

**American Red Cross
Central & Western Oklahoma Chapter
Resource List – 6/12/13**

General Information

Address: 601 NE 6th St.
Oklahoma City, OK 73104
Phone: (405) 228-9500
Fax: (405) 228-3954

FEMA Information

Phone: 1-800-621-FEMA (3362)
Website: www.disasterassistance.gov
First Baptist Church in Moore and all MARCs are FEMA sites for registration and housing.

Missing Persons

Website: www.safeandwell.org
Search by name, phone or address

General Assistance

For any assistance needed not pertaining to any recent disaster, fire, call 211, Heartline Oklahoma, a United Way affiliate.
Directories of regional aid available.

Housing

Oklahoma Realtors Association
www.facebook.com/groups/okhomeaid

Oklahoma Housing Finance Agency (OHFA)
(405) 419-8196

With valid FEMA number only. Housing assistance up to \$2,000 paid directly to landlords, utility companies, and hotels.
Good for: Utility deposits, Security/Rent deposits, Hotel Rooms, 1st month's rent.

Transportation

www.help4ok.org

Veterans Assistance

American legion National Headquarters
Hotline: 1-800-504-4098

Health & Safety Classes

1-800-733-2767
CPR, Babysitting, Lifeguarding, etc. . .

Multi-Agency Resource Centers (MARC)

All hours are 9am-7pm

Westmoore High School
12613 S. Western Ave.
Moore, OK

Little Axe High School
2000 168th Ave. NE
Norman, OK

Jenks Simmons Field House
211 N. Country Club Road
El Reno, OK

Shelters

Douglas Blvd. United Methodist Church
208 S. Douglas Blvd.
Midwest City, OK 73130

Volunteer Opportunities

All Areas

- All health services volunteers, NCED Conference Center, Call (517) 439-1997 or (405) 237-5718. Also register at www.OKMRC.org
- **Oklahoma Voluntary Organizations Active in Disaster (Oklahoma VOAD)**
 - **Online:** www.okvoad.org

Carney

- **First Baptist Church**, 207 N. Carney St, Carney, OK 74832
 - **Needs:** Help removing trees and cleaning up debris
 - **Phone:** (405) 865-2702

Little Axe

- **Absentee Shawnee Tribe Resource Center (American Red Cross Shelter)**, 1970 156th Ave. Norman, OK 73026
 - **Details:** Volunteers should report to the resource center
 - **Phone:** (405) 364-7298

Moore

- **Online Resources**
 - Moore.Recovers.org
 - ServeMoore.com
- **Important Phone Numbers**
 - **Moore Volunteer Hotline**
 - 1-866-484-3500
- **Serve Moore Volunteer Headquarters**
 - **Location:** 200 S. Howard Ave, Moore, OK
- **Journey Church**
 - 801 Journey Parkway, Norman, (405) 217-8700, www.helpmoorebuild.org
- **Absentee Shawnee Tribe**, Little Axe Resource Center
 - 1970 156th NE, Norman, OK (405) 695-9446
- **Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) Emergency Response Center**
 - **Details:** Seeking licensed mental health professional, a certified case manager, or a certified recovery support specialists. Provide your name, certification or license number, e-mail and a cell phone number and you will be contacted by a representative of the agency's disaster response team. Credentials will be verified.

- **Phone:** (405) 522-3908

Newcastle

- **Newcastle Storm Shelter**, 851 Carr Dr., Newcastle, OK 73065
 - **Details:** Volunteers should report if interested in assisting in clean-up efforts

Shawnee/Bethel Acres

- American Red Cross Volunteer Application Center
 - **Location:** 232 N. Broadway Ave., Shawnee OK 74801

Disaster Relief

FEMA

- **Apply for Disaster Assistance:**
 - **Tips:** 3 ways to apply for disaster assistance
 - **What You Need:**
 - Phone number
 - Address of the affected property
 - Social Security Number
 - Brief description of damages
 - Current Mailing Address
 - Insurance information with policy number
 - **Phone:** 1-800-621-3362
 - **Hours:** 7 a.m.-10 p.m., 7 days a week
 - **TTY:** 1-800-462-7585
 - **Online:** www.disasterassistance.gov
 - **Smart phone:** m.fema.gov
- **Online:** www.fema.gov
- **Recovery Tips:** Coping with Disaster
- **Disaster Declaration**
 - **Online:** www.fema.gov/disaster/4117
 - **Designated Areas:** www.fema.gov/disaster/4117/designated-areas
 - **Disaster Federal Register**
Notices: <http://www.fema.gov/disaster/4117/notices>
 - **News Releases:** <http://www.fema.gov/disaster/4117/news>

Businesses

- **Greater Oklahoma City *Back to Business Initiative***
 - **What:** Joint effort between the City of Moore, the City of Oklahoma City, the Greater Oklahoma City Chamber, the Moore Chamber of Commerce, Oklahoma Department of Commerce and the South Oklahoma City Chamber of Commerce
 - **Details:** Once matches have been made, you will be contacted by a business resource specialist
 - **Online:** www.greateroklahomacity.com/index.php?src=gendocs&ref=baktobusiness&category=LocalBusiness&submenu=existingbusiness
 - **Questions:** (405) 297-8943, 8 a.m.-8 p.m. week days
- **U.S. Small Business Administration Recovery Center**
 - **Details:** Collaboration between the U. S. Small Business Administration (SBA), Moore Norman Technology Center (MNTC) Business Development Center, the Oklahoma Small Business Development Center (SBDC), Women's Business Center (WBC), SCORE and the Moore, Norman, Oklahoma City and South Oklahoma

City Chambers of Commerce today announced the opening of a Business Recovery Center (BRC) in Moore. The center is specifically designed to provide key financial and counseling services to businesses impacted by the tornado.

