

HELPFUL RESOURCES, WEBSITES AND LINKS FOR MORE INFORMATION

VINGN sets up WIFI hotspot on St. John (Daily News Staff)

The V.I. Next Generation Network has set up free Wi-Fi hotspots through its fiber-optic network in Cruz Bay, St. John, and Red Hook, St. Thomas.

On St. John, the Wi-Fi hotspot, established in partnership with Love City Strong, LoveIT.vi, First Phase Datacomm and Computer Express, can be accessed in the Cruz Bay area near the Boulon Center and Tennis Courts at any time.

In Cruz Bay, sign on to the network named “viNGN free public.” No password is required.

The Red Hook hotspot, established in partnership with ADM Wireless, can be accessed in the Red Hook area near the temporary Port Authority parking lot adjacent to the Ivanna Eudora Kean gymnasium at any time.

In Red Hook, sign on to the network ID “ADM-viNGN- free.” No password is required.

The Next Generation Network also advises the public to observe all official directives, including curfew and area traffic as the recovery efforts continue.

For more information, call 340-715-8581.

QE IV Ferry to Travel from St. Croix to St. Thomas on September 14, 2017

The QE IV Ferry is operating on the normal schedule between Gallows Bay and the St. Thomas Water Front, through VITEMA, carrying passengers and cargo. Purchasing tickets is not necessary. Contact for info: irmaferrytransit@gmail.com.

St. Croix Emergency Operations Center (EOC) Release: Curfew Update – 9/13/2017

Please be advised that the curfew restrictions for the St. Thomas/St. John district have been adjusted. As of September 13, 2017, the curfew is in effect from 6:00 p.m. to 10:00 a.m. The curfew is in place to ensure the safety of individuals, as well as allow work crews to clear debris and continue restoration efforts. Please continue to adhere to the curfew guidelines. Airports in St. Croix and St. Thomas are open with restrictions.

The first step for survivors to receive federal disaster assistance is register with FEMA

- The important thing to do now is register. Register online at [DisasterAssistance.gov](https://www.disasterassistance.gov), **download the FEMA app, or call 800-621-3362 for voice, 711, or Video Relay Service.** Survivors who are deaf, hard of hearing or who have difficulty speaking and use a TTY, should call **800-462-7585** directly. The same number can be used for 711, VRS and other relay services.

- FEMA Individual Assistance is designed to help survivors get back on their feet and covers essential needs not covered by insurance. **Two islands designated for Individual Assistance – St. John and St. Thomas.**

Tourists in the U.S. Virgin Islands

- Any tourists requiring transport off St. Thomas and St. John can contact the U.S. Virgin Islands Department of Tourism at (340) 772-0357.
- The Department of Tourism is also posting updated information on: <http://www.usviupdate.com/>
- The airports in Puerto Rico and St. Croix are open for commercial flights. Traffic at St. Thomas airport is limited at this time.
- The U.S. Department of State is coordinating evacuation assistance with the Department of Defense for Americans on St. Martin. They continue to advise U.S. citizens to shelter in place at a secure location until they have specific and confirmed departure plans.

Assistance for Individuals

- Disaster Survivor Assistance Teams are on the ground in the U.S. Virgin Islands, Puerto Rico, and Florida to help gather detailed information on the affected communities during the critical days and weeks. DSATs will address immediate and emerging needs of disaster survivors including: on-site registration, applicant status checks, on-the-spot needs assessments, requests for disability related accommodations and access to partners offering survivor services.
- For those in designated areas in Florida, Puerto Rico, and the U.S. Virgin Islands, registering online, at www.DisasterAssistance.gov, is the quickest way to register for federal assistance, including FEMA assistance.
- If you do not have access to the internet, you may register by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY). If you use 711 relay or Video Relay Service (VRS), call 800-621-3362 directly. The toll-free telephone numbers will operate from 7:00 a.m. to 10:00 p.m. (local time) seven days a week until further notice.
- National Flood Insurance Program (NFIP) flood policyholders may be eligible for reimbursement of actions taken to protect their property. Call your insurance agent to find out more.
- To file a flood insurance claim under the NFIP, contact your insurance agent immediately. You can also call 1-800-621-FEMA (3362) – select option 2 – to learn more about your policy, and be directed to the appropriate claims resource.
- Shelters remain open across the affected areas. [Download the FEMA mobile app](#) (available in English and Spanish) for directions to open shelters and weather alerts from the National Weather Service.
- FEMA may provide Transitional Sheltering Assistance (TSA) to eligible disaster survivors who are unable to return to their homes for an extended period and need

