

LESREADY

COMMUNITY DISASTER RESPONSE PLAN

Lower East Side, Manhattan

Updated 09.28.16

LESREADY!

September 2016

LESReady is a coalition of community groups and institutions that will cooperatively coordinate our response, resources, preparedness planning and training in response to Hurricane Sandy and in the event of future disasters. Our work will focus on Manhattan's Community Board 3 area and the immediately adjacent neighborhoods that our groups may serve.

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I. PURPOSE

The purpose of the LESReady Disaster Response Plan is to aid the LESReady coalition in providing a coordinated and efficient response to disasters in the Lower East Side. The plan underscores the four core elements that LESReady addresses as a community coalition:

- 1. PREPAREDNESS**
- 2. COMMUNICATIONS**
- 3. COMMUNITY RESPONSE**
- 4. LONG- AND SHORT-TERM RESILIENCY**

This Plan will be revisited on an annual basis to include updates to ensure the relevancy of the information contained herein. The Plan suggests steps that will help preemptive planning for navigating natural and unforeseen major disasters. The Plan also strongly encourages local residents to become actively involved in the New York City Office of Emergency Management’s Community Emergency Response Team (CERT) / Citizen Corps and/or to join LESReady’s team of trained volunteers. The Plan outlines strategies for how the LESReady coalition members will work collaboratively to respond to disasters. It is designed to complement the City and County of New York’s larger Emergency Operations Plan.

Experience has shown that after a major disaster, police, fire, rescue and other emergency response and support agencies experience a tremendous demand on services. First Responders focus on the areas that officials deem most in need of immediate response and prioritize addressing life-threatening events, such as structural fires or the collapse of buildings. Consequently, in a crisis that affects broader segments of the City, First Responders may be able to respond less robustly and with more limited resources to calls for assistance from individuals, buildings or neighborhoods. A prepared community will be more resilient and better equipped to respond and be more resilient at all phases of a disaster.

II. HOW TO USE THIS PLAN

The Disaster Response Plan is broken down into five main sections to support the coalition in planning and carrying out a coordinated response to disasters. The Plan succinctly communicates action steps and related resources to support effective immediate preparation and response to disasters.

The main body of the plan references additional resources, listed within the appendix. It also includes fillable templates and fields for each user to customize the plan to their role(s), in addition to a flow chart to highlight the main steps at each time interval.

- I. **PURPOSE:** Succinctly explains the history and purpose of the Disaster Response Plan. For background information on the LESReady coalition, please see Appendix A: LESReady, section i: Background info.
- II. **HOW TO USE THIS PLAN:** Outlines the different section of the Disaster Plan and their uses.
- III. **THE PLAN:** At the core of the LESReady Disaster Response Plan, this section defines the various roles involved in LESReady’s response to disasters and outlines the concrete sequence of events and responsibilities (dependent on each LESReady member’s assigned role) in preparation to and immediately following disasters. The plan includes a chain of actions for 72 hours pre-disaster, 24 hours pre-disaster, three separate contingency plans after assessing the disaster, and 12-hours after the disaster. It also includes a visual flowchart and the following templates:
 - a. **LESReady Individual Organization Disaster Role [Template]:** This template allows LESReady member organizations to input important disaster information (i.e. primary contacts and resources each organization agreed to provide in case of disasters under the LESReady Memorandum of Understanding)
 - b. **LESReady Disaster Operating Sites [Template]:** This template allows LESReady member organizations to take notes during the 24 hours pre-disaster phone call. They will be able to identify which spaces are pre-selected to serve as operating sites, what their operating hours are, what services they are offering, and whether or not they are a site for distributing disaster resources.
- IV. **APPENDIX:** The Appendix includes extensive information that is referenced throughout the Disaster Response Plan. In addition, it provides useful templates, documents, and further resources to support the various constituencies in the Lower East Side.

III. THE PLAN

A. GLOSSARY

ROLES

Executive Committee Chairs - The acting Chair and Co-Chair of LESReady. Primary responsibilities include activating the Disaster Plan, guiding the Disaster Coordination Team through the various operational periods, confirming the locations of disaster Centers, and deactivating the Disaster Plan.

Disaster Coordination Team - Individuals particularly active in the LESReady coalition, for instance, Executive Committee members or committee chairs. The Executive Committee Chairs identify team members. The team can also adapt to include additional members based on the disaster's context and geography, as well as LES Ready member activation. This team selects Public Information Coordinators, identifies potential disaster Centers, advises on which contingency plan to activate, and guides coalition members through the operational phases of the Disaster Plan.

LESReady Coalition Coordinator - This person acts primarily as a liaison between the LESReady Coalition and other City, State, or federal agencies involved in disaster response, particularly NYC Emergency Management. They also provide administrative support to the Executive Committee Chairs.

LESReady Liaison Officer - NYC Emergency Management representative tasked with communicating information between NYC EM and LESReady, in order to coordinate resources, direct First Responders and CERT Teams to high-need areas, etc. They interface primarily with the LESReady Coalition Coordinator, establishing appropriate channels of communication.

Public Information Coordinators - LESReady representatives selected by the Disaster Coordination Team to serve as organizational spokespeople. They are responsible for developing and disseminating key messages to the public before, during, and after an event.

Coalition Member - An organization that has signed a Memorandum of Understanding (MOU) to join LESReady and actively participates in its meetings and trainings.