- **Location:** Moore-Norman Technology Center - South Penn Campus, 13301 S. Pennsylvania Ave., Oklahoma City, OK 73170
- **Hours:** 9 a.m.-6 p.m., Monday-Friday; 9 a.m.-1 p.m. Saturday
- **Deadlines**
 - **July 19, 2013** - Deadline to return applications for property damage
 - **Feb. 20, 2014** - Deadline to return economic injury applications
- **Other Onsite Locations:** U.S. SBA representatives are also located at all Disaster Recovery Centers in the affected areas
- **Phone:** 1-800-659-2955
- **TTY:** 1-800-877-8339
- **E-mail:** disastercustomerservice@sba.gov
- **Online Information:** www.sba.gov/services/disasterassistance
- **Online Application:** <https://disasterloan.sba.gov/ela>

Individuals

- **HUD/FHA Resources**
 - HUD/FHA Resources for Oklahoma Counties Impacted by Severe Storms and Tornadoes
- **OG&E**
 - **Details:** Three “walk up” stations established in southwest Oklahoma City where people can meet personally with OG&E representatives regarding any concerns or questions they may have
 - Food Mart, S.W. 36th Street and S. Pennsylvania Avenue
 - Chase Bank, I-240 and S. Pennsylvania Avenue
 - S.W. 59th Street and S. Pennsylvania Avenue
- **Oklahoma Housing Finance Agency (OHFA)**
 - **Details:** Grants (Tornado Relief Funds) for families impacted by the recent tornadoes. The grants, capped at \$2,000 per household, may be used for housing related expenses including utility deposits, security deposits, hotel rooms and first month’s rent. There is no income limit attached to the grants.
 - **Needed to Apply:** Valid FEMA number
 - **Where to Apply:** At any Multi-Agency Resource Centers (MARC)
 - **Online:** www.ohfa.org
 - **Phone:** (405) 419-8196
- **Well Water Testing**
 - **Department of Environmental Quality (DEQ)**
 - **Details:** Offering free bacterial testing of private well water for those impacted by the recent disasters. If you choose to test

your well, call 1-800-522-0206 to request a sample container and instruction on sampling.

- **Affected counties:** Adair, Caddo, Canadian, Cherokee, Cleveland, Coal, Comanche, Craig, Creek, Delaware, Garfield, Garvin, Grady, Grant, Greer, Hughes, Kingfisher, Kiowa, Le Flore, Lincoln, Logan, Mayes, McClain, McCurtain, McIntosh, Muskogee, Nowata, Okfuskee, Oklahoma, Okmulgee, Osage, Ottawa, Pawnee, Payne, Pottawatomie, Pushmataha, Sequoyah, Stephens, Tulsa, Wagoner and Washington
- **Guidance:** If your property was affected by the recent disasters, the Oklahoma Department of Environmental Quality (DEQ) recommends that you disinfect your well
 - **Online:** Disinfection instructions are available at www.deq.state.ok.us/tornado/How2ProperlyMainPWWDisinfectionWW.pdf
- **Oklahoma City-County Health Department**
 - **Details:** Free bacterial testing of water from private wells that may have been contaminated by flood waters. The testing is available to anyone in Oklahoma City-County who suspects that flood waters may have inundated a wellhead or infiltrated well water.
 - **Location:** Water testing kits are available at the OCCHD, 921 N.E. 23rd St.
 - **Lab Location:** Room 105
 - **Hours:** 7 a.m.-5:30 p.m., Monday-Thursday
 - **Details:** Water well testing requires that you use a sterile container (provided by OCCHD) and that you appropriately collect 100 milliliters of water. Bring the sample to the lab within 24 hours of collection. Results will be available 48 hours after receipt and you will be notified by phone with positive results.
 - **Phone:** (405) 425-4340

Hotlines

- **2-1-1 Oklahoma**
 - Access to community resources
 - **Phone:** 2-1-1
 - **Online:** www.211oklahoma.org
- **Cleveland County Offices**
 - **Cleveland County Emergency Management Office**
 - **Phone:** (405) 366-0249
 - **Cleveland County Commissioner's Office**
 - **Phone:** (405) 366-0200
- **American Red Cross (Central and Western Oklahoma Region)**

- **Phone:** (405) 228-9500 (Central Oklahoma) or (405) 321-0591 (Heart of Oklahoma - Norman)
- **Other Local Chapter phone numbers:** www.redcross.org/ok/oklahoma-city
- **Online Assistance:** <http://www.redcross.org/find-help>
- **Salvation Army**
 - **Phone:** (405) 254-1100 or 1-800-227-2156
 - **Online:** salvationarmyaok.org
- **Disaster Distress Helpline**
 - **Phone:** 1-800-985-550
 - **Text:** 'TALKWITHUS' to 66746
 - **Additional Helpline information:** <http://ww3.odmhsas.org/Handouts/Helpline.pdf>

Resource and Disaster Recovery Centers

- **FEMA Disaster Recovery Centers**
 - **Location:** 204 Carney St., Carney, OK 74832
 - **Hours:** 8 a.m. to 7 p.m. daily
 - **Notes:** Over 25 non-profit agencies to offer assistance, including FEMA, SBA and OEM

Multi-Agency Resource Centers (MARC)

