

CRISIS AND EMERGENCY

Crises and emergencies can occur when we least expect them. It is important to know where to go for assistance. The following agencies help identify and meet the varying needs for food, shelter, medical necessities and more. In the event of an emergency www.protectdupage.org will contain emergency public information. You can also tune into the College of DuPage radio station, **WDCB 90.9 FM**. It will remain on the air and provide public emergency information.

EMERGENCY PREPAREDNESS



DuPage County Office of Homeland Security and Emergency Management

418 N. County Farm Road, Wheaton, IL 60187

(630) 682-7925

www.protectdupage.org

www.facebook.com/protectdupage

www.twitter.com/protectdupage

The DuPage County Office of Homeland Security and Emergency Management (OHSEM) seeks to promote a safer, less vulnerable and more disaster-resilient county in which people can live, work and raise their families. This is accomplished by helping communities within DuPage County build their capacity to cope with natural and human-caused hazards and disasters. OHSEM helps to protect communities and citizens within DuPage County by coordinating and integrating all activities necessary to build, sustain and improve the capability to mitigate against, prepare for, respond to and recover from threatened or actual natural disasters, acts of terrorism, or other human-caused disasters.

The OHSEM External Affairs Unit is available to conduct emergency preparedness presentations to senior citizen groups, as well as any other organization interested in learning about how to prepare themselves for emergencies. To request a speaker, visit www.protectdupage.org and complete the Speaker Request Form.

Operation Helping Hand-Special Needs Registration

Offered by the Office of Homeland Security and Emergency Management, this program is designed to increase the safety of those residents of DuPage County who are most vulnerable to emergencies and disasters, including senior citizens, as well as residents who have disabilities or other access and functional needs. Residents or their caregivers can visit www.protectdupage.org and click the "Special Needs Registration" link to sign up for this free service. During large-scale emergencies, information in this database may be made available to first responder agencies.

DuPage County Health Department
111 N. County Farm Road, Wheaton, IL 60187
(630) 682-7400
www.dupagehealth.org

Offers a wide range of health services at locations throughout DuPage County. Information on health services in emergencies will be available at www.protectdupage.org, or by listening to **WDCB** radio at **90.9 FM**.

DISASTER AND EMERGENCY RELIEF AGENCIES

American Red Cross of Greater Chicago
2200 W. Harrison Street, Chicago, IL 60612
(312) 729-6100
www.redcross.org or www.chicagoredcross.org

Led by volunteers, this humanitarian organization provides relief to victims of disasters and helps individuals prevent, prepare for, and respond to emergencies. Assistance may include vouchers to purchase essentials (food, clothing, medicine, eyeglasses and home furnishings), and financial assistance for rent, medical bills, and utility deposits. Additionally, mental health workers are available to help individuals cope with the emotional aftermath of disasters.



Federal Emergency Management Agency (FEMA)
www.fema.gov

FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror. Visit www.ready.gov to learn how you can prepare for an emergency or disaster.

MENTAL HEALTH EMERGENCY

DuPage County Health Department
Crisis Intervention Unit
440 S. Finley Road, Lombard, IL 60148
(630) 627-1700 (24 hours daily)
(630) 221-7980 (non-emergency intake line)

Receives all emergency and non-emergency calls for mental health services. Provides information on options available from the Health Department and other mental health groups. The **Crisis Intervention Unit** offers professional counseling services, 24 hours daily, during emotional emergencies.

GENERAL ASSISTANCE

MOST TOWNSHIPS provide emergency financial assistance when available under the General Assistance Program to eligible residents for help with food, rent, utilities and medical needs. For a listing of the nine townships comprising DuPage County, See inside back cover.



FOOD PANTRIES are located at most townships, several churches, and other non-profit agencies throughout DuPage County and maintain a supply of food for individuals in need. When government commodities are available they are distributed through local food pantries to eligible residents. For locations, call **DuPage County Senior Services, (630) 407-6500.**

Addison Community Switchboard

193 W. Michael Lane, Addison, IL 60101
(630) 628-2698 – (630) 628-2699

Offers general emergency assistance to Addison families in need of food, clothing, medical, dental, housing and transportation services, as well as providing referral services for long-term assistance.

