

2012 Summer Flood FAQs

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 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 is 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 damaged or dislodged tanks due to the flood.
- If you see or smell anything dangerous or harmful, call 911.

Give Help or Get Help

- Need help or want to offer help?
 - Call 211 to offer volunteer services and to request volunteer services
 - If calling from a cell phone, dial 800-543-7709
 - Donations can be made 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.
 - Basic supplies and Food: East Duluth Church of Christ, 4801 East Cooke St. in Duluth is offering the following: blankets, cleaning supplies, personal care items, and food
- The Red Cross can assist with donations, food, water, cleaning supplies, and damage assessments on private residences. Red Cross caseworkers will be contacting residents of homes that have been identified by our damage assessment teams.
- United Way of Greater Duluth (<http://www.unitedwayduluth.org/>) can help connect volunteer resources with victims of the flood. The 211 services are also provided through the United Way.

Local Government Information and Resources

- Call 730-HELP to report damages to city property or city roads
 - If you see exposed pipes, call 218-730-4100
http://www.duluthmn.gov/declaration_of_emergency/

- Carlton County resources include:
 - www.co.carlton.mn.us or call (218) 384-9509; For volunteer/donations Center call (218) 384-1112

- Lake County resources include: www.co.lake.mn.us

- City of Duluth: (218) 730-HELP (4357) to report damage to city property or get road updates
http://www.duluthmn.gov/declaration_of_emergency/

- St. Louis County resources:
 - Duluth area, (218) 625-3800
 - Hibbing area, (218) 262-9871
 - Virginia area, (218) 742-9800

- Where do I get road closure information?
 - State highways: contact the MN Department of Transportation at “511” or visit their website, <http://dot.state.mn.us/>

 - St. Louis County:
<http://www.stlouiscountymn.gov/GOVERNMENT/DepartmentsAgencies/PublicWorks/NewsPressPublicWorks.aspx>

 - Duluth: http://www.duluthmn.gov/declaration_of_emergency/ or call (218) 730-HELP (4357)

- When will water levels go down? Water levels are expected to recede to normal levels in about a week. Check weather.gov for detailed weather updates and river levels, or call (218) 729-6697 (24 hr phone line)

- When will FEMA be here? FEMA officials are expected to arrive in the northeast region this coming week.

Information for Private Residential Properties

- When can I return home?

Safety is of utmost importance. Assessments of 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. Though residents should keep in mind that flooding may have compromised foundations or load bearing walls. Use extreme caution when entering flood damaged buildings.

- Shelters: The Red Cross is providing shelters in Duluth at 820 E Central Ave. The Scanlon location is now closed. Shelter is being provided as long as the need exists.
 - Fond Du Lac Band – The Fond du Lac Band was providing shelter at Black Bear Casino for residents but recent reports indicate that roads are passable and people are able to return home.
- Who do I call to report my private property damage?
 - The Red Cross is able to provide private residences with basic cleaning supplies and damage assessments. Call, (218) 218-722-0071.
 - Who do I call for a driveway washout?
 - In Duluth, call (218) 730-HELP (4357)
 - For St. Louis County: Duluth area, 625-3800
Hibbing area, 262-9871
Virginia area, 742-9800
 - Is my vacant home secure?
 - Local law enforcement is continuing to patrol all affected areas. If you see suspicious activity, call 911.
 - How do I start the clean up process?
 - Wait for water in your basement to recede. If you have standing water, slowly pump the water out.
 - Basic safety tips for cleaning up following a flood is available at <http://www.health.state.mn.us/divs/eh/emergency/natural/floods/cleaning/basiccleanup.html>
 - The MPCA has information for clean up and hazardous household disposal, <http://www.pca.state.mn.us/index.php/waste/waste-and-cleanup/cleanup-programs-and-topics/cleanup-programs/emergency-response/floods-minimizing-pollution-and-health-risks.html?menuid=&redirect=1> ((218) 723-4660 or (800) 657-3864
 - If you see exposed pipes or smell gas please call 911 or in Duluth call (218) 730-4100

- Carpet/furniture/debris disposal –

The Western Lake Superior Sanitary District is accepting certain flood damaged items at no cost through Monday, June 25, 2012 at the Materials Resource and Recovery Center (4587 Ridgeview Rd, Duluth) such as electronics; appliances; vegetation such as sticks, stumps or branches; carpet, padding, furniture, drywall, and other damaged materials. WLSSD Hotline, (218) 722-0761.

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

Sand and black top collection sites are available in Duluth at:

- 34th Ave East and Valley Drive
- Chester Bowl
- Duluth Heights Community Club
- Lester Park
- Piedmont Community Center
- Stowe School
- Wheeler Field
- Woodland Community Center

Anyone needing assistance with debris removal from their homes or hauling can contact the United Way at www.unitedwayduluth.org or call (218) 726-4770.

- Repair/Clean up work following the flood:
 - Residents are advised to follow these basic tips when working with volunteers or paid vendors following the flood.
 - Use only credentialed volunteers who have registered through the United Way, 211 office or the Red Cross.
 - 211 has arranged for volunteers to provide assistance on Tuesday, June 26, 2012. Anyone needing assistance should call 211.
- Contractors:
 - Never provide your personal identification until you have verified the contractor.
 - Verify that 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 (800) 657-3944

- Will I get financial assistance to help clean up or restore my home? 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 and residents.
- Contact the Red Cross for emotional support. (218) 722-0071.

Information for Businesses

Private businesses can report flood damage to the Minnesota Department of Employment and Economic Development, <https://dps.mn.gov/divisions/hsem/minnesota-recovers/Pages/june-2012-flooding.aspx>

Aitkin	(218) 927-7436
Carlton	(218) 384-9149 (24/7) or (218) 384-9144 during bus. hrs.
Cook	(218) 387-3059
Duluth (city)	(218) 730-4390
Lake	(218) 226-4444
St. Louis	(218) 625-3966
Fond Du Lac Band of Ojibwe (Tribal Government)	(218) 878-7502