- **Details:** American Red Cross, FEMA, Oklahoma Housing Finance Agency (OHFA) and partner agencies.
 - **Location:** Jenks Simmons Field House, 211 N. Country Club Rd., El Reno, OK 73036
 - **Hours:** Noon-7 p.m. (June 4); 9 a.m.-7 p.m. (Beginning June 5)
 - **Needs:** Need a photo ID or a utility bill
 - **Services:** Dell will provide computers with Internet access for people to use. Canadian Valley Hospital will offer tetanus boosters.
 - **Notes:** Over 11 non-profit agencies to offer assistance, including the Red Cross, AmeriCorps, Catholic Charities, Goodwill Industries, Legal Aid Services of Oklahoma, NACC, Oklahoma Housing Finance Agency and the YMCA
 - **Location:** Little Axe Elementary School, 2000 168th Ave. N.E., Norman, OK 73026
 - **Hours:** 9 a.m.-7 p.m. daily
 - **Needs:** Need a photo ID or a utility bill
 - **Services:** Mental health counselors available; no food or clothing, but will refer you to distribution sites
 - **Notes:** Over 25 non-profit agencies to offer assistance, including FEMA, SBA and OEM

- **Location:** Westmoore High School, 12613 S. Western Ave., Moore, OK 73170
 - **Hours:** 9 a.m.-7 p.m. daily
 - **Needs:** Need a photo ID or a utility bill
 - **Services:** Mental health counselors available; no food or clothing, but will refer you to distribution sites
 - **Notes:** Over 25 non-profit agencies to offer assistance, including FEMA, SBA and OEM
- **Disaster Relief Site**
 - **Catholic Charities**
 - **Services:** Food, water and hygiene items. In addition, professionals are available to provide case management and assist with recovery planning
 - **Location:** All Saints Catholic School, 4001 36th Ave. N.W., Norman, OK
 - **Hours:** 10 a.m.-7 p.m., Monday-Saturday; noon-5 p.m., Sundays

Debris Removal

- **Personal Property Debris Removal**
 - **Americorps Volunteer Center**
 - **Phone:** (405) 275-4128
 - **Baptist Convention**
 - **Phone:** (405) 443-7583, (405) 388-6912 or (405) 415-5261
- **City of Moore**
 - **What:** Moore property owners who want city-hired contractors to remove and haul off debris from their homes destroyed by the May 20 tornado must sign a **Right-of-Entry form**. The form gives city contractors permission to access the property.
 - **Who:** Any homeowner that needs heavy debris removed from their property due to the May 20 storm
 - **Where Issued:** Moore Recycling Center, 400 N. Telephone Rd. Moore, OK
 - **Hours:** 7 a.m.-7 p.m., 7 days a week, until further notice
 - **Download and Complete:** www.cityofmoore.com
 - **Required Information:**
 - Photo ID
 - One additional form of ID
 - Insurance Carrier
 - Insurance Policy Number
 - **Other Information:**
 - Insurance Claim Number
 - Insurance Settlement Statement
 - **Phone:** (405) 793-4373
- **City of Oklahoma City**

- **Details:** Residents who have storm debris that resulted from the May tornadoes. Please place your debris in three piles (see below) along the curb
- **What is Being Collected**
 - Tree limbs, construction material and destroyed personal property such as carpet, drapes, furniture, clothing, TVs and computers
 - Refrigerators and other items containing freon will be collected on a separate pass. By law, the refrigerator or freezer door must be removed before setting it out. Food should be removed as well
 - Household hazardous waste such as propane tanks, batteries, fertilizer, pesticides, pool chemicals, motor oil and gasoline should be in a third pile. This will be collected on a separate pass.
- **Phone (May 31 debris):** Utilities Customer Service, (405) 297-2833
- **Phone (May 20 debris):** (405) 297-1030
- **Phone (Home severely damaged, destroyed):** (405) 297-1030
- **Pickup Start Date:** June 3 for trees, limbs and building material
- **City of Shawnee (Debris Removal/Burning)**
 - **Phone:** (405) 878-1760 (Call for further information)
 - **Guidelines**
 - Debris from city limits around Shawnee - Twin Lakes
 - Place debris on side of the road (road rights-of-way)
 - Sort into 3 categories:
 - Woody and Vegetative (tree trunks and limbs)
 - Household Hazardous Waste (chemicals and paints)
 - Construction and Demolition (structural materials and household contents)
 - Avoid piling debris on utility equipment such as telephone boxes, meters, hydrants and pipes
 - The process will continue until June 30, with 2 passes being made
 - Vegetative debris only can be hauled by individuals to the reduction site at the NW side of Homer Lane, just west of Glen Collins Memorial Park
 - **Burning of Debris**
 - **Phone (Shawnee Fire Marshal):** (405) 878-1675 or (405) 878-1676
 - Only Vegetative Debris can be burned. All other materials must be properly disposed of in a landfill
 - Permits are required prior to burning, but fees will be waived

Infant Services

- **Infant Crisis Services**
 - **Details:** The organization has established a number of distribution locations throughout Central Oklahoma for families affected by the recent tornadoes and is distributing diapers, wipes, formula, baby food, bottles and other baby items.
 - **Locations**
 - **Carney**
 - **Little Axe**
 - **Little Axe Tribal Resources**, 1970 156th Ave. N.E., Norman, OK 73062
 - **Moore**
 - **Highland Baptist Church**, 2425 S.E. 4th St., Moore, OK 73160
 - **Platt College**, 201 N. Eastern Ave., Moore, OK 73160
 - **Hours:** 10:30 a.m.-7 p.m., Friday-Sunday
 - **Newcastle**
 - **Norman**
 - **Hilltop Baptist Church**, 11710 E. Stella Rd., Norman, OK 73026
 - **Journey Church**, 3801 Journey Pkwy., Norman, OK 73072
 - **Oklahoma City**
 - **Infant Crisis Services**, 4224 N. Lincoln Blvd., Oklahoma City, OK 73105
 - **Hours:** 8 a.m.-5 p.m., Monday- Friday; 9 a.m.-noon, Saturday
 - **Shawnee/Bethel Acres**
 - **Bethel Acres Community Center**, 18101 Bethel Rd., Shawnee, OK 74801
 - **Emmanuel Baptist Church**, 1451 E. 45th St., Shawnee, Oklahoma 74804
 - **Lakeview Church**, 15301 Oklahoma 102, Shawnee, OK 74801
 - **Tecumseh**
 - **New Hope Baptist Church**, 37496 New Hope Rd., Tecumseh, Oklahoma 74873
- **Central Church of Christ** – 411 SW 11th St., Moore, OK, Baby items
- **Home Depot** – 650 SW 19th St., Moore, OK, Providing 190 Baby Beds
- **Shawnee Rescue Mission** – 204 N. Louisa @ 9th St., Shawnee, OK (405) 878-8700, Baby clothes, toddler, furniture, toys, diapers, wipes, etc. Will deliver

