

# New York City Disaster Response Agencies and Organizations

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The following are the agencies likely to respond to a disaster in New York City, depending on the scale and nature of what the disaster might be. This is a partial list; **not all agencies will respond to every situation.**

## **American Red Cross in Greater New York (ARCGNY)** **[www.arcgny.org](http://www.arcgny.org)**

The American Red Cross in Greater New York (ARCGNY) supplements the efforts of city agencies to ensure that the citizens of New York are safe and have the assistance they need. Volunteers help those affected by disaster with food, clothing and shelter, as well as mental health support and financial assistance.

## **Con Edison (Con Ed)** **[www.coned.com](http://www.coned.com)**

Consolidated Edison Company of New York (Con Edison), a regulated utility, provides electric service in New York City (except for a small area of Queens), and most of Westchester County. Con Ed provides natural gas service in Manhattan, the Bronx, and parts of Queens and Westchester. Con Edison also owns and operates the world's largest district steam system, providing steam service in most of Manhattan.

## **Department of Design and Construction, (DDC)** **<http://www.ci.nyc.ny.us/html/ddc/home.html>**

The DDC was created in October 1995 by Local Law 77, which authorized it to assume responsibility for certain construction projects formerly performed by the Departments of Transportation, Environmental Protection, and General Services (now Citywide Administrative Services). The Department delivers the City's construction projects in an expeditious, cost-effective manner, while maintaining the highest degree of architectural, engineering, and construction quality.

## **Department of Environmental Protection (DEP)** **<http://www.ci.nyc.ny.us/html/dep/home.html>**

DEP is a very diverse agency whose primary mission is to deliver water to and treat the effluent of more than 8 million City and upstate residents. DEP is also responsible for enforcement of the air, noise and hazardous materials laws and rules; billing and collection of water and sewer use charges; review of environmental impact statements; and administration of the Environmental Control Board.

## **Disaster Mortuary Operational Team (D-Mort)** **<http://oep-ndms.dhhs.gov/dmort.html>**

The National Response Plan assigns the National Disaster Medical System (NDMS) section under Emergency Support Function #8 (ESF #8) to provide victim identification and mortuary services. These responsibilities include: temporary morgue facilities; victim identification; forensic dental pathology; forensic anthropology methods; processing; preparation; disposition of remains. In order to accomplish this mission, Disaster Mortuary Operational Response Teams (DMORTs) were developed. DMORTs are composed of private citizens, each with a particular field of expertise, who are activated in the event of a disaster.

## **Emergency Medical Services (EMS)** **<http://www.nycremsco.org/default.asp>** **<http://www.nyc.gov/html/fdny/html/home2.shtml>**

EMS provides pre-hospital care to the citizens and visitors of New York City. They are the Emergency Medical Technicians (EMTs) and Paramedics who respond to all disasters, and they respond to calls made to the 911 system. In New York City, EMS is comprised of the private, municipal, and volunteer sectors, and is overseen by the Regional EMS council.

**Federal Bureau of Investigation (FBI)**

[www.fbi.gov](http://www.fbi.gov)

The mission of the FBI is to protect and defend the United States against terrorist and foreign intelligence threats, to uphold and enforce the criminal laws of the United States, and to provide leadership and criminal justice services to federal, state, municipal, and international agencies and partners. If the disaster is deemed to have been of terrorist origin, the FBI will be present and investigating.

**Federal Emergency Management Agency (FEMA)**

[www.fema.gov](http://www.fema.gov)

FEMA's continuing mission within the Department of Homeland Security is to lead the effort to prepare the nation for all hazards and effectively manage federal response and recovery efforts following any national incident. FEMA also initiates proactive mitigation activities, trains first responders, and manages the National Flood Insurance Program.

**Fire Department of the City of New York (FDNY)**

<http://www.nyc.gov/html/fdny/html/home2.shtml>

As first responders to fires, public safety and medical emergencies, disasters, and terrorist acts, the FDNY protects the lives and property of New York City residents and visitors.

