



2001

Office of the Mayor
Rudolph W. Giuliani

DEPUTY MAYORS

ROBERT HARDING

WORLD TRADE CENTER (WTC) - DISASTER
INFORMATION GENERAL

0128

Folder

02/02/1/005

Box



www.alpha-sys.com



ATTACK ON AMERICA

NY POST

9/22/2001

HELP & HOTLINES

**International Union of
Engineering Engineers**
has questions on safety,
hazardous material
or: (888) 877-6974
Presbyterian
is offering free
disease screenings
heroin and blood
alcohol levels for those
affected by the disaster,
Sept. 8 a.m. to 4 p.m.,
pt. 28, 16 E. 60th St.
(Union Ave.), Suite 470.

Cares: New York
and New Jersey agencies
providing relief
supplies and supplies
for more info:
nycare.org

ADDITIONAL ASSISTANCE

Cross has set up three
advice centers for
needing places to
stay, counseling. You
must have a legal ID
proof of residence in the
area. Go to:
East Street Recreation
(7th Ave. S. and
11th St.), CWA Local
Union Harrison and
100 or DeWitt Clinton
East Side Highway
at 53rd and 54th Sts.);
100-ED-CROSS

ADDITIONAL DONATIONS

Cross reports that it
may need any more
donations. Call (800)
955-7E for updates.

ADDITIONAL COVERAGE

is of the WTC
Insurance
companies have set up
24-hour numbers.
Department of
Social Services: Offices at 25
St., are open. Hotline:
9-1759. Two outreach
are in White Plains,
3 Broadway (across
from St. Nicholas Mall) and
100 Old Country
16) 248-5886
for everything except
compensation, call
2-4670; Workers
Compensation: (800) 699-9916,
nycwb.com
New York: A temporary office
will process claims
for checks at 310 W.
11th St., 7 a.m. to 7 p.m. Or
for home claims, call
2-5246; life, (888)
841-1111; workers comp,
2-8411.

**Administration for survivor
and disability payments:**
(800) 772-1213, www.ssa.gov

**Medicare and Medicaid for
interrupted payments:** (800)
331-7767

**NYS Workers Compensation
Board for any questions**
(800) 580-6665

**Public Safety Officers
Benefits:** call (888) 744-6513.
Firefighters' families, (718)
999-2541; police officers' families,
(212) 741-4626. Or
check FEMA's Web site:
www.fema.gov

VOLUNTEERING

**Javits Center's Volunteer
Coordination Center,** 11th
Avenue at 35th Street, does
NOT need any more
volunteers today. It DOES
need light sticks and orange,
red and yellow spray paint
American Red Cross does NOT
need volunteers now, (800)
HELP NOW
**New York State Volunteer
Hotline:** (800) 801-8092
Labor Support Center needs
volunteers to answer phones
(800) 506-0036

DONATIONS

The TWIN TOWERS FUND
established by the City of
New York to assist families
of uniformed services of NYC
Fire Department and its
Emergency Services
Command, NYC Police
Department, Port Authority
of NY and NJ, NY State Office
of Court Administration and
other government office
workers injured or killed in
the tragedies at WTC.
Make checks payable to
The Twin Towers Fund and
send to:
**The Twin Towers Fund
General Post Office
P. O. Box 26999,
New York, NY 10087-6999**
For more information, go to
www.nypost.com.

**The New York State World
Trade Center Relief Fund**
Make a donation with a
credit card on
www.state.ny.us or by
calling (800) 801-8092. Or
send a check to the Fund,
P.O. Box 5028, Albany, N.Y.
12205.

Robin Hood, a leading NYC
poverty-fighting organization,
has established a fund to aid
in disaster relief. Because its
board underwrites all
administrative costs, 100% of
the donations will go to

NOW or www.nyredcross.org
Or mail check to American
Red Cross Disaster Relief
Fund, P.O. Box 3756, Church
Street Station, New York, N.Y.
10008.

eBAY's Auction for America
All profits from any items
earmarked "Sept. 11 Fund"
are directly contributed to
charity selected by seller
Warning: DO NOT contribute
to any charity that solicits by
telephone

AIRLINES

Updates on **AIR TRAVEL:**
www.fly.faa.gov

**Passengers departing from all
U.S. airports should plan to
arrive at the airport a
minimum of two hours prior
to departure.**
**Airlines are asking for paper
tickets or E-ticket receipts
and photo ID.**

HOUSING

BATTERY PARK CITY
For news and information
related to Battery Park City:
http://bpc.mobile123.com

Red Cross shelters,
www.nyredcross.org.

**FEMA asks NY residents who
need temporary housing, or
who suffered loss of
personal property, due to the
WTC attack to register at**
(800) 462-9029.

**The National Association of
Realtors** has created the
Realtors Housing Relief Fund
with a beginning donation of
\$1 million for mortgage and
rent payments for victims
and their families, including
fire, law enforcement and
emergency personnel. Go to
www.realtor.com

NYC & Co., working with the
Hotel Association of NYC,
will find hotel
accommodations for
immediate family members
of disaster victims thru Sept.
30, (888) 805-4040

Int'l Art Critics Association
finds temporary lodging (if
you need it or can offer it) for
the artistic community
www.aicausa.org

LEGAL HELP

NYC Bar Association will waive
its consultation fee to
victims and families who
seek legal advice regarding
insurance and estate

AID TO BUSINESSES

Displaced businesses can call
a **hotline** operated by NYC
officials: (212) 621-
9502/9517/9527 or email
spacebank@rebny.com.

**Federal Emergency
Management Agency (FEMA)**
for help with funeral
expenses, low-interest loans
unemployment assistance,
including self-employed:
(800) 462-9029

**Empire State Development
Corp.** offers financial and
other assistance, 633 Third
Ave., 80 Pine St. or call (800)
ILOVENY

The CoStar Group is offering
access to its extensive
database of New York area
leasing brokers and
available office properties in
the city. Visit Empire State
Development Web site,
www.nylovesbiz.com and
select the NY Site Finder
link. Then click on WTC
Disaster Alternative Space
Listings. (800) ILOVE NY.

Gateway Colocation Free
space to its displaced clients
and companies requiring a
data center. Talk to Adam
Brotsky, (212) 446-9029.

