

# MARYLAND RESOURCE GUIDE



## U.S. Army Disaster Personnel Accountability and Assessment System (ADPAAS)

As a prudent precaution, all military members are requested to update their contact information and potential evacuation location on their respective Services' accountability systems. If an evacuation order is given, correct information is crucial for accountability!

<https://adpaas.army.mil/>

## Emergency Contact Information



### Maryland State Emergency Management

Phone: (877) 636-2872

5401 Rue Saint Lo Drive, Reisterstown, MD 21136

<https://mema.maryland.gov/Pages/default.aspx>

County Information: <http://mema.maryland.gov/Pages/LocalEOC.aspx>



TWITTER

<https://twitter.com/mdmema>

FACEBOOK

<https://www.facebook.com/MDMEMA>



FEMA

<https://www.fema.gov/>



<https://www.ready.gov/>

99th Readiness Division  
Hurricane Dorian September 2019

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1250 Annapolis Rd., Ft. Meade, MD, 20755

**Family Programs Director (FPD): Sue Carter**

301-677-1221

Email: [susie.d.carter.civ@mail.mil](mailto:susie.d.carter.civ@mail.mil)

**Family Programs Coordinator (FPC): Andrea Daniels**

301-677-1210

Email: [andrea.d.daniels.civ@mail.mil](mailto:andrea.d.daniels.civ@mail.mil)

[www.usar.army.mil/arf](http://www.usar.army.mil/arf)



**Double Eagle App**

<https://www.usar.army.mil/DoubleEagleApp/>

The Double Eagle App allows Soldiers to communicate directly with other Soldiers, unit leaders and important resources such as Family Readiness and Suicide Prevention. This will allow Soldiers to connect with people they may not have the opportunity to meet or speak to otherwise, fostering a greater feeling of community.

## **Army Reserve Psychological Health Program**

Stacey Feig, Team Leader

Army Reserve Staff - Fort Belvoir

Office: 703-806-6905

Cell: 703-254-8246

[stacey.a.feig.ctr@mail.mil](mailto:stacey.a.feig.ctr@mail.mil)

The program offers counseling referrals for soldiers and family members, Command consultation, and Traumatic Event Management.

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## IMPORTANT CURRENT EMERGENCY INFORMATION



### Affected State and County Emergency Management Links

| Organization / Program Name          | Links   |
|--------------------------------------|---|
| Maryland County Emergency Management | <a href="https://mema.maryland.gov/Pages/default.aspx">https://mema.maryland.gov/Pages/default.aspx</a> |

**REISTERSTOWN, Md. (September 5, 2019)** — The National Weather Service (NWS) issued a Tropical Storm Warning for Dorchester, St. Mary's, Somerset, Wicomico, and Worcester counties as Hurricane Dorian continues its track up the Atlantic coast. Current forecasts indicate that tropical storm force winds are expected for the lower Eastern Shore of Maryland and St. Mary's County, as well as adjacent waters.

### Evacuation Information

| Organization / Program Name | Links   |
|-----------------------------|---|
| MEMA Know Your Zone         | <a href="https://mema.maryland.gov/action/Pages/know-your-zone-md.aspx">https://mema.maryland.gov/action/Pages/know-your-zone-md.aspx</a> |

### Fuel

| Organization | Links   |
|--------------|---|
| GasBuddy     | <a href="https://www.gasbuddy.com/GasPrices/Maryland">https://www.gasbuddy.com/GasPrices/Maryland</a> |

### Power Outages

| Organization                  | Links   |
|-------------------------------|---|
| PowerOutage.US                | <a href="https://poweroutage.us/area/state/maryland">https://poweroutage.us/area/state/maryland</a>   |
| Baltimore Gas and Electric    | <a href="https://www.bge.com/Outages/CheckOutageStatus/Pages/default.aspx">https://www.bge.com/Outages/CheckOutageStatus/Pages/default.aspx</a> |
| Choptank Electric Cooperative | <a href="https://choptank.maps.sienatech.com/">https://choptank.maps.sienatech.com/</a>   |

### Closings and Delays

| Organization / Program Name | Links |
|-----------------------------|-------|
|-----------------------------|-------|

### Weather

| Organization / Program Name | Links   |
|-----------------------------|---|
| National Weather Service    | <a href="http://www.weather.gov/alerts">http://www.weather.gov/alerts</a> |
| National Hurricane Center   | <a href="https://www.nhc.noaa.gov/">https://www.nhc.noaa.gov/</a>         |

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|   |   |
|---|---|
| National Oceanic and Atmospheric Administration | <a href="https://www.noaa.gov/">https://www.noaa.gov/</a> |
|---|---|

## State & Local Newspapers and Media Stations

| Organization / Program Name | Links   |
|-----------------------------|---|
| Radio Locator               | <a href="https://radio-locator.com/cgi-bin/finder?sr=Y&amp;s=T&amp;state=md&amp;format=&amp;band=">https://radio-locator.com/cgi-bin/finder?sr=Y&amp;s=T&amp;state=md&amp;format=&amp;band=</a> |
| Capital Gazette             | <a href="https://www.capitalgazette.com/">https://www.capitalgazette.com/</a>   |
| The Star Democrat           | <a href="https://www.stardem.com/">https://www.stardem.com/</a>   |

