

Hawaii Wildfires Partners Toolkit

FEMA requests your help delivering important information about recovery to the survivors of the Hawaii wildfires.

Below you will find resources that you can use to provide information to your communities and encourage survivors to:

- Take steps to get federal assistance
- Use credible sources of information
- Find mental health support
- Locate loved ones

Websites

- [FEMA.gov | Hawaii Wildfires](#) (available in multiple languages)
- [DisasterAssistance.gov](#)
- [Ready.gov: Recovering from Disaster, Wildfires, Helping Children Cope](#)
- [Listo.gov: Recuperarse de un desastre, Incendios forestales](#)

Sample Text for E-mails, Handouts and Flyers

FEMA and its federal partners are on the ground on Maui to assist survivors as they begin their long-term recovery plan. If you have been impacted by the Hawaii wildfires, there are resources available to help jumpstart your recovery:

- Residents of Maui County who have been affected by this tragedy should **register for FEMA assistance**. Survivors with internet or telephone access can register for assistance by visiting [www.DisasterAssistance.gov](#), calling 1-800-621-3362 or by using the [FEMA App](#). If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA the number for that service.
- For detailed updates about FEMA's ongoing response and recovery efforts in Hawaii, as well as available resources, please visit [FEMA.gov | Hawaii Wildfires](#).
- To learn how to stay safe during and after wildfires, including tips on safe debris clean-up, visit [Wildfires | Ready.gov](#).



FEMA

- For those trying to locate loved ones, a **Family Assistance Center** is open at the Kahului Community Center for residents who are trying to locate family members or loved ones. Those with phone access can also call the Red Cross at 1-800-733-2767.
- To access emotional support or counseling for this traumatic event, you can call or text the FREE, confidential Substance Abuse and Mental Health Services Administration disaster distress hotline and speak to professional counselors at 1-800-985-5990. If you are deaf or hard of hearing and use American Sign Language (ASL) use your mobile device to call 1-800-985-5990 or click on “ASL Now” at disasterdistress.samhsa.gov to contact an ASL fluent crisis worker.
- Beware of fraud and scams. After a disaster there are often scams and rumors that target survivors. Please use official local, state and federal sources for credible information. Survivors should never trust someone claiming to be a disaster assistance employee asking for money. Local and federal disaster assistance workers do not solicit or accept money.
- If you are looking for ways to help, visit hawaii.state.gov. These organizations provide a variety of assistance to survivors. Cash donations are preferred because they offer voluntary agencies the flexibility in obtaining the most-needed resources.

Disaster Assistance Printable Flyer

[Disaster Registration Flyer Graphics | FEMA.gov](#): Available in English, Spanish, Arabic, Bengali, Burmese, Chamorro, French, German, Gujarati, Hawaiian, Haitian Creole, Hebrew, Hindi, Hmong, Italian, Japanese, Karen, Kayah, Kiche, Korean, Ilocano, Navajo, Nepalese, Pashto, Polish, Portuguese, Russian, Samoan, Serbo-Croatian, Somali, Swahili, Simplified Chinese, Tagalog, Urdu, and Vietnamese.

See full page flyers in multiple languages at the end of this document. Use the link for additional languages.

Social Media Language and Graphics

Below you will find draft social media language and links to graphics from FEMA’s [Disaster Multimedia toolkit](#). The graphics can be used as printed hand-outs or on social media. The majority of graphics are available in:

- Formats: Facebook, Twitter, Instagram Story, and Instagram/Facebook Feed
- Languages: English, Spanish, Arabic, French, German, Creole, Japanese, Korean, Portuguese, Simplified Chinese, Tagalog, Urdu, and Vietnamese (additional languages continue to be added)



Apply for Assistance

Maui residents affected by the ongoing wildfires can now apply for federal disaster assistance.

Three easy ways to apply:

- Online: <http://DisasterAssistance.gov>
- Call: 800-621-3362 (Press 3 for an interpreter who speaks your language)
- FEMA App: <http://fema.gov/app>

Link to flyer: <https://www.fema.gov/node/3-ways-apply-assistance-graphics>



FEMA Speaks Your Language

There is support if you were affected by wildfires in Hawaii. No matter what language you speak, FEMA can help.