**Human Resources
Administration (HRA)**
Information regarding
Medicaid, food stamps and
housing, (877) 472-8411.

**Westchester County Office of
Economic Development** Help
companies find temporary
space, (914) 995-2926,
www.westchestergov.com

**The Small Business
Administration** provides
recovery loans and services,
(800) 659-2955

**The NYS Society of Certified
Public Accountants** is
offering free financial advice
to affected small businesses,
(719) 8405

COUNSELING

New Yorkers Share:
Professional counseling for
displaced persons at RFK
Genesis Apts., 113 E. 13 St.
(bet 3rd & 4th)

**National Mental Health
Association's Mental Health
LifeNet** phone numbers for
referrals in NYC are (212)
995-5824, (Spanish), 533-
7007, (Asian) 254-2731
**Department of Mental Health
Services,** (212) 442-5000
FDNY Family Crisis Center,
(718) 352-2140
City University of New York

a walk-in basis in the
community center at Harbor
Hill Housing, 5613 2nd Ave.,
Brooklyn, (718) 854-1851
Safe Horizon victim
assistance program: (800)
621-HOPE or (212) 577-7777.
**Jacobi Medical Center/North
Central Bronx Hospital**
offers family counseling,
(718) 918-8900

CHILDREN'S NEEDS

**The Children's Museum of the
Arts** is extending its hours
and offers special programs
with art therapists through
Oct. 31, (212) 274-0986

**The Huntington Learning
Centers of New York** offers
its Union Square facility as
an after-school study site for
displaced students from the
following schools: PS 89, PS
150, PS 234, I.S. 89,
Stuyvesant High School,
High School for Leadership
and Public Service, High
School for Economics and
Finance and Murray
Bertraum High School. To
reserve a space, call (212)
242-8585

YMCA can help with
emergency child care. For
locations: (877) NYC-YMCA

New York Hospital (Queens)
offers counseling by
pediatric specialists, (718)
670-1772. For immediate
help, call (800) 282-6684

American Red Cross counsels
Nassau County children or
adults, nassauredcross.org
**Jewish Board of Family and
Children's Services** has set
up drop-in centers in all five
boroughs, (212) 397-4090

FBI TIPS

Contact the FBI to report
information about the WTC.
They are eager to recover
videos shot during the
attacks: www.ifcfbi.gov;
(866) 483-5137 or (800) 331-
0075.

EMERGENCY 911

PLEASE DO NOT use 911: The
police Missing Persons
inquiry line is (212) 560-2730

GRANTS

State Labor Department has
established the Individual
and Family Grant Program
(IFG). Call (800) 462-9029, or
(800) 462-7585 for hearing or
speech impaired.

Source of information, the New York Post has set up its own Missing Persons list. Go to nypost.com.

Other sources for missing persons:

Greater New York Hospital Association (GNYHA)
www.nyc.gov

City hotline for relatives to report missing people: (212) 560-2730, (212) 741-4626

Families of Missing Persons Center is located at Pier 94 on the West Side, at 54th St. Nassau County Missing Person Resource Center assists families with DNA samples (516) 573-7540

The Justice Department's Office of Victims of Crime hotline (800) 331-0075

ARMY personnel (800) 984-8523 or (703) 428-0002

NAVY (877) 663-6772

AIR FORCE (800) 433-0048

DEPT. OF DEFENSE

www.defenselink.mil/news/releases/

FACILITIES FOR RESCUE WORKERS

Free massages at the Soho

Herbs & Acupuncture

walk-in clinic, 10 a.m.-8 p.m.

580 Broadway, Suite 607,

(212) 219-2887.

Crunch Fitness - use of

facilities for rescue

workers. One location,

404 Lafayette St. between

4th St. and Astor Place,

will be open 24 hours;

(212) 614-0120.

New York Health and Racquet

Club on Whitehall & Water

Streets open for rescue

workers, for showers and

chair massages, (212) 269-

9800

Body Maxx Health Club,

90 John St., is offering

use of all facilities, including

showers and beverages,

(212) 732-4445

The Hoboken/Hudson YMCA is

offering free rooms and

shower facilities to male

rescue workers with I.D. Call

201-963-4100

HEALTH & SAFETY

American Lung Association: (800)LUNG-USA

North Central Bronx Hospital offers asthma information at vans located at 161st street and Grand Concourse, Bronx and One Fordham Plaza, Bronx. M-F 9am-5pm; (212) 918-3827

American Society for Dermatologic Surgery is offering free corrective surgery for rescue workers and victims. (800) 441-ASDS, www.aboutskinsurgery.com

National Safety Council offers health and safety info for lower Manhattan residents; (800) 672-4692, <http://nsc.org/issues/nyc.htm>

cleanup; (800) 671-0077
New York Presbyterian Hospital is offering free heart disease screenings (cholesterol and blood pressure levels) for those affected by the disaster, Mon.-Fri., 8 a.m. to 4 p.m., thru Sept. 28, 16 E. 60th St. (at Madison Ave.), Suite 470.

S.O.S.

New York Cares: New York and New Jersey agencies collecting relief donations and supplies and volunteer info: www.nycare.org

IMMEDIATE ASSISTANCE

The Red Cross has set up three new service centers for people needing places to stay, food, counseling. You must come with a legal ID and proof of residence in the affected area. Go to: Carmine Street Recreation Center (7th Ave. S. and Clarkson St.), CWA Local 1180 (corner Harrison and Hudson) or DeWitt Clinton Park (West Side Highway between 53rd and 54th Sts.); (877) RED-CROSS

BLOOD DONATIONS

The Red Cross reports that it does NOT need any more blood donations. Call (800) GIVE-LIFE for updates.

INSURANCE COVERAGE

For victims of the WTC disaster, insurance companies have set up special 24-hour numbers.

State Department of Insurance: Offices at 25 Beaver St., are open. Hotline: (800) 339-1759. Two outreach centers are in White Plains, at 75 S. Broadway (across from Westchester Mall) and in Mineola, 200 Old Country Road, (516) 248-5886

Chubb: For everything except workers compensation, call (800) 252-4670; Workers Comp., call (800) 699-9916, www.chubb.com

State Farm: A temporary office in an RV will process claims and issue checks at 310 W. Broadway, 7 a.m. to 7 p.m. Or call: auto and home claims, (800) 372-5246; life, (888) 464-5433; workers comp, (800)592-8411, www.statefarm.com

Travelers: Two catastrophe response vehicles set up at 388 Greenwich St. Or call for annuities, (800) 842-5642; workers comp., (800) 842-0240, www.travelers.com

Hartford: For property, casualty and workers comp, (800) 243-5860

New York State Insurance Fund: (877) 467-3863 for WTC claims

BENEFITS

Call the Social Security

interrupted payments: (800) 331-7767

NYS Workers Compensation Board for any questions (800) 580-6665

Public Safety Officers Benefits, call (888) 744-6513. Firefighters' families, (718) 999-2541; police officers' families, (212) 741-4626. Or check FEMA's Web site: www.fema.gov

VOLUNTEERING

Javits Center's Volunteer Coordination Center, 11th Avenue at 35th Street, does NOT need any more volunteers today. It DOES need light sticks and orange, red and yellow spray paint

American Red Cross does NOT need volunteers now, (800) HELP NOW

New York State Volunteer Hotline: (800) 801-8092
Labor Support Center needs volunteers to answer phones (800) 506-0036

DONATIONS

The TWIN TOWERS FUND established by the City of New York to assist families of uniformed services of NYC Fire Department and its Emergency Services Command, NYC Police Department, Port Authority of NY and NJ, NY State Office of Court Administration and other government office workers injured or killed in the tragedies at WTC. Make checks payable to The Twin Towers Fund and send to:
The Twin Towers Fund
General Post Office
P. O. Box 26999,
New York, NY 10087-6999
For more information, go to www.nypost.com.

