



Baldwin County Emergency Management Agency

Baldwin County Commission

FOR IMMEDIATE RELEASE

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BALDWIN COUNTY MEDIA ALERT RECOVERY UPDATE #7

BALDWIN COUNTY, AL, (Sept. 24, 2020) – Baldwin County Emergency Management Agency (BCEMA) asks for the media's help in sharing the following **new** information. Please note previously issued – and still accurate – information is after the line break below. As the situation continues to stabilize, starting Friday, Sept. 25, updates will be issued on an as-needed basis:

- **Daily EMA updates**
 - Moving forward, Baldwin County EMA Facebook Live updates will be at 9:30 a.m. Monday-Friday. The video is recorded and available on the EMA [Facebook](#) page at [@BaldwinCountyEMA](#).
 - Follow active updates from Baldwin EMA on our other social media channels – [Instagram](#) and [Twitter](#) ([@BaldwinEMA](#)).
 - Important information is also available on the Baldwin County website (www.baldwincountyal.gov) and on the Baldwin EMA app that is free to download on your mobile device.

- **Cleanup Assistance Hotline**
 - Residents needing help removing trees and debris should call the Crisis Cleanup Hotline at 1-800-451-1954 **OR sign up online at www.crisiscleanup.org.**
 - Volunteer groups coming to the county will work from needs documented in this database.
 - The hotline is getting close to 1,500 calls per day and the phone lines are overloaded. If your call is not answered, please keep trying or apply on the website.

- **Curfew**
 - Many curfews have been lifted. Those still in place include:
 - Fort Morgan and Gulf Shores from 10:30 p.m. to 6:00 a.m.
 - Orange Beach has a boating/waterways curfew from 10:30 p.m. to 5:00 a.m. until further notice.
 - Summerdale from 9:00 p.m. to 5:00 a.m. through this weekend.

- **FEMA-Related Scams**

- Baldwin EMA has been alerted that residents are being called by supposed FEMA representatives asking for personal information such as social security numbers (full number or last four numbers).
- DO NOT give out such information!
- FEMA will never ask for your social security number. FEMA representatives will only refer to your case number – they will give you the first four numbers and ask you to confirm the last four numbers of your case number.
- Educate yourself on the types of fraud and scams that tend to be seen after disasters. This information can be found on FEMA’s website at <https://www.fema.gov/press-release/20200924/survivors-beware-fraud-scams-flourish-after-disasters>.
- Please report disaster fraud immediately to FEMA at by calling 1-866-720-5721 or by email to FEMA-OCSO-Tipline@fema.dhs.gov.

- **Food Distribution Locations**

- **Saturday**

American Red Cross feeding locations

- Daphne
- Elberta
- Fairhope
- Foley
- Josephine
- Orange Beach
- Silverhill

Flora-Bama (Central Flora-Bama Church)

17401 Perdido Key Dr.

Orange Beach, AL

NOTE: Address is actually listed as Pensacola, FL

Hours: 9:00 a.m. until supplies run out

Salvation Army meal locations – All are open noon to 2:00 p.m. for lunch and 4:00 p.m. to 6:00 p.m. for dinner

- Foley Soccer Complex
- Gulf Shores UMC
- Magnolia Springs Fire Department

Zion Fountain AME Church at Vaughn School

23231 County Rd. 21

Stockton, AL

Hours: 9:00 a.m. until supplies run out

- **Tuesday**

Prodissee Pantry

9315 Spanish Fort Blvd.

Spanish Fort, AL

Hours: 9:00 a.m. until supplies run out

- **Points of Distribution for Essential Supplies**

As power and other utilities have largely been restored and stores are opening, all Baldwin County Points of Distribution (PODs) have closed. Some communities do still have supplies provided by churches and other organizations. Please check with your city for such locations.

- **Power Restoration**

- Both Baldwin EMC and Riviera Utilities report they are close to having power fully restored across Baldwin County. Out-of-town utility crews will start demobilizing over the weekend.

Previously issued information that is still accurate:

- **Beaches**

Alabama Gulf Coast beaches remain closed and will reopen on Friday, Oct. 2.

- **Boil Water Notices**

- All boil water notices have been lifted for Riviera Utilities customers.