Legal Advice

- **Oklahoma Bar Association**
 - **Details:** Offering free legal advice for victims of the recent tornadoes
 - **Online:** Free Legal Advice
 - **Phone:** 1-866-341-8416; 8:30 a.m.-5 p.m.
 - **Submit:** Request Assistance Form

Insurance Claims

- **Oklahoma Insurance Department (OID)**
 - **1-800-522-0071**
 - **Details:** Information and video content about filing claims after a disaster, how the process works and avoiding scams
 - Defining the Debris Removal Process for Insured Tornado Victims - Guidance from Oklahoma Insurance Commissioner John D. Doak for tornado victims with homeowners insurance to help them understand their financial responsibility in regards to debris removal
- **Allstate**
 - **Phone:** 1-800-547-8676
- **Farmers Insurance**
 - **Phone:** 1-800-435-7764
 - **Locations:**
 - First Baptist Church of Moore, 301 NE 27 St., Moore, OK 73160; 7 a.m.-7 p.m.
 - Lowe's, 1501 S. I-35 Service Road, Moore, OK 73160; 7 a.m.-7 p.m.
- **Nationwide**
 - **Phone:** 1-800-421-3535
- **Oklahoma Farm Bureau**
 - **Phone:** 1-800-632-2524
- **Shelter**
 - **Phone:** 1-800-743-5837
- **State Farm**
 - **Phone:** 1-800-732-5246
- **Travelers**
 - **Phone:** 1-800-252-4633
 - **Locations:**
 - First Baptist Church of Moore, 301 NE 27 St., Moore, OK 73160
 - Lowe's, 1501 S. I-35 Service Road, Moore, OK 73160
- **USAA**
 - **Phone:** 1-800-531-8722

Feeding Sites

- **Westmoore High School**
12613 S. Western Ave.
OKC, OK
Sun-Sat 9am-7pm
- **Little Axe Elementary**
2000 168th Ave. NE
Norman, OK
Sun-Sat 9am-7pm
- **Highland Baptist Church**
2425 SE 4th St.
Moore, OK
Grocery, cleaning supplies, baby food, toiletries, etc. . .
- **Oklahoma Allergy Food Bank**
6724 NW 63rd St.
Oklahoma City, OK
Gluten and Lactose Free items
Must Call Ahead (405) 367-3736
- **Crisis Response International**
Oklahoma City Response Unit
The Crown Center
13300 S. Western
Oklahoma City, OK
Lunch & Dinner 11am-7pm daily until 6/13
- **Serve Moore**
SW 11th & Eagle Dr.
AND SE 8th & Whispering Oaks
Moore, OK

Food and Supplies

Central Church of Christ

411 SW 11th St., Moore
Cleanup Supplies, work boots,
gloves, toiletries, food, clothing

(405) 878-8700

Paper products, toiletries, food,
blankets, towels, etc.

Will Deliver

First Baptist church of Moore

301 NE 27th St., Moore
M-F 8am-8pm
Food, Cleaning Supplies, Toiletries

Catholic Charities

(405) 523-3028
Assistance &/or funds for: Food,
clothing, etc.

Graceway Baptist Church

2425 SE 4th St., Moore
Supplies

Crisis Response International

OKC Crisis Response Unit
The Crown Center
13300 S. Western, Moore
Supply distribution
9-5 M-Sat, 12-5 Sun, only until
6/14/13

Journey Church

801 Journey Parkway, Norman
(405) 21-8700

Shawnee Family YMCA

700 W. Saratoga, Shawnee
(405) 273-4386
Toiletries, Bedding and Clothing

Alameda Church of Christ

801 E. Alameda, Norman
(405) 321-0788
M-Thurs 3-7pm
Food, toiletries, cleaning supplies,
clothing, shoes

Shawnee Rescue Mission

204 N. Louisa @ 9th St., Shawnee

Furniture

Furniture Bank

(405) 905-5826
Must have FEMA # & new living address
Will deliver

Computer Needs

Computer Rescue/Data Recovery

Moore Public Library
225 S. Howard Ave.
Moore, OK

Additionally, all public libraries are offering computer usage.

