

# ***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.

## EMERGENCY PREPAREDNESS

### **DuPage County Office of Homeland Security and Emergency Management**

418 N. County Farm Road, Wheaton, IL 60187

**(630) 682-7925**

**College of DuPage radio station - WDCB 90.9 FM**

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

[www.facebook.com/protectdupage](https://www.facebook.com/protectdupage)

[www.twitter.com/protectdupage](https://www.twitter.com/protectdupage)

The DuPage County Office of Homeland Security and Emergency Management (OHSEM) helps to protect communities and citizens within DuPage County by coordinating and integrating activities necessary to prepare for and respond to 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 organizations. The Speaker Request Form can be completed at [www.protectdupage.org](http://www.protectdupage.org).

### **Operation Helping Hand - Special Needs Registration**

Offered by OHSEM, to residents of DuPage County who are most vulnerable to emergencies and disasters, such as those with disabilities or seniors with access and functional needs.

Click on the "Special Needs Registration" link at [www.protectdupage.org](http://www.protectdupage.org) to sign up. In large-scale emergencies, this information may be made available to first responder agencies.



**DuPage County Health Department**  
111 N. County Farm Road, Wheaton, IL 60187  
**(630) 627-1700 (24 hours daily)**  
**(630) 221-7980 (non-emergency intake line)**  
[www.dupagehealth.org](http://www.dupagehealth.org)

- Offers a wide range of health services at locations throughout DuPage County for non-emergency and disaster-related health problems
- Receives all emergency and non-emergency calls for mental health services and provides information regarding other mental health groups
- Offers professional counseling services, 24 hours daily, during emotional emergencies through the Crisis Intervention Unit

## DISASTER AND EMERGENCY RELIEF AGENCIES

**American Red Cross of Greater Chicago**  
2200 W. Harrison Street, Chicago, IL 60612  
**(312) 729-6100**  
[www.chicagoredcross.org](http://www.chicagoredcross.org)



Led by volunteers, this humanitarian organization provides relief to victims of disasters and helps individuals prevent, prepare, and respond to emergencies. Assistance may include:

- Vouchers to purchase essentials for food, clothing, medicine, eyeglasses and home furnishings
- Financial assistance for rent, medical bills, and utilities
- Mental health workers to help individuals cope with the emotional aftermath of disasters

**Federal Emergency Management Agency (FEMA)**  
**1-800-621-3362**  
[www.fema.gov](http://www.fema.gov)



FEMA coordinates the federal government's role in preparing, preventing, responding, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.

Visit [www.ready.gov](http://www.ready.gov) to learn how you can prepare for an emergency or disaster.

## GENERAL ASSISTANCE

**Benefits Check Up** – Maintained by the National Council on Aging. This site identifies public benefits to help with everyday expenses and medical care costs [www.benefitscheckup.org](http://www.benefitscheckup.org)

**Benefits Link** – Resources on pensions, health insurance, and other benefits provided by private employers, governmental entities, churches and other groups. [www.benefitslink.com](http://www.benefitslink.com)

**Townships** – Provide emergency financial assistance under the General Assistance Program to eligible residents for help with food, rent, utilities and medical needs. Information for the nine townships comprising DuPage County can be found at [www.dupageco.org/seniorsvcs/townshipmap](http://www.dupageco.org/seniorsvcs/townshipmap)

**Food Pantries** - are located at most townships, several churches, and other non-profit agencies throughout DuPage County. Government commodities and donations are distributed through local food pantries to eligible residents. Call DuPage County, Intake & Referral at 630-407-6500 or access the website: [communityhungernetwork.org/AreaPantries/area.pantries.html](http://communityhungernetwork.org/AreaPantries/area.pantries.html)

### **Addison Community Switchboard**

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

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

### **Catholic Charities**

3130 Finley Road, Suite 520, Downers Grove, IL. 60515  
**(630) 495-8008 (accessible after hours)**  
[www.cc-doj.org](http://www.cc-doj.org)

Emergency assistance is provided to individuals and families in crisis through information and referral, social services, advocacy, case management, and limited financial assistance.



### **Downers Grove FISH**

4340 Prince Street, Downers Grove, IL. 60515

**(630) 964-7776**

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

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**

421 N County Farm Road, Wheaton, IL. 60187

**(630) 407-6500**

[www.dupageco.org/seniorsvcs](http://www.dupageco.org/seniorsvcs)



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. Serves residents of DuPage County.

### **Elmhurst Walk-in Assistance Network**

#### **St. Peter's United Church of Christ**

125 W. Church Street, Elmhurst, IL 60126

**(630) 782-6006**

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

May provide emergency assistance for gasoline, food, transportation, utilities, rent, car repairs, and prescriptions. Serves Elmhurst residents, members of an Elmhurst church or those caring for a child that attends an Elmhurst school.

### **Glen Ellyn Walk-in Ministry**

#### **First United Methodist Church of Glen Ellyn**

424 Forest Avenue, Glen Ellyn, IL 60137

**(630) 469-2862**

[gefumc.org](http://gefumc.org)

Uses the coordinated efforts of Glen Ellyn churches and other faith-based organizations to provide a source of assistance to individuals and families in need of emergency aid. Serves Glen Ellyn residents, members of a Glen Ellyn church, and DuPage PADS clients with a referral.

