

Disaster Relief Resources Guide



Information, Resources, Support
Monday–Friday, 10:00 a.m. to 6:00 p.m. ET
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DISASTER RELIEF RESOURCES GUIDE

SECTION 1 – FEDERAL & NGO DISASTER RESOURCES

1) **211.org**

A nationwide service that offers information on [Emergencies and disasters](#) and enables individuals to search for local resources through their website or by dialing 211. Calling 211 from any landline or cell phone will connect callers to a specialist in their area for help related to natural disasters, including emotional support. Alternatively, users can access information through their [search by zip code](#) function on their website.

2) **American Red Cross**

Through a network of regional and local offices, the Red Cross provides domestic and international disaster response and long-term recovery to communities, including: overnight shelter, food, emergency supply distribution, health services, mental health services, deployment of workers and volunteers, emergency response vehicles, and finding missing loved ones. Disaster relief in response to: Earthquakes, Floods, Home Fires, Hurricanes, Wildfires and Winter Storms. The [Find a Local Red Cross](#) function enables users to locate American Red Cross offices by State or by dialing 1-800-HELP-NOW.

3) **Catholic Charities USA**

Offers disaster relief and a [find help](#) locator for member organizations across the US.

4) **Centers for Disease Control**

The CDC website (also offered in [Spanish](#)) provides extensive information on preparedness in the event of natural disaster or severe weather, including a section dedicated to the needs of specific [demographic groups](#) (e.g., older adults, children, expectant and new parents and evacuees) as well as an extensive library of [emergency social media apps](#) for emergency preparedness/response.

5) **DisasterAssistance.gov** provides a page on its website that lists resources for [local services for individuals, businesses, local governments and communities](#).

6) **FEMA Disaster Recovery Centers**

FEMA provides mobile offices across the US where survivors may go for information about FEMA-sponsored and other disaster assistance programs. FEMA's [Disaster Recovery Center Locator](#) search function allows users to find mobile offices in their area. Users can search on [DisasterAssistance.gov](#) to find local resources in their area. Additionally, one can apply/check status by phone at 800-621-3362.

The website also provides a [Guides to Citizen Preparedness](#) page to help individuals develop, practice, and maintain emergency plans that reflect what must be done before, during, and after a disaster.

FEMA offers a [mobile app](#), downloadable through Google Play or the Apple App Store, where consumers can receive real-time alerts from the National Weather Service, emergency safety tips, locating emergency shelters and disaster recovery centers.

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7) **FreddieMac** provides a [Who to Call for Help After a Natural Disaster](#) page on its website that lists contact information for numerous organizations to help in recovery.

8) **Habitat for Humanity**

Habitat’s Disaster Risk Reduction and Response program provides shelter assistance, education, training and partnerships in response to disaster. 800-422-4282 disaster@habitat.org

9) **Ready.gov**

A website (also offered in [Spanish](#)) designed to educate and empower individuals and communities by providing preparedness tool kit information on how to prepare and respond to emergencies and disasters, including:

Active shooter	Financial preparedness	Snowstorms & Extreme Cold
Attacks in public places	Floods	Space Weather
Avalanche	Hazardous Materials Incidents	Thunderstorms & Lightning
Bio terrorism	Home Fires	Tornadoes
Bomb Threats and Explosions	Hurricanes	Tsunamis
Chemical Emergencies	Landslides & Debris Flor	Volcanoes
Cybersecurity	Nuclear Explosion	Wildfires
Drought	Pandemic	
Earthquakes	Power outages	
Extreme Heat	Radiological Dispersion Device	
	Severe Weather	

10) **State-specific information**

[FEMA's Emergency Management Agencies](#) page contains contact information for emergency management agencies and offices for each state.

www.ready.gov/[insert name of state] each webpage maintains contact information to preparedness agencies for each State.

[NOAA Weather Radio All Hazards](#) provides a nationwide station listing that consumers can access for up-to-the-minute broadcast information on extreme weather events.

[National Weather Service's Severe Weather Preparedness: Warning Systems](#) page highlights the public warning notification systems.

