

**Crisis and Suicide Intervention**

**Contra Costa Crisis Center**

..... 1-800-833-2900  
Provides 24-hour crisis/warm line support.  
**National Suicide Hotlines** 1-800-273-8255

**Disaster Preparedness/Response**

**American Red Cross**.... 1-866-272-2237  
Provides assistance to disaster victims of fires and natural disasters and to military personnel and their families. Services include food, clothing, shelter, and medical supplies based on verified need.

**Contra Costa County CAER (Community Awareness & Emergency Response)** ... 925-313-9296  
[www.cococaer.org](http://www.cococaer.org)

Provides emergency preparedness and response training to the public.

**Contra Costa County Sheriff's Office of Disaster Management**..... 925-646-4461  
Provides coordination, planning and support related to emergency preparedness and disaster management.

**Community Emergency Response Team (CERT)**  
[www.contracostacert.org](http://www.contracostacert.org)

Trains members of neighborhoods, community organizations, or workplaces in basic response skills. Visit website to find the CERT point of contact nearest to you.

**Federal Emergency Management Agency (FEMA)**..... 1-800-621-3362  
Works in partnership with the Cal EMA to prepare for, respond to and recover from disasters.

**CA Office of Emergency Services (Cal OES)** ..... 925-953-1402  
Helps the counties of the coast from Del Norte to Monterey and the counties surrounding San Francisco Bay to prepare for, respond to and recover from disasters.

**Disaster Survivor Inquiries**

**Safe and Well – American Red Cross**  
<https://safeandwell.communityos.org/zf/safe/add>  
Provides a database that allows disaster survivors who are alive following a disaster to post their name and medical condition for access by family members and friends, their current location and how to reach them.

**Emergency Notification Systems**

**Community Warning System (CWS)**..... 925-313-9622  
[www.cococws.us](http://www.cococws.us)

Issues alerts in Contra Costa County that pose an imminent threat to life or health.

**Contra Costa County Website**  
[www.contracosta.ca.gov](http://www.contracosta.ca.gov)

Provides emergency information.

**Emergency Alert System (EAS)**  
CCTV Channels 24, 26, 27, 32 or 99  
KTVU Channel 2, KQED 88.5 FM  
KCBS 740AM

Provides updated emergency information for Contra Costa County cable subscribers.

**Hazardous Materials Emergency**

**Hazardous Materials Incident Response Team**

Normal Business Hours ..... 925-335-3200  
24 hour hotline..... 925-335-3232  
Serves area residents by responding to chemical spills and releases of hazardous materials into the air and monitoring these incidents until an "all clear" is declared.

**Health Emergencies**

**Contra Costa Health Services**  
[www.cchealth.org](http://www.cchealth.org)

Provides updated information during health emergencies in both English and Spanish.

**Health Emergency Hotline (CCHS)**  
..... 1-888-959-9911

Provides recorded information in both English and Spanish on health emergencies and what to do when the community warning sirens sound, as well as information on current health issues, symptoms and treatment.

**Sandbag Locations**

County Areas:

**Central Contra Costa**  
2475 Waterbird Way, Martinez  
2950 Walnut Boulevard, Walnut Creek  
**East Contra Costa**  
500 Eagle Court, Byron  
3020 2<sup>nd</sup> Street, Knightsen  
3105 Willow Pass Road, Bay Point

**West Contra Costa**  
5555 Giant Highway, Richmond

City Areas:

All cities within Contra Costa County provide sandbags and sand. Clients should contact local cities for their sandbag program information or dial 211.

**Social Media**

[www.facebook.com/ContraCostaHealthServices](http://www.facebook.com/ContraCostaHealthServices)

Provides updates on the status of a health emergency and the steps the public may have to take.

[www.twitter.com/CoCoHealth](http://www.twitter.com/CoCoHealth)

Get quick health emergency updates from Contra Costa Health Services.

[www.twitter.com/CoCoCWS](http://www.twitter.com/CoCoCWS)

Get quick health emergency updates from the Community Warning System

**Terrorism Warnings**

**Sheriff's Office Homeland Security Unit** ..... 925-313-9612

Develops and maintains partnerships with the community to help identify and prevent unnecessary risks for accidental as well as intentional acts.

**Utility Assistance**

**811 Know what's Below –**

**Call before you dig** ..... 8-1-1  
[www.call811.com](http://www.call811.com)

Provides information about the location of gas and electric lines, water mains, telephone lines or other utility piping or cabling to prevent people who are involved in construction or other activities requiring extensive digging from severing them and interrupting utility services.

**Pacific Gas and Electric (PG&E)** ..... 1-800-743-5000  
[www.pge.com](http://www.pge.com)

Provides information on power outages and possible compensation for extended outages for residential customers. Website has detailed instructions.

For information and referrals on health and human social services:

**Call 211**

Or go to: [www.211database.org](http://www.211database.org)

211 in Contra Costa is operated by the Contra Costa Crisis Center.

**This resource guide is a collaborative effort of the Contra Costa Crisis Center and Contra Costa County Office of the Sheriff**

For life threatening emergencies  
call 911