|  |          |         |  |                                   |
|--|----------|---------|--|-----------------------------------|
|   <a href="#">KYW</a>  | 1060 AM  | 71.2 mi |  <a href="#">Philadelphia, PA</a> | News                              |
|   <a href="#">WFED</a> | 1500 AM  | 64.8 mi |  <a href="#">Washington, DC</a>   | News                              |
|   <a href="#">WBAL</a> | 1090 AM  | 51.1 mi |  <a href="#">Baltimore, MD</a>    | News/Talk                         |
|   <a href="#">WCBM</a> | 680 AM   | 55.5 mi |  <a href="#">Baltimore, MD</a>    | News/Talk                         |
|   <a href="#">WDEL</a> | 1150 AM  | 46.9 mi |  <a href="#">Wilmington, DE</a>   | News/Talk                         |
|   <a href="#">WDOV</a> | 1410 AM  | 15.3 mi |  <a href="#">Dover, DE</a>        | News/Talk                         |
|   <a href="#">WNTD</a> | 990 AM   | 70.0 mi |  <a href="#">Philadelphia, PA</a> | News/Talk                         |
|   <a href="#">WSBA</a> | 910 AM   | 73.8 mi |  <a href="#">York, PA</a>         | News/Talk                         |
|   <a href="#">WNAV</a> | 1430 AM  | 38.6 mi |  <a href="#">Annapolis, MD</a>    | Oldies                            |
|   <a href="#">WTDK</a> | 107.1 FM | 29.2 mi |  <a href="#">Federalsburg, MD</a> | Oldies                            |
|   <a href="#">WDDE</a> | 91.1 FM  | 21.7 mi |  <a href="#">Dover, DE</a>        | Public Radio                      |
|   <a href="#">WRTX</a> | 91.7 FM  | 15.3 mi |  <a href="#">Dover, DE</a>        | Temple University<br>Public Radio |

### SAFETY TIPS



<https://www.ready.gov/be-informed>

<https://www.ready.gov/>

Hurricanes are massive storm systems that form over warm ocean waters and move toward land. Potential threats from hurricanes include powerful winds, heavy rainfall, storm surges, coastal and inland flooding, rip currents, tornadoes, and landslides. The Atlantic hurricane season runs from June 1 to November 30. The Pacific hurricane season runs May 15 to November 30. Hurricanes:

- Can happen along any U.S. coast or in any territory in the Atlantic or Pacific oceans.
- Can affect areas more than 100 miles inland.
- Are most active in September.

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### **IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY**

- Determine how best to protect yourself from high winds and flooding.
  - Evacuate if told to do so.
  - Take refuge in a designated storm shelter, or an interior room for high winds.
- Listen for emergency information and alerts.
- Only use generators outdoors and away from windows.
- Turn Around, Don't Drown! Do not walk, swim, or drive through flood waters.

### **Storm Surge**

Storm surge is water from the ocean that is pushed toward the shore by the force of the winds swirling around a hurricane. Storm surge is fast and can produce extreme coastal and inland flooding. When hurricanes cause storm surge, over 20 feet of water can be produced and pushed towards the shore and several miles inland destroying property and endangering lives in its path.

### **Be Informed**

- Storm surge is historically the leading cause of hurricane-related deaths in the United States.
- Water weighs about 1,700 pounds per cubic yard, so battering waves from surge can easily demolish buildings and cause massive destruction along the coast.
- Storm surge undermines roads and foundations when it erodes material out from underneath them.
- Just one inch of water can cause \$25,000 of damage to your home. Homeowners and renter's insurance do not typically cover flood damage.

### **Prepare NOW**

- Know your area's risk of hurricanes.

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- Sign up for your [community's warning system](#). The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.
- If you are at risk for flash flooding, watch for warning signs such as heavy rain.
- Practice going to a safe shelter for high winds, such as a FEMA safe room or ICC 500 storm shelter. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level that is not subject to flooding.
- Based on your location and community plans, make your own plans for evacuation or sheltering in place.
- Become familiar with your evacuation zone, the evacuation route, and shelter locations.
- Gather needed supplies for at least three days. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.
- Keep important documents in a safe place or create password-protected digital copies.
- Protect your property. Declutter drains and gutters. Install check valves in plumbing to prevent backups. Consider hurricane shutters. Review insurance policies.

## When a hurricane is 36 hours from arriving

- Turn on your TV or radio in order to get the latest weather updates and emergency instructions.
- Restock your emergency preparedness kit. Include food and water sufficient for at least three days, medications, a flashlight, batteries, cash, and first aid supplies.
- Plan how to communicate with family members if you lose power. For example, you can call, text, email or use social media. Remember that during disasters, sending text messages is usually reliable and faster than making phone calls because phone lines are often overloaded.
- Review your evacuation zone, evacuation route and shelter locations. Plan with your family. You may have to leave quickly so plan ahead.
- Keep your car in good working condition, and keep the gas tank full; stock your vehicle with emergency supplies and a change of clothes.
- If you have NFIP flood insurance, your policy may cover up to \$1000 in loss avoidance measures, like sandbags and water pumps, to protect your insured property. You should keep copies of all

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receipts and a record of the time spent performing the work. They should be submitted to your insurance adjuster when you file a claim to be reimbursed. Visit [www.fema.gov/media-library/assets/documents/137860](http://www.fema.gov/media-library/assets/documents/137860) to learn more.

### **When a hurricane is 18-36 hours from arriving**

- Bookmark your city or county website for quick access to storm updates and emergency instructions.
- Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans); anchor objects that would be unsafe to bring inside (e.g., propane tanks); and trim or remove trees close enough to fall on the building.
- Cover all of your home's windows. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" exterior grade or marine plywood, cut to fit and ready to install.

### **When a hurricane is 6-18 hours from arriving**

- Turn on your TV/radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.
- Charge your cell phone now so you will have a full battery in case you lose power.

### **When a hurricane is 6 hours from arriving**

- If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are.
- Close storm shutters, and stay away from windows. Flying glass from broken windows could injure you.
- Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored.



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- Turn on your TV/radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.

## Survive DURING

- If told to evacuate, do so immediately. Do not drive around barricades.
- If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding.
- If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.
- Listen for current emergency information and instructions.
- Use a generator or other gasoline-powered machinery outdoors ONLY and away from windows.
- Do not walk, swim, or drive through flood waters. Turn Around. Don't Drown! Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off of bridges over fast-moving water.

## Be Safe AFTER

- Listen to authorities for information and special instructions.
- Be careful during clean-up. Wear protective clothing and work with someone else.
- Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.
- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.
- Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.
- Document any property damage with photographs. Contact your insurance company for assistance.