- Online: <http://fema.gov/disaster/4724>
- Call the FEMA Helpline: 1-800-621-3362

Link to flyer: <https://www.fema.gov/node/fema-speaks-your-language-graphics>



How to Help

Are you looking for ways to help survivors from the Maui wildfire? The @NationalVOAD is a great place to find trusted organizations that are helping the various communities. The best way to help after a disaster is through cash donations. Check out: hawaiistatevoad.org.

Beware of Fraud and Scams

Please share this post to stop rumors and misinformation targeting survivors.

- Trusted sources for Hawaii wildfire info:
 - @FEMARegion9
 - @CountyofMaui
 - @Hawaii_EMA
 - @Maui_EMA
 - @GovHawaii



- @GovJoshGreenMD
- @Igsylvialuke
- @HawaiiDOH
- @HawaiiRedCross
- Find updates at: <http://fema.gov/disaster/4724>
- Be aware that after a disaster, there often are many rumors and scams. Watch for & report suspicious activity.
- Beware of scammers when applying for disaster assistance:
 - 📷 Ask FEMA reps to show you a photo ID badge
 - 🔒 Keep your registration number & personal information safe
 - ⚠️ Never agree to pay an application fee

Link to flyer: <https://www.fema.gov/node/beware-fraud-and-scams-graphics>

Crisis Counseling

- Disasters can cause mental and emotional distress to survivors and loved ones. There are resources to help you through the experience.
- Talk to a professional counselor via @samhsagov's @distressline: 1-800-985-5990.
- Finds tips to help children cope at <http://ready.gov/kids/helping-children-cope>.



Link to flyer: <https://www.fema.gov/node/beware-fraud-and-scams-graphics>

Ownership and Occupancy

Maui: If you are applying for disaster assistance and need guidance on how to provide proof of home ownership or occupancy, you have options. We accept lots of documents, many that can be accessed online.

Find the list of accepted documents: <http://fema.gov/assistance/individual/after-applying/verifying-home-ownership-occupancy>

Link to flyer: <https://www.fema.gov/node/homeownership-flyers>



Protect Yourself After a Wildfire

If you evacuated, return home ONLY when local officials say it is safe to do so. We can imagine how difficult and frustrating it is to have to stay away. Please know these instructions are for your safety.

If you have been told it is safe to return to your home or business, it is important to be aware of potential hazards after a wildfire. Use caution when entering a burned area:

- Stay away from unstable power poles or structures
- Watch for hazards on the ground
- Wear protective shoes and gloves



Link to flyer: <https://www.ready.gov/collection/wildfires>

Videos/PSAs

- [Hawaii Wildfires Disaster Assistance PSA White House Initiative Director Krystal Ka'ai - YouTube](#)
- [FEMA How to Apply for Disaster Assistance PSA Hawaii Wildfires - YouTube](#)
- [FEMA ASL Accessible: Three Ways to Register for FEMA Disaster Assistance - YouTube](#)
- [FEMA ASL Accessible: Critical Needs Assistance - YouTube](#)
- [FEMA Speaks Your Language - YouTube](#)
- [The Importance of Applying for an SBA Loan - YouTube](#)
- [Beware of Fraud and Scams - YouTube](#)
- [Cuidado con el fraude y las estafas \(Beware of Fraud & Scams: Spanish\) - YouTube](#)

Contact Us

If you have any questions, please contact FEMA Office of External Affairs:

- Congressional Affairs at (202) 646-4500 or at FEMA-Congressional-Affairs@fema.dhs.gov
- Intergovernmental Affairs at (202) 646-3444 or at FEMA-IGA@fema.dhs.gov
- Tribal Affairs at (202) 646-3444 or at FEMA-Tribal@fema.dhs.gov
- Private Sector Engagement at (202) 646-3444 or at nbeoc@max.gov

Follow Us

Follow FEMA on social media at: [FEMA Blog](https://www.fema.gov/blog) on fema.gov, [@FEMA](https://twitter.com/FEMA) or [@FEMAEspanol](https://twitter.com/FEMAEspanol) on Twitter, [FEMA](https://www.facebook.com/FEMA) or [FEMA Espanol](https://www.facebook.com/FEMAEspanol) on Facebook, [@FEMA](https://www.instagram.com/FEMA) on Instagram, and via [FEMA YouTube channel](https://www.youtube.com/channel/UCFEMA).

Also, follow Administrator Deanne Criswell on Twitter [@FEMA_Deanne](https://twitter.com/FEMA_Deanne).

