone Numbers**

### **Important Contact Information**

#### **General Information:**

- NY-ALERT updates, which provides real-time emergency management information <http://www.nyalert.gov/>
- Hurricane Sandy Helpline for NYS Residents 1-888-769-7243 / 1-518-485-1159
- Outside of New York City, residents can call 211
- FEMA Individual Assistance Grants, please call 800-621-3362
- Red Cross National Toll Free Number: 1-800-RED CROSS
- American Red Cross of Suffolk County: 631-924-6700
- NYS Insurance Department: 1-800-342-3736

#### **Emergency & Law Enforcement:**

- Suffolk County Police: 631-852-COPS (2677)
- Suffolk County Office of Emergency Management: 631-852-4900

#### **Service Providers & Utilities:**

- Long Island Power Authority: 1-800-490-0075 (to report downed power lines or electrical emergency)
- National Grid: 1-800-490-0045 (emergency gas safety service)
- Suffolk County Water Authority (24-Hour Repairs): 631-665-0663
- Water Authority (regular): 631-698-9500
- Cablevision: 631-727-6300

#### **Medical & Health Services:**

- [Suffolk County Department of Health Services \(SCDHS\)](#): 631-853-3000
- Suffolk County Health Services: 631-853-3000

- [Good Samaritan Hospital Medical Center](#) Emergency Department: 631-376-4045
- Good Sam Main Number: 631-376-4444 (after hours, 631-376-3000)
- Good Sam Patient Information: 631-376-4005
- North Shore LIJ [Southside Hospital](#) Main Number: 631-968-3000
- North Shore LIJ Southside Hospital Emergency Department: 631-968-3314
- North Shore LIJ Southside Hospital Patient Information: 631-968-3352
- [St. Joseph Hospital](#) (was New Island) [Emergency Department](#): 516-520-2201
- [St. Joseph Hospital](#) Main Number: 516-579-6000
- [St. Joseph Hospital](#) Patient Information: 516-520-2297
- North Shore LIJ [Southside Hospital](#) Main Number: 631-968-3000
- North Shore LIJ Southside Hospital Emergency Department: 631-968-3314
- North Shore LIJ Southside Hospital Patient Information: 631-968-3352

**Animal Protection and Control:**

- [Babylon Town Animal Shelter](#): 631- 643-9270
- [Suffolk County Animal Control](#): 631-382-7722
- [Suffolk County SPCA](#): 631-382-7782