Catholic Charities

26 W. St. Charles Road, Lombard, IL 60148
1-800-941-8681 – 24 hrs for at risk or homeless clients
(630) 495-8008 (accessible after hours)
www.cc-doj.org

Emergency assistance and homeless prevention services are provided to individuals and families in crisis through information and referral, social services, advocacy, case management, and limited financial assistance. Also provides shelter, transitional housing, personal supportive housing, counseling, and adult day care.



Downers Grove FISH
(630) 964-7776

FISH is a volunteer network that provides a helping hand in emergency situations. Volunteers assist with local transportation through volunteer drivers, companionship and other helpful services. Serves residents of Darien, Downers Grove, Lisle, Westmont and Woodridge.

DuPage County Senior Services
(630) 407-6500

Financial assistance and case management services to assist seniors facing hardships. Emergency grants may be available to assist with prescriptions, utility payments, food, housing and other unmet needs.

HCS Family Services

Memorial Building
19 E. Chicago Avenue, Hinsdale, IL 60521
(630) 323-2500

Supportive services are provided to seniors in Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook. Office is open from 8:00 A.M. to 4:30 P.M. weekdays and food pantry is open on Monday and Wednesday from 8:00 A.M. to 10:30 A.M. and Friday afternoon from 3:00 P.M. to 6:00 P.M. HCS is considered an outreach center for the Salvation Army Emergency Assistance community program. Also provides referrals to assist seniors applying for Medicaid, the Affordable Care Act (Obamacare), and SNAP (food stamps) benefits.

Love Christian Clearinghouse
P.O. Box 50, Clarendon Hills, IL 60514
(630) 512-8665
(630) 512-8675 (Fax)



Provides referrals to agencies and church volunteers to meet legitimate needs for food, clothing, shelter, furniture, friendship, budgeting, parenting, prayer, and unusual requests. Serves residents of Downers Grove Township, York and Addison Townships as well as the villages of Glen Ellyn, Lisle, and Woodridge.

Naperville Cares

618 W. 5th Avenue, Suite B, Naperville, IL 60563

(630) 369-0200

www.napervillecares.org

e-mail: volunteer@napervillecares.org

Provides financial assistance and resources to residents of Naperville. Commonly assists with rent and utilities, and connects people to resources and services that are available within the community.

Outreach Community Center

345 S. President Street, Carol Stream, IL 60188

(630) 260-7600

www.outreachcommunityministries.org

Offers counseling services and some financial assistance to individuals and families from Carol Stream. Fees are based on a sliding scale.

People's Resource Center

201 S. Naperville Road, Wheaton, IL 60187

(630) 682-5402



Serves DuPage County residents in need. Eligibility requires proof of address (current utility bill, lease, Medicaid document). A driver's license is NOT acceptable. Services include a food pantry and clothes closet, Homeless Prevention Program, emergency rent assistance for qualified residents, literacy program, job assistance, computer access and training, and art programs.

St. Vincent de Paul Thrift Stores

90 W. Lake Street

Addison, IL 60101

(630) 628-9008

1014 N. Farnsworth Avenue

Aurora, IL 60505

(630) 820-5370

213 Main Street

West Chicago, IL 60195

(630) 562-4801



Gently used clothing, furniture and other household items available at low cost. The very needy may receive vouchers for free items from DuPage County Community Services as well as from some other social services agencies and churches.

The Salvation Army

Divisional Headquarters, 5040 N. Pulaski Road, Chicago, IL 60630
(773) 725-1100

Provides emergency, short-term financial assistance to individuals and families. Contact divisional headquarters or **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412** for your local representative.

Sharing Connections Furniture Bank

5111 Chase Avenue, Downers Grove, IL 60515
(630) 971-0565
www.sharingconnections.org

Provides furniture, household items, appliances, beds, linens and electronics to individuals and families in need. Social service agency referral needed.

WALK-IN MINISTRIES may provide emergency assistance for gasoline, food, transportation, utilities, rent, car repairs, and prescriptions.

Elmhurst Walk-in Ministry

St. Peter's United Church of Christ

125 W. Church Street, Elmhurst, IL 60126
(630) 782-6006

Glen Ellyn Walk-in Ministry

First United Methodist Church

424 Forest Avenue, Glen Ellyn, IL 60137
(630) 469-2862



Hope's Front Door

1047 Curtiss Street, Room 610, Downers Grove, IL 60515
(630) 322-9803

Itasca Walk-in Ministry

336 W. Center Street, Itasca, IL 60143
(630) 467-0133

Lombard and Villa Park Walk-in Ministry

Outreach House - 1st Church of Lombard

220 S. Main Street, Lombard, IL 60148
(630) 693-0187

Serves the Lombard and Villa Park communities.