FEMA Mission

Helping people before, during, and after disasters.



DISASTER ASSISTANCE

To apply and get answers to your questions, call:

1-800-621-3362

711 or Video Relay Service (VRS): 1-800-621-3362

Please have the following available:

- Your address with zip code
- Condition of your damaged home
- Insurance information, if available
- Social Security number
- Phone number where you can be contacted
- Address where you can get mail or email address to receive electronic notifications

Direct Deposit: Disaster assistance funds can be sent directly to your bank account. Please provide your bank account type, account number and bank routing number.

Stay in touch with FEMA: When you apply, you will receive a FEMA registration number. Save it. You will need the number whenever you contact FEMA.



**Online registration
also available**



DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

Disaster assistance is available without regard to race, color, religion, national origin, sex, age, disability, English proficiency, or economic status.



PANANGTULONG KADAGITI NADIDIGRA

Tapno maka-aplay ken makaawat kadagiti sungbat kadagiti saludsodmo, tawagam ti:

1-800-621-3362

711 wenno ti Video Relay Service (VRS): 1-800-621-3362

Pangngaasim ta isaganam dagiti sumaganad:

- Ti adresmo agraman ti zip code-na
- Kasasaad ti nadadael a pagtaenganyo
- Impormasion ti insurance, no adda
- Social Security number
- Numero iti telepono a mabalin a pangkontakan kenka
- Adres a mabalin a pangawatam iti surat wenno ti email address a pakaawatam kadagiti elektroniko a pakaammo

Direkta a Panagdeposit: Dagiti pondo para iti panangsanay kadagiti nadidigra ket mabalin a direkta a maipatulod iti accountmo iti bangko. Pangngaasim ta ikabilmo ti kita ti accountmo iti bangko, ti account numbermo ken ti routing number ti bangko.

Kanayon a makikomunikarka iti FEMA: No agaplayka, makaawatka iti numero ti panagrehistro manipud iti FEMA. I-savemo dayta. Kasapulam dayta a numero kada awagam ti FEMA.



**Mabalin met ti
agparehistro**



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ACCESS TO DISASTER HELP AND RESOURCES

Ti tulong para kadagiti nadidigra ket magun-odan uray ania ti puli, kulay, relihion, nasionalidad, sekso, edad, depekto iti abilidad, pannakaammo iti Ingles, wenno kasasaad iti ekonomia ti maysa a tao.



KOKUA POINO

No ke noi 'ana a loa'a nā pane i kāu mau nīnau, e kelepona iā:

1-800-621-3362

711 a i 'ole ka lawelawe wikiō (VRS): 1-800-621-3362

E 'olu'olu e loa'a kēia mau mea:

- 'O kāu helu wahi me ke helu kuhi
- Ke kūlana o kou hale i poino
- 'Ike pili inikua, inā loa'a
- Helu mālama ola
- Helu kelepona kahi e hiki ai ke ho'oka'a'ike aku
- Kahi e loa'a ai iā 'oe ka leka uila a i 'ole ka leka uila e loa'a ai nā leka uila

Waiho pololei: Hiki ke ho'ouna pololei 'ia nā kālā kōkua pō'ino i kāu waihona kālā. E 'olu'olu e hā'awi i kāu 'ano waihona waihona, helu mo'okāki a me ka helu ho'okele panakō.

E launa pū me FEMA: Ke noi 'oe, e loa'a iā 'oe kahi helu ho'opa'a inoa FEMA. E mālama. Pono 'oe i ka helu ke kelepona 'oe iā FEMA.



Hiki ke ho'opa'a
inoa pūnaewele



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Loa'a nā kōkua pō'ino me ka nānā 'ole i ka lāhui, ka waiho'olu'u, ka ho'omana, ka lāhui, ka wahine, ka makahiki, ke kīnā 'ole, ka mākaukau 'ōlelo Pelekane, a i 'ole ke kūlana waiwai.



ASISTENCIA POR DESASTRE

Para solicitar asistencia o dar seguimiento a su caso, llame al:

1-800-621-3362

711 o el Servicio de Retransmisión de Video (VRS): 1-800-621-3362

Por favor tenga disponible lo siguiente:

- Dirección con el código postal
- Condiciones de su propiedad dañada
- Información del seguro, si está disponible
- Número Seguro Social
- Número de teléfono donde se le pueda contactar
- Dirección donde usted puede recibir correspondencia o correo electrónico para recibir notificaciones electrónicas

Deposito Directo: Fondos de asistencia de desastres se pueden enviar directamente a su cuenta bancaria. Proporcione por favor su tipo de cuenta bancaria, número de cuenta y número de ruta bancaria.

