



FOR IMMEDIATE RELEASE
City of Duluth Communications Office

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SUBJECT: 2012 Summer Flood FAQ's for the Northeast Region

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2012 Summer Flood FAQs

Northeast Minnesota

The Northeast region partners have compiled the following information for victims of the 2012 Summer Flood. Regional partners have developed recovery tools and resources for residents. The following information will be followed by more detailed information shortly.

Residents should keep these general tips in mind as they return home or work towards recovery. In general, residents should stay away from hazardous materials, water, and propane tanks. Please follow the following safety measures.

- Standing water may be unsanitary water
- Raw sewage and septic failure is evident, avoid contact if possible
- There are unforeseen hazards and loose debris
- Stay away from propane tanks. If you find a tank on your property, contact your local propane retailer to remove the damaged or dislodge tank due to the flood.
- If you see or smell anything dangerous, call 911.

Give Help or Get Help

- Need help or want to offer help?
 - Go to www.unitedwayduluth.org and click on “Get Help” or “Give Help” or call (218) 726-4777
 - Donations are being accepted through the Red Cross Northland. If you would like to help, please consider making a donation today by visiting www.redcrossmn.org, calling 1-800-RED CROSS (1-800-733-2767) or texting the word REDCROSS to

90999 to make a \$10 donation. Contributions may also be sent to your local Northland Chapter of the American Red Cross chapter at 2524 Maple Grove Road, Duluth, MN 55811 or to the American Red Cross, P.O. Box 37243, Washington, DC 20013, or call (218) 722-0071 for the local chapter.

- The Red Cross can assist with donations, food, water, cleaning supplies, and damage assessments on private residents. Red Cross caseworkers will be contacting residents of homes that have been identified by our damage assessment teams.

Local Government Information and Resources

- To report damages to city property or city roads call (218) 730- HELP (4357)
- Carlton County resources: www.co.carlton.mn.us
- Lake County resources: www.co.lake.mn.us
- St. Louis County Public Works: www.stlouismn.gov
 - o Duluth area, (218) 625-3800
 - o Hibbing area, (218) 262-9871
 - o Virginia area (218) 742-9800
- City of Duluth: www.duluthmn.gov/declaration_of_emergency/ or call (218) 730- HELP (4357) to report damage to city property or for road updates,
 - o If you see exposed pipes, call (218) 730-4100.
- Where do I get road closure information?
 - o State highways: contact the MN Department of Transportation at “511” or visit their website <http://dot.state.mn.us/>
 - o St. Louis County: www.stlouismn.gov
 - o City of Duluth: www.duluthmn.gov/declaration_of_emergency/ or call (218) 730-HELP
- When will water levels go down? Water levels are expected to recede to below flood levels in about one week. Check weather.gov and click on the map for more information or call (218) 729-6697 for 24 hour information.
- When will FEMA be here? FEMA officials are expected to arrive in the Northeast region this coming week to assess flood damage.

Information for Private Residential Properties

- When can I return home?
Safety is of the utmost importance. Assessments of the flood ravaged areas are being

conducted on a frequent basis by local authorities. Residents should contact their local law enforcement or designated emergency management personnel for updates. Generally following a flood, residents will be able to return home after water recedes and when authorities deem the area safe. Residents should keep in mind that flooding may have compromised foundations or load bearing walls. Use extreme caution when entering flood damaged buildings.

- o Shelters: The Red Cross is providing sheltering in Duluth at 802 Central Entrance. The Scanlon location is now closed. Shelter is being provided as long as the need exists.
- o Fond du Lac Band: the Fond du Lac Band was providing shelter for residents at Black Bear Casino but that location is no longer needed as roads are passable for residents to return home.
- Who do I call to report my private property damage?
 - o The Red Cross is able to assist with property damage for homeowners and also provide basic cleaning supplies. Call (763) 245-4881.
- Who do I call for a washed out drive way?
 - o St. Louis County Public Works: www.stlouismn.gov
 - § Duluth area, (218) 625-3800
 - § Hibbing area, (218) 262-9871
 - § Virginia area (218) 742-9800
 - o In Duluth, Call (218) 730- HELP (4357).
- I had to evacuate, is my vacant home secure?
 - o Local law enforcement is continuing to patrol all affected areas. If you see any suspicious activity, call 911.
- How do I start the clean up process?
 - o Wait for water to recede in your basement. If you have standing water, slowly pump it out.
 - o Basic safety tips for cleaning following a flood is available at the following websites:
 - § www.redcross.org – search under “Getting Assistance”
 - § <http://www.health.state.mn.us/divs/eh/emergency/natural/floods/index.html>
 - § MN Pollution Control Agency, call **218** -723-4660.
 - o If you see exposed pipes or small gas, call your utility company, in Duluth call (218) 730- 4100.
- How do I dispose of carpet/furniture/debris?
 - o The Western Lake Superior Sanitary District is accepting certain flood damaged items at no cost through Monday, June 25, 2012 at the Material Resource and Recovery Center, 4587 Ridgeway Rd, Duluth. WLSSD hotline is (218) 722-0761. The following is being accepted:

- § Electronics- TVs, VCR/DVD players, computer components, etc.)
- § Appliances- Refrigerators, freezers, air conditioners, water heaters, stoves (remove and dispose of spoiled food in your household trash service)
- § Vegetative Debris- sticks, stumps, branches
- § Household Hazardous Waste- paints, stains, chemicals, pesticides
- § Mixed Waste (bulky items)- carpet, padding, furniture, drywall, and other damaged materials

o Cloquet: The Shamrock Landfill in Cloquet has been temporarily authorized to accept brush and construction debris, including carpets and furniture, from Cloquet property owners at no charge by showing identification. Municipal garbage is not accepted. The industrial landfill can be accessed through its Highway 45 entrance south of the Park and Ride.

o Sand and black top is accepted at the following sites in Duluth:

- § 34th Ave East and Valley Drive
- § Chester Bowl
- § DuluthHeights Community Club
- § Lester Park
- § PiedmontCommunity Center
- § StoweSchool
- § Wheeler Field
- § WoodlandCommunity Center

· Repair and Clean up work following the flood:

o Residents are advised to follow these basic tips when working with volunteers and contractors.

§ Use only credentialed volunteers who have registered through the United Way or Red Cross.

§ Registered volunteers will be available for assistance to residents no later than Wednesday, June 27, 2012.

o Contractors:

§ Never provide your personal information until you have verified the contractor.

§ Verify the contractors have valid licenses and insurance.

§ Obtain up to three bids before selecting a contractor.

§ Do not pay for the full costs of services upfront.

§ For vendor questions, call the Minnesota Department of Labor and Industry at (800-657-3944).

· Will I get financial assistance to help with clean up or home restoration?

o Though funding for private property damage is not guaranteed, there is a possibility that some local assistance may be accessible after property damage assessments have taken place through the Red Cross. At this time, there is no

guarantee of federal emergency assistance for private businesses or home owners.
o Contact the Red Cross for emotional support during the coming days and weeks. Call (218) 722-0071.

Information for Private Businesses

Private businesses can report flood damages to the Minnesota Department of Employment and Economic Development and complete the survey at, <https://dps.mn.gov/divisions/hsem/seoc/Pages/default.aspx> or call (651) 296-0775.