



# Harvey Response Guide



## Emergency Contact Information

- **Houston Fire Department**, Dial 311 *IMPORTANT: If you are awaiting rescue, prominently display a towel or sheet from a door or window so we can spot you. Addresses are tough to spot.*
- **Cajun Navy** by **Zello Walkie Talkie** app- type in "Texas search and rescue" - you can also ask for help there
- **United States Coast Guard** search and rescue numbers: 281-464-4851, 281-464-4852, 281-464-4853, 281-464-4854, 281-464-4855
- **Med ER Rooftop Helicopter** – 1-800-323-7233
- **National Guard** – 713-578-3000
- **Houston Police Department**: Residents can also call 311 or Houston Police's non-emergency phone number at 713-884-3131.
- **CenterPoint Energy**: 713-207-2222 to report downed power lines to CenterPoint Energy.
- [What to take with you if you are evacuating](#)

## Transportation and Weather:

- **Houston TranStar Map**: [See the traffic](#) and where [high water](#) is.
- **Waze Traffic Conditions** - Crowd Sourced Traffic Information
- **Harris County Flood Warning System**: Keep an eye on rainfall levels with this map. Make sure to update it to the right time frame to see totals for Hurricane Harvey.
- **National Weather Service | Houston**: Forecast office in the Houston and Galveston area.
- **National Hurricane Service**
- **DriveTexas**: Traffic map for Texas as a whole.
- **Centerpoint Energy Outage Tracker**
- **Harris County Flood Education Map**: Shows areas that have a potential for flooding.
- **Houston Incident Map**: Check for information on EMS and high water rescue events.
- **Google Crisis Map**
- Report **Price Gougers** at Office of the Attorney General's Consumer Protection Hotline toll-free at (800) 621-0508 or email [consumeremergency@oag.texas.gov](mailto:consumeremergency@oag.texas.gov)



## Where to Volunteer

- **Local Church or other religious institution** - There are hundreds of locations around the city looking for help. Reach out and see how can play a part in helping the community recover
- **YMCA Houston Flood Relief**
- **United Way Houston Flood Relief**
- **Lonestar Convention Center**
- **Lakewood Church** - Large number of evacuees plus aid distribution Also is serving as a host location for Samaritans Purse (NGO). [Sign up for Medical Volunteering Shifts](#)
- **VolunteerHou.org** - Connects you with organizations seeking aid. They have a Harvey response section.
- **Salvation Army Family Residence Shelter** (1603 McGowen St, Houston, Texas 77004) Call 713.650.6530 and ask for Ruby or Yolanda.
- **NRG** - taking on large number of evacuees. Needs medical professional support, you can sign up at this [Google Doc Link](#)
- **Houston's First Baptist Church** - coordinating a fund for relief throughout the city
- **Sketch City Map of Shelters** - map of locations accepting volunteers or donations in Houston
- **BBVA Stadium** - they are taking immense number of donations and need help distributing among other things.
- **Fire Marshall** is looking for individuals with high water vehicles and boats to help with water rescues: call 713.881.3100
- If you are an **attorney** and would like to help the Texas Bar assist victims of Harvey go to [www.texasbar.com/attorneyvolunteer](http://www.texasbar.com/attorneyvolunteer)  
\*Be sure to sign up to volunteer prior to arriving at a facility. That way you can ensure they have a need for volunteers before you arrive



## Medical Assistance (if you can't get to the doctor)

- **Rowe Docs**: If you are unable to get to a medical center and need urgent medical advice go to their site, request an online appointment and get free medical advice.
- **Teladoc**: Offering free telephonic with medical doctor 855-220-4585
- To talk to a professional who can help you cope with emotional distress from the storm, call the Disaster Distress Helpline at 800-985-5990, visit <http://disasterdistress.samhsa.gov>, or text TalkWithUs to 66746.



## Neighborhood Evac and Emergency Shelter Information

- **Houston Office of Emergency Management Shelters**
- **Fort Bend County Evacuation Centers**
- **AirBnB** (some hosts are letting evacuees stay for free)
- To find a shelter, visit [www.Redcross.org/shelter](http://www.Redcross.org/shelter) or call 800-RED-CROSS
- **ABC13 List of Evacuations**
- **KHOU List of Emergency Shelters**
- **FEMA Transitional Sheltering Assistance** (FEMA will pay for your hotel stay if you qualify for assistance)



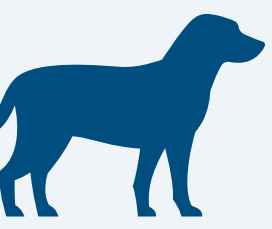
## Food Resources and Grocery Stores

- **Houston Food Bank** - 832-369-9390  
**Emergency Food Pantry**  
[Find a local food pantry near you](#)
- **Fiesta** has a list of open stores
- **HEB** updates frequently on their [facebook](#) and [twitter](#). Their facebook seems to be the most frequently updated. They pinned the post of open/closed stores at the top of the page and note the time it was most recently updated.
- **Kroger** has a list of stores that are open. Updates are available [here](#) and on their [facebook page](#)
- **Randalls** has added a list of open stores on their [facebook page](#)



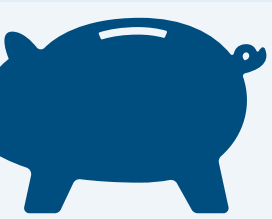
## Support for your Pets

- **Best Friends Animal Society**
- **Hurricane Harvey Animal Rescue Needs & Offers to Help - Texas 8/2017**
- **Lost and Found Animals of Hurricane Harvey**
- **List of animal shelters and rescues in the path of Hurricane Harvey**



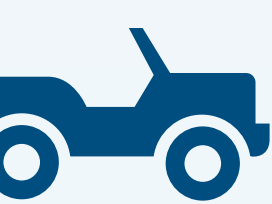
## Where to Donate

- **Start with Charity Navigator**. They have a wonderful site, which rates charities and helps you determine who to give to
- **United Way Houston Flood Relief**. [Contact to volunteer](#)
- **YMCA Houston Flood Relief** Can also text HOUSTON to 91999 to donate. [will need volunteers](#)
- **Houston Food Bank**
- **Greater Houston Community Fund** - Fund set up Houston Mayor Turner
- **Americares**
- **JJ Watt's Houston Flood Relief Fund Crowd-raise**  
\*Be sure to check for a list of items that are needed prior to donating



## FEDERAL DISASTER ASSISTANCE

- **National Flood Insurance Program**
  - Policyholders may call 1-800-621-3362 from 8 a.m. to 6 p.m. (CDT) for general information, servicing of claims, or technical assistance.
- **FEMA**
  - Texans who have sustained property damage from severe storms and flooding are urged to register with the Federal Emergency Management Agency (FEMA) at [disasterassistance.gov](http://disasterassistance.gov).
- **File claims prior to September 1st**
  - Due to **HB 1774**, victims of Hurricane Harvey are urged to submit claims and written notice to their insurance companies before Sept 1st. [Texas Tribune Article](#)



## Local Hurricane Coverage:

- [ABC 13](#)
- [Click2Houston](#)
- [KHOU](#)

Please note: the information in this document is only up to date as of 3 pm CST August 30th, 2017.

This list has been pulled together from a variety of sources by volunteers from [Oasis Medical Fellowship](#).

Oasis is not affiliated with any of these organizations. Please check the various references for further information.