

# Emergency Preparedness Resources for NYC Communities

The resources below are a compilation of localized emergency preparedness materials for your community.

## Evacuation Centers

If you are required to evacuate, it is recommended that you shelter at the home of friends or family outside of the evacuation area. If you wish to go to a public facility, visit any evacuation center from the following list\* near you:

\*Please note these locations are subject to change. For more information, visit [NYC.gov/hurricanezones](https://nyc.gov/hurricanezones) or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115).

## Community District Information

## Contacting the City

## 911: Emergencies

Call 911 when you are in immediate danger or witness a crime in progress. Call 911 if you have a serious injury or life-threatening medical condition.

### 311: Non-Emergencies/City Services

311 provides access to non-emergency City services and information about City government programs. Do not call 311 for emergencies. 311 is available online and by phone:

- Visit 311 online by visiting [NYC.gov/311](http://NYC.gov/311).
- Text 311-692.
- Call 311 or (212) NEW-YORK, (212) 639-9675, from outside New York City.
- Contact us using a Video Relay Service (VRS) at (212) NEW-YORK, (212) 639-9675.
- Contact 311 using TTY or Text Telephone at (212) 504-4115.

## After An Emergency

There are many resources available to New Yorkers, especially following an emergency.

**LifeNet**

For mental health information, a referral, or if you need to talk to someone, call New York City's confidential, 24-hour Mental Health Hotline.

- English and all other languages: 1-800-LIFENET, (1-800-543-3638), (TTY: 212-982-5284)
- In Spanish: 1-877-AYUDESE, (1-877-298-3373)
- In Mandarin, Cantonese, and Korean: 1-877-990-8585

**American Red Cross in Greater New York**

1-877-RED-CROSS (1-877-733-2767)

[www.nyredcross.org](http://www.nyredcross.org)

**New York Disaster Interfaith Services**

212-669-6100

[www.nydis.org](http://www.nydis.org)

## New York City Voluntary Organizations Active in Disaster (NYC VOAD)

212-402-1102

[www.nycvoad.org](http://www.nycvoad.org)

info@nycvoad.org

**UJA Federation**

1-877-852-6951

[www.ujafedny.org](http://www.ujafedny.org)

## New York Cares

212-228-5000

[www.newyorkcares.org](http://www.newyorkcares.org)

## Catholic Charities of the Archdiocese of New York

1-800-744-7900

[www.catholiccharitiesny.org](http://www.catholiccharitiesny.org)

**Catholic Charities Brooklyn and Queens**

718-722-6223

[www.ccbq.org](http://www.ccbq.org)

dcm@ccbq.org

## Connect with New York City Government Programs

Unless otherwise noted, call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115), or use NYC.gov to contact City agencies.

- Learn how to prepare for emergencies and request materials through the **Ready New York program** by visiting [nyc.gov/readyny](https://nyc.gov/readyny).
- Learn how to prepare your organization for emergencies through the **Partners in Preparedness program** by visiting [nyc.gov/partnersinpreparedness](https://nyc.gov/partnersinpreparedness).
- Learn how to make New York City safer, stronger, and better prepared through the **NYC Citizen Corps program** by visiting [nyc.gov/citizencorps](https://nyc.gov/citizencorps).
- Learn about the **New York City Community Emergency Response Team (CERT) program** and how these volunteers help to prepare their neighbors and communities for different types of disasters by visiting [nyc.gov/cert](https://nyc.gov/cert).
- Learn how to register your community space with the **NYC Community Space Survey Network** by visiting [nyc.gov/communityspacesurvey](https://nyc.gov/communityspacesurvey).
- Sign up for **Notify NYC**, the City's official emergency communications program by visiting [nyc.gov/notifynyc](https://nyc.gov/notifynyc).
- Sign up for the **Advance Warning System** to receive emergency messaging designed for people with disabilities and access and functional needs by visiting [www.advancewarningsystemnyc.org](https://www.advancewarningsystemnyc.org).



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