- **Charity Organizations Offering Assistance**

- Baptist Association
 - First Baptist Church Gulf Shores – Gulf Shores, Orange Beach and Fort Morgan residents apply in person for cleanup assistance
 - First Baptist Church Robertsdale – Elberta, Foley, Robertsdale and Summerdale residents apply in person for cleanup assistance.
- Feeding America/Feeding the Gulf Coast (food distribution efforts)
- Red Cross (assisting across the county)
- Samaritan's Purse (First Baptist Church Foley) – Taking applications for cleanup assistance and installing temporary roof tarps.
 - People requesting assistance from Samaritan's Purse must call the Crisis Cleanup Hotline at 1-800-451-1954 to get into the database. DO NOT call the church in Foley.
- Salvation Army (feeding people across the county)

- **County Offices**

- All jury trials scheduled through the end of September are cancelled, per Judge J. Clark Stankoski, Presiding Circuit Judge of the 28th Judicial Circuit.

- **Debris Cleanup**

- Baldwin County is still under a burn ban until October 31. Residents clearing yard debris should not burn because outdoor burning can get out of control very quickly, and water pressure issues caused by Hurricane Sally can impact water flow at fire hydrants.
- Yard and home debris should be sorted properly and set out by the road.

- Sort your piles into appropriate types such as vegetative/tree limbs, construction & demolition (C&D), white goods (appliances and furniture), hazardous (paint/chemicals/poisons) piled at the edge of your property along the street. Click here for a handy [debris sorting chart](#).
- Do NOT put your debris piles under power lines, block fire hydrants, or impede traffic.
- Do not bag your debris. Cleanup crews will only pick up loose debris.
- Debris cleanup crews have been deployed and will only pick up debris along your street that has been sorted.

- **Disaster Assistance**
 - **FEMA**
 - FEMA has issued a disaster declaration for Baldwin, Escambia, and Mobile counties as well as the Porch Band of Creek Indians. To file a claim for assistance, you must first register with FEMA in one of the following ways:
 1. Call 1-800-621-3362 (TTY# 1-800-462-7585)
 2. Register online at www.disasterassistance.gov
 3. Download the FEMA app on your mobile device and register using the app.
 - Details on what is covered by [Individual Assistance](#) can be found online.
 - It is important to understand that by law, FEMA assistance cannot duplicate the assistance you receive from your insurance company, but you may receive assistance for items not covered by insurance.
 - FEMA does not offer assistance for your secondary home. Federal guidelines only allow FEMA to provide housing assistance when your primary residence is impacted by a presidentially-declared disaster.
 - **SBA**
 - The SBA has disaster assistance available for individuals (homeowners and renters), businesses, non-profit organizations, churches, small aquaculture businesses, and small agricultural cooperatives impacted by Hurricane Sally.
 - These are low-interest disaster loans for uncompensated losses, such as if insurance were not enough or there is no insurance.
 - Apply online at www.disasterassistance.sba.gov or contact your local Chamber of Commerce for assistance.
 - **DON'T FALL FOR SCAMS**
 - Any email correspondence from FEMA or SBA will come from official email addresses – fema.gov or sba.gov
 - DO NOT give personal or case number information via email to anyone claiming to be with FEMA or SBA if they are using a Gmail, Hotmail, Yahoo, or other email service (gmail.com, hotmail.com, yahoo.com).

- **Donations**
 - Individuals wanting to support Baldwin County residents recovering from Hurricane Sally are encouraged to use the official local United Way Hurricane Sally Relief Fund at www.unitedway-bc.org.

- **Fraud/Price Gouging/Scams**
 - Baldwin EMA is receiving multiple reports of price gauging for tree removal services and other home repairs.
 - Report fraud or price gouging concerns to your local law enforcement agency. You can also report issues to the Alabama Department of Insurance Fraud Bureau at 334-241-4166.
 - Legitimate contractors must have a business license for each city and county in which they are operating. Ask to see proof of this license as well as bonding and insurance.
 - Always get written estimates from multiple contractors to make sure you get the best price and before any work is done.
 - DO NOT pay cash for work nor for advanced deposits. Always pay by check or credit card so you have a record of the transaction.
 - Never pay a contractor in full up front.

- **Volunteer Registration Centers (VRCs)**
 - Volunteers wanting to assist with cleanup and repairs need to register at an official Volunteer Registration Center to be matched up with residents who need help.
 - These centers are for individual volunteers; if with an organized group, the group leader should coordinate with the VRC.
 - Volunteers will be issued a Volunteer ID by the VRC so that residents know the person has been approved to assist.
 - Locations:
 - Gulf Shores United Methodist Church on Hwy. 59. Hours are 7:00 a.m. to 3:00 p.m.
 - Robertsdale at the PZK Hall on Hwy. 104. Hours at 9:00 a.m. to 2:00 p.m.

For more information, contact Jenni Guerry or Sherry-Lea Botop, Baldwin County Emergency Management Agency at jguerry@baldwincountyal.gov or (251) 972-6809.

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