11) **Salvation Army**

Offers disaster relief efforts, focusing on seven core services: preparedness training to individuals and communities, food service, emotional/spiritual care, emergency communications, disaster social services (food, clothing, shelter and medical services), donations management, and long-term disaster recovery for communities. Disaster services are coordinated by divisional disaster directors that can be found through a [search function on their website](#).

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12) SAMHSA

SAMHSA offers a [Survivors of Disasters Resource Portal](#) on its website that provides extensive information on possible reactions to disasters as well as resources for survivors to prepare for, cope with disasters or traumatic events.

The SAMHSA [Disaster Distress HelpLine](#) offers toll-free crisis counseling and support 24/7 at 800-985-5990 in response to natural disasters.

13) USA.gov

USA.gov's website provides extensive information on its [After a Disaster](#) page, including finding a missing loved one, finding shelter or rental housing, emergency food and water, federal food assistance programs, replacing destroyed vital records a disaster.

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SECTION 2: RESOURCES BY CATEGORY

Apps

- 1) [American Red Cross](#) offers downloadable mobile apps on its website [free Mobile apps](#) for preparedness tools and disaster resources.
- 2) [American Red Cross Safe and Well List](#) allows consumers to post "safe and well messages" that loved ones can view. Registering on the Safe and Well List is voluntary and can be updated at any time.
- 3) [Centers for Disease Control Disasters section](#) maintains an extensive library of [emergency social media apps](#) tailored to specific natural events.
- 4) [FEMA](#) offers a [mobile app](#), downloadable through Google Play or the Apple App Store, where consumers can receive real-time alerts from the National Weather Service, emergency safety tips, locating emergency shelters and disaster recovery centers.
- 5) [The National Mass Violence and Victimization Resource Center](#) maintains a [Resilience Tools](#) page offering self-help coping tips for parents and caregivers and a list of resources pertaining to trauma as a result of mass violence and how to cope with it, including a page of recommended (free, downloadable) social media mobile apps for management of trauma.
- 6) [Ready.gov's Flood Safety Social Media Toolkit page](#) provides an extensive library of flood safety and preparedness messages that can be shared on social media channels.

Counseling

- 1) [American Red Cross](#) provides mental health services in response to: Earthquakes, Floods, Home Fires, Hurricanes, Wildfires and Winter Storms. The [Find a Local Red Cross](#) function enables users to locate American Red Cross offices by State or by dialing 1-800-HELP-NOW.
- 2) [American School Counselor Association](#) provides a [Natural Disasters: Helping Kids During Crisis](#) webpage that contains links to extensive guides on how to assist children to recover emotionally in the wake of manmade or natural disasters.
- 3) [The National Child Traumatic Stress Network](#) has informational resources about mass violence + [teens](#) coping with aftermath of mass violence.
- 4) [The National Mass Violence and Victimization Resource Center](#) maintains a [Resilience Tools](#) page offering self-help coping tips for parents and caregivers and a list of resources pertaining to trauma as a result of mass violence and how to cope with it, including a page of recommended (free, downloadable) social media mobile apps for management of trauma.

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- 5) The Office of Justice Programs (Division of the Asst AG's Office) maintains an [Office for Victims Crimes Toolkit](#) page with an extensive compendium of victims and provider resources, and emergency assistance.
- 6) [Society of Counseling Psychology](#) provides a [Flooding & Natural Disaster Response Resources](#) webpage with link to APA resources to assist communities recover emotionally from disaster.
- 7) [SAMHSA's Disaster Distress HelpLine](#) offers toll-free crisis counseling and support 24/7 at 800-985-5990.
- 8) [211](#) offers a Disaster Distress Hotline that is available 24/7 in many languages. Individuals can call the helpline at 800-985-5990 or text TalkWithUs to 66746. The helpline is staff by trained crisis counselors.