The New York State World Trade Center Relief Fund Make a donation with a credit card on www.state.ny.us or by calling (800) 801-8092. Or send a check to the Fund, P.O. Box 5028, Albany, NY 12205.

Robin Hood, a leading NYC poverty-fighting organization, has established a fund to aid in disaster relief. Because its board underwrites all administrative costs, 100% of the donations will go to aiding victims and their families. Make a check out to: The Robin Hood Relief Fund 1211 Avenue of the Americas 18th Floor New York, NY 10036.

PBA Widows & Children's Fund 40 Fulton St. New York, NY 10038

The United Way: The September 11th Fund, United Way, 2 Park Ave., New York, N.Y. 10016, (800) 710-8002, or Web site, www.uwnyc.org.
The Red Cross: (800) HELP-

street station, New York, N.Y. 10008.

eBAY's Auction for America All profits from any items earmarked "Sept. 11 Fund" are directly contributed to charity selected by seller
Warning: DO NOT contribute to any charity that solicits by telephone

AIRLINES

Updates on **AIR TRAVEL:** www.fly.faa.gov

Passengers departing from all U.S. airports should plan to arrive at the airport a minimum of two hours prior to departure.
Airlines are asking for paper tickets or E-ticket receipts and photo ID.

HOUSING

BATTERY PARK CITY For news and information related to Battery Park City: <http://bpc.mobile123.com>

Red Cross shelters, www.nyredcross.org.

FEMA asks NY residents who need temporary housing, or who suffered loss of personal property, due to the WTC attack to register at (800) 462-9029.

The National Association of Realtors has created the Realtors Housing Relief Fund with a beginning donation of \$1million for mortgage and rent payments for victims and their families, including fire, law enforcement and emergency personnel. Go to www.realtor.com

NYC & Co., working with the Hotel Association of NYC, will find hotel accommodations for immediate family members of disaster victims thru Sept. 30, (888) 805-4040

Int'l Art Critics Association finds temporary lodging (if you need it or can offer it) for the artistic community www.aicausa.org

LEGAL HELP

NYC Bar Association will waive its consultation fee to victims and families who seek legal advice regarding insurance and estate planning, (212) 626-7373

Queens County Bar Assoc. will help attorneys locate space in member offices: (718) 291-4500

New York State Bar Association hotline for displaced lawyers or WTC victims who need free legal assistance: (877) HELP-321

New York Lawyers for the Public Interest provides free legal assistance, (212) 244-4664, www.nylpi.org

Displaced businesses can call a hotline operated by NYC officials: (212) 621-9502/9517/9527 or email spacebank@rebny.com.

Federal Emergency Management Agency (FEMA) for help with funeral expenses, low-interest loans unemployment assistance, including self-employed: (800) 462-9029

Empire State Development Corp. offers financial and other assistance, 633 Third Ave., 80 Pine St. or call (800) ILOVENY

The CoStar Group is offering access to its extensive database of New York area leasing brokers and available office properties in the city. Visit Empire State Development Web site, www.nylovesbiz.com and select the NY Site Finder link. Then click on WTC Disaster Alternative Space Listings. (800) ILOVE NY.

Gateway Colocation Free space to its displaced clients and companies requiring a data center. Talk to Adam Brodsky, (212) 446-9029.

Human Resources Administration (HRA) Information regarding Medicaid, food stamps and housing, (877) 472-8411.

Westchester County Office of Economic Development Help companies find temporary space, (914) 995-2926, www.westchestergov.com

The Small Business Administration provides recovery loans and services, (800) 659-2955

The NYS Society of Certified Public Accountants is offering free financial advice to affected small businesses, (719) 8405

COUNSELING

New Yorkers Share: Professional counseling for displaced persons at RfK Genesis Apts., 113 E. 13 St. (bet 3rd & 4th)

National Mental Health Association's Mental Health LifeNet phone numbers for referrals in NYC are (212) 995-5824, (Spanish), 533-7007, (Asian) 254-2731

Department of Mental Health Services, (212) 442-5000
FDNY Family Crisis Center, (718) 352-2140

City University of New York (CUNY) Service is staffed by volunteer faculty in psychology, social work and nursing: (212) 794-5588

The Port Authority has family assistance centers for employees and families. At JFK, call (718) 751-8200; at Newark, call (973) 642-0165

FRIENDS Inc., with Visiting Nurse Services of NY, for Mott Haven victims and families, (718) 401-6603

Maimonides Medical Center Crisis Counseling hotline: (718) 283-8426

Lutheran Medical Center is providing free counseling on

ESDC/ EDC Hotline

1-800-I LOVE NY
718-403-2220

EDC Hotline

718-630-2457

ESDC/ EDC Hotline

**1-800-I LOVE NY
718-403-2220**

EDC Hotline

718-630-2457

Where to Get Information: A Directory of Emergency Telephone Numbers

Searching for missing loved ones. Finding a place to stay. Trying to get to work. Looking for a way to help.

Below are emergency numbers and other help lines and web sites as well as information on closings, transportation and utilities.

Updates are on The New York Times Web site: www.nytimes.com.

POLICE, FIRE AND OTHER EMERGENCY CALLS

911: New York City officials request that 911 be reserved for true emergencies.

Office of Emergency Management: (212) 477-3574 or (212) 477-3598.

INVESTIGATION TIPS

To relay pertinent information about the attacks to investigators, call the FBI at 1-866-463-5137 or the New York Police Department.

SURVIVORS

Unofficial lists of known survivors: www.ny.com/wtc151.html

THE MISSING AND KNOWN VICTIM

To report missing people, call the New York City police at (212) 741-4626 or 1-866-636-4167.