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## Associated Content

- [Storm Surge PSAs](#)
- [Storm Surge \(NOAA\)](#)
- [Hurricane Seasonal Preparedness Social Media Toolkit \(link\)](#)
- [Hurricane Information Sheet \(PDF\)](#)
- [Six Things to Know Before a Disaster \(video\)](#)
- [National Hurricane Center \(link\)](#)
- [National Weather Service Hurricane Safety \(link\)](#)
- [When the Waves Swell – Hurricane Animated \(Video\)](#)
- [How to Prepare for a Hurricane \(PDF\)](#)
- [Hurricane Playbook \(PDF\)](#)
- [Prepare Your Organization for a Hurricane Playbook \(PDF\)](#)
- [National Storm Surge Hazard Maps](#)
  
- [FEMA Flood Map Service Center](#)
  
- [National Flood Insurance Program](#)

## **Capitalert** - Free, customized emergency alerts

Sign up for free emergency alerts from local governments in the Washington, D.C. region. Alerts are sent to your cell phone, PDA and e-mail account. Get quick information about major emergencies to severe weather and traffic, so you know where to go, what to do, and how to get more information. Sign up or learn more at [www.capitalert.gov](http://www.capitalert.gov).

## **State Information**

### **Maryland Emergency Management Agency (MEMA)**

Camp Fretterd Military Reservation  
5401 Rue Saint Lo Drive  
Reisterstown, MD 21136-5176

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(410) 517-3600

[www.mema.state.md.us](http://www.mema.state.md.us)

### **Maryland Coordination and Analysis Center (MCAC)**

1(800) 492-TIPS / 1(800) 492-8477

[www.psttap.org/MCAC](http://www.psttap.org/MCAC)

### **Maryland Joint Operations Center**

Camp Fretterd Military Reservation

5401 Rue Saint Lo Drive

Reisterstown, MD 21136-5176

(410) 517-3700

[www.mema.state.md.us/MEMA/](http://www.mema.state.md.us/MEMA/)

### **Maryland Local Emergency Managers**

[www.mema.state.md.us/MEMA](http://www.mema.state.md.us/MEMA)

### **Local Information**

#### **Annapolis Office of Emergency Management**

City of Annapolis

929 West St.

Annapolis, MD 21401

(410) 216-9167

[www.annapolis.gov](http://www.annapolis.gov)

#### **Anne Arundel County Office of Emergency Management**

Henry Hein Public Service Building

7480 Baltimore Annapolis Blvd

Glen Burnie, MD 21061

(410)222-0600

[emergencymanagement@aacounty.org](mailto:emergencymanagement@aacounty.org)

[www.aacounty.org/oem](http://www.aacounty.org/oem)

#### **Baltimore County Executive Office**

400 Washington Ave

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Towson, MD 21204

(410) 887-4420

[www.baltimorecountymd.gov](http://www.baltimorecountymd.gov)

### **Baltimore County Office of Emergency Management**

700 E. Joppa Rd

Towson, MD 21286

(410) 887-5996

[www.baltimorecountymd.gov](http://www.baltimorecountymd.gov)

### **Baltimore City**

Baltimore, MD 21202

(410) 396-6188

[EOC@baltimorecity.gov](mailto:EOC@baltimorecity.gov)

[www.baltimorecity.gov/emergency](http://www.baltimorecity.gov/emergency)

### **United States Attorney's Office, Baltimore**

ATAC Coordinator - (410) 209-4843

Chief Information Officer - (410) 209-4930

ATAC Executive Assistant - (410) 209-4868

[www.justice.gov/usao/md](http://www.justice.gov/usao/md)

### **Cecil County Department of Emergency Services**

107 Chesapeake Blvd, Suite 108

Elkton, MD 21921

(410) 996-5350

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

### **Citizen Corps**

Get Involved in Preparing your Community. Citizen Corps, Homeland Security's grassroots effort, localizes preparedness messages and provides opportunities for citizens to get emergency response training; participate in community exercises; and volunteer to support local first responders. To

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learn more and to get involved, contact your nearest Citizen Corps Council by visiting [www.citizencorps.gov](http://www.citizencorps.gov).

### Maryland State Citizen Corps

Governor's Office on Service and Volunteerism

300 West Preston Street, 15th Floor

Baltimore, MD 21201

(410) 767-1674

[www.citizencorps.gov/cc](http://www.citizencorps.gov/cc)

### BEFORE / AFTER



| Organization / Program Name                                | Links  | Description   |
|--|--|---|
| Ready (Make a Plan)  | <a href="https://www.ready.gov/make-a-plan">https://www.ready.gov/make-a-plan</a><br><a href="https://www.ready.gov/maryland">https://www.ready.gov/maryland</a> | Does everyone in your family know what to do, where to go, and who to contact in an emergency? Make a family communication plan so everyone can be prepared.  |
| American Red Cross (Safe and Well)                         | <a href="https://safeandwell.communityos.org/cms/index.php">https://safeandwell.communityos.org/cms/index.php</a>  | After a disaster, you can let your family and friends know that you're safe. Register yourself as "safe and well" or search to find loved ones.   |
| National Voluntary Organizations Active in Disaster (VOAD) | <a href="https://www.nvoad.org/">https://www.nvoad.org/</a>  | National VOAD members respond to disasters in the United States and around the world.   |
| U-Haul Disaster Relief                                     | <a href="https://www.uhaul.com/About/DisasterRelief/">https://www.uhaul.com/About/DisasterRelief/</a>  | U-Haul has a long-time policy of assisting those in need during natural disasters, such as hurricanes, tornadoes, floods, fires, etc., by offering 30 days of free storage at participating <u>U-Haul self-storage facilities</u> on an as-available basis. |

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## FOOD AND WATER RESOURCES



| Organization / Program Name  | Links   | Description  |
|--|---|--|
| U.S. Department of Agriculture (Food Assistance for Disaster Relief) | <a href="https://www.fns.usda.gov/disaster/disaster-assistance">https://www.fns.usda.gov/disaster/disaster-assistance</a> | The Food and Nutrition Service (FNS) coordinates with State, local and voluntary organizations to: Provide food for shelters and other mass feeding sites. Issue Disaster Supplemental Nutrition Assistance Program (D-SNAP) benefits. |
| FoodPantries.Org   | <a href="https://www.foodpantries.org/st/maryland">https://www.foodpantries.org/st/maryland</a>                           | Directory of Food Banks, Soup Kitchens, and non-profit organizations committed to fighting hunger.   |
| Feeding America  | <a href="http://www.feedingamerica.org/">http://www.feedingamerica.org/</a>   | The Feeding America network is the nation's largest domestic hunger-relief organization.   |

