



County of Hamilton



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EMERGENCY MANAGEMENT AND HOMELAND SECURITY AGENCY

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FOR IMMEDIATE RELEASE

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Hamilton County Assistance for Residents Impacted by Flooding

HAMILTON COUNTY, OHIO – In response to the recent flooding, voluntary organizations in coordination with Hamilton County and local governments are working together to support those impacted. **Flood cleanup kits are being made available for residents. Additionally, if you need help cleaning up damage from the recent flooding, call 2-1-1 to ask for assistance.** Your request will be shared with volunteers from local relief organizations, community groups, and faith communities who may be able to assist. These organizations can help with muck outs and debris removal. All services are free, but service is not guaranteed as disasters impact a large number of people across different areas and states which results in an overwhelming need. As a reminder, these resources are non-professional volunteer groups who do not charge money for their services. If you need specialized professional work, please contact a reputable contractor.

Assistance Available for Residents Impacted By Flooding:

- **If you are displaced because of the flood and may need sheltering**, please call: 1-800-RED-CROSS (1-800-733-2767).
- **If you need help cleaning up after the flood, call 2-1-1** to have your request shared with local voluntary organizations.
- If you are experiencing a **sewer backup**, report it to the Metropolitan Sewer District. [Click here for information on how to report](#)
- **Flood cleanup kits are also being made available for residents.** If you are interested in a flood cleanup kit, visit one of the following locations **during normal business hours**. Clean up kits include a 5-gallon bucket, sponge, hand brush, 2 sets of handles, mop head, push broom head, squeegee head, brush head, work gloves, rubber gloves, trash bags, face mask, and cleaner/degreaser.
 - **Whitewater Township Fire Department – 311 Ohio Avenue Hooven, OH 45033**
 - During business hours. Residents may wish to call 513-353-1518 to ensure staff are available.
 - **Miami Township Fire Department Station 70 – 3780 Shady Lane, North Bend, OH 45052**
 - 8:00 a.m. – 4:00 p.m.

- **Anderson Township Fire Department – Call 513-688-8070 to request a kit.**
- **City of Cincinnati residents please, call 3-1-1 to request a kit.**

Before returning home, heed the guidance of local officials to determine when it is safe to do so. If you encounter flood waters, **TURN AROUND, DON'T DROWN**. Do not attempt to drive or walk through the flood waters. Always be aware of potential dangers when returning home and wear protective clothes like rubber gloves, pants, and sturdy shoes. More information on how to return home and clean up safely is available through the [United States Environmental Protection Agency](#) and through [Hamilton County Public Health](#).

Actions to Take if You Have Been Impacted By Flooding:

- Contact your private insurance to learn about coverage.
- Take photos of the flooded area, structure damage, personal property damage, where water is entering the building.
- Create an inventory list of damaged property.
- Dry out your home by opening doors, windows, cabinets & closet doors. Use fans and de-humidifiers to lower moisture.
- Sort contents & discard waste according to your jurisdiction's trash collection guidelines.
- Clean & disinfect all parts of the home impacted by flood waters-walls, floors, closets, shelves, contents.

If your home has been impacted and specialized professional work is needed, protect yourself from fraud by requesting a list of reputable contractors from your insurance carrier or [using the Better Business Bureau to find local businesses](#).

The Hamilton County Emergency Management and Homeland Security Agency (EMHSA) will continue to actively work with jurisdictions who have been impacted by the flooding and support as requested. More information is available on our website:

https://www.hamiltoncountyohio.gov/government/departments/emergency_management/2025aprilflooding.php

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