When the Unexpected Happens

Ways to Move Forward

Immediate information and the first calls to make

You do not have to handle everything at once.
Use this card to record key details and take the next steps when you are ready.

1 INCIDENT INFORMATION

Immediate danger or life-threatening emergency: CALL 911

Date: _____ Incident #: _____

Location: _____

Utilities disabled: ☐ Electric ☐ Gas ☐ Water

2 START HERE

American Red Cross — 1-800-733-2767
Call if assistance was not requested on your behalf.

County Fire/EMS Follow-Up — 301-583-2200
For incident follow-up information.

OHS / Emergency Management Division — 301-324-4400
8:30 a.m.-4:30 p.m.
For recovery guidance and follow-up support.

Department of Social Services — 301-909-6300

LOCATIONS: 1-800-332-6347 | 425 Brightseat Road, Landover, MD | 4235 28th Avenue, Temple Hills, MD | 6505 Belcrest Road, Hyattsville, MD

Recovery Steps, Community Assistance, and Trusted Publications

NEXT STEPS

- Make safety your first priority.
- Care for your emotional wellbeing.
- Report the incident to your insurance company as soon as possible.
- Renters: contact your property manager.
- Notify family, friends and your workplace that you are safe.
- Coordinate support for children, older adults or pets.
- Secure a safe place to stay.
- Document displacement, damage and expenses. Take photos. Save receipts.
- Do not throw away damaged goods until you complete your inventory.
- The Red Cross may contact you to assess immediate needs.

DISASTER RESOURCES

EM to finalize new webpage before printing.

Emergency Management | Prince George's County

Department of Social Services | Prince George's County

Online Maryland Benefits **1-800-332-6347**

COMMUNITY RESOURCES

Crisis & Suicide Lifeline	988
MD Health, Human & Community Services	211
Disaster Distress Helpline	1-800-984-5990
Aging & Disabilities Resource Center	301-265-8450
Dept. of Social Services	301-909-6300
PGC311 Call Center Mon-Fri, 7 a.m.-7 p.m. | PGC311.com 24/7	311

TRUSTED PUBLICATIONS

U.S. Fire Administration
After the Fire

Ready.gov
Home Fires Info | Returning Home Safely

American Red Cross
Prepare for Emergencies | Recovery Services | Resource Directory

CDC
Clean Up Safely After a Disaster