To get information on victims, the hotline is: (212) 560-2730

Relatives of missing people may go to the 69th Regiment Armory (Lexington Ave. and E. 28th St.) or the New York University Medical Center (at First Ave. and E. 30th St.)

Police officers' relatives should call (718) 677-8238.

Relatives of city (firefighters and Emergency Medical Service workers) should call (718) 898-2541.

Port Authority workers' relatives should call (877) 565-5301, -5505, or -5506.

Pentagon workers' relatives should call 1-877-863-6772 or check a list on the Department of Defense's Web site: www.defenselink.mil/news.

Relatives of other military personnel should call these numbers: for the Army 1-800-984-8523, for the Navy and Marines 1-877-663-8772, and for the Air Force 1-800-233-8278.

Companies at the World Trade Center have these hotlines for relatives of missing employees:

Aon: 1-866-256-4154
Blue Cross Blue Shield: 1-888-761-1365

Centor Fitzgerald, eSpeed and TradeSpark: 1-866-328-3188

Carr Future: 1-800-755-7820

Electronics Trading Group: (917) 858-7095

Fiduciary Trust Co. International: 1-800-432-2350, ext. 22578

Foff Bank: 1-888-637-FUJI

Marth & McLennan (Includes Mercer, Guy Carpenter, Seabury & Smith and MMC Enterprise Risk): (212) 345-6000

Morgan Stanley: 1-888-883-4391

Piney Bowes: 1-800-432-3631

For a fuller list of World Trade Center tenants, see www.nytimes.com.

New Jersey families of missing people are asked to report to their local police departments or state police barracks, instead of going to or calling agencies in New York City.

AIRPLANE VICTIMS

Airline hotlines and Web sites for relatives of missing passengers and crew members:

American Airlines: 1-800-243-0999, <http://www.aa.com/>

United Airlines: 1-800-432-8335, <http://www.united.com> and <http://www.ua.com/>

HOSPITALS

Manhattan hospitals involved in treating victims and rescue workers include:

New York University: (212) 263-7300.

NYU Downtown: (212) 312-5000.

St. Vincent's Hospital: (212) 604-7285

Bellevue Hospital Center: (212) 562-4141

Gouverneur Hospital: (212) 238-7000

St. Luke's-Roosevelt: (212) 523-4000.

VOLUNTEERS

People volunteering to help should report to the Javits Convention Center on 11th Ave. at 35th St., between 9 a.m. and 9 p.m. or call 1-800-801-8092.

Donations of supplies, including respirators, work gloves, hard hats, and medical supplies, should be delivered to the Javits parking lot at 34th Street and the West Side Highway.

Anyone able to lend vehicles or equipment should call the City Office of Emergency Management at (212) 477-3574 or -3598.

Volunteer physicians should call 518-431-7800. Volunteer nurses, paramedics and other medical personnel should call 1-800-423-0183.

BLOOD DONATIONS

Manhattan

New York Blood Center, 310 East 67th Street (between First and Second Aves.) and 150 Amsterdam Avenue (68-67th Streets)

St. Clare's Hospital & Health Center, 420 W. 52nd St., (212) 586-1500

St. Vincent's Hospital & Medical Center, 7th Ave. at 11th St., (212) 604-7000

Brooklyn

New York Blood Center, 120 Lawrence St. near MetroTech, (718) 586-1500

St. Mary's Hospital, 170 Buffalo Ave., (718) 221-3000

Queens

Flushing: St. Joseph's Hospital, 150-40 79th Ave., (718) 658-8200

Jamaica: St. Vincent's Medical Center of Richmond, 355 Bard Ave., (718) 818-1234

Staten Island

Mary Immaculate Hospital, 15211 89th Ave., (718) 558-2000

Westchester

Elmsford, 525 Executive Boulevard

New Jersey

New Brunswick, 167 New Street

Many other hospitals and Red Cross centers in the region are also taking blood, but donors are urged to call first.

For more details, call the Red Cross at 1-800-448-3543, or call the Blood Center of New York at 1-800-833-2566 or check online:

www.nybloodcenter.org

COUNSELING

Grief Counseling:

Lincoln Medical and Mental Health Center: (718) 578-5000

Metropolitan Hospital Center: (212) 423-6282

St. Vincent's Health Crisis Center: (212) 604-8228

American Psychological Association trauma counseling: 1-800-984-2000.

New York City Fire Department family crisis center: (718) 353-7001.

New Jersey families: 1-866-NJ-CRISIS or 1-866-652-1474.

STATE AND FEDERAL ASSISTANCE

To register for aid, call the Federal Emergency Management Agency at 1-800-462-9029. Affected businesses should call the Empire State Development Corp. 1-800-1 LOVE NY.

SHELTER

The Red Cross has shelters with meals, counselors and nurses.

Manhattan sites:

Bayard Rustin High School at 351 W. 18th Street

Seward Park High School at 350 Grand St.

Washington Irving High School at 40 Irving Place

Fashion Industry High school at 225 W. 34th St.

Chelsea High School at 131 Sixth Ave.

Norman Thomas High School at 111 E. 33 St.

City School at 10 Clarkson St.

Junior High School 22 at 111 Columbia St.

Intermediate School 131 at 100 Hester St.

Comprehensive School at 240 Second Avenue.

Brooklyn:

Westinghouse High school at 105 Johnson Street.

Staten Island:

Curtis High School at 105 Hamilton Avenue.

MORGUE, MEDICAL EXAMINER, FUNERAL PREPARATIONS

City Mortuary: (212) 562-3051

City Medical Examiner: (212) 447-2030

The city health department's "burial desk" for funeral directors was moved to 2238 Fifth Avenue at 135th St., Manhattan. Information: (212) 928-2150.

TOURISTS AND TRAVELERS

Stranded travelers should call the New York City Convention and Visitors Bureau at (212) 484-1222.

CLOSINGS

The following were closed or suspended yesterday:

All U.S. financial markets, but they plan to reopen Monday.

Businesses in Manhattan below 14th St.

New York City Public and parochial schools closed below 14th Street, other public schools opened two hours late yesterday. Today, all city public schools will reopen, at regular times, except the continued closings of P.S. 42, 130 and 131 and all schools south of 14th Street in Manhattan. Yellow school bus service is also suspended below 14th. After school and evening programs and weekend PSAL football games are cancelled. Empire State Building

New York City State and Federal Courts, including jury duty. For information call 1-800-493-6878 (NY-COURTS)

Metropolitan Museum

New York Public Library

Fordham University

St. John's University

Mailbox pickup was closed but will reopen today, except for Post Offices and deliveries below 14th Street, which are suspended.