Primary Point of Contact (POC) - A Coalition Member representative designated in their organization's MOU as LESReady's point of contact. POCs will communicate information between their organization and LESReady before, during, and after an event.

Disaster Resource Center (DRC) Manager - A staff person assigned by the DRC host organization to coordinate the flow of services and oversee activity at the facility.

Community Point of Distribution (POD) Managers - Two to three staff persons per site assigned by the POD host organizations to coordinate the flow of services and address the resource needs of the community.

Volunteer Reception Center (VRC) Manager - A staff person assigned by the host organization to oversee the VRC. They should be familiar with the facility and capable of managing a team to register volunteers, deploy volunteers as needed, and attend to volunteers' wellbeing.

First Responders - People or agencies designated or trained to respond to an emergency, such as police departments, fire departments, medical personnel, the National Guard, etc. The LESReady and its members are NOT first responders.

Community Emergency Response Teams (CERT Teams) - Teams of local volunteers trained by the Office of Emergency Management in basic disaster response skills, such as light search and rescue and disaster medical operations. The LESReady Liaison Officer may direct CERT Teams to the community as needed.

TERMS

Operating Sites: Sites that the LESReady coalition activates to provide one or more of the following services:

- **Disaster Resource Center (DRC)** - Location where community members from the affected area can go to receive information on recovery services and direct case management support.
- **Point of Distribution (POD)** - Location where community members from the affected area go to pick up emergency supplies following a disaster, such as food, water, and other emergency supplies.
- **Public Information Center (PIC)** - Location where LESReady volunteers and members provide information to the community on disaster and recovery updates, disaster resources, and LESReady Operating Sites.
- **Volunteer Reception Center (VRC)** - Location where neighborhood residents can go to volunteer with local community organizations and LESReady coalition members. They will be selected by the Executive Committee Chairs and Disaster Coordination Team during the 24 hour pre-disaster conference call, and activated at the onset or immediately after the event, depending on the contingency plan.

Disaster Coordination Center (DCC)- A point of communication allowing organizations to share needs, information, and gain a better picture of what areas have been affected, where current resources are available and what service sites are open. The LESReady pre-determines possible locations for the Disaster Coordination Center. The Disaster Coordination Center is only activated when the coalition cannot communicate via phone or e-mail.

B. PRE-DISASTER

I am responsible for the following role(s) in the LESReady Disaster Response Plan:

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72 HOURS BEFORE

Executive Committee Chairs	LESReady Disaster Coordination Team / LESReady Coalition Coordinator	LESReady Coalition
<p>The Executive Committee Chairs will confer and initiate the 72 hour pre-disaster planning process.</p>	<p>The LESReady Coalition Coordinator will establish contact with the NYC Emergency Management LESReady Liaison Officer and confirm channels of communication to be used pre- and post-event.</p>	<p>Coalition members should begin initiating their own internal organizational Disaster Plans. (See Appendix B: Pre-Disaster Resources, section i: Organizational Disaster Plan).</p>
<p>Executive Committee Chairs will send out an email 72 hours before a natural disaster event to each member organization’s primary point of contact (POC) and the Disaster Coordination Team. The e-mail will:</p> <ul style="list-style-type: none"> • Let everyone know to start preparing for a natural disaster. • Alert the LESReady Disaster Coordination Team to be prepared for a 24 hour pre-event conference call. 		
	<p>In preparation for the conference call, the Disaster Coordination Team will check in with LESReady coalition members to note their emergency operation hours and availability.</p>	

IMPORTANT DISASTER INFORMATION ABOUT OUR ORGANIZATION

Organization Name:		
Primary Location:		
Primary Point of Contact during an Emergency:		LESReady Point of Contact (POC):
Name:		
Office Phone:		
Mobile Phone:		
Email:		
Spaces we have agreed to manage:		
Name:		
Type (VRC, DRC, etc.):		
Address		
Hours of Operation:		
Point Person(s):		
Office Phone:		
Mobile Phone:		
Email:		
Immediate disaster response resources we have agreed to provide:		
<input type="checkbox"/> Food	<input type="checkbox"/> Clothing	<input type="checkbox"/> Sheltering / Housing
<input type="checkbox"/> Volunteer Coordination	<input type="checkbox"/> Showers	<input type="checkbox"/> HUB
<input type="checkbox"/> Vehicles	<input type="checkbox"/> Generators	<input type="checkbox"/> Critical Supplies
<input type="checkbox"/> Medical Support	<input type="checkbox"/> Medical Supplies	<input type="checkbox"/> Mental Health Support
<input type="checkbox"/> Communications	<input type="checkbox"/> Other	<input type="checkbox"/> None, N/A
Our Language Capacity:		
<input type="checkbox"/> Spanish	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Cantonese
<input type="checkbox"/> Hebrew	<input type="checkbox"/> Russian	<input type="checkbox"/> French
<input type="checkbox"/> American Sign Language	<input type="checkbox"/> None / N/A	<input type="checkbox"/> Other