## SHELTERS



| Organization / Program Name | Links   | Description  |
|-----------------------------|---|--|
| American Red Cross          | <a href="http://www.redcross.org/get-help/disaster-relief-and-recovery/find-an-open-shelter">http://www.redcross.org/get-help/disaster-relief-and-recovery/find-an-open-shelter</a>   | Find open shelters. If an emergency has forced you to evacuate your home, the Red Cross may be able to help.   |
| FEMA                        | <a href="https://www.arcgis.com/home/webmap/viewer.html?useExisting=1&amp;layers=d000037396514f70a2ba3683e037caee">https://www.arcgis.com/home/webmap/viewer.html?useExisting=1&amp;layers=d000037396514f70a2ba3683e037caee</a> | This web service displays data from the FEMA National Shelter System database.   |
| Homeless Shelter Directory  | <a href="http://www.homelessshelterdirectory.org/">http://www.homelessshelterdirectory.org/</a>   | The Homeless Shelter Directory provides Homeless Shelters and Homeless Service Organizations. This includes all resources necessary to help the needy. |

## HOUSING RESOURCES



| Organization / Program Name | Links   | Description   |
|-----------------------------|---|---|
| FEMA (Transitional)         | <a href="https://www.fema.gov/transitional-shelter-assistance">https://www.fema.gov/transitional-shelter-assistance</a> | If you are eligible for Transitional Sheltering Assistance, FEMA will pay |

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|   |   |   |
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| Sheltering Assistance)                            |   | for the cost to stay in certain hotels or motels for a limited period of time.  |
| FEMA (Participating Hotels)                       | <a href="http://www.femaevachotels.com/">http://www.femaevachotels.com/</a>                         | Search the list participating locations. Room availability changes quickly, please call the hotel to be sure the hotel can accommodate your need. |
| Department of Housing and Urban Development (HUD) | <a href="https://www.hud.gov/info/disasterresources">https://www.hud.gov/info/disasterresources</a> | HUD provides a variety of disaster resources.   |
| Soldier On  | <a href="http://www.wesoldieron.org/">http://www.wesoldieron.org/</a>                               | Soldier On is committed to ending veteran homelessness. Providing homeless veterans with transitional housing and supportive services.            |
| Rent Assistance                                   | <a href="http://www.rentassistance.us/">http://www.rentassistance.us/</a>                           | Rent Assistance lists thousands of local agencies and non-profit organizations that can help you pay your rent or find a better rate.             |

## FINANCIAL RESOURCES



| Organization / Program Name                    | Links and Contact Information   | Description  |
|--|---|--|
| Army Emergency Relief (AER)                    | <a href="https://www.aerhq.org/">https://www.aerhq.org/</a>                             | <b>For Active Duty Soldiers and Soldiers on Active Duty Orders for more than 90 days</b><br><br>AER is the Army's own emergency financial assistance organization and is dedicated to "Helping the Army Take Care of its Own." If you have questions about applying for AER assistance, please contact HQ AER at 1-866-878-6378. |
| AER Office Locator                             | <a href="https://www.aerhq.org/Office-Locator">https://www.aerhq.org/Office-Locator</a> | <b>For Active Duty Soldiers and Soldiers on Active Duty Orders for more than 90 days</b><br><br>Find Your Closest AER Location   |
| Disaster Assistance Improvement Program (DAIP) | <a href="https://www.disasterassistance.gov/">https://www.disasterassistance.gov/</a>   | The Disaster Assistance Improvement Program's (DAIP) mission is to provide disaster survivors with information, support, services, and a means to access and apply for disaster assistance through joint data-sharing efforts between federal, tribal, state, local, and private sector partners.                                |
| FEMA   | <a href="https://www.fema.gov/">https://www.fema.gov/</a>                               | Helping people before, during, and after disasters.  |

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|  |   |  |
|--|---|--|
| U.S. Small Business Administration                     | <a href="https://www.sba.gov/offices/disaster/dacsc">https://www.sba.gov/offices/disaster/dacsc</a>         | The Office of Disaster Assistance's mission is to provide low-interest disaster loans to businesses of all sizes |
| Need Help Paying Bills                                 | <a href="https://www.needhelppayingbills.com/">https://www.needhelppayingbills.com/</a>                     | Find information on programs that offer a number of ways to get help with paying bills.                          |
| Federal Employees Education and Assistance Fund (FEEA) | <a href="https://feea.org/our-programs/disaster-relief/">https://feea.org/our-programs/disaster-relief/</a> | FEEA offers disaster relief grants to eligible federal employees when these disasters strike.                    |

## MENTAL HEALTH SERVICES



| Organization / Program Name               | Links and Contact Information   | Description   |
|---|---|---|
| SAMHSA's National Helpline                | <a href="https://www.samhsa.gov/find-help/national-helpline">https://www.samhsa.gov/find-help/national-helpline</a><br>Phone: 1-800-662-4357  | SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service for individuals and families facing mental and/or substance use disorders.                                  |
| Army Reserve Psychological Health Program | Stacey Feig, Team Leader<br>Army Reserve Staff - Fort Belvoir<br>Office: 703-806-6905<br>Cell: 703-254-8246<br><a href="mailto:stacey.a.feig.ctr@mail.mil">stacey.a.feig.ctr@mail.mil</a> | The program offers counseling referrals for soldiers and family members, Command consultation, and Traumatic Event Management.  |
| Disaster Distress Helpline                | <a href="https://www.samhsa.gov/find-help/disaster-distress-helpline">https://www.samhsa.gov/find-help/disaster-distress-helpline</a><br>Phone: 1-800-985-5990                            | SAMHSA's Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.   |
| TRICARE                                   | <a href="https://www.tricare.mil/CoveredServices/Mental">https://www.tricare.mil/CoveredServices/Mental</a>   | Mental health problems can affect your thoughts, mood and behavior. Learn about TRICARE's mental health coverage.   |
| Veterans Crisis Line                      | <a href="https://www.veteranscrisisline.net/">https://www.veteranscrisisline.net/</a><br>Phone: 1-800-273-8255  | If you or a family member needs help, call a crisis hotline now!  |
| Give An Hour                              | <a href="https://giveanhour.org/">https://giveanhour.org/</a>   | Give an Hour is a national nonprofit organization with a large network of mental health professionals who offer no cost mental health counseling to those in need. <a href="mailto:info@giveanhour.org">info@giveanhour.org</a> |
| Military OneSource                        | <a href="http://www.militaryonesource.mil/">http://www.militaryonesource.mil/</a><br>Phone: 800-342-9647  | Military OneSource offers a wide range of individualized consultations, coaching and non-medical counseling for many aspects of Military Life. Also provides interpretation/ translation services and document translation.     |