Medical Services

DHS, (405) 522-5818

SAMHSA Disaster Stress Helpline
1-800-984-5990

Pottowatomie County Health Department
1904 Gordon Cooper Dr.
Shawnee, OK
(405) 273-2157

Graceway Baptist Church
1100 SW 104th St.
Moore, OK
(405) 691-1934
Eye Exams for glasses and contacts

Highland Baptist Church
2425 SE 4th St.
Moore, OK
Medical and Mental Health Professionals

Oklahoma Hearing Aid Center
Free Hearing Aids
3650 W. Rock Creek Rd.
Suite 110, Norman, OK
(405) 364-2684

4200 W. Memorial Rd.
Suite 608, Oklahoma City, OK
(405) 755-4326
Free Hearing Aids

501 E. 15th St.
#300A, Edmond, OK
(405) 562-1810
Free Hearing Aids

Hearing Health Care of Shawnee
3954 N. Kickapoo St.
Shawnee, OK
(405) 273-6203
Hearing Aid Assistance

Prevent Blindness Oklahoma
(405) 848-7123
(405) 879-6776
Free Eyeglasses

Crisis Line
(405) 985-5990
Suicide Hotline

Community Health Charities of Oklahoma
1-800-227-2345
Transportation to Dr. Appointments

- **American Cancer Society**
 - **Details:** Helping connect patients and services, get patients to and from appointments, assisting with lodging for those displaced, and offering information about local relief efforts that can assist with day to day needs.
 - **Phone:** 1-800-227-2345
- **Blue Cross Blue Shield**
 - **Details:** If you carry BCBS insurance and lost any medications or medical equipment, BCBS will replace the lost medications or equipment free of charge
 - **Phone:** 1-800-580-6202
- **Economy Hearing Aid Centers and Starkey Hearing Foundation**
 - **Details:** Offering free assistance to those who may have suffered hearing loss or lost their hearing aids during the storms. The Starkey Hearing Foundation will provide hearing aids for storm victims;

Economy Hearing will make sure they are serviced and cared for, free of charge.

- **Phone (Starkey Hearing Foundation at):** 1-866-354-3254
- **E-mail (Starkey Hearing Foundation at):** info@starkeyfoundation.org
- **Education, Local Government and State Employee Plans**
 - **HealthChoice**
 - **Health, Dental and Life Claims, Benefits, Verification of Coverage and ID Cards**
 - **Phone:** Oklahoma City Area - (405) 416-1800; all other areas - 1-800-752-5218
 - **TDD:** Oklahoma City Area - (405) 416-1525; all other areas - 1-800-941-2160
 - **Online:** sib.ok.gov or www.healthchoiceok.com
 - **Pharmacy Claims/Pharmacy ID Cards**
 - **Phone:** 1-800-903-8113
 - **TDD:** 1-800-825-1230
 - **Medicare Part D Pharmacy/Claims ID Cards**
 - **Phone:** 1-800-590-6828
 - **TDD:** 1-800-716-3231
 - **Member Services/Provider Directory**
 - **Phone:** Oklahoma City Area - (405) 717-8780; all other areas - 1-800-752-9475
 - **TDD:** Oklahoma City Area - (405) 949-2281; all other areas - 1-866-447-0436
 - **HealthChoice USA**
 - **Customer Service & Claims:** 1-800-782-5218
 - **Provider Information:** 1-877-877-0715, ext. 4059
 - **TDD:** 1-800-941-2160
 - **Online:** www.choicecarenetwork.com
 - **Health Savings Account (HSA) - American Fidelity Health Services Administration**
 - **Phone:** Oklahoma City Area - (405) 523-5699; all areas - 1-866-326-3600
 - **Online:** www.afhsa.com
 - **Community Care**
 - **Phone:** 1-800-777-4890
 - **TDD:** 1-800-722-0353
 - **Online:** www.ccok.com
 - **GlobalHealth, Inc.**
 - **Phone:** Oklahoma City area - (405) 280-5600; all other areas - 1-877-280-5600
 - **TDD:** 1-800-522-8506
 - **Online:** www.globalhealth.com
 - **Dental Plans**
 - **Assurant, Inc. Dental**

- **PPO Freedom Preferred:** 1-800-442-7742
 - **Prepaid Heritage Plans:** 1-800-443-2995
 - **Online:** www.assurantemployeebenefits.com
 - **CIGNA Prepaid Dental**
 - **Phone:** 1-800-244-6224
 - **TDD:** 1-800-654-5988
 - **Online:** www.cigna.com
 - **Delta Dental**
 - **Phone:** Oklahoma City area - 607-2100; all other areas - 1-800-522-0188
 - **Online:** www.deltadentalok.org
- **Vision Plans**
 - **Humana/CompBenefits VisionCare Plan**
 - **Phone:** 1-800-865-3676
 - **TDD:** 1-877-553-4327
 - **Online:** www.compbenefits.com/custom/stateofoklahoma
 - **Primary Vision Care Services (PVCS)**
 - **Phone:** 1-888-357-6912
 - **TDD:** 1-800-722-0353
 - **Online:** www.pvcs-usa.com
 - **Superior Vision Plan**
 - **Phone:** 1-800-507-3800
 - **TDD:** (916) 852-2382
 - **Online:** www.superiorvision.com
 - **UnitedHealthcare Vision**
 - **Phone:** 1-800-638-3120
 - **TDD:** 1-800-524-3157
 - **Online:** www.myuhcvision.com
 - **Vision Service Plan (VSP)**
 - **Phone:** 1-800-877-7195
 - **TDD:** 1-800-428-4833
 - **Online:** www.vsp.com
- **Fresenius Medical Care**
 - **Details:** Hotline for people on dialysis, but are without power
 - **Phone:** 1-800-626-1297
- **JD McCarty Center, Durable Medical Equipment and Oklahoma Healthcare Authority**
 - **Details:** Partnering with other medical industry companies to repair and replace damaged or missing medical equipment, such as wheelchairs
 - **Phone:** (405) 307-2800 and ask for DME triage
- **Mercy Mobile Clinic**
 - **Details:** Providing tetanus shots and treating minor injuries. The hospital is providing medications people may have lost in the tornado, such as insulin, inhalers and blood pressure medications.