### **HCS Family Services**

Memorial Hall, 2<sup>nd</sup> Floor

19 E. Chicago Avenue, Hinsdale, IL. 60521

**(630) 323-2500**

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

HCS is considered an outreach center for the Salvation Army Service Extension for emergency assistance for utilities. Also provides a food pantry, rental assistance, holiday assistance, and referrals to other agencies. Supportive services are provided to residents of Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook.

### **Hope's Front Door**

1047 Curtiss Street, Room 610, Downers Grove, IL 60515

**(630) 322-9803**

[www.hopesfrontdoor.com](http://www.hopesfrontdoor.com)

Provides relief to those with emergency needs for transportation, food, and medical/dental vouchers. Serves Darien, Downers Grove, Lisle, Westmont, Willowbrook and Woodridge.

### **Itasca Walk-in Ministry**

336 W. Center Street, Itasca, IL 60143

**(630) 467-0133**

[itasca.com](http://itasca.com)

Assists with prescriptions, utility payments, rent or mortgage payments, car repairs and travel vouchers for work. Serves Itasca residents, members of an Itasca church or those caring for a child that attends an Itasca school. Also serves people passing through on a one-time basis who do not fall under the other guidelines.

### **Loaves & Fishes Community Services**

1871 Hill Grove Lane, Naperville, IL 60563

**(630) 369-0200**

[www.loaves-fishes.org](http://www.loaves-fishes.org)



Emergency financial assistance is available for basic needs such as rent, utilities, car repairs and food. The Cares Programs connects people to resources and services that are available within the community. Serves residents of Naperville, Naperville Township or members of a Naperville congregation.

**Lombard and Villa Park Walk-in Ministry  
Outreach House**

24 W Ash Street, Lombard, IL 60148

**(630) 693-0185**

[theoutreachhouse.org](http://theoutreachhouse.org)

Provides emergency financial assistance to individuals and families in need in the community. Serves low-income residents of Lombard and Villa Park.

**Love Christian Clearinghouse**

**(630) 512-8665**

[www.love-cc.org](http://www.love-cc.org)



Call center provides referrals to agencies and church volunteers to help meet needs for food, clothing, shelter, budgeting, friendship, furniture, parenting, prayer, and unusual requests. Serves all of DuPage County.

**Outreach Community Ministries**

373 S. Schmale Road, Ste. 102, Carol Stream, IL 60188

**(630) 682-1910**

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

Offers a full range of human services, community development, and faith activities. Services include case management, counseling, transitional housing programs, older adult programs, employment training, and community development. Outreach operates resource centers and serves residence of Wheaton, Warrenville, Carol Stream, West Chicago and Lombard.

**People's Resource Center**

201 S. Naperville Road, Wheaton, IL 60187

104 Chestnut Avenue, Westmont, IL 60559

**(630) 682-5402**

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

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. Serves DuPage County residents in need.



## **The Salvation Army**

1 S 415 Summit Avenue, Villa Park, IL 60181

**(630) 629-3044**

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



Works with other agencies to provide disaster relief, emergency assistance, homeless prevention, substance abuse rehabilitation, and short-term financial assistance to individuals and families. This location serves Oak Brook, Oakbrook Terrace and Villa Park. All other DuPage County residents can access the Salvation Army Service Extension centers at their township offices, which can be found at [www.dupageco.org/seniorsvcs/townshipmap](http://www.dupageco.org/seniorsvcs/townshipmap)

## **Sharing Connections Furniture Bank**

5111 Chase Avenue, Downers Grove, IL 60515

**(630) 971-0565**

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



Provides furniture, household items, appliances, beds, linens, and electronics to low income individuals and families in need. Services all of DuPage County. Social service agency referral is required.

## **St. Vincent de Paul Thrift Stores**

90 W. Lake Street, Addison, IL 60101, **(630) 628-9008**

213 Main Street, West Chicago, IL 60185, **(630) 562-4801**

[svdpjoliet.org/thrift-stores.html](http://svdpjoliet.org/thrift-stores.html)

Provides gently used clothing, furniture, and other household items available at low cost. DuPage County Community Services, other social services agencies, and churches offer vouchers for needy individuals.



## SHELTERS

### **Catholic Charities/Hope House**

3130 Finley Road, Suite 520, Downers Grove, IL. 60515

**1-800-941-8681 – 24 hours for at risk or homeless clients**

**(630) 495-8008**

[www.cc-doj.org/services/community-services](http://www.cc-doj.org/services/community-services)



Shelter, transitional housing, personal supportive housing, and adult day care are provided for individuals and families who are homeless due to a crisis situation such as job loss or divorce. Prevention counseling is offered to help individuals avoid becoming homeless.

### **DuPage PADS (Public Action to Deliver Shelter)**

601 W. Liberty Drive, Wheaton, IL 60187

**1-866-682-8567 – Toll Free**

**(630) 682-3846**

[www.dupagepads.org/resources/i-need-help](http://www.dupagepads.org/resources/i-need-help)



Provides emergency shelter (including meals), support services, and advocacy for people who are homeless. The overnight shelter is held in congregations throughout the county (sites change nightly) from 7:00 PM to 7:00 AM. Some of the client services offered by PADS include a hot lunch, job search assistance, medical and dental assistance and legal aid.

### **Family Shelter Service**

605 E. Roosevelt Road, Wheaton, IL 60187

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

**(630) 221-8290**

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



Provides emergency shelter, in a home-like environment, for victims of domestic abuse. The 24-hour hotline is operated by trained counselors who provide information about domestic violence and the shelter guidelines. Counseling, support groups, and court advocacy are offered. Spanish-speaking services are provided regardless of immigration status.