



NEW YORK STATE SENATOR

Owen H. Johnson

Hurricane Disaster Relief: FAQs and Important Contact Information

OWEN H. JOHNSON November 2, 2012

| 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