Employment

- 1) [FEMA](#): offers information regarding [Disaster Unemployment Assistance \(DUA\)](#), including requirements and conditions of unemployment. Individuals are directed to file a DUA claim with their State Unemployment Insurance agency.
- 2) [U.S. Department of Labor](#): The U.S. Department of Labor's Unemployment Insurance (UI) programs provide unemployment benefits to eligible workers who become unemployed through no fault of their own and meet certain other eligibility requirements. Their [Unemployment Insurance](#) web page provides links to information about who is eligible and how to file a claim.

Finances

- 1) [Benefits.gov](#) provides a webpage containing links to assist consumers with [Disaster Relief](#) (i.e., disaster loans, crop insurance,
- 2) [Consumer Financial Protection Bureau](#) provides a [comprehensive guide](#) (in English [and Spanish](#)) discussing common financial issues consumers have reported after a natural disaster and how to navigate them.
- 3) [FEMA](#) provides a [guide](#) on their website that directs consumers to sources of Financial Help After a Disaster, including registration for disaster assistance with FEMA at [www.disasterassistance.gov](#) or by calling 800-621-3362.
- 4) Gofundme.com provides a [Disaster Relief Guide](#) page that offers direction on how to get financial assistance after a disaster, including a guide on [Developing and Financing a Family Disaster Recovery Plan](#).

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- 5) [Red Cross](#) provides an extensive information on [Financial Needs in Recovery](#) to guide consumers on issues such as filing insurance claims, identifying sources of cash, etc.
- 6) [USA.gov](#) has resources about how to apply for [Financial Assistance After a Disaster](#).

Missing Persons

- 1) [FEMA's "How Do I Find My Family?"](#) webpage provides links to partner organizations that assist in find missing persons, including the American Red Cross Safe and Well program, the [National Emergency Child Locator Center \(NECLC\)](#) 1-866-908-9570 or 1-877-908-9570, and the Unaccompanied Minors Registry.
- 2) [CSO](#) provides information on numerous mobile apps that help find people during disasters.

Pets & Animals

- 1) [Humane Society](#)
Provides resources for animals during disasters including [Disaster Response Preparedness Information](#) for domestic and farm animals. Through their [Contact the Animal Rescue Team](#) function, agencies can see assistance for disaster response.
- 2) [Red Rover](#) 916-429-2457 info@RedRover.org provides care for animals displaced by natural disasters + other crises.

Shelter (Emergency Housing)

- 1) [American Red Cross Find Open Shelter](#) search page allows users to find available Red Cross shelters available in their community.
- 2) [DisasterAssistance.gov's Emergency Shelter](#) page directs users to links to find emergency shelter.
- 3) [FEMA's How Do I Find a Place to Stay?](#) Webpage contains resources for housing if someone has been evacuated or displaced and cannot return to their home.
- 4) [HUD's Disaster Resources](#) page provides useful links to disaster resources. HUD's FHA Resource Center (800) 304-9320.
- 5) [USA.gov Find Shelter or Rental Housing After a Disaster](#) page enables users to find immediate shelter during and after a disaster or national emergency. Users can also search for an open emergency shelter in their community by texting **SHELTER** and their zip code to **4FEMA** (43362), ex: SHELTER202902 (for shelters near Silver Spring, MD).

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Violence

- 1) Studies show positive correlation between violence and natural disasters. Resources available in response:
 - National Domestic Violence Hotline: 1-800-799-7233
 - Sexual Assault Hotline: 1-800-656-4673
 - National Child Abuse Hotline: 1-800-422-4453

SECTION 3: EVENT-SPECIFIC RESOURCES

Active Shooter

- 1) The Department of Homeland Security website provides an extensive [Emergency Action Plan \(EAP\) Guide/Active Shooter Preparedness](#) that contains videos and links to resources for training and preparedness in developing an EAP for an active shooter scenario. Also available in [Spanish](#).
- 2) Domestic Security Alliance Council provides guides on its website for [Active Shooter Preparedness Resources](#).
- 3) The National Child Traumatic Stress Network website provides a guide on [Talking to Children About the Shooting](#).
- 4) Ready.gov's Active Shooter webpage provides information on what to do if you find yourself in an active shooting event, how to recognize signs of potential violence around you, and what to expect after an active shooting takes place.

