
EMERGENCY CONTACTS FOR NYC NONPROFITS
VOAD – INFORMATION COMMITTEE

Following is a non-exhaustive list of resources nonprofits throughout New York City may find valuable to have readily available to access accurate information during a large-scale, local emergency. Please note that some of the contact numbers listed here serve as general information lines for the general public, not nonprofit organizations specifically.

American Red Cross – Call Center/ Website

1-877-REDCROSS; www.nyredcross.org

Offers:

- Regularly updated information on scope of disaster and human impact, as the ARC serves as a first responder at any major emergency
- Local disaster preparedness program information
- Collection site for information on nonprofits' respective volunteer needs following a disaster

NYC Office of Emergency Management

www.nyc.gov/oem

Offers:

- Emergency Management Online Locator System (EMOLS) – offers pertinent information about ongoing or potential emergencies in the City – from hurricanes to nor'easters to terrorist attacks.
- Disaster recovery information
- Preparedness Information including “Ready New York” guides)
- Terror Alert Status
- OEM e-mail alerts
- New York City Hazard Overview

FEMA

(212) 680-3600 (*New York regional contact number*); www.fema.gov

Offers:

- Nationwide list of counties designated for assistance following recent disaster & emergency declarations
- Terror Alert Status

New York State Emergency Management Office

Emergency Coordination Center (Staffed 24 Hrs) – (518) 457-2200; www.nysemo.state.ny.us

Will act as:

- Entry point into state, private sector, volunteer sector and public sector resources and financial assistance for not-for-profits in a recovery phase

New York Cares

(212) 228-5000; www.nycares.org

Email: preparedness@nycares.org

Will act as:

- Main citywide resource on post-disaster information for volunteers looking to assist
- Collection site for information on nonprofits' respective volunteer needs following a disaster
- Volunteer management resource for local nonprofits and government agencies by planning and implementing volunteer service projects as well as recruiting and mobilizing volunteers

NYC Fire Department

For emergencies, call 911; <http://nyc.gov/html/fdny/html/home2.shtml>

NYC Police Department

For emergencies, call 911; *Terrorism Hot Line* – 1-888-NYC-SAFE; <http://nyc.gov/html/nypd/home.html>

NYC Utilities:

Con Edison - 1-800-752-6633 (1-800-75-CONED); www.coned.com

Keyspan – (510) 222.8802; www.keysenergy.com

Verizon – Help Desk (800) 569-8799; www.verizon.com

Metropolitan Transportation Authority (MTA)

www.mta.info

Federal Department of Homeland Security

www.ready.gov

Offers:

- Information on various threats (nuclear, biological, radiation, chemical)
- How to make an emergency preparedness kit
- How to create personal emergency plans

Centers for Disease Control (CDC)

CDC Emergency Response Hotline (24 hours) – (770) 488-7100; www.cdc.gov

Offers:

- Information about Public Health Emergency Preparedness and Response and special information for businesses (www.cdc.gov/niosh/topics/prepared).

OTHER VALUABLE RESOURCES

311 Call Center

311 – Provides answers to general non-emergency questions regarding New York City government services and resources.

September 11th Support Hotline

(866) 689-HELP (4357)

- Safe Horizon operates a toll free, 24-hour hotline to assist people affected by September 11th. The hotline provides information and referrals to benefits and assistance programs including counseling, support groups, legal services, immigration services, job training, placement agencies and other services, as well as immediate crisis support. Since October 2001, The Hotline has received over 180,000 calls and continues to be the primary source of information and support for those affected by the events of September 11th.
- In the event of a future disaster, the September 11th Support Hotline will serve a similar function providing up-to-date information and crisis support to the public.

September 11th Assistance Guide

www.sept11help.org

- Potential model of an online assistance directory for broader ongoing use by NYC nonprofits.
- Alternatively, could be re-launched and populated with pertinent assistance information in the event of a future large-scale disaster.

Better Business Bureau

(212) 533-7500; www.newyork.bbb.org

Offers:

- Comprehensive list of charities for donors
- Information for Small Businesses on disaster relief and assistance
- Emergency information for consumers

Nonprofit Coordinating Committee of New York (NPCC)

(212) 502-4191; www.npceny.org

Will act as:

- Source of information for nonprofits in finding and offering needed resources.

NPower

(212) 564-7010; www.npower.org; e-mail: information@npower.org

- Assists local nonprofits through a range of free to low-cost technology help, both on-land and online.