

Call Center - Citizen Resource List

September 19, 2008 5pm

Boil Alerts – none in Hamilton County – City of Fairfield in Butler County

Duke Energy:

513-651-4182

Elderly:

Adults 60 and older:

Council on Aging 721-1025 (various programs for the elderly)

Any senior or caregiver may call for help and information. Services especially for homebound and disabled seniors. Services available in Butler, Clermont, Clinton, Hamilton and Warren counties. Home-delivered meals may be available for seniors without food.

Food Safety:

Most refrigerated and frozen foods need to be thrown away. Questions should go to the Food Safety Hotline: 946-7949

Food Replacement (food stamps and assistance)

Since state of emergency has been issued HC Job and Family Services is establishing a replacement and additional assistance opportunities. More information has been obtained by calling 946-1000.

They can download an application at www.hcjfs.org and fax it to 513-946-1076 or mail it to:

**Hamilton County Job and Family Services Department
Attn: Performance Improvement
222 E. Central Parkway
Cincinnati, Ohio 45202**

JFS Open: Monday – Friday 7:00am – 4:30pm; Wednesday 7am-7pm; 1st three Saturdays each month 8am-noon.

Special Weekend Hours THIS WEEKEND: Sat. 8am-7pm and Sunday 8am – 3pm

Free Food:

Freestore Foodbank:

Free food and water

112 W. Liberty St.

Cincinnati, OH 45202

Harrison Community Center (Red Cross heater meals) 8:30am – 5pm Friday

300 George St.

367-2111

Red Cross Headquarters

Self-heating meals 10870 Kenwood Road

Health:

Call the Regional Emergency Operations Center Hotline at 263-8200. Transfer citizens to the EOC Hotline if they call the City Call Center.

All City of Cincinnati Health Centers are open. See attached list.

Health Department phone numbers:

| | |
|-------------------------------------|-------------------|
| Cincinnati Health Department | phone #: 357-7200 |
| Hamilton County Public Health | phone #: 946-7832 |
| Norwood Health Department | phone #: 458-4600 |
| Sharonville Health Department | phone #: 563-1722 |
| Springdale Health Department | phone #: 346-5725 |
| Northern Kentucky Health Department | 859-341-4264 |
| Springdale | 346-5725 |

Insulin Storage:

It is recommended that insulin be stored in a refrigerator at approximately 35 – 46 degrees F. Unopened and stored in this manner, these products maintain potency until the expiration date on the package. All of the available insulin products may be left unrefrigerated (between 59 to 86 degrees for up to 28 days and still maintain potency. Additional questions should be directed to **Poison Control: 1-800-222-1222**

Home Repairs/Low-Income Help:

Home Repairs: People Working Cooperatively offers **critical home repairs** for low-income homeowners. Services are available in Hamilton, Butler, Warren and Clermont counties in Ohio. Availability of services vary by county. Must meet income guidelines. Emergency services for storm related damage include electrical and roofing repairs. Other services may be available in your area, **please call (513) 351-7921 or 1-800-392-7921.**

Low-Income Family Aid

Officials say Ohio disaster assistance and extra food stamps are available for needy victims of this week's wind storm and power outages. The state Department of Job and Family Services says families that can provide evidence of need may qualify for assistance of up to \$1,500, while elderly and disabled Ohioans may be eligible for a payment of as much as \$750. Applications are being taken at county job and family services offices. The department also says food stamp recipients can replace provisions that spoiled due to a blackout. But they have to submit a form for the additional benefits.

Ice:

Red Cross - Heater, Meals, Ice (2 bag limit)- Kenwood Road

Cincinnati Fire Division firehouses Ice:

- Engine Company #32, 650 Forest Avenue, 45229 in Avondale
- Engine Company #24, 4526 Glenway Avenue, 45205 in Price Hill
- The ice is being provided in partnership with Duke Energy.
- Supplies are limited. 2 bags of ice per adult.

Insurance Claims and Food

Contact their home insurance providers. Claims are based on coverage and company.

Mental Health:

- Mental Health Access Point: 513-558-8888
- Mental Health Assoc. SW Ohio: 513-721-2910 ext. 12
- North Key Community Care (Northern Kentucky residents)
859-331-3292 (24 hour crisis assessment and phone consultation)

Shelters:

Red Cross: 579-3000

Butler County (closing at 1pm Friday)

Old Butler County Jail
123 Court Street
Hamilton Ohio 45011
- Shelter, individual meals, Showers

Hamilton County – Open

Blue Ash Air National Guard Station
10649 McKinley Road
Cincinnati, Ohio 45242
- Shelter, hot shower, water, food

Sharonville, Ohio

The city has opened a temporary shelter for people with special needs or medical issues that will provide service until the situation normalizes.

Anyone who needs assistance is asked to call 513-563-0252 for help.

The Sharonville Health Department will offer help to people who have food or storage questions, agents can be contacted at 513-563-1722.