**Department of Health and Mental Hygiene (DOHMH)**

[www.nyc.gov/health](http://www.nyc.gov/health)

The DOHMH created the Office of Mental Health Disaster Preparedness and Response to develop plans and training to meet the mental health needs of New Yorkers during times of disaster. To learn more about this office, visit the website at [www.nyc.gov/health](http://www.nyc.gov/health) or call 212.219.5400.

**Department of Homeland Security (DHS)**

[www.dhs.gov](http://www.dhs.gov)

The mission of the DHS is to lead the unified national effort to secure America. DHS will prevent and deter terrorist attacks and protect against and respond to threats and hazards to the nation. DHS will ensure safe and secure borders, welcome lawful immigrants and visitors, and promote the free-flow of commerce.

**Human Resources Administration (HRA)**

<http://www.nyc.gov/html/hra/html/home/home.shtml>

The Human Resources Administration/Department of Social Services (HRA/DSS) enhances the quality of life for all New Yorkers by providing temporary help to eligible individuals and families with social service and economic needs in order to assist them in leading independent lives. These goals are accomplished through the effective administration of a broad range of social welfare programs including food, shelter, temporary financial assistance, medical care, counseling, and other essential services.

**Human Services Council (HSC)**

<http://www.humanservicescouncil.org/>

The Human Services Council works to build broad recognition and support for the substantial and essential contributions of the not-for-profit human service sector to the citizens and the fabric of New York City. Through HSC, the human services sector is able to act in concert on issues of mutual concern. It is the focal point for the sector's emergency preparedness and response. Working in cooperation with federal, State and City agencies, as well as other local and regional groups, HSC coordinates preparedness activities and coordinates disaster-recovery services following a major disaster.

**International Critical Incident Stress Foundation/  
Critical Incident Management Teams (ICISF/CISM)**

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

The International Critical Incident Stress Foundation, Inc. (ICISF) is a non-profit, open membership foundation dedicated to the prevention and mitigation of disabling stress through the provision of: Education, training and support services for all Emergency Services professions; Continuing education and training in Emergency Mental Health Services for the Mental Health Community; and Consultation in the establishment of Crisis and Disaster Response Programs for varied organizations and communities worldwide. CISM teams may be on-site to debrief first responders.

**Keyspan Energy (Keyspan)**

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

Provides gas service in Brooklyn, Queens, and Staten Island

**New York Cares**

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

New York Cares meets pressing community needs by mobilizing caring New Yorkers in volunteer service. New York Cares is the lead agency in mobilizing and managing spontaneous unaffiliated volunteers in response to disasters in New York City, with the help of NYCVOAD's Disaster Volunteerism Task Force. The New York Cares website ([www.nycares.org](http://www.nycares.org)) is the citywide resource on spontaneous volunteer needs, linking interested volunteers with appropriate agencies and projects. Individuals who wish to assist in the recovery effort after disaster can sign up for projects online, or call the New York Cares office at 212.229.5000.

**National Volunteer Organizations Active in Disaster (NVOAD) members (VOAD)**

**[www.nvoad.org](http://www.nvoad.org)**

Many states and U.S. territories have a Voluntary Organizations Active in Disaster (VOAD) program whose main mission is to coordinate the planning efforts of that state or territory's voluntary organizations committed to disaster response. The National Voluntary Organizations Active in Disaster (NVOAD) is the national coordinating body of these state and territory affiliates. During times of disaster, NVOAD, or its affiliate, will encourage the participating voluntary organizations to engage their disaster response services and will assist in coordinating these services with other local, state, and federal disaster response agencies. Participating organizations in NVOAD include the American Red Cross, Salvation Army, Catholic Charities USA, Mennonite Disaster Services, and a host of other human service and faith-based organizations. (see Jack Herrmann, "The Federal Response to Disaster", p. 140)

