



Helpful Websites and Phone Numbers For Crisis/Disaster/War Time Conditions March 25, 2003

Introduction

Help with Community Resources 2-1-1 (Cell phone 210-227-4357) <http://www.unitedwaysatx.org>
2-1-1 Texas, The Help Line provides free information and referrals to health and human care services for individual and family needs and for disaster needs 24 hours a day, 7 days a week. The United Way website has a comprehensive information and referral database of health and human care services in these counties:
Atascosa Bandera Bexar Comal Frio Gillespie Guadalupe
Medina Karnes Kendall Kerr Wilson
2-1-1 Texas, The Help Line is a public/private partnership between the Texas Health and Human Services Commission and the United Way of San Antonio & Bexar County.

Planning for and Responding to Crisis/Disaster

American Red Cross 224-5151 <http://www.redcross.org>
Information plans for before, during, and after disasters for individuals, special groups and children.

City of San Antonio Web Site <http://www.sanantonio.gov/emergency/>
Detailed information on how to respond to emergencies and a printable brochure in both English and Spanish designed specifically for residents of San Antonio.

DisasterHelp <http://www.disasterhelp.gov>
Provides information for getting help during a disaster as well as planning for a disaster

Emergency Help 9-1-1
Call for emergency needs for dispatch of police, fire, or medical help immediately

City of San Antonio Services 3-1-1 <http://www.ci.sat.tx.us>
Call 24 hours a day, 7 days a week to get help with problems with social services, utilities, zoning, & permits.

FEMA <http://www.fema.gov>
Federal Emergency Management Association is critical to recovery when a disaster is declared a Presidential Disaster and for a source of planning information

Salvation Army 352-2020 <http://www.salvationarmysatx.org>
Assistance with basic needs and shelter that begin during the disaster and continue through recovery from the disaster

U.S. Department of Homeland Security 1-800-BE-READY(237-3239) <http://www.ready.gov>
Comprehensive planning information & resources for specific types of terrorist events & disasters

Division of Emergency Management, Texas Department of Public Safety <http://www.demwmd.net>
Comprehensive planning information and links to other key websites

U.S. Department of Health and Human Services <http://www.hhs.gov>
Provides specific information on all types of disasters both natural and man-made

Resources for Family of Active Duty Military and Reservists

Brooks AFB Family Support Center	210-536-2444	http://www.brooks.af.mil
Lackland AFB Family Support Center	210-671-3722	http://www.lackland.af.mil
Randolph AFB Family Support Center	210-652-5321	http://www.randolph.af.mil
Army Community Service	210-221-2418	http://www.fortsamhouston.gov
		http://www.cs.amedd.army.mil
National Army Community Service		http://www.goacs.org
Army Family Liaison Office		http://www.aflo.org
Army National Guard		http://www.guardfamily.org
Army Reserve		http://www.army.mil/usar

Army Family Assistance Hotline for Operation Iraqi Freedom 1-800-833-6622
Hours 8:00 am to 8:00 pm (eastern standard time) 7 days a week for referral & information to families of deployed or activated soldiers. Note for use only by family members of active duty as well as those in the Army National Guard and the Army Reserve called to active duty.

American Red Cross <http://www.saredcross.org>
1-877-272-7337 (for military assigned to local installations)
210-224-5151 (for military not assigned to local installations)

Lackland AFB Fisher House 210-673-7500 <http://www.fisherhouseinc.org>
A home-away-from-home for the families of seriously ill or injured patients receiving treatment at Wilford Hall Medical Center

Air Force News Detachment at Lackland Air Force Base <http://www.afnews.af.mil>
Provides news and information about America's Airmen and Soldiers

Deployment Info <http://www.deploymentlink.osd.mil>
Information about multiple issues surrounding deployment & register on-line for deployment publications.

Marine Reserves <http://www.usmc.mil>
Provides a wide-range of information for Marines and their families

Navy Reserves <http://www.navres.navy.mil>
A "gateway" for Naval Reserve Force Internet resources and has links to many other useful resources

Pet Foster Homes <http://www.netpets.org>
Offers pet foster care to military families only. Register to volunteer for this service on this site

Texas Cooperative Extension

<http://fcs.tamu.edu>

Offers support for military families that includes children's mental health

Resources for talking to your children about crisis/disaster/terrorism events

American Academy of Child & Adolescent Psychiatry

<http://www.aacap.org>

Information on helping children through phases of disasters in English and Spanish

American Academy of Pediatrics

<http://www.aap.org>

Information on Children, Terrorism & Disasters to help them with emotional and medical needs.

American Psychological Association

<http://helping.apa.org>

Resilience in a Time of War Articles offer information according to child's age group.

About Our Kids

<http://www.aboutourkids.org>

Offers help answering tough questions about war and information on mental health for children.

FEMA for Kids

<http://www.fema.gov/kids>

Offers information on how to talk to children about disasters and activities for children.

Kids Peace

<http://www.kidspeace.org>

Provides tips for what parents should say to children about war and offers 3 free publications.

NC State University

<http://www.ces.ncsu.edu>

Supplies appropriate ways to talk to children about terrorism in the Forum For Family & Consumer Issues section.

SAMHSA's National Mental Health Information Center

<http://www.mentalhealth.org>

Offers free publications for talking to children about disaster/war and a resource for free information on all mental health problems of children as well as adults.

Texas Department of Mental Health and Mental Retardation

<http://www.mhmr.state.tx.us/>

This is a state-wide resource for help with problems and direction to local representative.

Health/Medical Information Websites

American Academy of Pediatrics

<http://www.aap.org>

Information on Children, Terrorism & Disasters to help them with medical and emotional needs.

American Association of Poison Control Centers 1-800-222-1222

<http://www.aapcc.org>

Specially trained nurses, pharmacists & doctors respond to calls about poison emergencies & poison-related questions about medicines, household products & other potentially dangerous substances--24 hours, daily.

Center for Disease Control

<http://www.cdc.gov>

Information on emerging infectious diseases such as "Severe Acute Respiratory Syndrome or SARS" that has been in the news recently. Also has information on bioterrorism and public health.

Su Familia National Hispanic Family Health Helpline **866/783-265 (866-SU-FAMILIA)**
Helps Hispanic families get basic health information for prevention and management of chronic conditions.
Services are available Monday-Friday 10:00 AM - 7:00 PM Central Standard Time.

Texas Department of Health 1-888-963-7111 <http://www.tdh.state.tx.us/>
Information on bioterrorism and Texas public health issues

San Antonio Metropolitan Health District 210-207-8780 <http://www.sanantonio.gov/health>
Information on locally emerging infectious diseases will be posted at this website in emergency situations.
Also contains information about local public health issues and public health clinics.

Basic Needs Resources

2-1-1, The Help Line **Call 2-1-1** **Cell phones call 210-227-4357**
Provides personalized help locating resources for food, clothing, shelter, medical and other basic needs in
Bexar County and the surrounding 11 counties 24 hours a day, 7 days a week

Community Resource database for Bexar County & Surrounding 11 counties
<http://www.unitedwaysatx.org>

The Directory of Accessible Housing **210-733-3247**
Information on available housing for elderly and people with disabilities in San Antonio and Bexar County.

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