



DISASTER RESOURCE GUIDE

Long Island Region

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2-1-1 Long Island is responsible for updating and distribution of this resource guide. Programs, locations & hours are subject to change.
2-1-1- Long Island is a project of United Way of Long Island & Middle Country Public Library.

The 2-1-1 Long Island call center is open Monday through Saturday from 10 a.m. to 5 p.m. and Sunday 12-4 p.m. for referrals to storm-related services and other health & human service resources. Dial 2-1-1 or 1-888-774-7633.

Visit the 2-1-1 website at www.211longisland.org to check the “Severe Weather” tab on top of homepage for alerts and updates.

Disaster Organizations			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
American Red Cross on Long Island	1.516.747.3500 www.redcross.org/ny/mineola	Http://app.redcross.org/nss-app provides real time lists of open shelters	Red Cross will open a shelter at 5:00 p.m. 1/28/15 at New Hyde Park Memorial High School, located at 500 Leonard Blvd. in New Hyde Park
American Red Cross National Hotline	1.866.GET-INFO (866.438.4636)		

Utilities			
COMPANY	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
PSEG Long Island	Report an outage: 1.800.490.0075 text OUT to 773454 https://www.psegliny.com/page.cfm/CustomerService/StormCenter	To report an outage or downed wires 24/7.	

	Outage Map at https://www.psegliny.com/c.cfm/Outage		
National Grid	<p>Smell gas, call 1-800-490-0045</p> <p>Do not smell gas but have no gas service, call 1-800-930-5003</p> <p>Hearing/speech-impaired: 1-800-930-5003 Atención al cliente en español: 1-800-930-5003</p> <p>https://www1.nationalgridus.com/NewYork</p>	Gas leak and gas emergencies. Available 24/7.	

County Emergency Contacts			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Nassau County	<p>Nassau County Main Number 516-571-3000 Nassau County Office of Emergency Management 516-573-0636 https://www.nassaucountyny.gov/1620/Emergency-Management NCOEM@nassaucountyny.gov</p>	Public Information, closures posted on website	sign up for county E-news alerts https://www.nassaucountyny.gov/2920/Emergency-Notification-Sign-Up
Suffolk County	<p>Suffolk County Emergency Management 631-852-4900 http://scoem.suffolkcountyny.gov/ Call 911 for emergencies only</p>	Public Information, closures posted on website	


Town Emergency Contacts			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Town of N. Hempstead	<p>call 3-1-1 or 516-TOWN-311 www.northhempstead.com</p>		
Town of Hempstead	<p>Highway Dept. 516-489-5000 After Hours: Dept. Public Safety 516.538.1900 http://toh.li</p>		Sign up for Swift 911 alerts at http://toh.li/emergency-services/swift911-emergency-notification For mail-in form calling Supervisor's Helpline at 516-489-6000.
Town of Oyster Bay	<p>516-677-5350 http://oysterbaytown.com/departments/public-safety/</p>		
City of Glen Cove	<p>516-676-2000 www.glencove-li.us</p>		Sign up for Emergency Notification System at http://glencove-li.us/index.php/emergency-notifications

City of Long Beach	516-431-1000 for recorded storm alerts www.longbeachny.org For street-related problems during a storm, call 516-431-7174 or email info@longbeachny.org		Sign up for Swift 911 alerts at http://www.longbeachny.gov/index.asp?Type=B_BASIC&SEC=%7BB5B44EBF-97BE-4ECE-929A-53A91C90E17C%7D or call 516-431-1000 x 7105
Town of Babylon	631.957.4747 www.townofbabylon.com Amityville: 631.264.0400 E. Farmingdale: 631.249.0047 All other zip codes in town: 631.226.1212		
Town of Brookhaven	Downed trees call 631-451-TOW (8696) www.brookhaven.org		
Town of East Hampton	Town Hall 631-324-4141 www.town.east-hampton.ny.us		
Town of Huntington	Roads 631-499-0999 Emergency 631.351.3030/3162 www.huntingtonny.gov		Sign up for Huntington Alert Code Red notification and mobile alerts http://huntingtonny.gov/content/13876/19963.aspx
Town of Islip	631-224-5730 After Hours call (631) 224-5306 www.townofislip-ny.gov emergencymanagement@townofislip-ny.gov		
Town of Riverhead	631-727-4500 Riverhead Storm Hotline 631-727-3200 X-767 www.townofriverheadny.gov		
Town of Smithtown	Highway Department for snow removal 631-360-7500 Department of Public Safety 631-360-7553 www.smithtownny.gov		
Town of Southampton	Emergency Management 631-728-3405 www.southamptontownny.gov		Sign up for Notify Me at http://www.southamptontownny.gov/list.aspx and select Alert Center Sign up for Code Red at https://cne.coderedweb.com/Default.aspx?groupid=%2baCHAGsl63WWVa6aL1efKg%3d%3d
Town of Southold	631-765-2784 Highway Dept. 631-765-3140 www.southoldtownny.gov Emergency Management stoem@southoldtownny.gov		
Town of Shelter Island	Town Hall 631-749-0291 Highway Dept. 631-749-1090 www.shelterislandtown.us		

