



Disaster Recovery Tips

- Take ownership: Be proactive in your individual disaster recovery plan.
- Do not act immediately: Avoid signing any documents within the first 72 hours following a disaster.
- Use licensed contractors. Verify identity and legitimacy.
- Contact the Ohio Attorney General's Office – Consumer Protection Division (800) 282-0515 to confirm the contractor is registered in Ohio.
- Get at least three written estimates.
- Check references before entering a contract.
- Get proof of insurance (e.g. Liability and Worker's Compensation).
- Get any guarantees in writing.
- Make final payments only after the work is completed. Pay by check.
- Safeguard personal information. Never give out social security numbers or credit card numbers. Federal, State and local programs will not ask for bank account or Social Security number unless you initiate the call.
- Donate only to charities you know, or simply ask the person soliciting the donation for the exact name, address and phone number of the charity. Research the charity and then call the charity or nonprofit organization, to confirm that the person is an employee or volunteer.
- Maintain records on the federal, state, and local assistance that you receive (e.g. SBA, FEMA/Ohio Individual Assistance, LTRC assistance, gift cards, etc.). Keep receipts for all expenses incurred during the recovery process.
- Get Prepared: Make a plan, build an emergency supply kit, develop a communication plan, and safeguard important documents by scanning/copying and sending them to an out of area contact for safekeeping.

Questions, contact Clermont County Emergency Management Agency at 513.732.7661

Local Resources

Reference	Phone Number	Agency
Building/Permits/Inspection	(513) 732-7213	Clermont County Building Department
Crisis Counseling	(513) 528-7283	Clermont Mental Health and Recovery Crisis Hotline
Emergency Assistance	(800) 733-2767	American Red Cross
Gas & Electric Questions	(800) 544-6900	Duke Energy
General Questions	(513) 735-8500	Clermont County Emergency Management Agency
Public Health	(513) 732-7499	Clermont County Public Health
Senior Assistance	(513) 724-1255	Clermont Senior Services
United Way	211	United Way of Greater Cincinnati
Veterans Affairs	(513) 732-7363	Clermont County Veterans Service Commission

State & Federal Resources

Reference	Phone Number	Agency
Consumer Services	(800) 282-0515 (614) 466-4986	Ohio Attorney General's Consumer Protection
Environmental	(800) 282-9378	EPA Spill Hotline
Fraud	(800) 323-8603	FEMA - Fraud
Insurance Info OH Department of Insurance www.insurance.ohio.gov	(800) 427-4661 (800) 638-6620 (800) 611-6123 (800) 686-1526 (800) 686-1527 (800) 686-1578	National Flood Insurance Program (NFIP) NFIP (claims/customer service) NFIP (brochures; list of area flood ins. agents) OH Dept. of Insurance/ <u>Consumer Services</u> OH Dept. of Insurance Fraud OH Senior Health Insurance Info Program
Legal Services	(800) 282-6556 (800) 589-5888	Ohio State Bar Ohio Legal Services
Social Security	(800) 772-1213 (800) 325-0778 TTY	Social Security Administration
Tax Assistance	(800) 829-1040 (800) 829-4059 TTY (800) 282-1780 (800) 829-3676	U.S. Internal Revenue IRS - TTY Ohio Department of Taxation US IRS – Publications
Utilities	(800) 686-7826 (877) 742-5622 (800) 362-2764	Public Utilities Commission Of Ohio OH Consumers Counsel OH Utilities Protection Service
Veterans Affairs	(800) 827-1000 (800) 829-4833 TTY	Department of Veterans Affairs

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