

# **CRISIS AND EMERGENCY**



Crises and emergencies can occur when we least expect them. It is important to know where to go for assistance. The following agencies help identify and meet the varying needs for food, shelter, medical necessities and more. In the event of an emergency [www.dupageco.org](http://www.dupageco.org) will contain emergency public information. You can also tune into the College of DuPage radio station, **WDCB 90.9 FM**. It will remain on the air and provide public emergency information.

## EMERGENCY PREPAREDNESS

**DuPage County Office of Homeland Security and Emergency Management**  
136 N. County Farm Road, Wheaton, IL 60187  
**(630) 682-7925**  
[www.dupageco.org/oem/index.cfm](http://www.dupageco.org/oem/index.cfm)  
**WDCB 90.9 FM**



Coordinates Homeland Security, pre-emergency planning and disaster assistance prior to the onset of an emergency and is responsible for the restoration of services after a natural or man-made disaster. Provides support and assistance to local government when an emergency exceeds their capability. Specialized services include managing the County's emergency communications system; working with other agencies to secure shelter and food for victims left homeless; providing radiological and hazardous materials data; recruiting volunteers; and other services.

**Operation Helping Hand-Special Needs Registration**  
**DuPage County Office of Homeland Security and Emergency Management**  
**(630) 682-7925**  
[www.citizencorpsdupage.org](http://www.citizencorpsdupage.org)

Designed to ensure the safety of those residents of DuPage County that are most vulnerable to emergencies and disasters, the elderly and infirm, and those with various disabilities. Maintains a database of special needs populations located within DuPage County and its municipalities, as well as provides specialized notification systems, evacuation support systems, and special needs shelters during declared county emergencies.

**DuPage County Health Department**  
111 N. County Farm Road, Wheaton, IL 60187  
**(630) 682-7400**  
**www.dupagehealth.org**

Offers a wide range of health services at locations throughout DuPage County. Information on health services in emergencies will be available at **www.protectdupage.org**, or by listening to **WDCB** radio at **90.9 FM**.

## DISASTER AND EMERGENCY RELIEF AGENCIES

**American Red Cross of Greater Chicago**  
350 N. Mannheim Road, Hillside, IL 60162  
**(708) 547-6516**  
**www.redcross.org**

Led by volunteers, this humanitarian organization provides relief to victims of disasters and helps individuals prevent, prepare for, and respond to emergencies. Assistance may include vouchers to purchase essentials (food, clothing, medicine, eyeglasses and home furnishings), and financial assistance for rent, medical bills, and utility deposits. Additionally, mental health workers are available to help individuals cope with the emotional aftermath of disasters.



**Federal Emergency Management Agency**  
**www.fema.gov**

The Federal Emergency Management Agency coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.

## MENTAL HEALTH EMERGENCY

**DuPage County Health Department**  
**Crisis Intervention Unit**  
440 S. Finley Road, Lombard, IL 60148  
**(630) 627-1700 (24 hours daily)**

Receives all emergency and non-emergency calls for mental health services. Provides information on options available from the Health Department and other mental health groups. The **Crisis Intervention Unit** offers professional counseling services, 24 hours daily, during emotional emergencies.

## ASSISTANCE

**TOWNSHIPS** provide financial assistance under the General Assistance Program for eligible residents to help with food, rent, utilities and medical needs. Emergency assistance is available from most townships. For a listing of the nine townships comprising DuPage County, see pages v and 39.



**FOOD PANTRIES** are located at most townships, several churches, and other non-profit agencies throughout DuPage County and maintain a supply of food for individuals in need. When government commodities are available they are distributed through local food pantries to eligible residents. For locations, call **DuPage County Senior Citizen Services, (630) 407-6500.**

### **Addison Community Switchboard**

193 W. Michael Lane, Addison, IL 60101  
**(630) 628-2698**

Offers general emergency assistance to Addison families in need of food, clothing, medical, dental, housing and transportation services, as well as providing referral services for long-term assistance.

### **Catholic Charities**

26 W. St. Charles Road, Lombard, IL 60148  
**1-800-941-8681 – 24 hrs for at risk or homeless clients**  
**(630) 495-8008 (accessible after hours)**

Emergency assistance and homeless prevention services are provided to individuals and families in crisis through information and referral, social services, advocacy, case management, and limited financial assistance. Also provides shelter, transitional housing, personal supportive housing, foster care, counseling, adoptions, and adult day care.