24 HOURS BEFORE		
Executive Committee Chairs	LESReady Disaster Coordination Team / LESReady Coalition Coordinator	LESReady Coalition
The Executive Committee Chairs will initiate the 24 hour pre-disaster conference call with the Disaster Coordination Team .		
	Disaster Coordination Team members will access the conference call by dialing in to XXX-XXX-XXXX, Meeting ID: XXX-XXX-XXXX. <ul style="list-style-type: none"> • If landlines and digital phone lines are down, attempt alternate methods of communication. (See Appendix C: LES Ready Disaster Response, section i: Communications Protocol). 	
	The Disaster Coordination Team will confirm their organization’s emergency hours of operation and availability.	
Executive Committee Chairs and the Disaster Coordination Team will identify potential locations for the LESReady Operating Sites, and 2 potential locations for the Disaster Coordination Center, to be activated in the post-disaster period if necessary. (See Appendix C: LESReady Disaster Response, section vii: Public Information Centers).		
	The Disaster Coordination Team will identify Public Information Coordinators to serve as spokespeople for LESReady.	
Public Information Coordinators , working with the Executive Committee Chairs and the Disaster Coordination Team , will develop pre-vetted key messages to be communicated to the public via social media platforms at the time of the event. (See Appendix C: LESReady Disaster Response, section i: Communications Protocol).		
Coalition members will be selected and assigned to manage LESReady Operating Sites upon activation post-disaster.		
After the conference call, if communications allow, the LESReady Coalition Coordinator or another designated Disaster Coordination Team member will email minutes to all member organization’s POC.		

C. POST-DISASTER

IMMEDIATELY AFTER

Disaster Coordination Team	LESReady POCs	LESReady Coalition Members	Public Information Coordinators
	<p>Coalition members will canvass their respective areas, safety permitting, and report damage to their organization’s LESReady POC. (See Appendix C: LESReady Disaster Response, section iv: LESReady Assessment Survey).</p>		
<p>LESReady POCs will assess and communicate damage in their specific area to the Disaster Coordination Team.</p>			
<p>The Disaster Coordination Team, having received information from different sectors of the Lower East Side, will activate the appropriate contingency plan and will inform LESReady POCs.</p>			

CONTINGENCY PLANS

CONTINGENCY PLAN 1 (no adverse effects in the LES)

In the event of a disaster which does not adversely affect the Lower East Side or adjacent neighborhoods, and whereby there are no serious injuries or hazardous local conditions:

LES Ready **coalition members** will assess the external, affected area and its needs.

LESReady coalition members will assess their capacity to coordinate services and communicate with their organization’s **LESReady POC**.

POCs will notify the **Disaster Coordination Team** regarding their organization’s service capacity.

The **Disaster Coordination Team** will decide whether to assist affected area, or continue business as usual.

If the decision is made to assist the affected area:

- The **LESReady Coalition Coordinator** will communicate with the **LESReady Liaison Officer** to identify and coordinate requested services.

- The **LESReady Coalition Coordinator** will communicate needs and capacity to the **Disaster Coordination Team**, who will coordinate resources and volunteers between **LESReady POCs** and affected areas.
- The **Disaster Coordination Team** will assess the need for continued support.

*At the close of Contingency Plan 1, there is no need to continue to the 12 Hours After section.

CONTINGENCY PLAN 2 (one area of the LES is affected)

In the event of a disaster which severely or moderately affects only one section of the Lower East Side:

The **Disaster Coordination Team** will check-in with all **coalition members**.

The **Executive Committee Chairs** and the **Disaster Coordination Team** will assess the need to activate LESReady Operating Sites and what services are required [Volunteer Resource Centers (VRCs), Disaster Resource Centers (DRCs), Points of Distribution (PODs), and Public Information Centers (PICs)].

Coalition members assigned to manage these hubs during the 24 hour pre-event conference call will confirm ability to operate centers.

The **Public Information Coordinators** will communicate the activated contingency plan and information (operating hours, locations, and services) on LESReady Operating Sites to residents and coalition members via the LESReady phone line, official LESREADY.ORG website, and other social media platforms.

The **LESReady Coalition Coordinator** will reach out to the **LESReady Liaison Officer** who will be monitoring activities throughout New York City and convey information from/to City and State personnel regarding the status of the Lower East Side.

Continue on to the 12 Hours After section.

CONTINGENCY PLAN 3 (major event affecting the entire LES)

In the event of a major disaster that affects the majority of our catchment area:

The **Disaster Coordination Team** will decide which of the pre-identified Disaster Coordination Centers to activate, ideally within 3 hours of the event.

Coalition members hosting LESReady Operating Sites [Volunteer Resource Centers (VRCs), Disaster Resource Centers (DRCs), Points of Distribution (PODs), and Public Information Centers (PICs)] will activate these locations and confirm services.

The **Disaster Coordination Team** will contact **coalition members** to set up a meeting at the Disaster Coordination Center.

The **LESReady Coalition Coordinator** will reach out to the **LESReady Liaison Officer**, who will be monitoring activities throughout New York City, and convey information from/to City and State personnel regarding the status of the Lower East Side and resources they can provide.

The **Public Information Coordinators** will communicate the activated contingency plan and information (operating hours, locations and services) on LESReady Operating Sites to residents and **coalition members** via the LESReady phone line, official LESREADY.ORG website, and other social media platforms.

Continue on to the 12 Hours After section.