Federal Government Programs			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
FEMA	1.800.621.3362 TTY 1.800.462.7585 www.disasterassistance.gov	If Federal disaster is declared, contact FEMA for application.	
Small Business Administration (SBA)	1.800.659.2955 TTY 1.800.877.8339 http://www.sba.gov/ Apply for SBA loans: <ol style="list-style-type: none"> 1. By calling the SBA Customer Service Center: 1-800-659-2955 (Mon.-Fri. 8:00 AM to 9:00 PM ET); (800-877-8339 for the deaf and hard-of-hearing) 2. Online through Electronic Loan Application at www.disasterloan.sba.gov/ela 3. by emailing disastercustomerservice@sba.gov 	If FEMA declares a disaster, the Small Business Administration (SBA) provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, nonprofit organizations to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.	The SBA will issue a deadline to apply for disaster aid should a federal disaster be declared.
Internal Revenue Service	1.800.829.3676 www.irs.gov Publication: Claiming disaster losses with the IRS http://www.irs.gov/publications/p547/ar02.html#en_US_2013_publink1000225406	This IRS publication presents the special rules that apply for loss claims for federally declared disaster areas. It contains information on how a survivor can deduct a loss, how to claim a loss, how to treat the home in a disaster area and what tax deadlines may be postponed. It also discusses recordkeeping, reporting losses and post-disaster relief grants.	

Insurance			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
NYS Department of Financial Services	NYS Disaster Hotline 1-800-339-1759, open from 8 am – 8 pm weekdays and 10 am – 5 pm weekends. Website: http://www.nyinsure.ny.gov/	Call with banking and insurance related issues for property damage.	
National Flood Insurance Program	https://www.floodsmart.gov/floodsmart/pages/preparation_recovery/file_your_claim.jsp	Information on how to file a claim.	

United Policy Holders	www.uphelp.org http://www.uphelp.org/blog/roadmap-recovery/hurricane-sandy-claim-help	<p>Non-profit organization that assists consumers by guiding them through the insurance claims process.</p> <p>Online Roadmap to Recovery® program for overcoming challenges with property, flood and auto insurance claims and reaching a fair settlement.</p>	
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Food Programs			
<i>PROGRAM</i>	<i>CONTACT</i>	<i>SERVICES AVAILABLE</i>	<i>SPECIAL REQUIREMENTS</i>
2-1-1 Long Island 	Dial 2-1-1 or 1-888-774-7633 10am – 5 pm Monday – Saturday. A list of food resources is also posted at www.211longisland.org under the “Popular Search” tab on the homepage.	Referrals to area food pantries or soup kitchens.	

Housing Assistance Programs			
<i>PROGRAM</i>	<i>CONTACT</i>	<i>SERVICES AVAILABLE</i>	<i>SPECIAL REQUIREMENTS</i>
Nassau County Department of Social Services	516-227-8395 516-573-8626	DSS information number. After hours emergency line. After 4:30 and weekends.	
Suffolk County Department of Social Services	631-854-9935 631-854-9100	Commissioner’s Response Line After hours emergency line. After 4:30 and weekends.	

Disaster Counseling			
<i>PROGRAM</i>	<i>CONTACT</i>	<i>SERVICES AVAILABLE</i>	<i>SPECIAL REQUIREMENTS</i>
Disaster Distress Helpline	1.800.985.5990 text “talkwithus” to 66746” or “hablanos” to 66746	Operates 24 hours-a-day, seven-days-a-week as a resource to people who are in emotional distress after experiencing a natural or man-made disaster or tragedy.	Available to survivors, first responders. Bilingual in 150 languages.

Health Concerns			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
New York State Department of Health	http://www.health.ny.gov/environmental/emergency/weather/hurricane/	Information regarding health concerns, including respiratory, mold, drinking water, etc. is posted at website.	
Nassau County Dept. of Health	Weekdays 9:00 am - 4:45 pm: (516) 227-9697 After Hours and Weekend Emergencies: (516) 742-6154.		
Suffolk County Dept. of Health	Business Hours (631) 853-3055, (631)853-3005, (631) 854-0100 After normal business hours and weekends, contact (631) 852-4820.		