Street cleaning suspended.

Alternate side of the street parking rules suspended.

TRANSPORTATION

Transportation is gradually being restored, but conditions remain subject to change.

For information on subways, city buses, express buses, commuter trains, toll bridges and tunnels: www.mta.nyc.ny.us/index.html

As of last night the status was as follows:

Airlines

U.S. airports, all of which had been closed, were being prepared for gradual reopenings. Kennedy, La Guardia and Newark reopened, but schedules were uncertain. Backlogged reservations, security measures and land transportation problems are likely to cause delays. Call individual airlines for specific information.

Subways

There were numerous delays and revised routings. Services on the C and 9 lines was suspended. The A and E lines were detoured to the F route in lower Manhattan, with the E extended to Euclid Avenue in Brooklyn. The Q was bypassing the Canal and Prince Street stops. The R was running only in Brooklyn. The M and N were not running between Manhattan and Brooklyn but were operating on both sides of the river. The southbound I terminated at 14th Street. The southbound J terminated at 34th Street. The southbound K ended at 135th Street, connecting to the 2. The southbound 4 and 6 terminated at 42nd Street.

City Buses

Service is suspended south of 14th Street in Manhattan. Express bus service was limited by bridge and tunnel closings and the lower Manhattan street closings.

For subway and bus updates, call the status hotline at (718) 243-7777 or check the MTA Web site.

Ferries

The Staten Island Ferry was making only emergency trips and was not open to regular passengers.

New York Waterway Ferries resumed operations except for Pier 11 at Wall Street.

Suburban Trains

The Long Island Rail Road has resumed normal service. Information: (718) 217-LIRR, (516) 822-LIRR, <http://www.mta.nyc.ny.us/emergency/emerrtr.htm>

Metro-North has regular service. Information: (212) 532-8900, <http://www.mta.nyc.ny.us/emergency/emerrtr.htm>

New Jersey Transit has resumed service, except for its lines to Wall Street. There are detours Nos. 1, 43, 64, 68, 80, 81, 82 and 88 lines. Instead of ending at Exchange Place, where rescue efforts continue, buses will go to the corner of Washington and Montgomery Streets, and will depart from the corner of Washington and Columbus Drive. Information: (973) 763-5100 or <http://www.njtransit.com/us-advisorynotices.jsp>

PAT's World Trade Center service is closed indefinitely.

But other lines have resumed operations.

HIGHWAYS, BRIDGES, TUNNELS

Authorities urge travelers to use mass transportation whenever possible, especially to and from Manhattan.

The Holland and Brooklyn-Battery Tunnels were closed; other tunnels reopened.

Roads in lower Manhattan were closed.

The Brooklyn, Manhattan and Williamsburg bridges were closed.

Commuter information is also available: www.Metrocommute.com

BOATS AND SHIPPING

The New York Harbor and parts of the Hudson and East Rivers were closed to regular traffic.

UTILITIES

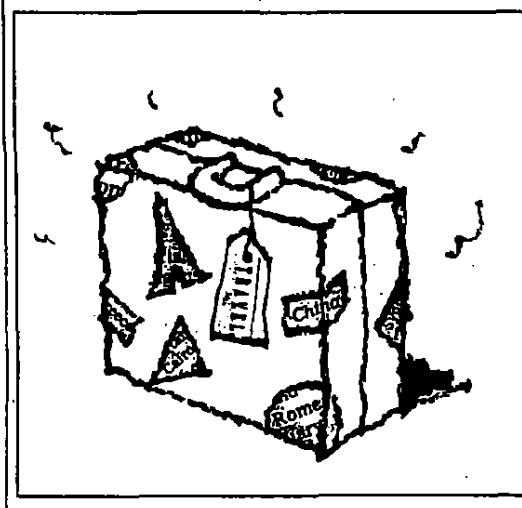
Telephone

AT&T residential service: 1-800-222-6300; business service: 1-800-222-0400.

WorldCom business service: 1-877-588-1234, residential service: 1-877-692-2838.

Electric and Gas

Con Ed service: 1-800-75-CONED.



Judith

U.S. Department of Justice
Office of Justice Programs
Office for Victims of Crime



Responding to Terrorism Victims: Oklahoma City and Beyond

October 2000

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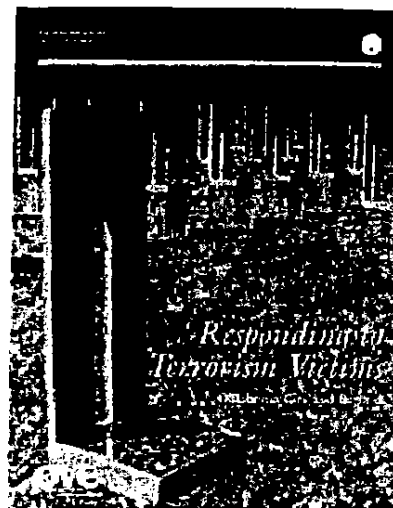
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For grant and funding information contact
U.S. Department of Justice Response Center
1-800-421-6770



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~~10/6/16~~~~http://www.state.ok.us/ocj/ocj21c.html~~

Chapter II

The Immediate Crisis Response

A Summary of Victims' Needs During the Immediate Crisis

The immediate response to the bombing encompassed the search-and-recovery effort that lasted through May 4 and centered upon the need for information about the identity and status of victims and emergency support. The following victims' needs quickly became evident:

- A crisis response plan for identifying and assisting victims of criminal incidents causing mass casualties that is linked to an overall system for responding to acts of terrorism.
- A mechanism for providing information to families about their loved ones and to provide comfort and protection from the media.
- A system for gathering pertinent information from families necessary to facilitate the identification of remains, for relaying information about the remains of a loved one, and for providing counseling services during the process of recovering and identifying remains.
- A system of death notification that ensures that victims receive information about their loved ones before the media broadcast this information and that takes into consideration the wishes of the family and the safety and care of family members once they receive notification.
- Mental health care service providers with experience and training in working with victims, their families, and others impacted by mass-casualty crimes.
- Awareness of financial, technical assistance, and training resources for meeting the needs of terrorism victims.
- A system for providing for first responders' physical and emotional needs, including regular communication with family members.

The Initial Incident Response

Within minutes of the blast, a massive search-and-rescue effort commenced that included fire, emergency, medical, and law enforcement personnel, as well as a large number of citizens. Citizens and emergency personnel joined together and entered the bombed structure, forming human chains to locate and



remove trapped survivors and victims. In fact, throughout this rescue effort, the large outpouring of citizens and agency volunteers astonished veteran rescue workers.