12 HOURS AFTER			
Executive Committee Chairs	Disaster Coordination Team	LESReady Coalition Coordinator	LESReady Coalition Members
	Coalition members hosting LESReady Operating Sites will update the Disaster Coordination Team on the status of their respective areas.		Coalition members hosting LESReady Operating Sites will update the Disaster Coordination Team on the status of their respective areas.
	The Disaster Coordination Team will continue to allocate resources and volunteers where they are needed and as necessary.	The LESReady Coalition Coordinator will reach out to the LESReady Liaison Officer to direct First Responders and CERT teams to any areas with unmet needs.	
The Disaster Coordination Team and Executive Committee Chairs will initiate a meeting to assess the severity of the disaster, discuss next steps and assess whether to continue Disaster Plan protocols, or transition into long-term recovery initiatives.			

FLOWCHART TEXT (final chart forthcoming)

72 Hours:

- Executive Committee Chairs initiate LESReady planning process via e-mail
- Coalition members activate internal plans
- LESReady establishes contact with EM and city agencies.

24 Hours:

- LESReady Pre-Disaster Conference call to determine:
 - Locations of LESReady Operating Sites (DRCs, VRCs, PODs, and PICs)
 - Two potential locations for the Disaster Coordination Center;
 - Roles of coalition members; and
 - LESReady member organizations' capacity
- Public Information Coordinators determine disaster communications

Immediately After:

- Assess conditions
- Activate appropriate contingency plan
- Open LESReady Operating Sites

Contingency Plan 1 (No adverse effects in LES)

- Assess needs of affected areas
- Determine LESReady capacity to support affected areas

--12+ Hours later:

- A. [Unfeasible to support affected area]
 - Continue with business as usual
- B. [Activate Support]
 - Establish communication with affected areas
 - Allocate available resources and volunteers
 - Assess need for continued support

Contingency Plan 2 (LES severely or moderately affected)

- - Decide whether or not to activate LESReady Operating Sites
 - Communicate the activated disaster plan with the public and local residents
 - Maintain contact with City and State agencies re: local conditions and needs

--12+ Hours later:

- LESReady Operating Sites keep LESReady updated on their status
- LESReady allocates available resources and volunteers as needed
- LESReady coordinates with first responders
- Maintain contact with city, state, and community.

- LESReady assess whether to continue in immediate disaster mode or activate long-term recovery.

Contingency Plan 3 (Majority of catchment area majorly affected)

- Activate all LESReady Operating Sites
- If necessary, activate Disaster Coordination Center
- Meet to discuss what needs to be communicated with city, state, and community members.
- Maintain contact with City and State agencies re: local conditions and needs
- Communicate with LES community

--12+ Hours later:

- LESReady Operating Sites keep LESReady updated on their status
- LESReady allocates available resources and volunteers as needed
- LESReady coordinates with first responders
- Maintain contact with city, state, and community.
- LESReady assess whether to continue in immediate disaster mode or activate long-term recovery.

IV. APPENDIX

A. LESReady

Ai. Background Info

Crises and disasters, whether broad in scope or isolated in a particular area occur each day throughout the city, state and nation. These situations can be natural or manmade disasters, transportation disruptions or system failures in essential services. The disparity of access to resources, technologies, and avenues of communication amongst neighborhoods and communities in New York City amplifies the impact of each disaster. Whatever the nature of the crisis or disaster, personal and community preparedness is the key to survival, effective response and resiliency.

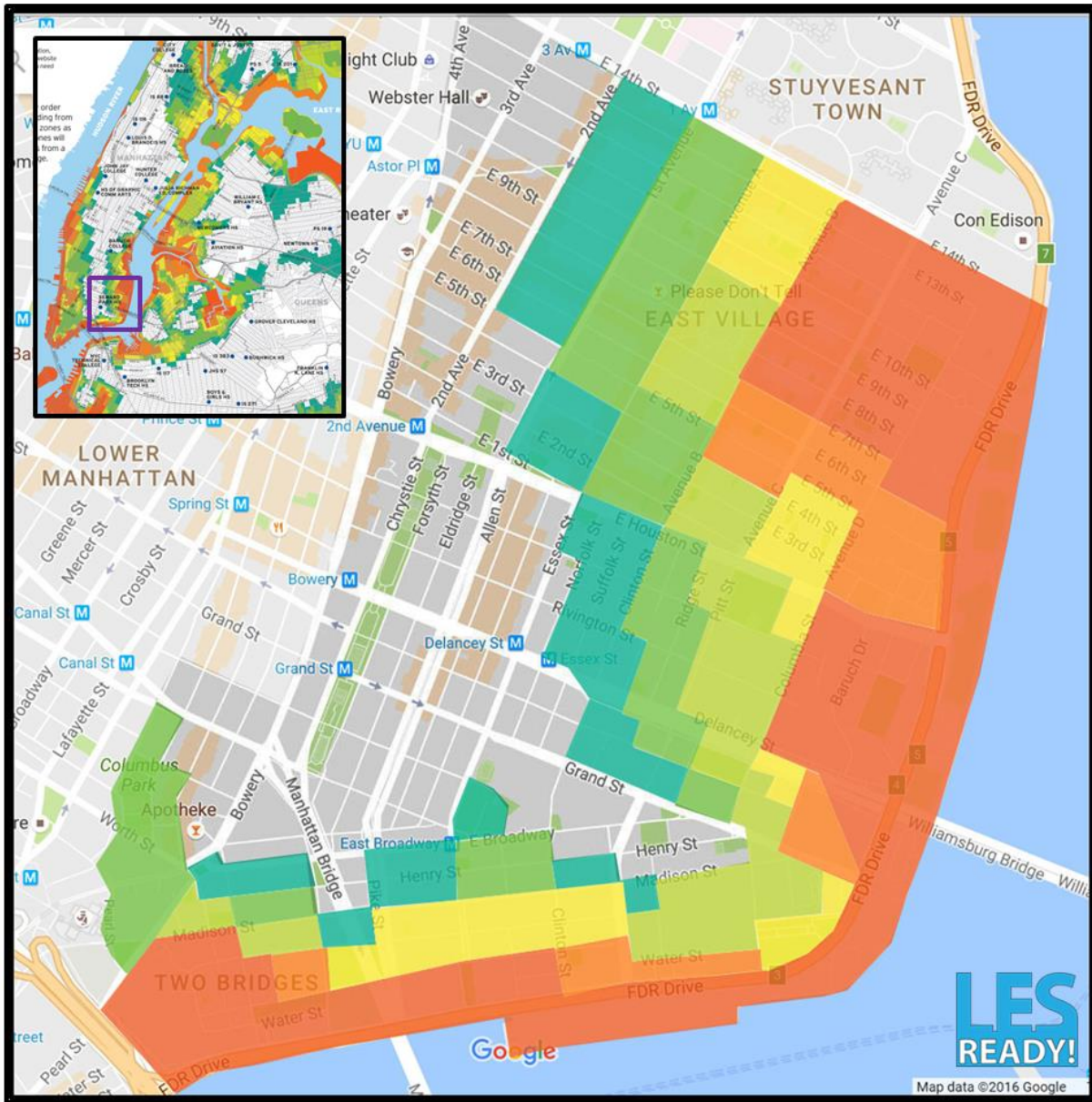
New York City has experienced a multitude of disasters in its history and remains at risk for a major disaster. Any major disaster can bring catastrophic consequences to a community – especially one such as ours, with a large percentage of non-English speakers, seniors, and at-risk families. The Lower East Side (LES) is densely populated, with more than 160,000 people residing in the area of 1.7 square miles. Many of the buildings are multi-story high rises that make evacuation during disasters very difficult. This is especially true for Community Board 3, which has New York City’s highest concentration of individuals with disabilities and seniors living alone.