- **Location:** S.W. 134th St., between Santa Fe and Western avenues, Oklahoma City, OK
- **Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) Emergency Response Center**
 - **Details:** Provides walk-in services
 - **Location:** Cleveland County Health Department, 424 S. Eastern Ave., Moore, OK
- **Tetanus Shots**
 - All MARC Locations
 - **Cleveland County Health Department**, 250 12th Ave. N.E., Norman, OK
 - **Phone:** (405) 321-4048
 - **Hours:** 8 a.m.-4 p.m., Monday-Thursday; 8-11 a.m., Friday
 - **Moore Health Department**, 424 S. Eastern Ave., Moore, OK
 - **Phone:** (405) 794-1591
 - **Hours:** 8 a.m.-4 p.m., Monday-Thursday; 8-11 a.m., Friday
 - **Pottawatomie County Health Department**, 1904 Gordon Cooper Dr., Shawnee, OK 74801
 - **Hours:** 8 a.m.-5 p.m.

Blood Donations

Oklahoma Blood Institute
1-877-340-8777

Red Cross Blood Donations
1-800-733-2767

Animal Resources

Facebook.com/okpets
Lost and Found Pets

Second Chance
4500 24th Ave
Norman, OK
(405) 321-1915
Distributing animal food

Moore Animal Shelter
615 E. Robinson St.
Norman, OK
(405) 360-4721
Taking victims pets, if unable to care for them.

Anne's Country Club for Pets
4200 E. Britton Rd.

Oklahoma City OK
(405) 478-2303
Taking victims pets, if unable to care for them.

Porter Family
11419 S. 353
Earlsboro, OK
(405) 777-6570
(405) 921-0204
Taking in livestock

Winter Creek Farm
2941 County St. 2925
Alex, OK
(405) 226-1505
Taking in displaced horses

Financial Services

- **IBC Bank**
 - **Details:** Established a telephone hotline as a resource for customers who were affected by the tornado. A team of executives and senior bankers will take customer inquiries.
 - **Phone:** (405) 841-8919

Locate Family

- **Safe and Well Listings (American Red Cross)**
 - List Self and/or Family as Safe and Well
 - Search Registrants
 - **Register by phone:** 1-800-733-2767
- **Report Moore Resident as Missing (Storm related)**
 - **Moore Police Department**
 - **Phone:** (405) 799-4357

- **Report Oklahoma City Resident as Missing (Storm related)**
 - **Phone:** (405) 297-1129
 - **Walk-Up:** St. Andrews United Methodist Church, 2727 S.W. 119th St., Oklahoma City, OK

Locator Maps

- **Resources**
 - SparkRelief.org - Crowdsourced Disaster Relief
 - OKStrong impact maps
- American Red Cross shelters
- OG&E power outage map

Find Pets

- **Pet Triage**
 - **Location:** Home Depot, 650 S.W. 19th St., Moore, OK 73160
- **ok.gov/petconnect**
 - **Details:** Photo gallery of pets that have been displaced by the tornadoes and have been returned to shelters. The pictures will contain contact information, as to where the pets are currently located to be picked up.
- OKC Metro Area Lost and Found Pets
- **City of Norman Animal Shelter** at the Cleveland County Fairgrounds, 615 E. Robinson, Norman, OK
 - **Phone:** (405) 360-4721
- McClain County Animal Response Team (McCart)
- **Moore Animal Shelter**, 3900 S. Interstate 35 Service Rd., Moore, OK
 - **Phone:** (405) 793-5190
- **Oklahoma City Animal Shelter**, 2811 S.E. 29th St., Oklahoma City, OK
 - **Phone:** (405) 297-3100
- **Shawnee Animal Shelter**, 1502 N. Leo Ave., Shawnee, OK
 - **Phone:** (405) 878-1531
- **Animal Resource Center**, 7949 S. Interstate 35 Service Rd., Oklahoma City, OK 73149
 - **Phone:** (405) 604-2892
 - **Facebook:** fb.com/animalresourcecenter
 - **Online:** www.arcokc.org

Found Property

- **ok.gov/okstrong/property**
 - **Details:** Photo gallery of items that have been located and are thought to have been lost in one of the affected areas. The photos will be submitted by individuals that have found the items, with information on where the item was found.

- **Home Depot**, 650 S.W. 19th St., Moore, OK 73160
 - **Details:** The store has set up a wall with pictures that have been found around the community.

Road Closures

To check current road conditions, please call the Oklahoma Department of Public Safety's Road Conditions Hotline at 1-888-425-2385.

Military Services

- **American Legion National Headquarters**
 - **Details:** Veterans in Moore, who wish to request this emergency assistance
 - **Phone:** 1-800-504-4098
 - **Online:** www.legion.org/oklahomafund
- **American Red Cross**
 - Emergency Communication Services
 - Financial Assistance
- **Disabled American Veterans (DAV)**
 - **Details:** DAV Transportation is transporting veterans to the VAMC in OKC to reissue any medications that were lost or unable to recover. The Veterans Administration Medical Center (VAMC) in OKC has committed to special arrangements to see doctors and also to get service in the pharmacy. The pharmacy will be open on the weekend also.
 - **Online:** www.okdav.org
- **Tinker AFB - Airman and Family Readiness Center's Emergency Family Assistance Center (EFAC)**
 - **Phone:** (405) 739-2747, (405) 736-3813 or (405) 736-3847
 - **Online:** Tinker AFB Facebook page

Mail Service

As the clean-up continues in the Moore, Okla., area from the devastating May 20 EF-5 tornado, the U.S. Postal Service is continuing with its efforts to serve customers in the 73160, 73153 and 73170 impacted areas.