Special Medical Needs Hotline: Call 263-8200

The Health Department in conjunction with Hamilton County Public Health has set up a special needs shelter at the MRDD building at 4999 Kinsley Drive in Madisonville (behind the 5/3rd Bank office complex). This facility will be staffed with nurses. The shelter is open to all Hamilton County residents who are without power with functional needs which may include persons using oxygen tanks, impaired mobility, special medical needs, deaf/hard of hearing, visually-impaired and elderly.

Water Distribution:

Butler County: Cincinnati Area Chapter, American Red Cross - Butler County Office, 1227 Central Avenue, Middletown, Ohio 45044

Clinton County
Water distribution YMCA at Wilmington College

Gallatin County: Glencoe Fire Department, 110 N. Main Street, Glencoe, KY 41046

Hamilton County: Sycamore Presbyterian Church, 11800 Mason Montgomery Road, Cincinnati, Ohio 45249

Harrison Community Center
300 George St.

Warren County: Water Distribution at Franklin Food Pantry – 235 N. Main Street 10am – 10pm

Road Closures: Updated road closures can be found at <http://www.hamilton-co.org>

Waste Disposal:

Food Waste: any food waste can go out with your regular trash.

Hamilton County Residential Yardwaste Disposal Options

Updated Yardwaste disposal can be found at:

<http://www.hcdoes.org/SWMD/Residents/Yardwaste/ywdisposaloptions.html>

All Hamilton County residents can use one of the free yard-waste recycling drop-off sites 11:30 a.m.-5 p.m. Saturdays and Sundays until Nov. 30. The program doesn't accept yard waste from landscapers or businesses. The sites are Turpin Farms, 3295 Turpin Lane, Anderson Township; Kuliga Park, 6717 Bridgetown Road, Green Township; and the Rumpke Sanitary Landfill, Struble Road and Colerain Avenue, Colerain Township. The Rumpke location will also be open 8 a.m.-5 p.m. Wednesday through Friday. The Turpin Farm location is also open Monday – Friday 7:30 am – 6 pm. Leaves, grass clippings, brush, garden waste, tree trunks and prunings from trees and shrubs will be accepted at all sites. [Click here](#) for more information.

Anderson Township

Residents may put bundles of limbs no longer than four feet at the curb for pickup. Bundled limbs may also be brought to Turpin Farms, 3295 Turpin Lane, 7:30 a.m.-6 p.m. Monday-Friday and 11:30 a.m.-5 p.m. Saturday and Sunday. Tree limbs may also be dropped off Tuesday behind Anderson Operations Center, 7954 Beechmont Ave. There will be no one at this site. The site will be marked by cones.

Arlington Heights

City employees collect yardwaste at the curb year round. Leaves must be placed in paper bags at curb. Larger brush must be bundled and placed at curb. For more information, contact [Arlington Heights](#) or 821-2076.

Blue Ash

Crews have started collecting yard debris. Residents should take limbs, branches and brush to the curb.

Cheviot

Residents should haul yard debris to the curb. Debris doesn't have to be bundled or cut to a certain length. Crews will collect debris until it is all picked up. Burning yard debris is prohibited.

Cincinnati

The City will pick up all types of yard waste, including clippings, leaves, branches, brush and limbs of any size. The debris must be taken to the curb. Crews cannot go onto private property to pick up limbs. The City is relaxing storm debris collection rules through Saturday, October 11th the magic date. Citizens can bring debris to the curb and the city will collect it regardless of size. Citizens can also drop off trees, limbs, and storm debris at 1081 Woodrow Avenue behind the MSD Administration in Queensgate seven days a week through Saturday, October 11th. Hours of operation for the collection site are: Monday –Saturday 7 am - 6:30 pm, Sunday 7 am - 5:30 pm. For information, call 513-591-6000.

Colerain Township

Residents can take yard debris to Colerain Township Senior & Community Center, 4300 Springdale Road; Skyline Community Center, 8500 Pippin Road; or Clippard Park, 10243 Dewhill Drive, anytime from dawn to dusk until Sept. 28. Logs should be no longer than 4 feet. Rumpke will pick up debris if it is bundled or in a container if it is no longer than 4 feet and no heavier than 75 pounds.

Columbia Township

Residents put yardwaste at the curb and it will eventually be picked up.

Delhi Township

Now through Sunday, September 21, Delhi residents can bring tree limbs or branches that are less than 8 inches in diameter to the Township Senior Citizen/Community Center located on Neeb Road for disposal free of charge. No other type of debris (roof shingles, aluminum siding, etc.) will be accepted at this location. This facility is open between the hours of 7:00 a.m. and 9:00 p.m. and is for Delhi residents only. Contractors will not be permitted to dispose of tree limbs or branches at this site.

For additional information, please contact Gerard Schroeder, 513-922-3111.

Deer Park

A chipper goes around the City and branches that are placed at the curb will be picked up, no larger than 5" diameter.