The LES has increased vulnerabilities due to the low-lying topography of the land in combination with the hazardous infrastructure situated there. Much of the LES is actually marshland, which was filled to extend Manhattan into the East River.

The Lower East Side is host to the 14th Street power facility where a high concentration of open hazardous materials have been reported to the New York State Department of Environmental Conservation as well as the 13th Street wastewater treatment plant. Combined sewage overflows are a continuing issues in precipitation events. In addition, building utilities generally reside on either the first or basement levels in our neighborhood. These conditions contribute to the area’s likelihood of being flooded, having sewage backup, and loss of power in the entire area during storms.

The LES is constituted of 86.4% renters with the majority of renters in rent subsidized or public housing. Having such a large rental population also makes it difficult for many residents to access Federal Agency Emergency Assistance programs which are generally geared toward single-family homes.

Aii. Catchment Area Map



LOWER EAST SIDE

Hurricane Evacuation Zones

When a coastal storm is approaching, the City may order the evacuation of neighborhoods in danger of flooding from storm surge, starting with Zone 1 and adding more zones as needed depending on the severity of the forecast. Zones will be evacuated depending on life safety-related threats from a hurricane’s forecasted strength, track, and storm surge.



Source: NYC OEM

Aiii. Contacts List

9BC Tompkins Sq. Block Association			
Address	608 E. East 9th St Apt 15, New York, NY 10009		
Website	N/A	Phone	212-674-4057
Emergency Contact	Father Patrick Moloney		
Office Phone	212-674-4057	Mobile	XXX-XXX-XXXX
Email			
LESReady Contact	Laurel Van Horn		
Office Phone	212-260-6103	Mobile	XXX-XXX-XXXX
Email			
Operating Center?	N/A		
Services	Communications, community outreach, advocacy, generator		
Languages	N/A		

All the way E. 4th St Block Association			
Address	336 E. 4th Street # 2B, New York, NY 10009		
Website	N/A	Phone	XXX-XXX-XXXX
Emergency Contact	Ayo Harrington, President		
Office Phone	XXX-XXX-XXXX	Mobile	XXX-XXX-XXXX
Email			
LESReady Contact	Ayo Harrington		
Office Phone	XXX-XXX-XXXX	Mobile	XXX-XXX-XXXX
Email			
Operating Center?	Disaster Resource Hub, Point of Distribution		
Services	Case management, advocacy, communications, outreach, disaster prep, elected officials		
Languages	N/A		

American Red Cross			
Address	520 West 49th Street, New York, NY 10019		
Website	www.redcross.org	Phone	212-875-2001
Emergency Contact	Uikki O' Bryant, Senior Program Manager - NYC		
Office Phone	212-875-2102	Mobile	XXX-XXX-XXXX
Email	uikki-onosai.obryant@redcross.org		
LESReady Contact	Uikki O' Bryant, Senior Program Manager - NYC		
Office Phone	212-875-2102	Mobile	XXX-XXX-XXXX
Email	uikki-onosai.obryant@redcross.org		
Operating Center?	N/A		
Services	Everything but medical support		
Languages	N/A		