Customers in the impacted areas are encouraged to continue to call the Oklahoma District USPS Customer Hotline at 1-866-295-7514 to receive the latest delivery service updates for their area.

As a reminder, any customer that would like to receive delivery service through an alternate Post Office may rent a Post Office Box by personally visiting the office or by visiting our worldwide website at www.usps.com. The website provides a range of delivery and retail services including renting a Post Office

Box, directing mail to a temporary or permanent address, purchasing stamps and sending packages.

- Customers impacted by the tornado who receive mail in the **73160** and **73153** ZIP Codes
 - **Details:** Postal Service is placing modular units with temporary Post Office Boxes for these customers who are unable to receive mail
 - **Location:** 1600 S. Broadway Ave., Moore, OK
 - **Hours:** 8 a.m.-6 p.m. Monday-Friday; 8 a.m.-5 p.m. Saturday; closed on Sunday
 - **Additional Information**
 - Customers will be issued keys to gain access to their mail
 - Customers are required to provide their delivery address and a valid photo ID in order to receive a key
 - Post Office Box keys will be issued on-site for June 3-8
 - **Location:** 1600 S. Broadway Ave., Moore, OK
 - **Hours:** 8 a.m.-8 p.m. Monday-Friday; 8 a.m.-5 p.m. Saturday.
 - If keys are not picked up June 3-8, customers must pick up the temporary box keys from 10 a.m.-4 p.m. Monday-Saturday at the Airport Finance Unit, 6500 Air Cargo Rd., Oklahoma City, OK 73159
- Customers impacted by the tornado who receive mail in the **73170** ZIP Code
 - **Details:** Postal Service is placing modular units with temporary Post Office Boxes for these customers who are unable to receive mail
 - **Location:** Santa Fe Station, 201 S.W. 134th St., Moore, OK
 - **Hours:** 8 a.m.-6 p.m. Monday-Friday; 8 a.m.-5 p.m. Saturday; closed on Sunday
 - **Retail Services Hours:** 8:30 a.m.-5 p.m. Monday-Friday and 8:30 a.m.-12:30 p.m. on Saturday
 - **Additional Information**
 - Customers will be issued keys to gain access to their mail
 - Customers are required to provide their delivery address and a valid photo ID in order to receive a key
 - Post Office Box keys will be issued on-site for June 3-8
 - **Location:** 1600 S. Broadway Ave., Moore, OK
 - **Hours:** 8:30 a.m.-5 p.m. Monday-Friday; 8:30 a.m.-5 p.m. Saturday.
 - If keys are not picked up June 3-8, customers must pick up the temporary box keys from 10 a.m.-4 p.m. Monday-Saturday at the Airport Finance Unit, 6500 Air Cargo Rd., Oklahoma City, OK 73159

Shelters and Mass Care

Carney

- **Shelters**
 - **Carney Oklahoma Senior Center**, 301 E. Maple Ave., Carney, OK 74832; (405) 865-2678

El Reno

- **Shelters**
 - **Redlands Community College**, 1300 S. Country Club Rd., El Reno, OK 73036

Little Axe

- **Disaster Relief Site**
 - **Catholic Charities**
 - **Services:** Food, water and hygiene items. In addition, professionals are available to provide case management and assist with recovery planning
 - **Location:** All Saints Catholic School, 4001 36th Ave. N.W., Norman, OK
 - **Hours:** 10 a.m.-7 p.m., Monday-Saturday; noon-5 p.m., Sunday
- **Temporary Housing**
 - **Food and Shelter (Norman)**
 - **Phone:** (405) 366-0200
- **Distribution Centers**
 - **Journey Church**, 3801 Journey Pkwy., Norman, OK 73072
 - **Phone:** (405) 292-2500
- **Food/Meals**
 - **Food and Shelter (Norman)**
 - **Phone:** (405) 366-0200

Midwest City

- **Shelters**
 - **Douglas Boulevard Methodist Church**, 208 S. Douglas Blvd., Midwest City, OK 73130

Moore

- **FEMA Disaster Recovery Center**
 - **Location:** First Baptist Church, 301 N.E. 27th St., Moore, OK 73160

- **Hours:** 8 a.m. to 8 p.m.
- **Disaster Relief Site**
 - **Catholic Charities**
 - **Services:** Food, water and hygiene items. In addition, professionals are available to provide case management and assist with recovery planning
 - **Location:** All Saints Catholic School, 4001 36th Ave. N.W., Norman, OK
 - **Hours:** 10 a.m.-7 p.m., Monday-Saturday; noon-5 p.m., Sunday
- **Distribution Centers**
 - **Graceway Baptist Church**, 1100 S.W. 104th St., Oklahoma City, OK 73139
 - **Phone:** (405) 691-1934
 - **Journey Church**, 3801 Journey Pkwy., Norman, OK 73072
 - **Phone:** (405) 292-2500
 - **Oakcrest Church of Christ**, 1111 Southwest 89th St., Oklahoma City, OK 73139
 - **Phone:** (405) 631-5534
 - **Trinity Church of the Nazarene**, 7301 S. Walker Ave., Oklahoma City, OK 73139
 - **Phone:** (405) 632-3307
- **Tide Loads of Hope**
 - **Details:** Mobile laundry program offering free laundry services to those affected by recent storms and in need of clean clothes. There is a limit of 2 loads per family/day.
 - **Online:** www.tideloadsofhope.com
 - **Location:** Walmart, 501 S.W. 19th St., Moore, OK
 - **Hours:** 8 a.m.-6 p.m.

