DINOLFO PROVIDES FLOODING TIPS AND RESOURCES FOR LAKEshore RESIDENTS

Rochester, NY – Today, Monroe County Executive Cheryl Dinolfo provided a comprehensive list of resources available to shoreline residents. This compilation of information is designed to be a convenient source of information.

Monroe County’s Office of Emergency Management continues to monitor weather and lake conditions to allocate the appropriate resources for municipalities to respond effectively. Monroe County’s Department of Environmental Services is providing support for affected infrastructure. Monroe County Department of Transportation has crews working on roadways.

Emergency Contact
If your life is in imminent danger due to flooding or shoreline erosion, move to a safer location and contact 911. For all emergencies, contact 911.

Structural Flooding
If your basement or crawl space is flooding, first responders will respond to pump out standing water. As part of their response, they will be checking to see if efforts are taken to prevent the basement or crawl space from being filled again and will provide suggestions for homeowners. To access this assistance, please call 911 and request help from the local fire department respond to flooding. Additionally, residents should take care to avoid standing water and electricity which can cause injuries or death.

Lake Ontario Flood Assistance Hotline
New York State has created the Lake Ontario Flood Assistance hotline. Residents can call the hotline for the latest flooding forecast, help with flood mitigation measures including sandbags or for technical assistance regarding on-site repairs. The number is 1-866-244-3839.

Recovery/Repair Permitting
The New York State Department of Environmental Conservation Coastal Erosion Team is currently operating in Monroe County. They are operating under State of Emergency orders to provide for expedited permitting for repairs and remediation work. In addition to their emergency permit process, they are also providing technical assistance to property and business owners along the lakefront. DEC Permitting can be reached at 585-226-5400.

Roads/Bridges
Residents should not drive over roadways covered with water. Half of all flood deaths can be prevented by avoiding water covered or washed out roads. Please do not drive into floodwaters.
**Sandbags**
If you are in need of sandbags, contact your Town Government Department of Public Works.
- In Hamlin, contact: 585-964-2640
- In Parma, contact: 585-392-9464
- In Greece, contact: 585-225-4590
- In Irondequoit, contact: 585-336-6090
- In Webster, contact: 585-872-7025

Monroe County has ample supplies of sandbags and will direct sandbags to towns as they are requested.

Anyone using sandbags should familiarize themselves with the property usage of sandbags. Guidance is available from the U.S. Army Corps of Engineers at [http://www.goo.gl/WxwndA](http://www.goo.gl/WxwndA)

**Sewer and Septic Problems**
Sewer and septic backups should be addressed with your Town Government Department of Public Works.
- In Hamlin, contact: 585-964-2640
- In Parma, contact: 585-392-9464
- In Greece, contact: 585-225-4590
- In Irondequoit, contact: 585-336-6090
- In Webster, contact: 585-872-7025

**State of Emergency**
A State of Emergency is a temporary increase of executive powers to meet specific objectives. These are declared whenever there is a need to exercise a power not regularly available. Currently, counties by Lake Ontario’s lakeshore are under a State-ordered State of Emergency. This order is specifically directed at speeding up the New York State Department of Environmental Conservation permitting process. It does not guarantee federal assistance.

**Relocation**
It is important to have plans in place ahead of time, in the event that residents face a situation where remaining in their home is no longer an option. Experts recommend that you speak with friends and family first to accommodate your needs, should relocation become necessary. If you do need to relocate, be sure to bring all necessary medications and supplies.

Red Cross Disaster Assistance Volunteers are on the ground in towns along the lakeshore discussing relocation options with residents.

**All Other Topics**
For any needs or questions not addressed above, please contact the Monroe County Office of Emergency Management at 585-753-3810.

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**Media Inquiries, contact:**
Department of Communications at 753-1080