# MARYLAND RESOURCE GUIDE

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|------------------|---|--|
| Crisis Text Line | <a href="https://www.crisistextline.org/">https://www.crisistextline.org/</a> | Text <b>SIGNS</b> to 741741 for the Crisis Text Line |
|------------------|---|--|

## GENERAL RESOURCES

| Civilian Resources                                 |   |  |
|--|---|--|
| Organization / Program Name                        | Links and Contact Information   | Description  |
| United Way 211                                     | <a href="http://211.org/">http://211.org/</a><br><a href="https://www.uwcm.org/main/">https://www.uwcm.org/main/</a>                            | 2-1-1 is a free and confidential service that helps across the U.S. find the local resources they need. Available 24/7   |
| Aunt Bertha  | <a href="http://www.auntbertha.com/">http://www.auntbertha.com/</a>   | Find food, health, housing, job training programs and more, anywhere.  |
| Suntopia.org                                       | <a href="https://www.suntopia.org/">https://www.suntopia.org/</a>   | List of social service programs for individuals and families in need.  |
| U.S. Department of Agriculture                     | <a href="http://www.usda.gov/wps/portal/usda/usdahome?navid=disaster-help">http://www.usda.gov/wps/portal/usda/usdahome?navid=disaster-help</a> | Food, Property and Shelter, Food Safety and Food Assistance, Crop and Livestock Loss, Community Recovery Resources.  |
| Federal Deposit Insurance Corporation (FDIC)       | <a href="https://www.fdic.gov">https://www.fdic.gov</a><br>Phone: 877-275-3342  | An independent agency created by the U.S. Congress to maintain stability and public confidence in the nation's financial system by insuring deposits, examining and supervising financial institutions for safety and soundness and consumer protection, and managing receiverships. |
| Lawyers.Com  | <a href="https://www.lawyers.com/legal-info/insurance">https://www.lawyers.com/legal-info/insurance</a><br>Phone: 800-526-4902                  | Legal assistance information/ locate an attorney   |
| Military Resources                                 |   |  |
| Organization / Program Name                        | Links and Contact Information   | Description  |
| Military One Source (MOS)                          | <a href="http://www.militaryonesource.mil/">http://www.militaryonesource.mil/</a><br>Phone: 800-342-9647  | Military OneSource offers a wide range of individualized consultations, coaching and counseling for many aspects of Military Life.   |
| Veterans of Foreign Wars (VFW) Unmet Needs Program | <a href="http://www.vfw.org/UnmetNeeds">http://www.vfw.org/UnmetNeeds</a>   | Unmet Needs is there to help America's military families who have run into unexpected financial difficulties as a result of deployment or other military-related activity or injury. The program provides financial aid  |
| Joint Services Support                             | <a href="https://www.jointservicessupport.org/Default.aspx">https://www.jointservicessupport.org/Default.aspx</a>                               | Connecting you to valuable resources and programs you need   |
| Vets 4 Warriors                                    | <a href="https://vets4warriors.com/">https://vets4warriors.com/</a>   | Our mission is to provide 24/7 confidential, stigma free peer support  |

## MARYLAND RESOURCE GUIDE

|                                |   |  |
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|                                |   | by veterans to Active Duty, National Guard and Reserve service members, Veterans, Retirees, and their families/caregivers.                         |
| National Resource Directory    | <a href="https://nrd.gov/">https://nrd.gov/</a>                                   | National Resource Directory connects wounded, ill & injured service members, Veterans, their families, and caregivers with those who support them. |
| USA Cares                      | <a href="http://www.usacares.org/">http://www.usacares.org/</a>                   | Assisting military families in crisis  |
| TRICARE                        | <a href="http://www.tricare.mil/contactus/">http://www.tricare.mil/contactus/</a> | TRICARE is the health care program for uniformed service members, retirees, and their families around the world.                                   |
| Department of Veterans Affairs | <a href="https://www.va.gov/">https://www.va.gov/</a>                             | The US Department of Veterans Affairs provides patient care and federal benefits to Veterans and their dependents.                                 |

## PET & LIVESTOCK RESOURCES



| Organization / Program Name | Links   | Description  |
|-----------------------------|---|--|
| Ready                       | <a href="https://www.ready.gov/animals">https://www.ready.gov/animals</a>                 | If you are a pet owner, that plan must include your pets. Being prepared can save their lives. If you evacuate your home, DO NOT LEAVE YOUR PETS BEHIND!         |
| Missing Pet Network         | <a href="http://www.missingpet.net/anlost.html">http://www.missingpet.net/anlost.html</a> | The MPN is a group of volunteers sponsored by the USDA Animal Care Office, who help people find missing pet animals.   |
| American Humane             | <a href="https://www.americanhumane.org/">https://www.americanhumane.org/</a>             | American Humane is committed to ensuring the safety, welfare and well-being of animals.  |
| Global Animal Foundation    | <a href="https://www.globalanimal.org/">https://www.globalanimal.org/</a>                 | Our mission is to swiftly get resources on the ground during natural disasters and other emergencies that put animals, from pets to wildlife, in critical peril. |