Catholic Charities			
Address	1011 First Ave, 6th floor, New York, NY 10022		
Website	www.catholiccharitiesny.org	Phone	212-371-1000
Emergency Contact	Julianne Pannelli, Program Manager & Training Coordinator		
Office Phone	646-794-2486	Mobile	XXX-XXX-XXXX
Email	julianne.pannelli@archny.org		
LESReady Contact	Julianne Pannelli		
Office Phone	646-794-2486	Mobile	XXX-XXX-XXXX
Email	julianne.pannelli@archny.org		
Operating Center?	N/A		
Services	Referrals, case management, immigrant services ,disaster planning & preparedness, coordination		
Languages	N/A		

Charles B. Wang Community Health Center, Inc			
Address	268 Canal Street, New York, NY 10013		
Website	www.cbwchc.org	Phone	212-379-6988
Emergency Contact	Andy Chen, Associates Facilities Manager		
Office Phone	212-379-6988	Mobile	XXX-XXX-XXXX
Email	achen@cbwchc.org		
LESReady Contact	Andy Chen		
Office Phone	212-379-6988	Mobile	XXX-XXX-XXXX
Email	achen@cbwchc.org		
Operating Center?	N/A		
Services	Health & safety training, medical support		
Languages	Mandarin, Cantonese		

Chinese Progressive Association			
Address	230 Grand Street -Room 504, New York, NY 10013		
Website	www.cpanyc.weebly.com	Phone	212-274-1891
Emergency Contact	Mae Lee, Executive Director		
Office Phone	212-274-1891	Mobile	XXX-XXX-XXXX
Email	mLee@cpanyc.org		
LESReady Contact	Mae Lee		
Office Phone	212-274-1891	Mobile	XXX-XXX-XXXX
Email	mLee@cpanyc.org		
Operating Center?	Volunteer Reception Center		
Services	Advocacy, immigrant services, community outreach, volunteer recruitment/coordination		
Languages	Mandarin, Cantonese		

Chinese-American Planning Council			
Address	150 Elizabeth Street, New York, NY 10012		
Website	www.cpc-nyc.org	Phone	212-941-0920
Emergency Contact	Judy Ah-Yune, Director of Community Services Division		
Office Phone	212-941-0030 ext202	Mobile	XXX-XXX-XXXX
Email	jah-yune@cpc-nyc.org		
LESReady Contact	Judy Ah-Yune		
Office Phone	212-941-0030 ext 202	Mobile	XXX-XXX-XXXX
Email	jah-yune@cpc-nyc.org		
Operating Center?	N/A		
Services	N/A		
Languages	N/A		

Cooper Square Committee			
Address	61 E. 4th Street, New York, NY 10003		
Website	www.coopersquare.org	Phone	212-228-8210
Emergency Contact	Steve Herrick, Executive Director		
Office Phone	212-228-8210	Mobile	XXX-XXX-XXXX
Email	steveh@coopersquare.org		
LESReady Contact	Alex Lee		
Office Phone	212-228-8210	Mobile	N/A
Email	Alexl@coopersquare.org		
Operating Center?	N/A		
Services	Housing, rebuilding, case management, senior citizen services, advocacy, health & safety training, disaster planning & preparedness, outreach		
Languages	Spanish, Mandarin		

East Side Tabernacle			
Address	254 E. 2nd Ave., New York, NY 10009		
Website	eastsidetabernacle.org	Phone	212-673-9815
Emergency Contact	David Orama, Director of Men's Ministries		
Office Phone	212-673-9815	Mobile	XXX-XXX-XXXX
Email			
LESReady Contact	David Orama		
Office Phone	212-673-9815	Mobile	XXX-XXX-XXXX
Email			
Operating Center?	Disaster Resource Hub, Volunteer Reception Center, Point of Distribution		
Services	Housing, disaster planning, communications, planning		
Languages	Spanish		

Good Old Lower East Side, Inc. (GOLES)			
Address	173 Avenue B, New York, NY 10009		
Website	www.goles.org	Phone	212-358-1231
Emergency Contact	Damaris Reyes & Lilah Mejia, Executive Director and Disaster Relief Coordinator		
Office Phone	212-358-1231	Mobile	XXX-XXX-XXXX
Email	Lilah@goles.org		
LESReady Contact	Damaris Reyes & Lilah Mejia		
Office Phone	212-533-2541	Mobile	XXX-XXX-XXXX
Email	dreyes@goles.org		
Operating Center?	Volunteer Reception Center		
Services	Case management, senior citizen services, advocacy, disaster planning, community outreach, elected officials		
Languages	Spanish		

Grand St. Settlement			
Address	80 Pitt Street, New York, NY 10002		
Website	www.grandsettlement.org	Phone	212-674-1740
Emergency Contact	Fernando Fernandez, Maintenance Supervisor		
Office Phone	917-797-1325	Mobile	XXX-XXX-XXXX
Email	ffernandez@grandsettlement.org		
LESReady Contact	Elsa Pereira		
Office Phone	212-674--1740	Mobile	XXX-XXX-XXXX
Email	epereira@grandsettlement.org		
Operating Center?	N/A		
Services	Sheltering, food, mental health, outreach, advocacy, referral services, free tax, case management, legal services, senior citizen services		
Languages	Spanish, Mandarin, Cantonese, French		

