

## **Directory of Contacts to Keep on Hand at All Times**

Although you can't second-guess the next challenge, you can be prepared to meet it head-on. Creating a resource list provides a foundation of information to help you find solutions and make decisions. The last-minute request, emergencies and media are three areas that will benefit from your list.

Be prepared with a phone list of contacts to support your ongoing operations, including emergency sheltering at your site. These lists empower you to act, rather than react. Keep a hard copy in your car and at home in case you need to use it on the spot.

During an emergency, local phone lines may be jammed. Carry coins for toll phones. Ask both your family and employees to designate an out-of-state contact person through which information can be passed by phone or e-mail, if necessary.

### **Directory of Contacts**

#### **Food/Meal Services and Water Suppliers**

Restaurant Caterers

Institutional Suppliers of Food

Local Supermarket/Bulk Suppliers

Cooks and Clean Up Staff

#### **Site Maintenance and Custodial Services**

Custodian

Storage Location of Essential Shelter Site Supplies (water, non-perishable food, cots, blankets, first aid kits, tools and other supplies)

Hardware store

Portable toilet supplier

Daily garbage/waste removal

Generator maintenance and fuel

Plumber

Carpenter

Electrician

Phone company (provide additional phones to boost shelter capacity)

### **Site Security**

Local law enforcement

Local fire services

Private security agencies

### **Health and Medical Services**

First aid staff for shelter site

Paramedics/ambulances

Pharmacy (access for medication replacement or refills)

Durable Medical Equipment and Mobility Aids - Loans/Replacements

Local community health center(s)

Hospital(s)

Certified Home Health Agencies

Hospices

Nursing facilities

Local Board of Health (disease abatement control guidance)

## **Mental Health Services**

Counseling Services resources

## **Media (for both English and non-English speaking populations)**

Radio stations

Television stations

Newspapers

## **Housing Supports**

Long term housing assistance

Transitional support needs

Local homeless shelters

Local hotels for temporary accommodations

## **Language Translation and Sign Language Interpreters**

Interpreters for languages spoken in area

Sign Language interpreters

## **Transportation**

Regional or town paratransit programs

Transportation providers

Alternative Vehicle Resources (school buses, taxis)

Help to transport supplies, staff and resources

## **Information and referral**

Local I&R

## **Disaster Recovery Information Resources**

Local Emergency Operations Center (EOC)

Local Emergency Management Director (EMD)

Local Emergency Shelter(s)

Local emergency shelter with back up generators for electricity

American Red Cross

MEMA

FEMA

Family Reunification System Center

Disaster Relief Services

## **Donor/Commodity Services**

### **Child Care**

Staff

Recreation - Toys and Books and DVDs

### **Personal Needs**

Clothing donation/outlets

Basic hygiene kits (soap/comb/razor/toothbrush)

Local drugstore(s)

### **Aging and Disability Services**

ASAP (Aging Services Access Point)

Independent Living Center (ILC)

## **Animal Services**

Local animal shelters/kennels

Local Animal Search and Rescue Team

Veterinarian(s)

## **Volunteer Resources**

Local community service organizations

General Volunteer List

CERT (Community Emergency Response Team) Members

## **Legal Services**

Legal Services Offices

Regional Bar Referral

## **Assistive Technology Equipment**

TTY

## **Professional Services**

Lawyer

Insurance Agent

Bank

## **COA Staff (4 telephone contact numbers)**

Cell	Night	Weekend	Alternative Out of State	Contact
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