The strong State and Federal Government presence in Oklahoma City helped the response-and-rescue effort. For example, immediately following the explosion, the Oklahoma City Fire Department set up an Incident Command System (ICS) to manage the intensive search-and-rescue mission and massive influx of federal, state, local, and voluntary agency resources (Oklahoma Department of Civil Emergency Management, 1996). Also, working together, the local police department, the county sheriff, and state and federal agencies handled traffic and security. By 9:25 a.m., 23 minutes after the blast, the State Emergency Operations Center was operational and included representatives from the state departments of public safety, human services, military, health, and education. Soon joining these agencies were the National Weather Service, the Civil Air Patrol, and the American Red Cross (ARC).

Within an hour and a half of the bombing, President Clinton announced the signing of Emergency Declaration FEMA-3113-EM-OK under title V provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act [PL 93-288]. This signing and declaration of emergency gave the Federal Government primary responsibility to respond to the disaster and authorized full reimbursement for all eligible response missions performed by state and local government.

President Clinton's declaration that Oklahoma City was a federal disaster area automatically triggered ARC to act as the lead agency in providing food, shelter, first aid, relief supplies, and welfare information. Approximately 665 rescue team members were sent immediately by the Federal Emergency Management Agency (FEMA) to Oklahoma City.

The swift response in Oklahoma City of public and private agencies at all levels of government demonstrated how critical it is for those agencies to work collaboratively in responding to the crisis created by a mass-casualty incident. This type of planning and coordination is just as critical to identifying and meeting the needs of victims.

Victim Support Services

The needs of victims and family members immediately following the bombing were acute and urgent. Some of the support services that were mobilized to assist victims came in the form of the Compassion Center (later becoming Project Heartland), the Resource Coordination Committee (Unmet Needs Committee), and crisis intervention.

Compassion Center

The Compassion Center (the Center), a family assistance center, was operational by 3:30 p.m. on the afternoon of the bombing. The Center, initially set up by the Office of the Chief Medical Examiner and the Oklahoma Funeral Directors

Association, provided approximately 20 funeral directors to greet families and gather predeath and antemortem information (American Psychological Association, July 1997). By the next day, April 20, the American Red Cross was operating the Center serving victims and families. The Center also was supported by the hundreds of local clergy, police and military chaplains, and mental health professionals from across the Nation. Other agencies sharing support responsibilities for the Center included the county sheriff's office, the Oklahoma National Guard, the Salvation Army, Tinker Air Force Base, and the U.S. Department of Veterans Affairs. The Center was located in the First Christian Church in downtown Oklahoma City because of its proximity to the bombing site, the size and floor plan of the building, and adequate parking for about 1,200 vehicles.¹

Immediately, the Compassion Center put policies in place to limit media intrusion upon those who wanted privacy, while allowing access to the survivors and family members who wanted to speak with the press. Mental health care and ARC public affairs specialists briefed individuals before interviews, escorted them to interviews, and debriefed them afterward to reduce the possibility of retraumatization.

The Center was a place to exchange information. First, the families themselves provided detailed information, photographs, and medical/dental records to identify loved ones who were still missing. Second, as a humanitarian effort, the Center provided information about emergency services, mental health counseling, security, and comfort for victims and surviving family members. The Office of the Chief Medical Examiner and a liaison from the Governor of Oklahoma provided twice daily updates to the victims' families on the rescue-and-recovery efforts. The "family room" set up in the Center protected relatives from the additional trauma of media intrusions. The family room also offered special areas where people could receive messages, eat meals, and use donated long-distance phone services.

During its 16 days of operation, the Center served thousands of victims, survivors, family members, and rescue workers seeking news, information, and solace. Daily, some 400 mental health professionals participated in support, death notification, and staffing mental health services at the Center (Oklahoma Department of Civil Emergency Management, 1996). Within 48 hours, a need for a child mental health specialist on the death notification teams was recognized. Following the death notification, parents and other family members often had questions about what to tell their children, how children at various ages might react, and how to manage their own grief in front of their children (American Psychological Association, July 1997).

As stress and work took their toll on rescue personnel, crisis intervention on their behalf became necessary. When rescue workers switched from saving lives to retrieving bodies and body parts, separate staff were provided to offer stress management services. More than 12,000 volunteer and professional rescue personnel were involved in the rescue operation. Compassion Center staff also recognized that many media representatives were becoming secondary victims

experiencing long work hours, competing intensely for stories, and undergoing prolonged exposure to the bomb site, shattered survivors, and stressed rescuers.

When the Center closed, Governor Frank Keating named the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) as the lead agency to coordinate and conduct mental health crisis response services. The Center became Project Heartland on May 15, 1995, and was supported by grants from FEMA and the Office for Victims of Crime (OVC). Project Heartland continued to provide an extensive array of victim services.

Resource Coordination Committee (Unmet Needs Committee)

Recognizing the need for an umbrella group that would pool information and help coordinate funding for victim services, approximately 20 agencies convened in May 1995. Known both as the Resource Coordination Committee and the Unmet Needs Committee, the group quickly grew to encompass 80 agencies. Representatives met weekly to determine and help fill unmet victim needs stemming from the bombing. This group continues to meet 5 years later to review requests from victims, survivors, family members, and disaster workers and allocates a decreasing supply of funds.

From its beginning, the Committee focused on filling service gaps—many services concerned financial and leave benefits and the many needs created by the bombing that insurance did not cover including shattered windshields, car repairs, babysitter costs for children whose center was destroyed, and eyeglasses. In response to a flood of inquiries about access to benefits and legal entitlements, the Attorney Liaison from the U.S. Attorney's Office worked closely with the Committee and numerous victims throughout the first year to find attorneys who could provide pro bono legal counseling and troubleshoot benefit problems with agency bureaucracies.

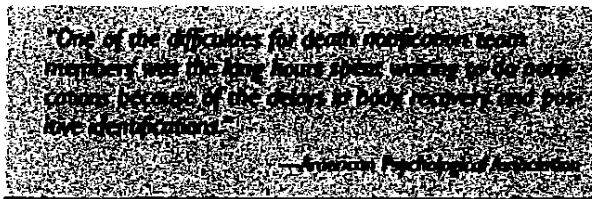
Crisis Intervention

Federal authorities immediately recognized the bombing's traumatic impact on surviving victims, family members, rescue workers, allied professionals, and the community-at-large. By the end of the first day, April 19, 1995, OVC placed a nine-member crisis intervention team on the ground in Oklahoma to work with both the victims and the people responding to the disaster. The team, composed of professionals from across the country, met with victims and trained law enforcement officials, emergency services personnel, clergy, medical professionals, and school officials.² Other Federal and State agencies sent personnel to provide assistance.