shelter. TSA provides short-term lodging for eligible disaster survivors whose residence is uninhabitable or inaccessible.

- To be eligible for TSA, individuals and households must:
 - Register with FEMA for assistance.
 - Pass identity and citizenship verification.
 - Have a pre-disaster primary residence located in a geographic area that is designated for TSA.
 - Be displaced from their pre-disaster primary residence as a result of the disaster.
 - Be unable to obtain lodging through another source.

- For those eligible, FEMA will authorize and fund TSA through direct payments to participating hotels/motels. The list of approved hotels is available at [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance) or call the FEMA Helpline (800) 621-3362 (voice, 711/VRS-Video Relay Service) (TTY: (800) 462-7585).

- The American Red Cross [Safe and Well website](https://www.redcross.org/safeandwell) is a free public reunification tool that allows individuals and organizations to register and post messages to indicate that they are safe, or to search for loved ones. Registrations can also be completed by texting SAFE to 78876. Messages exist in both Spanish and English. To speak with someone at the American Red Cross concerning a missing friend or relative, please contact 1-800 RED CROSS (1-800-733-2767).

- The Department of Health and Human Services (HHS) Disaster Distress Helpline (1-800-985-5990) remains open 24/7 for free help coping with the stress of the storm.
- To donate or volunteer, contact the voluntary or charitable organization of your choice through the National Voluntary Agencies Active in Disasters (NVOAD) at www.nvoad.org.

To talk to a professional who can help you cope with emotional distress from the storm:

Call the [@disasterdistressline](https://www.fema.gov/disaster/distressline) at (800) 985-5990 crisis support services are available 24/7.

Please visit the following sites for up-to-date information on the response and recovery to Hurricane Irma in the U.S. Virgin Islands:

- [FEMA Disaster Declaration \(DR-4335\)](https://www.fema.gov/disaster/declaration)
- [FEMA: Hurricane Irma](https://www.fema.gov/disaster/irma)
- [Congresswoman Stacey Plaskett, US Virgin Islands and @repstaceyplaskett](https://www.congress.gov/people/stacey-plaskett)
- [VAlert.gov](https://www.vialert.gov)
- [USVIupdate.com](https://www.usviupdate.com)
- [InformationUSVI.com](https://www.informationusvi.com)
- [InformUSVI.com](https://www.informusvi.com)
- [FEMA Region II](https://www.fema.gov/disaster/region2)

Or, you can follow FEMA on Twitter [@femaregion2](https://twitter.com/femaregion2).

American Red Cross:

- The American Red Cross also has a phone line you can call to inquire about someone missing due to Hurricane Irma:
1-800 REDCROSS (1-800-733-2767), choose option 1
- Website for survivors and inquirers to
load: <https://safeandwell.communityos.org/zf/safesearch/search>

Other Helpful Links:

- [Federal Emergency Management Agency \(FEMA\)](#)
- [National Park Service](#)
- [US Geological Survey](#)
- [US Fish and Wildlife Service](#)
- [Bureau of Indian Affairs](#)

Small Business Administration:

- **Help with SBA Loans**
 - The U.S. Small Business Administration (SBA) offers low-interest disaster loans to help homeowners and renters as well as businesses of all sizes and private non-profit organizations to cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.
 - Contact U.S. Small Business Administration's Disaster Assistance Customer Service Center by:
 - Calling **1-800-659-2955**
 - Emailing disastercustomerservice@sba.gov
 - Visiting SBA's website at www.sba.gov/disaster
 - Deaf and hard-of-hearing individuals may call TTY **800-877-8339**