Hurricane Lowell
Guide to Get Help

Call 911 right away if you are hurt or in danger!

Main Number for Help: 211

Call 211 for most hurricane help. Your call is private.

- Find a safe place to stay
- Get help on your island or another island
- Get help filling out forms
- Report damage

211.org/get-help/disaster-recovery

American Red Cross

Call 1-800-RED-CROSS (open 24/7)

- Shelter
- Health care
- Mental health
- Financial support

redcross.org/local/pacific-islands/get-help.html

Resource Hubs

- **Koloa Neighborhood Center**: 3461B Weliweli Road, Koloa
- **Hanalei Neighborhood Center**: 5-5358 Kuhio Highway, Hanalei
  - There is a shuttle from Hanalei Colony Resort to Hanalei Resource Center starting at 9 AM

Refuge Center

Kīlauea Neighborhood Center:
2460 Keneke Street, Kīlauea

KauaiRecovers.org
Central Information

This website has many updates in one place: kauairecovers.org/

- Road closures
- Food distribution sites
- Refuge centers
- Trash and recycling
- Airport updates
- Safety information
- Damage reporting
- Support services
- Financial services

Updates and Reporting Damages

Food Support

Food distribution sites change often. Check kauairecovers.org/help for current updates.

SNAP/EBT Benefits

- Many people will get automatic replacement of 60% of August SNAP benefits.
- If you have lost income due to Hurricane Lowell, you may be eligible for SNAP benefits.
- humanservices.hawaii.gov/bessd/snap/

Water System Updates

- Water is restored, but please conserve water
- Report water problems to (808) 245-5400
- kauaiwater.org/

Generators for Medical Need

Calvary Chapel Līhue is working with GEM to provide free generators for 30 days.

- Contact Elizabeth Jennings at (559) 309-1473 or elizabeth@globalempowermentmission.org

Damage Reporting

- **Report home damage**: kauai.gov/Home/Tabs/Whats-Up/Report-Hurricane-Lowell-Damages
- **Report farm and ranch damage**: tinyurl.com/FarmReporting

Transportation and Safety

Kaua'i Bus

- Buses are free
- Reduced schedule (usually every hour)
- Buses stop at food and refuge sites
- Expect delays
- Route info: kauai.gov/Government/Departments-Agencies/Transportation

Travel Safety - Please Limit Driving

- Only drive if you must
- Pull over and stop for emergency vehicles
- Do NOT follow police cars
- Do NOT enter closed roads
- Expect delays

Outdoor Safety

- Do not swim, hike, or surf right now
- Outdoor areas may be dangerous
- Emergency rescues may not be possible

Power and Generator Safety

Power

- Power may take some time to fully return
- Stay away from downed power lines
- Call 911 for dangerous lines
- KIUC paused bill collections
- KIUC outage map: kiuc.outagemap.coop/#/

Generator safety

- Keep generators outside, 20 feet from your home, and far from doors/windows
- Never plug a generator into home outlets
- Let generator cool before refueling

Health and Staying Connected

Behavioral Health Support

Mental Health Crisis Line (24/7): 988

Behavioral Health Services Administration

- Alcohol and Drug Abuse Division: (808) 692-7506
- Adult Mental Health Division: (808) 586-4686
- Child and Adolescent Mental Health Division: (808) 733-9333
- health.hawaii.gov/about/program-directory/behavioral-health-services-administration/

Staying Connected

You can get news and updates from these trusted sources:

- Radio
  - KONG Radio 93.5 FM
  - KKCR 91.9 FM Kaua'i Community Radio
- News websites
  - Hawaii News Now
  - KITV4 Island News
- Emergency alerts
  - Sign up for ALERT Kaua'i: kauai.gov/Government/Departments-Agencies/Emergency-Management-Agency/Notifications
- Kaua'i Emergency Management: kauai.gov/KEMA
- County of Kaua'i Facebook: facebook.com/CountyofKauai/

Verizon is offering free services to existing customers by waiving fees.

- verizon.com/about/news/feed/emergency-resource-center/verizon-relief-offers

Email suspicious scams to hsfc@hawaii.gov

Housing, Utility, and Financial Support

- Call 211 for housing vouchers
- The Hawai'i Relief Program can help you pay for rent and utillities
  - catholiccharitieshawaii.org/hawaii-relief-program/
- Unemployment Insurance applications
  - uiclaims.hawaii.gov/#/

Hawai'i State Federal Credit Union

They are offering an expanded Emergency Member Relief Program featuring emergency assistance loans up to $5,000 (no payments for the first 3 months), 1- to 3-month payment deferrals on consumer loans, and penalty-free withdrawals from term share accounts.

- hawaiistatefcu.com/emergency-member-relief-program/

Kaua'i Federal Credit Union

How we can kokua right now:

- **KEMA form assistance**. Stop by Līhue or Kapa'a and our team will walk through them with you.
- **Emergency loans**. Immediate cash to bridge the gap, no payments for the first 5 months.
- **Loan payment support for current members**. Come talk story with us.
- **Kaua'i FCU Small Business Hub, Community Lab & Coworking Space**
  - 4-1624 Kuhio Highway, Kapaa
  - 9 AM - 4 PM
  - Public WiFi and AC

Hours

- Līhue: 9 AM - 4 PM
- Kapa'a: 9 AM - 4 PM
- Kīlauea: 9 AM - 1PM

Contact

- (808) 245-2463
- kauaicreditunion.org/