

Resources for loved ones in Puerto Rico and the US Virgin Islands

Help for Veterans

Veterans who need help can call a line for patients and their families 24/7 at 1-800-449-8729 ext. 19400.

The veterans who need spare medication or any assistance can get in touch with the veteran disaster line at 1-800-507-4571 or go to any VA health care center.

Hospital and emergency room services at the San Juan VA Medical Center are up and running. Appointments have been resumed and VA outpatients are still working to reopen. Get in touch with the VAMC of San Juan at (910) 475-6515 or 1(800)449-8729.

The veterans that need supply of emergency medicine can go to any retail pharmacy open to the public with a written prescription or active prescription bottle from the VA to receive a 30 day supply.

Updates on the VA Caribbean health system, including a list of veteran rehab centers, can be found [here](#).

Mental Health

If you or anyone who you know is experiencing emotional distress, please call the Emergency Disaster Assistance line at 1-800-985-5990 or send a text message saying TalkWithUs to 66746 to connect with a trained counselor. You can also visit [here](#) to obtain more information on how to talk to children regarding traumatic events.

Disaster Recover Loans

The Federal Agency for the Development of Small Businesses (SBA) is proposing various loans for disasters. To find out more information about loans for SBA disaster, visit [here](#).

The United States Department of Agriculture has provided loans and assistance to individual business and communities that qualify after disasters. For more information, visit [here](#).

Sending Goods

Small businesses that wish to send donated goods can visit the national center of business emergency operations: <https://www.fema.gov/nbeoc>.

The shipments can be coordinated through contacting FEMA: NBEOC@dema.dhs.gov.

Private companies with private air transportation that want to fly to PR or USVI have to coordinate with the FAA to present a flight plan and receive a slot time for arrival. The FAA can be contacted at: (540) 422-4029, (540) 422-4033 or (540) 422-4036.

Local Resources

The Federal Affairs Administration in Puerto Rico directs the people looking for information to call: (202) 800-3133 or to send an e-mail at: maria1@prfaa.pr.gov.

Distribution Point Locations

To find places for the distribution of food, water and other supplies established for Puerto Rico and the U.S. Virgin Islands, visit: <https://www.fema.gov/hurricane-maria>, then choose “Point of Distribution Locations.”

Reduction of Taxes

It is possible that the contributors of the affected areas are eligible for the tax relief of the IRS. For more information about the IRS assistance for Hurricane Maria victims, visit: <https://www.irs.gov/newsroom/help-for-victims-of-hurricanes-irma-and-maria>

Unemployment Assistance for Disasters

The people who are unemployed as a result of the disaster and are not eligible for regular unemployment insurance are encouraged to request disaster unemployment assistance (DUA, for a translation in English) through the United States Department of Labor. For more information on DUA, visit <https://www.dol.gov/general/hurricane-recovery> or contact the United States Department of Labor through the phone at 1-866-487-2365.

Mortgage Relief

To find out if you qualify for the temporary mortgage, visit the Freddie Mac website at <http://www.freddiemac.com/about/hurricane-relief.html> or Fannie Mae at <http://www.fanniemae.com/portal/about-fm/hurricane-relief.html> or through the phone at 1-800-2FANNIE (800-232-6643).

You can also contact the Housing and Urban Development Department (HUD) to find out if you qualify for assistance with your mortgage or mortgage insurance related to the hurricane. To get

in contact with HUD for assistance,
visit https://www.hud.gov/program_offices/housing/sfh/ins/203h-dft or https://www.hud.gov/program_offices/housing/sfh/nsc/qaho0121.