## INTERNET/PHONE SERVICE



| Organization Name | Links   |
|-------------------|---|
| AT&T              | <a href="https://www.att.com/">https://www.att.com/</a>                         |
| Verizon           | <a href="https://www.verizonwireless.com/">https://www.verizonwireless.com/</a> |
| T-Mobile          | <a href="https://www.t-mobile.com/">https://www.t-mobile.com/</a>               |

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|                  |   |
|------------------|---|
| Sprint           | <a href="https://www.sprint.com/">https://www.sprint.com/</a>                   |
| Straight Talk    | <a href="https://www.straighttalk.com">https://www.straighttalk.com</a>         |
| Cricket Wireless | <a href="https://www.cricketwireless.com/">https://www.cricketwireless.com/</a> |
| Spectrum         | <a href="https://www.spectrum.com">https://www.spectrum.com</a>                 |
| Dish Network     | <a href="https://www.dish.com/">https://www.dish.com/</a>                       |
| Direct T.V.      | <a href="https://www.directv.com/">https://www.directv.com/</a>                 |

## TRANSPORTATION INFORMATION



| Organization / Program Name                | Links   | Description  |
|--|---|--|
| American Public Transportation Association | <a href="https://www.apta.com/resources/links/unitedstates/Pages/MarylandTransitLinks.aspx">https://www.apta.com/resources/links/unitedstates/Pages/MarylandTransitLinks.aspx</a> | Locate all forms of public transportation in the state of Maryland.  |
| U.S. Department of Transportation          | <a href="https://www.transportation.gov/">https://www.transportation.gov/</a><br><a href="http://www.mdot.maryland.gov/">http://www.mdot.maryland.gov/</a>                        | Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future. |
| MD 511 Road Closures                       | <a href="http://www.md511.org/">http://www.md511.org/</a>   | Maryland 511 provides travelers with reliable, current traffic and weather information, as well as links to other transportation services.   |
| Flight Aware                               | <a href="https://flightaware.com/live/">https://flightaware.com/live/</a>   | Flight Aware is the world's largest flight tracking data company.  |

## POSTAL



| Organization Name                   | Link  |
|-------------------------------------|---|
| United States Postal Service (USPS) | <a href="https://about.usps.com/news/service-alerts/">https://about.usps.com/news/service-alerts/</a>         |
| Federal Express (FEDEX)             | <a href="https://www.fedex.com/en-us/service-alerts.html">https://www.fedex.com/en-us/service-alerts.html</a> |
| United Parcel Service (UPS)         | <a href="https://www.ups.com/us/en/service-alerts.page">https://www.ups.com/us/en/service-alerts.page</a>     |
| DHL (Mail Delivery)                 | <a href="https://www.dhl.com/">https://www.dhl.com/</a>   |

## REPLACE YOUR LOST DOCUMENTS



## MARYLAND RESOURCE GUIDE







| Organization Name                          | Links   | Phone        | Type of Document                                    |
|--|---|--------------|---|
| American Express                           | <a href="https://www.americanexpress.com/us/content/help/lost-stolen-card.html">https://www.americanexpress.com/us/content/help/lost-stolen-card.html</a>               | 800-327-1267 | American Express credit card and billing statements |
| Discover                                   | <a href="https://www.discover.com/credit-cards/help-center">https://www.discover.com/credit-cards/help-center</a>   | 800-347-2683 | Discover credit card and billing statements         |
| MasterCard                                 | <a href="https://www.mastercard.us/en-us/consumers/get-support.html">https://www.mastercard.us/en-us/consumers/get-support.html</a>                                     | 800-627-8372 | MasterCard credit card and billing statements       |
| Visa                                       | <a href="https://usa.visa.com/support/consumer/lost-stolen-card.html">https://usa.visa.com/support/consumer/lost-stolen-card.html</a>                                   | 800-847-2911 | Visa credit cards and billing statements            |
| Annual Credit Report.com                   | <a href="https://www.annualcreditreport.com/index.action">https://www.annualcreditreport.com/index.action</a>   | 877-322-8228 | Free credit report                                  |
| U.S. Citizenship and Immigration Services  | <a href="https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card">https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card</a> | 800-375-5283 | Green Card  |
| Identity Theft Resource Center             | <a href="http://www.idtheftcenter.org">http://www.idtheftcenter.org</a>   | 888-400-5530 | Support victims of identity theft                   |
| National Archives Records                  | <a href="https://www.archives.gov/">https://www.archives.gov/</a>   | 866-272-6272 | Military records                                    |
| U.S. Department of State                   | <a href="https://travel.state.gov/content/passports/en/passports/lost-stolen.html">https://travel.state.gov/content/passports/en/passports/lost-stolen.html</a>         | 877-487-2778 | Passports   |
| Social Security Administration             | <a href="https://www.ssa.gov/ssnumber">https://www.ssa.gov/ssnumber</a>   | 800-772-1213 | Social Security cards                               |
| Internal Revenue Service                   | <a href="https://www.irs.gov/uac/About-Form-4506T">https://www.irs.gov/uac/About-Form-4506T</a>   | 800-829-1040 | Federal tax documents and returns                   |
| U.S. Treasury Department – Treasury Direct | <a href="https://www.treasurydirect.gov/tdhome.htm">https://www.treasurydirect.gov/tdhome.htm</a>   | 844-284-2676 | U. S. Savings bonds                                 |
| Citi Bank                                  | <a href="https://home.cards.citidirect.com/CommercialCard/ux/index.html#/login">https://home.cards.citidirect.com/CommercialCard/ux/index.html#/login</a>               | 800-200-7056 | Government Travel Card                              |
| Maryland Department of Health              | <a href="https://health.maryland.gov/vsa/Pages/certs.aspx">https://health.maryland.gov/vsa/Pages/certs.aspx</a>   | 877-463-3464 | Marriage, Birth and Death Certificates              |
| Maryland Department of Human Services      | <a href="http://dhs.maryland.gov/">http://dhs.maryland.gov/</a>   | 800-332-6347 | EBT/SNAP card                                       |

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|---------------------------------------|---|--------------|-------------------------------|
| Maryland Department of Transportation | <a href="http://www.mva.maryland.gov/">http://www.mva.maryland.gov/</a> | 410-768-7000 | License, Registration, Titles |
|---------------------------------------|---|--------------|-------------------------------|