Death Notification and Recovery of Remains

The difficulty in recovering and positively identifying the bodies of the bombing victims delayed official death notifications to the families. In addition, the need to collect evidence from the bodies and conduct autopsies meant that families experienced further delays in the release of the remains and the ability to proceed

with funerals. These delays were unavoidable and not unique to the Oklahoma City bombing case, but it was critical that victims' families received adequate explanations for delays in notification and the release of bodies, including information about the legal requirement to conduct autopsies in all homicide cases. When some families objected to the autopsy process, counselors explained the importance of the autopsy in collecting important evidence and in answering any questions families may have in the future about the cause of death. In addition, as many surviving family members looked back later, they regretted taking the advice of several officials who recommended that they not view the bodies of their loved ones.



For some families, the fact that the official death notifications took place at the Compassion Center created an additional hardship. Some families indicated they would have preferred to be

notified in their homes. Other families objected to the practice of designating funeral home directors to notify families rather than using clergy to handle this responsibility. The presence of funeral home directors at the Compassion Center and priests arriving to give last rites was disconcerting to many family members who were still waiting for news of their loved ones. As in other mass-casualty events where significant destruction to the bodies of victims happens, unidentified or "common" body tissue results. In the case of Oklahoma City, families waited until December 1999 for a memorial service and interment of the common tissue due to a judicial order delaying burial until attorneys settled legal evidence questions and until the victims had the opportunity to voice their intentions about how and where the remains were to be buried.³

Donations of Services and Supplies

In the aftermath of the bombing, the donations for victims and rescue workers from organizations and individuals were overwhelming. Donations poured in from fellow Oklahomans and from citizens across the Nation. Citizens donated approximately \$14 million to the Oklahoma City Disaster Relief Fund. Storage and inventory control of the massive amounts of contributions left at drop-off locations became a major logistical problem. Nearby streets were crowded with private cars, commercial tractor-trailers, pickup trucks, and other vehicles loaded with goods ranging from wheelbarrows to football helmets. ARC received \$15 million for its relief work with the bombing victims (Kriner, April 20, 2000). Later, special purpose funds—such as the fund for victims' travel to Denver—also attracted generous contributions from private citizens, corporations, and a huge range of organizations, large and small.

The creation of the Murrah Fund by the state legislature was necessary to allow the Oklahoma Crime Victim Compensation Program to accept public and private donations that would assist the victims and provide additional flexibility to the program to pay lost wages and cover grief counseling for family members of the victims. In addition to using \$129,363 in state funds to assist victims with medical

and mental health expenses, funeral and burial costs, and lost wages, the compensation program received \$100,000 in donated funds from the Iowa crime victim compensation program and supplemental federal grants totaling roughly \$70,000 from OVC. In total, the special Murrah Fund received more than \$300,000 in funding to help compensate the bombing victims.

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Responding to Terrorism Victims: Oklahoma City and Beyond

October 2000

This document was last updated on April 19, 2001

Chapter III

Postcrisis Victim Assistance

A Summary of Victims' Needs After the Immediate Crisis Is Met

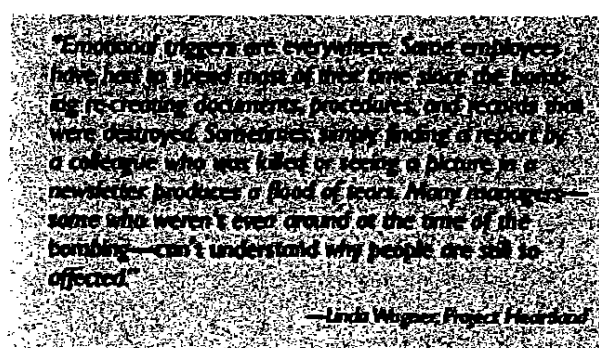
As Oklahoma City responded to victims during this postcrisis phase following the immediate crisis, the following victims' needs were identified:

- Mental health services to ease the transition for those involved with the criminal event when the immediate crisis ended and they returned to "normal" work and family conditions.
- Recognition by employers and service providers of the traumatic impact on first responders and others working with victims and efforts to provide opportunities for debriefing, counseling, and other assistance to help them cope.
- Streamlining service requests and benefit claims so that the process of and documentation for accessing services and benefits are simpler for victims and enable agencies to cope with the increased demands of responding to a terrorist crime.
- The ability to increase or supplement the number of victim assistance staff in agencies faced with responding to mass casualties.
- Experienced staff aware of the unique needs of terrorism victims.
- Access to an experienced prosecutor who is sensitive to victim-witness issues and provides victims with information about the status of the case and the legal issues.
- A resource plan developed by OVC and other U.S. Department of Justice components that provides guidance in managing personnel resources for future disasters.
- Information sharing and identification of victims to enable prompt extension of legal rights and services to victims and notification about the status of the investigation.

Ongoing Victim Needs and Vicarious Victimization

Victim services needed to be adjusted and expanded to help victims and families after the immediate crisis as they began to stabilize their lives and cope with the impact of the event. Victims and survivors had to deal with a wide range of

emotional, psychological, physical, legal, and financial consequences. For example, custody decisions and legal processes were necessary for children who were left without a parent or both parents as a result of the bombing. As time passed, victims and families experienced new issues and challenges. In addition, it became evident that victims were not limited to the injured and the families of and others close to those killed in the bombing. Playing a role in responding to the bombing had a traumatic impact upon the men and women who were involved in the emergency response, such as rescue workers who participated in the recovery of victims and bodies, and those who provided care to the victims in the immediate aftermath and in the months and years following the bombing. Significant levels of secondary traumatic stress were experienced by a wide range of professionals and were exacerbated in many cases by the cumulative effect of exposure to other traumatic events.



The U.S. Attorney's Office and other agencies involved with the victims faced the emotional hardship of working with anguished family members, ensuring orphaned children were appropriately placed, and accompanying the Medical Examiner to report often gruesome findings to families.

This situation was compounded by personal losses within the offices themselves. Within the U.S. Attorney's Office, a husband and a grandchild were killed in the bombing. Staff members in many offices continued to put in a full day's work when friends remained among the missing. Throughout Oklahoma City, wrenching decisions faced survivors, family members, friends, and fellow employees as multiple funerals took place simultaneously. Difficult decisions about which service to attend added guilt to grief. One employee who lost most of the agents in his office attended 30 funerals. Caregiving professionals and victim advocates, while skilled in dealing with victims' severe emotional distress, were not prepared for the scope and intensity of the traumatic reactions experienced in the weeks, months, and years after the bombing. Mental health support services were provided through the Employee Assistance Program (EAP) and Project Heartland.