Attacks in Public Spaces

Ready.gov's Public Spaces page provides information on mass attacks in public spaces, including warning signs and how to prepare before/during/after a mass attack.

Avalanche

- 1) Ready.gov's Avalanche page provides information on preparedness and what to do during and after an avalanche.
- 2) Avalanche.org connects the public to avalanche information and education in the United States, including the section of its website that provides links to its network of [Avalanche Centers](#), dedicated to provide un-to-date avalanche conditions for recreational backcountry travelers.
- 3) FEMA provides an informational guide to [Be Prepared for an Avalanche](#) on its website.

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Bioterrorism

- 1) [Centers for Disease Control and Prevention](#) provides extensive information in its [Bioterrorism Emergency Preparedness and Response](#) on how the public can prepare for potential threat of anthrax, smallpox, glanders and melioidosis attack.
- 2) [Department of Homeland Security](#) provides a [fact sheet on biological attacks](#), including description of potential threats and what people should do to protect themselves.
- 3) Ready.gov provides a page on [bioterrorism](#) and tips on what to do to prepare for an attack as well as what to do during and after the biological threat.

Chemical Emergencies

- 1) [American Association of Poison Control Centers](#) provide poison expertise and treatment advice by phone. All poison centers can be reached by calling the same telephone number, **1-800-222-1222**. Poison centers are staffed by pharmacists, physicians, nurses and poison information providers who are toxicology specialists. Their website offers a “Find Your Local Poison Control” function for each State.
- 2) [Centers for Disease Control and Prevention](#) provides an emergency preparedness and response page regarding [chemical emergencies](#).
- 3) Ready.gov provides a page on [chemical emergencies](#) that relays tips on what to do before a chemical emergency as well as how to respond during and afterwards.

Cybersecurity

- 1) [Department of Homeland Security](#) offers a [cybersecurity](#) page on its website that provides an in-depth explanation of cybersecurity, tips and alerts.
- 2) [Norton Mobile Security](#) offers a guide on its website on [What to do if You're a Victim of Malware](#) directions what to do if attacked (+online fraud)
- 3) [PhoenixNAP Global IT Services](#) provides a page on its website that describes [Common Types of Cybersecurity Attacks](#), including how to identify one, how to protect your organization, and how to respond if attacked.
- 4) Ready.gov provides a page on [cybersecurity](#) that provides information on the types of cyberattacks, how to protect yourself against an attack, and how to prepare before/during/after a cyberattack.

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Drought

- 1) [American Red Cross](#) provides a guide on [How to Prepare for Drought Emergency](#) on its website, including a brief overview on droughts, water restrictions, indoor/outdoor conservation tips, how to find help or an open shelter. Its website also offers a download of a free Emergency App, available through Google Play or the Apple Store.
- 2) [Ready.gov](#) provides [information on preparing for a drought](#) on its website, including indoor/outdoor water conservation tips.

Earthquakes

- 1) [American Red Cross](#) offers an [Earthquake Emergency](#) page that provides information on preparation before/during/after an earthquake.
- 2) [Earthquake Country Alliance](#) (ECA) is a public-private partnership of people, organizations, and regional alliances that work together to improve preparedness, mitigation and resiliency. ECA provides information and resources to help everyone who lives, works, or travels in earthquake country get prepared to survive and recover quickly, by following the [Seven Steps to Earthquake Safety](#). The ECA provides an Information Line at **213-740-3262**.
- 3) [Ready.gov](#) provides information on its [Earthquake Preparedness](#) page, including how to prepare before, during, and after an earthquake.

Explosions

- 1) [American Red Cross](#) has a page on [terrorism safety tips](#) and what can be done before/during /after an attack.
- 2) [Ready.gov](#) provides a page on [explosions](#) this page explains explosions, bomb threats, suspicious packages and letters; and what you can do before/during/after

Extreme Heat

- 1) The websites of the [Centers for Disease Control/Extreme Heat](#) and [Ready.gov/Extreme Heat](#) each provide information on preparedness before and during periods of extended high heat/humidity. It also provides information on recognizing and responding to heat-related illnesses.