**New York Disaster Interfaith Services (NYDIS)**

**[www.nydis.org](http://www.nydis.org)**

NYDIS is a faith-based federation of service providers and charitable organizations who work in partnership to provide disaster services. NYDIS' mission is to develop and support faith-based disaster readiness, response, and recovery services for New York City. In preparation for and in response to disasters, NYDIS convenes its leadership to network with local, state, and national agencies involved in disaster management to facilitate the delivery of services, resources, and information to religious communities, under-served victims, and impacted communities. NYDIS provides services through three principal program areas:

- **DISASTER ADVOCACY** on behalf of disaster victims (particularly vulnerable and under-served individuals) and impacted communities.
- **DISASTER PLANNING & TRAINING** includes mitigation education and preparedness training for faith-based communities, including houses of worship, religious leaders and their neighborhoods, and partner agencies.
- **RESPONSE & LONG-TERM RECOVERY** through direct victim services, training and support of case workers, religious leaders, and caregivers.

**New York City Office of the Chief Medical Examiner (OCME)**

**<http://www.ci.nyc.ny.us/html/ocme/html/dirmedex.html>**

The Office of Chief Medical Examiner investigates cases of persons who die within New York City from criminal violence; by casualty or by suicide; suddenly, when in apparent good health; when unattended by a physician; in a correctional facility; or in any suspicious or unusual manner.

**New York City Office of Emergency Management (OEM)**

**<http://www.nyc.gov/html/oem/html/home/home.shtml>**

Please refer to Section F in the Reference Section for a fuller description of OEM and its programs.

**New York City Police Department (NYPD)**

**<http://www.nyc.gov/html/nypd/>**

The Mission of the New York City Police Department is to enhance the quality of life in our City by working in partnership with the community and in accordance with constitutional rights to enforce the laws, preserve the peace, reduce fear, and provide for a safe environment. Their presence at a disaster is to secure the site, investigate the cause, and keep the other responders safe.

**New York City Department of Sanitation (DSNY)**

**<http://nyc.gov/html/dsny/html/home/home.shtml>**

DSNY provides essential services at disaster sites that are not always fully understood or recognized. They are generally the ones who clean up afterward, keep the area around the site clean and are the ones who ensure that oil spills, aftermath of traffic accidents, etc., are cleaned up and that others can travel safely on our roads.

**New York City Voluntary Organizations Active in Disaster (NYCVOAD)**

**<http://www.nvoad.org/member.php?memberid=108>**

NYCVOAD is a chapter of a national organization with state and local affiliates. NYCVOAD provides effective responses and less duplication in service through coordination and planning before disasters occur. NYCVOAD engages members in various planning committees. The national website is [www.nvoad.org](http://www.nvoad.org) and has excellent resources. For more information about NYCVOAD, contact NYDIS at 212.669.6100.

**Occupational Safety and Health Agency (OSHA)**

**<http://www.osha.gov/>**

OSHA's mission is to assure the safety and health of America's workers by setting and enforcing standards; providing training, outreach, and education; establishing partnerships; and encouraging continual improvement in workplace safety and health. OSHA are the ones who will be making certain that first responders – and chaplains – are using proper protective equipment in hazardous situations.

**Port Authority Police Department (PAPD)**

<http://www.panynj.gov/AboutthePortAuthority/PortAuthorityPolice/>

The PAPD patrols and polices the Holland and Lincoln tunnels, Newark, JFK and LaGuardia airports, the PATH trains, the Port Authority Bus Terminal, and the World Trade Center. If there is a disaster at any of these sites, PAPD will be there.

**Regional EMS Council (REMSCO)**

[www.remsco.org](http://www.remsco.org) See EMS above.

**US Department of Substance Abuse and Mental Health Services Agency (SAMHSA)**

[www.samhsa.gov](http://www.samhsa.gov)

See Ali Geith's Chapter on Mental Health.

**The Salvation Army in Greater New York**

<http://www.salvationarmyusa.org>

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