Feeding Northwest DuPage: Food Pantry & Emergency Assistance – Provides basic foods and emergency monetary assistance for housing utilities, medical care/prescriptions for those in need. Visit www.feedingnwdupage.org for more details.

Family in Faith Christian Church Mobile Market

1480 Bloomingdale Road, Glendale Heights, IL 60139

(630) 653-5030

Mobile food pantry from the Northern Illinois Food Bank is hosted here. Call for schedule.

Immanuel Presbyterian Church

29W260 Batavia Road, Warrenville, IL 60555

(630) 929-3923

Serves Winfield Township

Lutheran Church of the Master

580 Kuhn Road, Carol Stream, IL 60188

(630) 665-5188

(630) 375-7185 (voice mail)

Serves Carol Stream, Bloomingdale, Glendale Heights, Roselle and parts of Addison and Itasca (west of Route 53).

Resurrection Catholic Church

30W350 Army Trail Road, Wayne, IL 60184

(630) 289-2510 (during open hours)

(630) 375-7185 (voice mail)

Serves Bartlett, Hanover Park, Wayne and West Chicago (north of North Avenue).

St. Andrew United Methodist

250 North Gary Avenue, Carol Stream, IL 60188

(630) 653-7116

Serves Bloomingdale Township

St. Joan of Arc Catholic Church Walk-In Ministry

820 Division Street, Lisle, IL 60532

(630) 353-4522 (Telephone messages are picked up 7 days a week)

Serves parishioners of St. Joan of Arc, or residents within parish boundaries, or those that are homeless.

St. Mary's Catholic Church

163 Garden Street, West Chicago, IL 60185

(630) 293-4958 (during open hours)

(630) 375-7185 (voice mail)

Serves only West Chicago (south of North Avenue), Winfield and Warrenville.

SHELTERS

Catholic Charities/Hope House

26 W. St. Charles Road, Lombard, IL 60148

1-800-941-8681 (Crisis hotline)

Homelessness Prevention Program

(630) 495-8008

www.cc-doj.org



Shelter is provided for individuals and families who are homeless due to a crisis situation, such as job loss or divorce. Offers prevention counseling to help people avoid becoming homeless. Call for a phone intake.

DuPage P.A.D.S. (Public Action to Deliver Shelter)

705 W. Liberty Drive, Wheaton, IL 60187

(630) 682-3846 (Offices)

Client Service Center

703 W. Liberty Drive, Wheaton, IL 60187

(630) 682-8567 - 1-877-682-8567

www.dupagepads.org



Provides emergency shelter (including meals), support services and advocacy for people who are homeless. These programs are made possible through the support of individuals, groups, volunteers, and others. The overnight shelter is held in congregations throughout the county (sites change nightly) from 7:00 P.M. to 7:00 A.M. Client Services Center provides a hot lunch, job search assistance, medical and dental assistance, legal aid, and other helpful services.

Family Shelter Service

605 E. Roosevelt Road, Wheaton, IL 60187

(630) 469-5650 (24-hour crisis hotline)

(630) 221-8058 (TDD)

Emergency Shelter and 24 Hour hotline for victims of domestic abuse in DuPage. Offers counseling, support groups, and court advocacy. All services are free, confidential and offered to individuals in English and Spanish regardless of their immigration status.

Hamdard Center

228 E. Lake Street, Addison, IL 60191

(630) 835-1430

1-866-305-3933 (24-hour hotline)

Hamdard Center is a multi-cultural agency focused on serving the Middle Eastern and South Asian communities as well as other vulnerable DuPage County residents. Services include counseling, Domestic Violence Emergency Shelter and transitional housing for victims of abuse, partner abuse intervention program, parenting skills training, support groups, outreach to homebound residents, translation and interpretation services, legal and immigration advocacy.

Lake County Haven

P.O. Box 127, Libertyville, IL 60048

(847) 680-5408 (Client Services)

www.lakecountyhaven.org

A therapeutic home-like facility for homeless women age 18 and over, with or without children. Provides long term shelter, transitional housing and comprehensive case management for qualified clients.



Lifespring Ministry

517 College Avenue, Aurora, IL 60505

(630) 952-1104

www.waysidecross.org

Long term, transitional living program for homeless women and women with children who have lost their housing due to addiction, abuse or financial reasons.