**Downers Grove FISH**  
**(630) 964-7776**

**FISH** is a volunteer network that provides a helping hand in emergency situations. Volunteers assist with transportation, companionship and other helpful services. Serves residents of Darien, Downers Grove, Lisle, Westmont and Woodridge.

**DuPage County Senior Services**  
**(630) 407-6500**

Financial assistance and case management services to assist seniors facing hardships. Grants may be available to assist with prescriptions, utility payments, food, housing and other unmet needs.

**Hinsdale Community Service**

Memorial Building  
19 E. Chicago Avenue, Hinsdale, IL 60521  
**(630) 323-2500**

Supportive services, via home and/or office visits, are provided to seniors in Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook. Provides information and counseling, and works with existing support systems to enable seniors to continue to live in their own homes. Assistance is available to help seniors apply for benefits, complete Medicare forms, etc. Seniors in financial need can access the food pantry, used clothing service, government food commodities (when available) and emergency financial assistance.

**Love Christian Clearinghouse**

P.O. Box 50, Clarendon Hills, IL 60514  
**(630) 512-8665**

Provides referrals to agencies and church volunteers to meet legitimate needs for food, clothing, shelter, furniture, friendship, budgeting, parenting, prayer, and unusual requests. Serves residents of Downers Grove, York and Addison Townships as well as the villages of Lisle and Woodridge.

**Naperville Cares**618B W. 5<sup>th</sup> Avenue, Naperville, IL 60563**(630) 369-0200**

Provides financial assistance and case management services to residents of Naperville. Commonly assists with rent and utilities. Case managers work with individuals to overcome obstacles to maintaining self-sufficiency. Naperville Cares connects people to resources and services that are available within the community and county. Also, has a car donation program, in which working cars are donated to those without any transportation.

**Outreach Community Center**

345 S. President Street, Carol Stream, IL 60188

**(630) 260-7600**

Offers counseling services and some financial assistance to individuals and families from south Carol Stream. Fees are based on a sliding scale.

**People’s Resource Center**

201 S. Naperville Road, Wheaton, IL 60187

**(630) 682-5402**

Serves DuPage County residents in need. Eligibility requires proof of address (current utility bill, lease, Medicaid Card; driver’s license NOT acceptable.) Services include a food pantry and clothes closet, Homeless Prevention Program, emergency rent assistance for qualified residents, literacy program, job assistance, computer access and training, and art programs.

**St. Vincent de Paul Thrift Stores**

90 W. Lake Street

Addison, IL 60101

**(630) 628-9008**

1014 N. Farnsworth Avenue

Aurora, IL 60505

**(630) 820-5370**

213 Main Street

West Chicago, IL 60195

**(630) 562-4801**

Gently used clothing, furniture and other household items available at low cost. The very needy may receive vouchers for free items from DuPage County Human Services as well as from some other social services agencies and churches.

### **The Salvation Army**

Divisional Headquarters, 5040 N. Pulaski Road, Chicago, IL 60630  
**(773) 725-1100**

Provides emergency, short-term financial assistance to individuals and families.  
Contact divisional headquarters or **DuPage County Senior Citizen Services, (630) 407-6500 or (800) 942-9412** for your local representative.

### **Sharing Connections Furniture Bank**

5111 Chase Avenue, Downers Grove, IL 60515  
**(630) 971-0565**  
**www.sharingconnections.org**

Provides furniture, household items, appliances, beds, linens and electronics to individuals and families in need. Religious or social service agency referral needed.

**WALK-IN MINISTRIES** may provide emergency assistance for gasoline, food, transportation, utilities, rent, car repairs, and prescriptions.

#### **Walk-in Ministry of Hope**

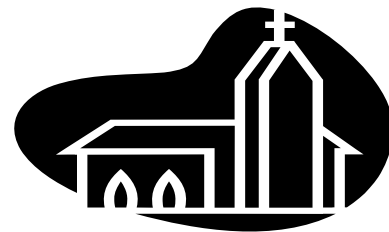
1047 Curtiss Avenue, Room 610, Downers Grove, IL 60515  
**(630) 322-9803**

#### **Elmhurst Walk-in Ministry**

**St. Peter's United Church of Christ**  
125 W. Church, Elmhurst, IL 60126  
**(630) 782-6006**

#### **Glen Ellyn Walk-in Ministry**

**First United Methodist Church**  
424 Forest Avenue, Glen Ellyn, IL 60137  
**(630) 469-3510**



#### **Itasca Walk-in Ministry**

336 W. Center Street, Itasca, IL 60143  
**(630) 467-0133**

#### **Lombard and Villa Park Walk-in Ministry**

##### **Outreach House**

##### **1<sup>st</sup> Church of Lombard**

220 S. Main Street, Lombard, IL 60148  
**(630) 693-0185**

Serves the Lombard and Villa Park communities.

