



UNITED WAY
Northeast Louisiana

FLOOD RESOURCES FOR NORTHEAST LOUISIANA

This guide provides direct links to flood preparedness, response, and recovery resources that 211 operators can use while assisting callers in Northeast Louisiana.

Use the caller's immediate need to determine which resource to share. Resources are organized by flood phase—before, during, and after a flood—and by common needs such as weather alerts, evacuation, shelter, insurance, home cleanup, financial assistance, transportation, and support for people with disabilities or other access needs.

During active flooding, always follow guidance from local emergency officials, law enforcement, and trusted weather authorities. Conditions can change quickly, and local instructions should take priority over general preparedness information.



FEMA



**COMMUNITY
RESILIENCE
CENTER**
AT THE WATER INSTITUTE

BEFORE A FLOOD

I NEED TO MAKE A FLOOD PLAN.

Louisiana Sea Grant Be Prepared provides Louisiana-focused preparedness resources to help residents plan for storms, flooding, and other hazards. www.laseagrant.org/resources/be-prepared

Ready.gov Flood Preparedness explains how to prepare before flooding happens by making a plan, gathering supplies, protecting important documents, and knowing how to receive alerts. www.ready.gov/floods#prepare

Ready.gov Make a Plan helps families decide how they will receive alerts, where they will shelter, how they will evacuate, and how household members will communicate. www.ready.gov/plan

I NEED TO UNDERSTAND MY FLOOD RISK.

Flood Event Probability is a plain-language explainer that helps residents understand where flood zones come from and how likely they are over time. https://water-institute.files.svdcn.com/production/043026_1Layout.pdf?dm=1782322794

The Flood Data Guide explains publicly available Louisiana flood-risk data tools, including what each tool shows and what its limits are for understanding flood risk. https://water-institute.files.svdcn.com/production/043026_FloodDataGuide.pdf?dm=1782322793

FEMA Flood Risk Resources is a website that provides tools and information to help residents better understand flood risk and learn where to find flood map resources. <https://www.fema.gov/flood-maps/know-your-risk>

I WANT TO KNOW HOW FLOOD RISK MAY AFFECT MY HOME IN THE FUTURE.

Louisiana Coastal Master Plan Data Viewer allows residents to explore how coastal conditions and storm surge-based flood risk may change over the next 50 years. Open the Data Viewer, select Explore the Map and navigate to the future flood-risk pages to compare projected flood depths over time and under different environmental scenarios. <https://mpdv.coastal.la.gov/>

FEMA Flood Risk Information for Real Estate, Lending and Insurance explains how flood maps, building location and changing conditions can affect property, lending and insurance decisions. www.fema.gov/flood-maps/know-your-risk/realtor-lending-insurance

FEMA Risk Rating 2.0 for Single-Family Homes explains the factors the National Flood Insurance Program uses when determining the cost of coverage for an individual property. www.fema.gov/flood-insurance/work-with-nfip/risk-rating/single-family-home

I NEED TO UNDERSTAND FLOOD INSURANCE BEFORE A STORM.

FEMA National Flood Insurance Program explains flood insurance, who may need it, and how it can help protect households from flood-related losses. www.fema.gov/flood-insurance

Insurance Declaration Page Guide helps residents understand the main parts of a National Flood Insurance Program insurance policy declaration page, including coverage, premiums, discounts, fees, and surcharges. https://water-institute.files.svdcn.com/production/041326_DecPage_TwoPager.pdf?dm=1782322793

FEMA Risk Rating 2.0 for Single-Family Homes explains the factors the National Flood Insurance Program uses when determining the cost of coverage for an individual property. www.fema.gov/flood-insurance/work-with-nfip/risk-rating/single-family-home

I NEED TO UNDERSTAND COMMUNITY-LEVEL FLOOD INSURANCE DISCOUNTS.