Green Map System			
Address	292 East 3rd St #1A, New York, NY 10009		
Website	www.GreenMapNYC.org	Phone	212-674-1631
Emergency Contact	Wendy Brawer, Founding Director		
Office Phone	212-674-1631	Mobile	XXX-XXX-XXXX
Email	web@greenmap.org		
LESReady Contact	Wendy Brawer		
Office Phone	212-674-1631	Mobile	XXX-XXX-XXXX
Email	web@greenmap.org		
Operating Center?	N/A		
Services	Charting and mapping, bicycle support, communications		
Languages	Other		

Hamilton Madison House			
Address	253 South Street, New York, NY 10002		
Website	www.hmhonline.org	Phone	212-349-3724
Emergency Contact	Isabel Ching, Acting Executive Director		
Office Phone	212-349-3724 ext:9321	Mobile	XXX-XXX-XXXX
Email	isabel@hmhonline.org		
LESReady Contact	Thea Goodman/ Joy Luangphaxay		
Office Phone	212-349-3724 ext 9320//212-349-3724 ext9524	Mobile	XXX-XXX-XXXX
Email	thea@hmhonline.org / joyluangphaxay@hmhonline.org		
Operating Center?	N/A		
Services	Food, mental health support, community outreach, immigrant services, senior citizen services		
Languages	Chinese, Korean, Japanese, Spanish		

Henry Street Settlement			
Address	265 Henry Street, New York, NY 10002		
Website	henrystreet.org	Phone	212-766-9200
Emergency Contact	David Garza, Executive Director		
Office Phone	212-766-9200 ext224	Mobile	XXX-XXX-XXXX
Email	DGarza@henrystreet.org		
LESReady Contact	Renee Epps		
Office Phone	212-766-9200 x 226	Mobile	XXX-XXX-XXXX
Email	repps@henrystreet.org		
Operating Center?	Disaster Resource Hub, Volunteer Reception Center, Point of Distribution		
Services	Food, mental health support, critical supplies, communications, disaster planning, outreach, disaster preparedness		
Languages	Spanish, Mandarin, Cantonese, Russian		

Lower East Side Coalition Housing Development, Inc.			
Address	717 E. 9th Street, New York, NY 10009		
Website	www.leschd.org	Phone	212-677-4772
Emergency Contact	Mildred Robles, Assistant Manager		
Office Phone	212-677-4772	Mobile	XXX-XXX-XXXX
Email	mrobles@leschd.org		
LESReady Contact	Kim O' Neale & Marie Kemp		
Office Phone	212-677-4772	Mobile	XXX-XXX-XXXX
Email	koneale@leschd.org / mkemp@leschd.org		
Operating Center?	N/A		
Services	Housing, sheltering, disaster planning & preparedness, senior citizen services, rental assistance, referral services		
Languages	Spanish, Mandarin, Cantonese		

Lower East Side Power Partnership			
Address	333 Madison St., New York, NY 10002		
Website	N/A	Phone	212-204-0668
Emergency Contact	Vaylateena Jones, Partner		
Office Phone	212-204-0668	Mobile	N/A
Email	LESPowerPartnership@gmail.com		
LESReady Contact	Vaylateena Jones		
Office Phone	212-204-0668	Mobile	N/A
Email	LESPowerPartnership@gmail.com		
Operating Center?	Volunteer Reception Center		
Services	Advocacy, communications		
Languages	N/A		

Manhattan Community Board 3			
Address	59 East 4th Street, New York, NY 10003		
Website	N/A	Phone	N/A
Emergency Contact	Susan Stetzer, District Manager		
Office Phone	212-533-6015	Mobile	XXX-XXX-XXXX
Email	sstetzer@cb3manhattan.org		
LESReady Contact	Susan Stetzer		
Office Phone	212-533-6015	Mobile	XXX-XXX-XXXX
Email	sstetzer@cb3manhattan.org		
Operating Center?	N/A		
Services	Other		
Languages	Spanish, Mandarin, Cantonese		

Nazareth Housing, Inc.			
Address	519 E 11th Street, New York, NY 10009		
Website	nazarethhousingnyc.org	Phone	212-982-7571
Emergency Contact	Michael J. Callaghan, Executive Director		
Office Phone	212-982-7571	Mobile	XXX-XXX-XXXX
Email	mcallaghan@nazarethhousingnyc.org		
LESReady Contact	Chris Barrett		
Office Phone	646-713-2729 ext:108	Mobile	XXX-XXX-XXXX
Email	cbarrett@nazarethhousingnyc.org		
Operating Center?	Disaster Resource Center, Point of Distribution		
Services	Mental health support, food, clothing, sheltering, communications, advocacy, disaster planning & preparedness, furniture, free tax, senior citizen services, advocacy, rental assistance, financial assistance, housing, other.		
Languages	Spanish, Cantonese, American Sign Language		

New York Disaster Interfaith Services			
Address	4 West 43rd St #407, New York, NY 10036		
Website	www.nydis.org	Phone	N/A
Emergency Contact	Peter Gudaitis, Chief Response Officer		
Office Phone	212-699-6100	Mobile	XXX-XXX-XXXX
Email	pgudaitis@n-din.org		
LESReady Contact	Richard Vernon		
Office Phone	212-669-6100	Mobile	XXX-XXX-XXXX
Email	rvernon@nydis.org		
Operating Center?	N/A		
Services	Housing, muck-out, mold remediation, rebuilding, mortgage assistance, financial assistance, free tax assistance, rental assistance, case management, furniture, appliances, advocacy, disaster planning & preparedness, community outreach, charting and mapping, communications		
Languages	Spanish, Mandarin, Cantonese, Hebrew, Russian, French		