**Northwest DuPage Walk-in Ministry is comprised of:**

**St. Mary's Catholic Church**

163 Garden Street, West Chicago, IL 60185

**(630) 293-4958 (during open hours)**

**(630) 375-7185 (voice mail)**

Serves only West Chicago (south of North Avenue), Winfield and Warrenville.

**Resurrection Catholic Church**

30W350 Army Trail Road, Wayne, IL 60184

**(630) 289-2510 (during open hours)**

**(630) 375-7185 (voice mail)**

Serves Bartlett, Hanover Park, Wayne and West Chicago (north of North Avenue).

**Lutheran Church of the Master**

580 Kuhn Road, Carol Stream, IL 60188

**(630) 665-5188**

**(630) 375-7185 (voice mail)**

Serves Carol Stream, Bloomingdale, Glendale Heights, Roselle and parts of Addison and Itasca (west of Route 53).

**SHELTERS**

**Suzanne Knuepfer Guest House**

**Metropolitan Family Services DuPage**

375 S. West Avenue, Elmhurst, IL 60126

**(630) 653-2397**

Short-term accommodations and relief for adults 60 and older who are experiencing a housing crisis or respite care needs.

Geriatric social worker is available to address problems and help locate affordable housing. Additional information on Guest House services can be found in **HOME SUPPORT SERVICES (page 55)**. The Guest House is managed by Metropolitan Family Services DuPage. Qualifying assessment required, no drop-ins.



## **Catholic Charities**

**Hope House (Formerly known as DuPage Emergency Shelter)**

**1-800-941-8681 (Crisis hotline)**

**Homelessness Prevention Program**

**(630) 495-8008**

P.O. Box 696, Lombard, IL 60148

**(630) 941-8681 (Administration)**

Shelter is provided for individuals and families who are homeless due to a crisis situation, such as job loss or divorce. Offers prevention counseling to help people avoid becoming homeless. Call for a phone intake.

## **DuPage P.A.D.S. (Public Action to Deliver Shelter)**

705 W. Liberty Drive, Wheaton, IL 60187

**(630) 682-3846**

Provides emergency shelter (including meals), support services, and advocacy for people who are homeless. These programs are made possible through the support of individuals, groups, volunteers, and others.

The overnight winter shelter is held in congregations throughout the county (sites change nightly) from 7:00 P.M. to 7:00 A.M., October 1 through April 30. PADS AM, a day shelter/warming center housed in Wheaton, is open all year. Some summer sites are open year round. For details call PADS or Human Services. This program provides a hot lunch, job search assistance, medical and dental assistance, legal aid, and other helpful services.

## **Family Shelter Service**

605 E. Roosevelt Road, Wheaton, IL 60187

**(630) 469-5650 (24-hour crisis hotline)**

**(630) 221-8058 (TDD)**

Provides safety and support for victims of domestic abuse in DuPage County (primarily women and children) by offering counseling, support groups, court advocacy, shelter, and a 24-hour crisis line. All services are free, confidential and offered to individuals in English and Spanish regardless of their immigration status.



**Hamdard Center**

355 N. Wood Dale Road, Wood Dale, IL 60191

**(630) 860-9122 (24-hour Hotline)**

228 E. Lake Street, Addison, IL 60191

**(630) 835-1430**

Hamdard Center is a multi-cultural agency focused on serving the Middle Eastern and South Asian communities as well as other vulnerable DuPage County residents. Services include counseling, Domestic Violence Emergency Shelter and transitional housing for victims of abuse, partner abuse intervention program, parenting skills training, support groups, outreach to homebound residents, translation and interpretation services, legal and immigration advocacy.

**Lake County Haven**

P.O. Box 127, Libertyville, IL 60048

**(847) 680-5408, Ext. 1**

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

A therapeutic home-like facility for homeless women age 18 and over, with or without children. Provides long term shelter apartment style housing and comprehensive case management for qualified clients.