Community Rating System Guide explains how communities can participate in FEMA's Community Rating System and take actions beyond minimum National Flood Insurance Program requirements to reduce flood risk and help eligible residents earn flood insurance premium discounts. <https://water-institute.files.svdcn.com/production/CRS-Overview.pdf?dm=1782322795>

Program for Public Information Guide helps communities develop a coordinated flood-risk communication program. It provides a framework for identifying priority audiences, setting outreach goals, selecting clear messages, and working with local partners to share consistent information about flood risk, insurance and preparedness. <https://water-institute.files.svdcn.com/production/PPI.pdf?dm=1782322794>

I NEED HELP COMMUNICATING FLOOD RISK TO MY COMMUNITY, CUSTOMERS, OR EMPLOYEES.

Ready.gov Flood Safety Social Media Toolkit provides official flood-preparedness and safety messages that organizations and community leaders can share through social media and other communication channels. www.ready.gov/flood-toolkit

I NEED WEATHER AND EMERGENCY ALERTS.

Ready.gov Alerts explains how to receive Wireless Emergency Alerts and other official emergency information. Residents should include accessible alert formats and trusted contacts in their plans. www.ready.gov/alerts

NOAA Weather Radio provides continuous National Weather Service information and may serve as a backup when cell service, internet, or electricity is limited. www.weather.gov/nwr/

National Weather Service Shreveport provides official Northeast Louisiana forecasts, watches, warnings, and hazard information that organizations can share with employees and residents. www.weather.gov/shv/

I NEED TO PREPARE MY HOME OR APARTMENT.

Louisiana Sea Grant Homeowner's Handbook is a practical guide for homeowners and renters preparing for and recovering from hazards that can affect homes, apartments, and communities. www.laseagrant.org/sglegal/publications/other/homeowners-handbook/

Ready.gov Flood Preparedness includes household-level steps for preparing before heavy rain or flooding begins, including making a plan, gathering supplies, and protecting important documents. www.ready.gov/floods#prepare

I NEED TO PROTECT MY BELONGINGS AS A RENTER.

Louisiana Sea Grant Flood Insurance for Renters explains that flood insurance for renters is separate from standard renters insurance and can cover personal belongings damaged by flooding. The resource also explains that renters without flood insurance may not have coverage for their contents after a flood. www.laseagrant.org/sglegal/publications/other/homeowners-handbook/

FEMA National Flood Insurance Program explains flood insurance, who may need it, and how it can help protect households from flood-related losses. www.fema.gov/flood-insurance

I NEED TO PLAN FOR CHILDREN, PETS OR RELATIVES.

Ready.gov Make a Plan helps families decide how they will receive alerts, where they will shelter, how they will evacuate, and how household members will communicate. www.ready.gov/plan

Ready Kids: Floods provides age-appropriate flood information families can use to help children understand flooding and practice safe actions. www.ready.gov/kids/disaster-facts/floods

Ready.gov Older Adults helps older adults and caregivers plan for medications, mobility needs, medical equipment, transportation, and support networks before an emergency. www.ready.gov/older-adults

I NEED TO PLAN FOR MEDICATIONS, MOBILITY, MEDICAL EQUIPMENT, SERVICE ANIMAL, OR CAREGIVER SUPPORT.

Ready.gov Build a Kit explains what to include in an emergency supply kit, including a section on medications and supplies household members may need for several days. www.ready.gov/kit

Ready.gov Personal Disaster Preparedness for People with Disabilities helps residents plan for accessible transportation, evacuation, communication, caregivers, and other individual support needs. www.ready.gov/disability-toolkit

Emergency Planning | ADA.gov provides information about including people with disabilities and service animals in emergency planning, evacuation, and shelter services. <https://www.ada.gov/topics/emergency-planning/>

I NEED TO PREPARE MY BUSINESS OR ORGANIZATION FOR FLOODING.