Occupy Sandy			
Address	206 Ave B #9, New York, NY 10009		
Website	www.occupysandy.org	Phone	N/A
Emergency Contact	Goldi, Chief Executive Officer		
Office Phone	XXX-XXX-XXXX	Mobile	XXX-XXX-XXXX
Email			
LESReady Contact	Goldi		
Office Phone	XXX-XXX-XXXX	Mobile	XXX-XXX-XXXX
Email			
Operating Center?	N/A		
Services	Other		
Languages	N/A		

Ryan-NENA Community Health Center			
Address	279 East 3rd Street, New York, NY 10009		
Website	www.ryancenter.org	Phone	212-477-8868
Emergency Contact	Leslie Pargament, Executive Director		
Office Phone	212-477-8868	Mobile	XXX-XXX-XXXX
Email	leslie.pargament@ryan-nena.org		
LESReady Contact	Rayna James		
Office Phone	212-477-8821	Mobile	XXX-XXX-XXXX
Email	Rayna.james@ryan-nena.org		
Operating Center?	N/A		
Services	Limited medical supplies		
Languages	Spanish, Mandarin, Cantonese		

Sixth Street Community Center			
Address	638 East 6th Street, New York, NY 10009		
Website	sixthstreetcenter.org	Phone	212-677-1863
Emergency Contact	Howard Brandstein, Executive Director		
Office Phone	212-677-1863	Mobile	XXX-XXX-XXXX
Email	info@sixthstreetcenter.org		
LESReady Contact	Howard Brandstein		
Office Phone	212-677-1863	Mobile	XXX-XXX-XXXX
Email	info@sixthstreetcenter.org		
Operating Center?	N/A		
Services	Rebuilding, referral, advocacy, outreach, critical supplies, food, disaster planning, clothing, communications		
Languages	Spanish		

The Salvation Army			
Address	120 W. 14th St, New York, NY 10011		
Website	www.salvationarmy.org	Phone	212-337-7459
Emergency Contact	Zachary Hodgson, Deputy Director of Emergency Services		
Office Phone	212-337-7363	Mobile	XXX-XXX-XXXX
Email	zachary.hodgson@use.salvationarmy.org		
LESReady Contact	Ian Anderson		
Office Phone	212-337-7363	Mobile	XXX-XXX-XXXX
Email	lanj.Anderson@use.salvationarmy.org		
Operating Center?	N/A		
Services	Housing, rebuilding, relocation, mortgage assistance, financial assistance, free tax, rental assistance, case management, referral services, senior citizen services, furniture, appliances, advocacy, health and safety training, disaster planning & preparedness, elected officials, community outreach, charting and mapping, communications, food, clothing, sheltering, critical supplies, medical support & supplies, mental health support,		
Languages	N/A		

Two Bridges Neighborhood Council			
Address	275 Cherry Street, New York, NY 10002		
Website	www.twobridges.org	Phone	N/A
Emergency Contact	N/A		
Office Phone	N/A	Mobile	N/A
Email	N/A		
LESReady Contact	Michael Tsang		
Office Phone	212-566-2729	Mobile	XXX-XXX-XXXX
Email	N/A		
Operating Center?	N/A		
Services	N/A		
Languages	N/A		

University Settlement			
Address	184 Eldridge Street, New York, NY 11372		
Website	www.universitysettlement.org	Phone	212-453-4589
Emergency Contact	Laura Timme, Associate Executive Director		
Office Phone	212-453-4575	Mobile	XXX-XXX-XXXX
Email	ltimme@universitysettlement.org		
LESReady Contact	Laura Timme		
Office Phone	212-453-4575	Mobile	XXX-XXX-XXXX
Email	ltimme@universitysettlement.org		
Operating Center?	Disaster Resource Center, Point of Distribution		
Services	Case management, referral, senior citizen services, mental health support, advocacy, outreach, disaster preparedness		
Languages	Spanish, Mandarin, Cantonese		

Village East Towers Emergency Preparedness Task Force			
Address	411 East 10th St., New York, NY 10009		
Website	N/A	Phone	212-477-5500
Emergency Contact	Daniel Meyers, Co-Chair VET Task Force		
Office Phone	212-473-2081	Mobile	XXX-XXX-XXXX
Email	dmaxmeyers@aol.com		
LESReady Contact	Joan Daniel		
Office Phone	212-677-4326	Mobile	XXX-XXX-XXXX
Email	jdaniel141@aol.com		
Operating Center?	N/A		
Services	Senior citizen services, advocacy, food, critical supplies, clothing, communications, disaster planning		
Languages	Spanish		

WiFi- NY			
Address	151 First Ave #198, New York, NY 10003		
Website	www.wifiNY.net	Phone	212-979-0642
Emergency Contact	Paul Garrin, Founder		
Office Phone	212-979-0642	Mobile	N/A
Email	pg@wifiny.org		
LESReady Contact	Paul Garrin		
Office Phone	212-979-0642	Mobile	N/A
Email	pg@wifiny.org		
Operating Center?	N/A		
Services	Advocacy, disaster planning, community outreach, communications		
Languages	N/A		