Manténgase en contacto con FEMA: Cuando solicite asistencia, recibirá un número de registro de FEMA. Anote su número y guárdelo. Usted necesitará el número cada vez que se comunique con FEMA.



También puede
inscribirse en línea



DisasterAssistance.gov/es
ACCESO A LA ASISTENCIA POR DESASTRE Y RECURSOS

La asistencia de recuperación por desastres está disponible sin tomar en consideración raza, color, religión, origen nacional, sexo, edad, discapacidad, dominio del inglés o nivel económico.

米連邦緊急事態管理局 (FEMA) 災害支援

災害支援申請およびご質問は、以下の電話番号までご連絡ください。

800-621-3362

711/VRS (電話リレーサービス)

以下をご用意ください：

- 住所 (郵便番号も必要です)
- 被害を受けた住宅の状態
- 保険に関する情報 (ある場合)
- 社会保障番号
- 連絡可能な電話番号
- 郵送による手紙を受け取れる住所、または電子メールを受信できるメールアドレス

銀行口座振込：災害援助金は、銀行口座への直接振込が可能です。銀行口座の種類、口座番号、銀行コードを入力してください。

FEMAとの連絡：災害支援を申請すると、申請者はFEMA登録番号を受け取ります。番号を保存してください。FEMAへの連絡の際は、この番号がその都度必要になります。



オンラインでも
登録できます



DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

災害支援は、人種、皮膚の色、宗教、出身国、性別、年齢、障害の有無、英語の能力、経済事情に関係なく利用することができます。



FEMA

TULONG SAKUNA NG FEMA

Para mag-apply at makakuha ng mga sagot sa iyong mga katanungan, tumawag sa:

800-621-3362

711/VRS (Video Relay Service)

Paki-handa ang mga sumusunod:

- Ang inyong address na may Zip code
- Kondisyon ng inyong napinsalang bahay
- Impormasyon ng inyong seguro, kung mayroon.
- Numero ng Social Security
- Numero ng telepono kung saan maari kayong matawagan
- Address kung saan kayo nakakakuha ng mail o email address para makatanggap ng mga eletronikong notipikasyon.

Direct Deposit: Ang mga pondo ng tulong para sa sakuna ay maaaring direktang maipadala sa inyong bank account. Mangyaring ibigay ang uri ng inyong bank account, numero ng account at numero ng pagruruta sa bangko.

Manatiling makipag-ugnayan sa FEMA: Kapag nag-apply ka, makakatanggap ka ng isang numero ng pagpaparehistro ng FEMA. I-save ito. Kakailanganin mo ang numero sa tuwing makipag-ugnay ka sa FEMA.



Mayroon Online Registration



DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

Magagamit ang tulong sa sakuna nang walang pagsasaalang-alang sa lahi, kulay, relihiyon, pambansang pinagmulan, kasarian, edad, kapansanan, husay sa Ingles o katayuang pang-ekonomiya.



FEMA

FEMA 재난 지원금

신청하고 질문에 대한 답변을 얻으려면:

800-621-3362

711/VRS (동영상 중계 서비스)

아래 정보를 준비하십시오:

- 주소와 우편번호
- 파손된 집의 상태
- 보험 정보(있을 경우)
- 사회보장 번호
- 연락 전화번호
- 우편을 받을 수 있는 주소 또는 전자 통지를 받을 수 있는 이메일 주소

계좌 입금: 재난 지원금은 계좌 이체로 직접 보낼 수 있습니다. 귀하여 은행 계좌 종류, 계좌 번호 및 은행 라우팅 번호를 제공하십시오.

FEMA와 연락 유지: 신청하면 FEMA 등록 번호를 받게 됩니다. 보관해 두십시오. FEMA에 연락할 때마다 그 번호가 필요합니다.



온라인 등록도
가능합니다



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ACCESS TO DISASTER HELP AND RESOURCES

재난 지원금은 인종, 피부색깔, 종교, 국적, 성별, 연령, 신체장애, 영어 구사여부 또는 경제적 신분과 관계없이 제공됩니다.