## MOBILE APPS



| APP Name  | Links  | Description  |
|---|--|--|
| <b>EMERGENCY</b><br>                         | iTunes: <a href="https://itunes.apple.com/us/app/emergency-by-american-red/id954783878?mt=8">https://itunes.apple.com/us/app/emergency-by-american-red/id954783878?mt=8</a><br>Google: <a href="https://play.google.com/store/apps/details?id=com.cube.arc.hzd">https://play.google.com/store/apps/details?id=com.cube.arc.hzd</a>                     | This all-inclusive app lets you monitor more than 35 different severe weather and emergency alerts, to help keep you and your loved ones safe  |
| <b>Double Eagle App</b><br>                  | Apple App Store: <a href="https://apps.apple.com/us/app/u-s-army-reserve/id1459987204">https://apps.apple.com/us/app/u-s-army-reserve/id1459987204</a><br>Google: <a href="https://play.google.com/store/apps/details?id=com.flipsidegroup.army">https://play.google.com/store/apps/details?id=com.flipsidegroup.army</a>                              | The Double Eagle App allows Soldiers to communicate directly with other Soldiers, unit leaders and important resources such as Family Readiness and Suicide Prevention. This will allow Soldiers to connect with people they may not have the opportunity to meet or speak to otherwise, fostering a greater feeling of community. |
| <b>Hero Care by American Red Cross</b><br> | iTunes: <a href="https://itunes.apple.com/us/app/hero-care-by-american-red/id1120615435?ls=1&amp;mt=8">https://itunes.apple.com/us/app/hero-care-by-american-red/id1120615435?ls=1&amp;mt=8</a><br>Google: <a href="https://play.google.com/store/apps/details?id=com.cube.arc.saf">https://play.google.com/store/apps/details?id=com.cube.arc.saf</a> | Hero Care by the American Red Cross is a complete solution for members of the military, veterans, and their families to prepare for, cope with and respond to the challenges of military service.  |
| <b>First Aid</b><br>                       | iTunes: <a href="https://itunes.apple.com/US/app/first-aid-by-american-red-cross/id529160691?mt=8">https://itunes.apple.com/US/app/first-aid-by-american-red-cross/id529160691?mt=8</a><br>Google: <a href="https://play.google.com/store/apps/details?id=com.cube.arc.fa">https://play.google.com/store/apps/details?id=com.cube.arc.fa</a>           | Get instant access to information on handling the most common first aid emergencies.   |
| <b>Disaster Alert</b><br>                  | iTunes: <a href="https://itunes.apple.com/us/app/disaster-alert-pdc-world-hazards/id381289235?mt=8">https://itunes.apple.com/us/app/disaster-alert-pdc-world-hazards/id381289235?mt=8</a><br>Google: <a href="https://play.google.com/store/apps/details?id=com.cube.arc.pfa">https://play.google.com/store/apps/details?id=com.cube.arc.pfa</a>       | Provides mobile access to multi-hazard monitoring of and early warning for "Active Hazards" around the globe. Additional information and reports about hazards can be viewed and shared.   |
| <b>SirenGPS</b><br>                        | iTunes: <a href="https://itunes.apple.com/us/app/sirengps-mobile/id771924564?mt=8">https://itunes.apple.com/us/app/sirengps-mobile/id771924564?mt=8</a><br>Google: <a href="https://play.google.com/store/apps/details?id=com.sirengps.mobile">https://play.google.com/store/apps/details?id=com.sirengps.mobile</a>                                   | SirenGPS connects everyone in a community to first responders and allows first responders to communicate with each other, all on a single platform. It allows first responders to determine the precise location of 911 callers.   |

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| <p>SAMHSA</p>  | <p>iTunes:<br/> <a href="https://itunes.apple.com/us/app/samhsa-disaster-response-app/id787518271?mt=8">https://itunes.apple.com/us/app/samhsa-disaster-response-app/id787518271?mt=8</a></p>   | <p>SAMHSA Behavioral Health Disaster Response App is designed for behavioral health professionals and provides access to evidenced-based mental health and substance use information, tools, and resources for use in the field.</p>                               |
| <p>FEMA</p>    | <p>iTunes:<br/> <a href="https://itunes.apple.com/us/app/fema/id474807486?mt=8">https://itunes.apple.com/us/app/fema/id474807486?mt=8</a><br/>         Google:<br/> <a href="https://play.google.com/store/apps/details?id=gov.fema.mobile.android&amp;hl=en">https://play.google.com/store/apps/details?id=gov.fema.mobile.android&amp;hl=en</a></p> | <p>Receive alerts from the National Weather Service for up to five locations. Get safety reminders, read tips to survive natural disasters, and customize your emergency checklist. Locate Open shelters and were to talk to FEMA in person (or on the phone).</p> |

## IF YOU WOULD LIKE TO VOLUNTEER OR MAKE A DONATION

Please see links below on ways you can **volunteer** or **make a donation** to support your local area.



| Organization / Program Name | Links and Contact Information                                     | Description  |
|-----------------------------|---|--|
| National VOAD               | <a href="https://www.nvoad.org/">https://www.nvoad.org/</a>       | National VOAD members respond to disasters in the United States and around the world.  |
| Habitat for Humanity        | <a href="https://www.habitat.org/">https://www.habitat.org/</a>   | Habitat for Humanity is a nonprofit organization that helps families build and improve places to call home.  |
| American Red Cross          | <a href="https://www.redcross.org/">https://www.redcross.org/</a> | Our network of generous donors, volunteers and employees share a mission of preventing and relieving suffering, here at home and around the world. |

## FEMA FACT SHEETS



| Fact Sheet  | Link  | Description  |
|---|---|--|
| Crisis Counseling Assistance and Training Program | <a href="https://www.fema.gov/media-library/assets/documents/24411">https://www.fema.gov/media-library/assets/documents/24411</a> | The CCP supports short-term interventions that involve the counseling goals of assisting disaster survivors. |
| Disaster Legal Services Fact                      | <a href="https://www.fema.gov/media-library/assets/documents/24413">https://www.fema.gov/media-library/assets/documents/24413</a> | The purpose of Disaster Legal Services (DLS) is to provide legal assistance to low-income individuals who    |

