

## Tip Sheet

**211:** If you are talking to an individual on the phone or in person that needs individual assistance due to loss or damage to their home or access to their home, please let them know that they should call **211** for assistance and also register with FEMA for assistance if this options is available. This also applies for individuals renting space within a mobile home park. The owner of the mobile home park should fill out the damage assessment form as they are a business.

**General:** If this is your first time dealing with survivors after a natural or man-made disaster, you play an important role in response and recovery – by helping to collect critical damage information, but also being a lifeline, shoulder and someone to listen. Those you are talking with may be dazed, angry, sad, confused, etc. So it is important that you remain calm, listen, and let the individual know they are not alone.

**Specifics:** As you fill out the form, you will note that several have red asterisks (\*) next to the item. These fields must be filled out before you can move forward to the next section of the questionnaire. If someone does not know a specific answer, please fill in the “do not know/unknown” option. Several fields are also drop down – such as type of structure or use of property – to help in considering all the options.

The first two fields will be pre-filled when you open the form. This is based on the sign in information that you were provided by ACCD.

**General Information:** The questions in this section collect information on the location of the damage and contact information. Remember that power may be out and cell coverage may be spotty in certain areas of the state or they may not be able to reach their home landline. So we ask for multiple forms of contact.

**Property Information:** This section collects information on the property or business that is damaged. We ask if they own the building/property and if not we request contact information on the owner of the building. There are different funding and assistance programs for each and we want to make sure that people are aware of the support that is available. We also ask about the age of the structure as historic structures may be treated differently in terms of rebuilding and may have special assistance programs as well.

**Damage Information:** This section collects specific information on damage to the property and structure. We would like to know the cause of the damage (wind/rain/flood/snow/ice, etc.). We are also asking for the damage type and estimated cost. Try to help them think about the various

damages they have sustained – property loss, farmland loss, structural damage, loss of road access, inventory loss, damage to livestock or manure pit, etc. Cost estimates can help us make the case with state and federal agencies on the size and scope of damage and assistance needed. Structural damage would be damage to the structure while non-structural damage could include damage to access to the building or road closures, etc.

This section also collects information on insurance, registration and any prior damage claims. This type of information can be helpful for Hazard Mitigation funding and other federal programs that require FEMA registration and applying for that funding first.

***Wrapping Up:*** Let the survivor know that this information will be shared with our partners and that someone will be contacting them as follow up. We will also be sending periodic emails when new programs become available or deadlines for registering with FEMA or other agencies. Provide them with ACCD's phone number 802-828-3211 in case they need to reach someone or provide your information if you feel comfortable.

Remember to LOG OUT after you complete the form. Log out is near your name at the top of the page.

You will receive a follow up email with the information you just input. If you have any questions, please call ACCD.