Louisiana Sea Grant Be Prepared provides Louisiana-focused preparedness resources to help residents plan for storms, flooding, and other hazards. <https://www.laseagrant.org/resources/be-prepared>

Ready Business provides tools to help businesses and organizations prepare for emergencies, protect employees, and plan how essential operations will continue after a disruption. <https://www.ready.gov/business>

Building Resilience Through Flood Risk Communications is a guidebook for community leaders, local governments and organizations that need to communicate flood risk clearly and effectively. The guidebook walks you through the needs of your community before, during, and after flooding and explains how to use your role as a trusted messenger to increase resilience in your community. https://water-institute.files.svdcn.com/production/FloodRiskCommunications_Bleed_5.22.26-1.pdf

DURING A FLOOD

During active flooding, always follow guidance from local emergency officials, law enforcement, and trusted weather authorities. Conditions can change quickly, and local instructions should take priority over general preparedness information.

FLOODING IS HAPPENING AROUND ME – WHAT DO I DO NOW?

Ready.gov Floods explains what to do during a flood warning, including following evacuation instructions, moving to higher ground, and avoiding flooded roads and walkways. www.ready.gov/floods

Even small amounts of water over a road can sweep away a vehicle. Learn more from the Turn Around, Don't Drown campaign. www.weather.gov/safety/flood-turn-around-dont-drown

NOAA Weather Radio provides continuous weather and emergency information from the National Weather Service. This can be a helpful backup source if cell service, power, or internet access is limited. Residents can enter a city, address or ZIP code to find nearby NOAA Weather Radio transmitters and confirm which stations broadcast their parish's SAME code. www.weather.gov/nwr/station_search

I NEED TRUSTED WEATHER ALERTS AND FLOOD UPDATES.

National Weather Service Shreveport provides official forecasts, watches, warnings and local hazard information for Northeast Louisiana, including Ouachita Parish. www.weather.gov/shv/

National Water Prediction Service provides river levels, flood forecasts and information about current or expected river flooding. <https://water.noaa.gov/>

Monroe NOAA Weather Radio WXJ96 serves North Louisiana parishes on 162.550 MHz. Program your weather radio to WXJ96 and, when possible, enter your parish's SAME code so the radio alerts you to warnings affecting your area. Residents can use the National Weather Service station search to confirm the best transmitter and SAME code for their location. www.weather.gov/nwr/stations?State=LA

iAlert Ouachita Parish Weather Alerts may send weather warnings by email, text message, or phone call. Register before severe weather is expected, select the notification methods you are most likely to notice, and verify that your contact information is correct. Because this is an additional alert service, residents should also keep Wireless Emergency Alerts enabled and follow official local guidance. <https://ialert.com/weather/alerts/la/ouachita-county>

Wireless Emergency Alerts are free, automatic emergency messages sent to most compatible cell phones in affected areas. No signup is required. Prepare now by opening your phone's notification settings and confirming that Emergency Alerts, Public Safety Alerts, and Severe Weather Alerts are turned on. These alerts may include flash flood warnings, severe weather warnings, and other urgent instructions from authorized agencies. www.ready.gov/alerts

CAN I BRING MY SERVICE ANIMAL TO A SHELTER?

A service animal is generally a dog individually trained to perform work or tasks directly related to a person's disability. Emotional support, comfort, and companion animals are not considered service animals under the ADA. Bring food, water, medication, a leash or harness, and other supplies your service animal may need. www.ada.gov/topics/emergency-planning/

Ready.gov Personal Disaster Preparedness for People with Disabilities includes planning considerations for medical equipment, assistive technology, service animals, medication, and support networks. www.ready.gov/disability-toolkit

AFTER A FLOOD

MY HOME OR APARTMENT FLOODED.

Louisiana Sea Grant Homeowner's Handbook provides practical information about evaluating damage, beginning cleanup, and reducing risks from future hazards. www.laseagrant.org/sglegal/publications/other/homeowners-handbook/

Ready.gov Floods explains how to return safely after flooding, avoid contaminated water, and damaged structures and follow instructions from local officials. www.ready.gov/floods

I NEED TO DOCUMENT DAMAGE AND START RECOVERY.