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Flood/Hurricane

- 1) American Red Cross, [Ready.gov/hurricanes](#), FEMA's [Be Prepared for a Hurricane](#) discuss hurricane preparation (resources and tips), and what to do during and after a hurricane.
- 2) American Red Cross offers a [Flood Safety](#) section on its website that discusses preparedness planning before, during and after a flood.
- 3) FEMA's [Floodsmart.gov](#) portion of its website provides extensive on [The National Flood Insurance Program](#) (also in [Spanish](#)), including purchasing and renewing flood insurance and how to [file a flood claim](#).
- 4) [Ready.gov/Floods](#) provides information on how to stay safe during a flood, as well as how to prepare, survive, and reach safety after a flood. They also provide an extensive downloadable .pdf library of additional content on relevant topics, including flood insurance FAQs and [Ready.gov's Flood Safety Social Media Toolkit page](#) that provides flood safety and preparedness messages that can be shared on social media channels.

Hazardous Materials Incidents

- 1) Ready.gov provides a page on [hazardous materials incidents](#) which explains the different types hazardous materials, as well as tips on what to do before/during/after a hazardous materials incident.
- 2) EPA has information about how to report an incident

Landslides & Debris Flow

The websites of the [American Red Cross](#), [Ready.gov](#) and the [U.S. Geological Survey](#) each maintain a section on landslide safety and preparedness.

Pandemic

American Red Cross's [Flu Safety page](#), [Centers for Disease Control Pandemic Influenza page](#), and [Ready.gov's Flu Season Tool Kit](#) provide guidance on what can be done before and during an outbreak.

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Power Outages

- 1) [U.S. Department of Energy Emergency Guidelines for Power Outages](#) contains links to information on preparing and response to [power outages](#), [fuel shortages](#), and [natural gas disruptions](#).
- 2) Ready.gov provides a page on [power outages](#). This page contains general information on how to protect yourself during a power outage, as well as guidance on how to prepare before/during/after an outage.

Snowstorms & Extreme Cold

[American Red Cross Winter Storm Preparedness](#) and [Ready.gov's Snowstorms & Extreme Cold](#) webpages provide information on winter storms preparedness and what to do before, during and after a storm.

Tornado

[Centers for Disease Control's Tornadoes](#) page (also available [in Spanish](#)), and [Ready.gov's Tornado](#) page each provide information on what to do when you see a tornado or hear a tornado warning as well as actions to take before/during/after a tornado. They also offer this resource in [Spanish](#).

Tsunamis

The American Red Cross's [tsunami preparedness](#) page and Ready.gov's page on [tsunamis](#) provide information on what to do before/during/after a tsunami.

Volcanic Eruption

- 1) The webpages of [American Red Cross's Volcano Preparedness](#) and [Ready.gov's Volcanoes](#) each provide information on volcanic eruption preparedness and safety tips.
- 2) [U.S Geological Survey's Volcanoes Hazards](#) page provides information on active volcanoes throughout the U.S., including activity alerts, volcano hazards assessments, forecasts and preparedness information.

The U.S.G.S. provides a free [Volcano Notification Service](#) that sends notification emails about volcanic activity happening at U.S. monitored volcanoes.

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Wildfires

- 1) [American Burn Association](#) provides a [Find a Burn Center](#) search function on its website to help locate a burn center in the U.S. that has specialized training in the care, treatment and rehabilitation of burn injured patients.
- 2) [Colorado State University](#) provides a comprehensive set of guides about what to do during a fire, food/water, livestock + money/finance including a link to the [Extension Disaster Education Network](#) that by information on livestock care in wildfire preparedness.
- 3) [The Environmental Protection Agency's webpage on Wildfires](#) provides preparedness and recovery information on wildfires, and where users can sign up for [Air Quality Notifications](#).
- 4) [Ready.gov's Wildfires](#) page provides information on preparing for wildfires, as well as what to do during and after a wildfire, including numerous links to additional fire-preparedness websites.