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| Sheet  |   | prior to or as a result of the disaster, are unable to secure legal services adequate to meet their disaster-related needs.  |
| Disaster Unemployment Assistance   | <a href="https://www.fema.gov/media-library/assets/documents/24418">https://www.fema.gov/media-library/assets/documents/24418</a>   | The purpose of Disaster Unemployment Assistance (DUA) is to provide unemployment benefits and re-employment services to individuals who have become unemployed as a result of a major disaster and who are not eligible for regular State unemployment insurance.  |
| Emergency Food and Shelter National Board Program                                  | <a href="https://www.fema.gov/media-library/assets/documents/24422">https://www.fema.gov/media-library/assets/documents/24422</a>   | Describes the Emergency Food and Shelter National Board Program.   |
| Funeral Assistance Fact Sheet  | <a href="https://www.fema.gov/media-library/assets/documents/24431">https://www.fema.gov/media-library/assets/documents/24431</a>   | This fact sheet describes the eligible costs associated with FEMA Funeral Assistance under the Individuals and Households Program (IHP).   |
| Assistance to Individuals and Households- Individuals and Households Program (IHP) | <a href="https://www.fema.gov/media-library/assets/documents/24945">https://www.fema.gov/media-library/assets/documents/24945</a>   | The Individuals and Households Program (IHP) provides financial help or direct services to those who have necessary expenses and serious needs if they are unable to meet the needs through other means.   |
| Disaster Case Management Guidance  | <a href="https://www.fema.gov/public-assistance-policy-and-guidance">https://www.fema.gov/public-assistance-policy-and-guidance</a> | Final guidance document for Regional, State, Tribal, and local partners for developing a grant and implementing and administering disaster case management.  |
| National Emergency Family Registry and Locator System                              | <a href="https://www.fema.gov/media-library/assets/documents/94763">https://www.fema.gov/media-library/assets/documents/94763</a>   | The FEMA National Emergency Family Registry and Locator System (NEFRLS) may be activated following a Presidentially declared disaster at the request of an affected State to help reunite families that have become separated as a result of the disaster.   |
| Generator Reimbursement – Individuals and Households Program                       | <a href="https://www.fema.gov/media-library/assets/documents/94768">https://www.fema.gov/media-library/assets/documents/94768</a>   | Under the Other Needs Assistance provision of the Federal Emergency Management Agency’s (FEMA) Individuals and Households Program, and in conjunction with the State or Tribe, eligible applicants may be reimbursed for the purchase or rental of a generator required for medical purposes.              |
| Manufactured Housing Units (MHUs) – Individuals and Households Program             | <a href="https://www.fema.gov/media-library/assets/documents/94778">https://www.fema.gov/media-library/assets/documents/94778</a>   | FEMA may provide direct assistance to eligible disaster survivors through either the Multi-family Lease & Repair Program, in which FEMA contracts with the property owner or landlord to repair multi-family rental units for use as temporary housing, or by providing Manufactured Housing Units (MHUs). |
| Cora Brown Fund  | <a href="https://www.fema.gov/media-library/assets/documents/117769">https://www.fema.gov/media-library/assets/documents/117769</a> | The purpose of the Cora Brown Fund is to help provide for disaster-related needs that have not or will not be met by governmental agencies or any other organization, which has programs to address such needs.  |
| Disaster Survivor Assistance   | <a href="https://www.fema.gov/media-library/assets/documents/117811">https://www.fema.gov/media-library/assets/documents/117811</a> | The DSA mission is to build and sustain an expeditionary cadre that can establish a timely presence primarily focused on addressing the needs of disproportionately impacted populations and disaster survivors.   |
| Child Care Assistance  | <a href="https://www.fema.gov/media-library/assets/documents/133703">https://www.fema.gov/media-library/assets/documents/133703</a> | The Sandy Recovery Improvement Act of 2013 provides FEMA the specific authority to award Child   |



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|   |   | Care Assistance through the Other Needs Assistance (ONA) provision of the Individuals and Households Program (IHP), to assist disaster survivors who have a disaster-caused financial burden for child care.  |
| Disaster Recovery Centers                             | <a href="https://www.fema.gov/media-library/assets/documents/133708">https://www.fema.gov/media-library/assets/documents/133708</a> | A Disaster Recovery Center (DRC) is a fixed or mobile provisional facility set up by FEMA that provides a central location near disaster impacted areas where Federal, State, Tribal, and non-government organizations have recovery information, assistance, and services to disaster survivors.   |
| Group Flood Insurance Policy                          | <a href="https://www.fema.gov/media-library/assets/documents/133710">https://www.fema.gov/media-library/assets/documents/133710</a> | As part of the effort to reduce future expenses from floods, FEMA directly purchases Group Flood Insurance Policy (GFIP) certificates on behalf of applicants who are required to obtain and maintain flood insurance.  |
| Mass Care/Emergency Services Reunification Service    | <a href="https://www.fema.gov/media-library/assets/documents/133732">https://www.fema.gov/media-library/assets/documents/133732</a> | FEMA has the statutory requirement to facilitate the reunification of unaccompanied minors with their custodial parents/legal guardians, as well as the voluntary reunification of adults with their families, during declared emergencies or major disasters.  |
| Assistance for Active Military and Civilian Personnel | <a href="https://www.fema.gov/media-library/assets/documents/133742">https://www.fema.gov/media-library/assets/documents/133742</a> | FEMA may provide assistance to active military and civilian personnel if it is not duplicated with assistance offered by the Department of Defense or other available resources.  |
| Individual Assistance Program                         | <a href="https://www.fema.gov/media-library/assets/documents/133744">https://www.fema.gov/media-library/assets/documents/133744</a> | The Individual Assistance mission ensure disaster survivors have timely access to a full range of authorized programs and services to maximize recovery, through partnered coordination of local, state, territorial, and Indian Tribal governments, as well as other Federal Agencies, nongovernmental organizations and the private sector. |