Louisiana Damage Assessment Survey allows residents to report storm and flood damage to help local and state officials understand community impacts. Reporting damage is not the same as applying for disaster assistance or filing an insurance claim. <https://damage.la.gov/>

FEMA Flood Insurance Claims explains steps to take after flooding, including documenting damage, contacting an insurance provider, keeping receipts, and beginning cleanup safely. www.fema.gov/flood-insurance/claims

I NEED HELP WITH INSURANCE PAPERWORK.

FEMA Flood Insurance Claims explains how to contact an insurance company, document damaged property, work with an adjuster, and complete the flood-claim process. www.fema.gov/flood-insurance/claims

Insurance Declaration Page Guide helps residents understand coverage, premiums, discounts, fees, and surcharges shown on a National Flood Insurance Program declaration page. https://water-institute.files.svdcn.com/production/041326DecPage_TwoPager.pdf?dm=1782322793

MY BELONGINGS WERE DAMAGED, AND I AM A RENTER.

Louisiana Sea Grant Flood Insurance for Renters explains that flood insurance for renters is separate from standard renters insurance and can cover personal belongings damaged by flooding. The resource also explains that renters without flood insurance may not have coverage for their contents after a flood. www.laseagrant.org/wp-content/uploads/NFIP-renters-06-18-26-ADA.pdf

I NEED RECOVERY ASSISTANCE OR DISASTER LOANS.

Louisiana Sea Grant Disaster Aid Fact Sheets provide Louisiana-focused information about disaster recovery, financial assistance, and loans available to qualifying homeowners, renters, and businesses. www.laseagrant.org/resources/disaster-aid/

DisasterAssistance.gov helps residents determine whether federal disaster assistance is available and apply after a federally declared disaster. www.disasterassistance.gov/

I NEED ACCESSIBLE FEMA SERVICES OR DISASTER ASSISTANCE.

FEMA Resources for People with Disabilities explains how FEMA provides accommodations and assistance for disaster survivors with disabilities and other access or functional needs. www.fema.gov/about/offices/disability

I NEED TO RESUME BUSINESS OR ORGANIZATIONAL OPERATIONS.

Ready Business provides tools to help businesses and organizations prepare for emergencies, protect employees, and plan how essential operations will continue after a disruption. www.ready.gov/business

ACCESSING MULTI-LINGUAL RESOURCES FOR FLOODING

I NEED FLOOD INFORMATION IN ANOTHER LANGUAGE.

FEMA in Your Language provides information in multiple languages about emergency preparedness, response, recovery, and disaster assistance programs. It also helps people find FEMA resources available in their preferred language. www.fema.gov/disaster/recover/languages

FEMA Language Access Services explains how to request interpretation services, translated information, and assistance accessing FEMA programs and services.

<https://www.fema.gov/about/civil-rights/survivors/language-access-services>

NECESITO INFORMACIÓN SOBRE INUNDACIONES EN ESPAÑOL.

FEMA en su idioma proporciona información en español sobre preparación para emergencias, respuesta, recuperación y programas de asistencia por desastre. También ayuda a las personas a encontrar recursos de FEMA disponibles en su idioma. <https://www.fema.gov/disaster/recover/languages>

Servicios de acceso lingüístico de FEMA explica cómo solicitar servicios de interpretación, información traducida y ayuda para acceder a los programas y servicios de FEMA. <https://www.fema.gov/about/civil-rights/survivors/language-access-services>

TÔI CẦN THÔNG TIN VỀ LŨ LỤT BẰNG TIẾNG VIỆT.

FEMA bằng ngôn ngữ của quý vị cung cấp thông tin bằng tiếng Việt về chuẩn bị cho trường hợp khẩn cấp, ứng phó, phục hồi và các chương trình hỗ trợ thiên tai. Trang này cũng giúp người dân tìm các nguồn thông tin của FEMA bằng ngôn ngữ của họ. <https://www.fema.gov/disaster/recover/languages>

Dịch vụ hỗ trợ ngôn ngữ của FEMA giải thích cách yêu cầu thông dịch, thông tin đã được dịch và hỗ trợ tiếp cận các chương trình và dịch vụ của FEMA. <https://www.fema.gov/about/civil-rights/survivors/language-access-services>