Newcastle

- **Shelters**
 - **Newcastle Storm Shelter**, 851 N. Carr Dr., Newcastle, OK 73065
 - **Phone:** (405) 387-4594

Shawnee/Bethel Acres

- **Distribution Points and Other Services**
 - **New Hope Church**, 37496 New Hope Rd., Tecumseh, OK 74873
 - **Details:** Clothing of all sizes, toiletries, diapers, and baby clothes
 - **Phone:** (405) 598-6430
 - **Emmanuel Baptist Church**, 16901 Fishmarket Rd., Shawnee, OK 74801
 - **Details:** Providing supplies to storm victims

- **Lakeview Church of Christ**, 15301 Oklahoma 102, Shawnee, OK 74801
 - **Details:** Supplies for families, showers, hot meals
 - **Phone:** (405) 275-2922
- **Shawnee YMCA**, 704 W. Saratoga St., Shawnee, OK 74804
 - **Details:** Shower facilities, activities for children while parents are involved in cleanup
 - **Phone:** (405) 273-4386
- **Shawnee Rescue Mission**, 204 N. Louisa Ave., Shawnee, OK 74801
 - **Details:** Beverages and snacks, diapers, cleaning supplies, hygiene kits and moving boxes
- **Dale School**, 300 Smith Dr., Dale, OK 74851
 - **Details:** Clothes, baby supplies, shoes, and personal items
- **Pet Shelter**
 - **Shawnee Animal Shelter**, 1502 N. Leo Ave., Shawnee, OK 74801
 - **Phone:** (405) 878-1531
 - **Hours:** 10 a.m.-5 p.m.
- **Shelters**
 - **Oklahoma Baptist University**, 500 W. University St., Shawnee, OK 74804
 - **Phone:** (405) 308-7336

Mobile Charging and Internet Connection Stations

Carney

- **Internet Cafe**
 - **Carney High School**, 304 S. Carney Rd., Rooms 5-7, Carney, OK
 - **Hours:** 9 a.m.-7 p.m. daily

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Little Axe

- **AT&T Charging Station**
 - **Location:** Absentee Shawnee Tribe Resource Center (American Red Cross Shelter), 1970 156th Ave. Norman, OK 73026; (405) 364-7298
 - **Hours:** 24 hours a day
- **American Red Cross of Central and Western Oklahoma and Dell** - Residents can connect with family and friends via e-mail and Skype, manage banking and insurance needs, and access available crisis resources. The centers are being provided by Dell as a community service project and will be staffed by Dell team members.

- **Location:** Little Axe Schools, 2000 168th Ave N.E., Norman, OK 73026

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Moore

- **AT&T Charging Stations**
 - **AT&T Store**, 2670 S. Service Rd., Moore
 - **Hours:** 9 a.m.-9 p.m. Monday-Saturday; 11 a.m.-7 p.m. Sunday
 - **Walmart**, 501 S.W. 19th St., Moore
 - **Hours:** 8 a.m.-11 p.m. daily

Internet Cafe

- **Highland Baptist Church**, 2425 S.E. 4th St. (at Sunnyslane), Moore
 - **Details:** Laptops and free Wi-Fi
 - **Hours:** 8 a.m.-5 p.m., Monday-Friday; 9 a.m.-4 p.m., Saturday
- **Moore Public Library**, 225 S. Howard Ave., Moore
 - **Hours:** 9 a.m.-9 p.m., Monday-Thursday; 9 a.m.-8 p.m., Friday; 9 a.m.-5 p.m., Saturday; 1-6 p.m., Sunday
- **Westmoore High School**, 12613 S. Western Ave., Moore
 - **Hours:** 9 a.m.-7 p.m. daily

Verizon Wireless Charging Stations - Stations are equipped with emergency phones, Internet access, laptop computers and charging capability

- **American Red Cross Shelter**, 201 S. Howard Ave., Moore
- **Home Depot parking lot**, 650 S.W. 19th St., Moore
- **Mobile Support Services for Residents of Moore**
 - **AT&T Support**
 - AT&T provides multiple WiFi hotspots at public locations – free service for AT&T customers. Locate WiFi hotspots with AT&T's WiFi hotspot locator
 - AT&T is waiving voice, data and text overage charges through June 30 for customers in the affected areas, and those customers may be eligible for special accessory and handset discounts
 - AT&T wireless customers in the affected area who have questions about their service, may visit local AT&T stores or call 1-800-331-0500

- AT&T is offering free Remote Call Forwarding to wireline customers who are displaced from their homes. Customers who have questions about U-Verse or home phone service should call 1-800-288-2020
- **Verizon Mobile Support Unit**
 - **Location:** Walmart parking lot, 501 S.W. 19th St., Moore
 - **Services:** Emergency phones, tablets, chargers, Internet access

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Newcastle

- **Internet Cafe**
 - **Newcastle Public Library**, 705 N.W. 10th St., Newcastle
 - **Hours:** 9 a.m.-7 p.m., Monday-Thursday; 9 a.m.-6 p.m. Friday; 9 a.m.-5 p.m., Saturday; 1 p.m.-5 p.m. Sunday

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Shawnee/Bethel Acres

- **Internet Cafe**
 - **Gordon Cooper Technology Center**, 1 John C. Bruton Blvd., Shawnee OK 74804
 - **Hours:** 9 a.m.-7 p.m. daily
 - **Shawnee Public Library**, 101 N. Philadelphia, Shawnee
 - **Hours:** 9 a.m.-9 p.m., Monday-Thursday; 9 a.m.-6 p.m. Friday; 9 a.m.-5 p.m., Saturday; 1 p.m.-5 p.m. Sunday
- **Verizon Wireless Charging Station** - Stations are equipped with emergency phones, Internet access, laptop computers and charging capability
 - **Location:** Shawnee High School, 1001 N. Kennedy Ave., Shawnee