Elmwood Place

Residents may mix grass and leaves with their regular trash. Limbs and branches must be cut to four foot lengths and tied up in an easy to handle bundle. Leaves are collected weekly from November to the middle of December if raked to the curb. Tree branches pulled to the curb will be picked up and it will be picked up eventually.

Evendale

Special pickups of limbs, etc. will be picked up and chipped everyday within the next two weeks. Have your limbs with the stalk end to the street by 7 am. Limbs and branches cannot exceed 8" in diameter.

The chipper CANNOT handle vines, garden waste, or wood with nails or bushes with an excessive amount of dirt on roots. Please remove the root ball from trees and bushes for pickup. All vines and garden waste should be in bags for Rumpke pickup. Grass clippings and leaves must be bagged and set out at the curb for pickup by Rumpke.

Fairfax

Maintenance Dept. is chipping branches that have been pulled to the curb.

Forest Park

Forest Park is operating a "Chipper Chipper" Program for brush and limb removal for this emergency. Call in's are not required. Each street will eventually be covered.

Glendale

Limbs and branches piled neatly are picked up at curb and are chipped. Larger branches, etc. (4" or larger) should be placed neatly in a separate pile at the curb.

Golf Manor

Large limbs and branches should be placed at the curb for pickup. Manageable pieces should be placed at the curb for Rumpke.

Green Township

Township residents can drop off tree limbs at Kuliga Park, 6717 Bridgetown Road, and at the township's park property at 3990 Reemelin Road 9 a.m.-6 p.m. weekdays beginning today and from 10 a.m.-5 p.m. Saturday and Sunday. Only tree limbs will be accepted. Monday, 9/22/08, Department of Public Services crews will pick up tree limbs and brush that has been placed on the curb. It should be cut into lengths 6 feet or less.

Green Hills

Place branches and limbs at the curb and the chipper will eventually be by to chip. Rake up other debris and bag for Rumpke on regular garbage day.

Harrison (City)

Residents should pull manageable sized limbs and branches to the curb for chipping services. Brush drop off located on Industrial Drive is available the last Saturday of every month from 9am to 2pm. Rake up other debris and bag for Rumpke on regular garbage day.

Harrison Township

Residents should pull limbs and branches (8" or less) to the curb for pick-up. Brush drop off located on Industrial Drive is available the last Saturday of every month from 9am to 2pm.

Indian Hill

The Village will pick up storm related brush which homeowners have placed in an accessible location at no charge to residents. The Village will not pick up brush and debris which has been collected by private contractors. It may take 2-3

weeks for the Public Works department to pick-up collected brush. Call the department if you have any special needs related to storm debris.

Madeira

The city will collect all brush and debris over the next several weeks.

We want to emphasize that this service will take WEEKS! The amount of brush and debris will be overwhelming, so please be patient.

If at all possible, we would like you to separate the debris material into three "piles":

1. Regular brush and limbs (less than 8 " in diameter and less than 8 ft. long)
2. Small debris/leaves
3. Large limbs and tree trunks/wood (greater than 8" in diameter)

Regular brush and limbs will be collected and chipped as usual. Limbs less than 8" in diameter will be run through the chipper.

You can place small debris and leaves in piles at the curb OR in PAPER lawn bags. If you use plastic bags, we will collect it with the large limbs later in the process. If you place the material in paper bags, we will be able to simply throw the bag into the chipper; plastic bags cannot be used in the chipper and will need to be collected separately. You can also place small debris and leaves in cans or boxes. We can then pick-up the container and empty it into the chipper. Again, plastic bags will not be collected when the chipper is being used.

If you decide to place the small debris and leaves in piles at the curb, we will collect it with a leaf vacuum. Please make certain that small debris material at the curb does not have large limbs or large sticks mixed in! The leaf vacuums cannot pick up sticks and large objects. If the piles have large stick and limbs, we will be back at a later date and pick it up by hand.

Large limbs and tree trunks will be the last items collected. We will have to collect this material by hand. As you can imagine, this will be a slow and very time consuming process considering the amount of material that is expected to be collected.

The leaf collection program that was originally scheduled for mid-October will be delayed while we complete the storm debris collection. You can rake your leaves to the curb at any time but we will not be on a regular leaf collection schedule until the storm debris collection has been completed.

Mariemont

The Service Department will be making one trip down each street to pick up debris placed at the curb. No bags are required. Regular yardwaste guidelines apply after the initial pick-up.

Montgomery

Crews are out collecting storm debris. Residents should drag limbs to the curb and place them butt-end out. Rumpke will collect leaves on its regular schedule.

Springfield Township

Crews will pick up brush and tree limbs from curbs for the next several weeks.

Sycamore Township

Residents should take storm debris - excluding grass clippings and leaves - to the curb.

Symmes Township

The township will pick up debris next week. Residents should take the debris to the curb, then call 513-683-6644 for pickup.