



To successfully survive a disaster you must be prepared. Important information can be found at the US Government web site [www.ready.gov](http://www.ready.gov).

Click on the “Make a plan” tab to learn how to develop an emergency plan for yourself and your family.

Click on the “Build a kit” tab to gather a list of basic items your household may need in the event of a disaster.

AT&T Wireless offers these tips on how to make the best use of cell phones in case of natural disasters or other catastrophes.

- Program all emergency and family contact information into your phone. Have a communications plan. Designate someone outside the area as a central contact.
- Keep batteries charged at all times and keep extra batteries or a car charger in case of extended power outages.
- Keep your phone dry and out of the elements.
- Forward your home number to your cell phone. Forwarding is done from the telephone companies central office, so your calls can be forwarded even if your land line is out of order.
- Use text messaging which often goes through more quickly than a voice call.
- Keep non-emergency calls to a minimum and limit calls to the most important ones

***Prepare. Plan. Stay Informed.***

## ***First Steps in Recovery***

DO NOT return home until the OK is given by the Luzerne County Emergency Management Agency or your local municipal authority.

Recovering from a disaster starts with “Reporting the Damage.” In order for you and your municipality to get assistance, damage must be reported to your local municipality in a timely manner. These damage estimates will determine what kind of recovery aid will be available. If you can take photos before cleaning up, they will document your damages. If you are not sure who to notify of damages, contact Help Line and they will assist you in reporting your losses.

You need to look after yourself and your family as you focus on cleanup and repair.

- The area may be contaminated by oil, gasoline or raw sewage. Take any necessary precautions.
- Listen for news reports to learn if the community’s water supply is safe to drink.
- Rest often and eat well.
- Keep a manageable schedule. Make a list and do jobs one at a time.



**1-888-829-1341**

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## ***Inspect Utilities***

Check for gas leaks. If you smell gas or hear blowing or a hissing noise, open and window and quickly leave the building. Turn off the gas at the outside main valve if possible and contact the gas company. If you turn off the gas for any reason, it must be turned back on by a professional.

Look for electrical system damage. If you see sparks or broken/frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker.

Check for sewage or water lines damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water by melting ice cubes previously frozen prior to the event.

### **Major Utilities**

PA American Water

1-800-565-7292

PP&L

1-800-342-5775

UGI Electric & Penn Natural Gas

1-800-276-2722



2-1-1- or 1-888-829-1341

[www.helpline-nepa.info](http://www.helpline-nepa.info)

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### Important Web Sites

[www.thedrcl.org](http://www.thedrcl.org)  
[www.helpline-nepa.info](http://www.helpline-nepa.info)  
[www.disasterassistance.gov](http://www.disasterassistance.gov)  
[www.ready.gov](http://www.ready.gov)  
[www.fema.gov](http://www.fema.gov)  
[www.pema.gov](http://www.pema.gov)

### Local News Sources

[www.citizensvoice.com](http://www.citizensvoice.com)  
[www.pahomepage.com](http://www.pahomepage.com)  
[www.standardsspeaker.com](http://www.standardsspeaker.com)  
[www.timesleader.com](http://www.timesleader.com)  
[www.wnep.com](http://www.wnep.com)

### Important Phone Numbers

#### Help Line

2-1-1 or 1-888-829-1341

#### Luzerne County Emergency Management Agency (EMA)

570-820-4400 or 1-800-821-3715

#### American Red Cross

Hazleton 570-455-9517  
Wilkes-Barre 570-823-7161

#### Salavation Army

Hazleton 750-454-1631  
West Pittston 570-655-5947  
Wilkes-Barre 570-824-8741

The Disaster Recovery Coalition of Luzerne County is made up of community, educational and religious organizations along with individuals seeking to assist in the preparation and recovery of disasters in Luzerne County.



Disaster Recovery Coalition  
of Luzerne County  
Family Service Association of  
Northeastern Pennsylvania  
31 West Market Street  
Wilkes-Barre, PA 18701

570-829-1341  
1-888-829-1341  
2-1-1

[www.thedrcl.org](http://www.thedrcl.org)  
[www.helpline-nepa.info](http://www.helpline-nepa.info)



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DISASTER RECOVERY COALITION  
OF  
LUZERNE COUNTY

Information & Referral Resources

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