Employee Assistance Program

Counseling and debriefing opportunities were available to federal employees through their respective Employee Assistance Programs.⁴ Many EAP staff returned to Oklahoma City several times. They conducted a training session for office management, to include the U.S. Attorney, on How To Recognize and Refer the Troubled Employee. EAP also conducted several general training sessions for the office on grief, loss, and trauma. Finally, EAP contracted with an eminent trauma psychologist who went to Oklahoma on several occasions to meet with interested employees. Initially, many employees did not use these resources at the time they were offered.⁵ In addition, no consistent link was established with local mental health professionals, such as Project Heartland staff, who were also

working with federal workers. Many new federal managers were assigned to Oklahoma City as a result of the bombing. These managers were not always sensitive to the needs of their fragile and traumatized work force. Employee needs were not addressed as effectively as they could have been. An ongoing liaison between the various federal personnel offices, EAPs, and Project Heartland might have been helpful in meeting employee needs in the aftermath of the bombing.⁶ Within the U.S. Attorney's Office, some staff members later requested debriefings, noting that other "trauma veterans" such as rescue workers, police, firefighters, and treatment providers were offered or required to participate in debriefing sessions on a weekly basis.

Project Heartland

Created by the Oklahoma Department of Mental Health and Substance Abuse Services, Project Heartland was the immediate mental health response to the bombing. FEMA provided initial funding for "crisis counseling, crisis intervention, support groups, outreach, consultation, and education to individuals who were affected by emotional or physical proximity to the bombing," and on May 15, 1995, Project Heartland opened.⁷ Because Project Heartland was the first community mental health response to a large-scale terrorist event in the United States, there was no previous experience to guide and establish the appropriate services for terrorist-caused psychological trauma. Project Heartland found that traditional crisis counseling techniques were not sufficient, and new approaches were developed to reach disaster survivors. From 5 original staff members, Project Heartland grew to 65 employees providing a comprehensive array of clinical, educational, and outreach services. FEMA supported Project Heartland as the longest Regular Services project it ever funded—funding was extended three times and ended on February 28, 1998 (Center for Mental Health Services, ND). FEMA awarded \$4,092,909 to Oklahoma Regular Services.

On March 11, 1997, Project Heartland received notification from OVC that \$234,930 had been awarded to fund crisis-counseling activities at the Safe Havens during the trials in Oklahoma City and at the trials in Denver, Colorado. Since FEMA guidelines do not allow funding of long-term mental health services outside of the federally declared disaster area, OVC funded the necessary mental health services during the trials. The Safe Havens served as places of respite for the victims' family members and survivors attending the trial proceedings in Denver or the closed-circuit television (CCTV) broadcasts of the trials in Oklahoma City. On February 28, 1998, OVC extended the grant and awarded an additional \$264,000. OVC's grants to Project Heartland allowed services to continue for the many survivors, family members, other individuals affected, and an increasing number of rescue workers and rescue worker family members seeking help with problems stemming from the bombing.⁸ Among the most innovative services provided by Project Heartland were the OVC-funded activities related to the trials—availability of crisis counseling at Safe Havens during the trials in Denver and CCTV broadcasts in Oklahoma City (American Psychological Association, July 1997). (See further description of mental health services under chapter IV, "The Criminal Pretrial and Trial Phases.")

Between June 1, 1995, and February 28, 1998, Project Heartland reported providing 8,869 clients with counseling, support group, or crisis intervention services. Approximately 186,000 contacts were made, which included reaching out to a broad spectrum of minority and ethnic populations (Oklahoma Department of Mental Health and Substance Abuse Services, May 31, 1998). Outreach efforts included educational materials and information about services, debriefing sessions for workplace groups, and educational seminars on such topics as grief or traumatic stress. Services were provided free of charge at the Project Heartland Center, which housed a core group of clinicians and was open from 8:00 a.m. until 9:00 p.m., with evening and weekend appointments available on request. After hours, calls to the Center were transferred to the ODMHSAS crisis hotline, enabling clients to have 24-hour access to services.

Streamlining Procedures To File for Claim Benefits

Federal and state agencies made special efforts to streamline procedures for obtaining benefits and other assistance for victims. Agencies such as the state's crime victim compensation program, administered by the Oklahoma District Attorney's Council, assisted victims with crime-related expenses. This program made special efforts to simplify the compensation application and award process by waiving the usual law enforcement verification requirements and by dedicating one staff member to exclusively process all claims. Special attention was given to compensating lost wages for the victim and loss of support for the victim's family. The Bureau of Justice Assistance (BJA) within the U.S. Department of Justice (DOJ) administers the Public Safety Officers' Benefit program, which provides aid to survivors of slain and injured federal and state safety officers. In response to the Oklahoma City bombing, BJA not only streamlined its application procedure but also sent staff to Oklahoma to meet with surviving family members and assist them in applying for benefits. These are only two examples of special efforts taken to provide easy access to public benefits for victims of this terrorist act. Recognizing the horrific trauma experienced by the bombing victims, other special efforts were also undertaken by agencies such as the Federal Emergency Management Agency and the Social Security Administration.

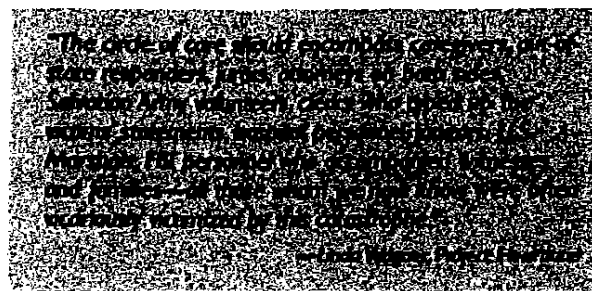
U.S. Attorney's Office Response

This phase of the Oklahoma City bombing response focused on identifying and locating victims, assessing their needs, and providing the services needed to help them cope after the immediate crisis. Based on the federal definition of "victim,"² victims encompassed a wide range of ages and situations.¹⁰ A critical task for the U.S. Attorney's Office involved identifying the victim population and developing a plan for providing appropriate assistance. While the definition of a federal crime victim includes anyone who suffers direct physical, emotional, or financial harm, there is a potentially wider range of individuals who suffered psychological harm. The Oklahoma City bombing victims directly affected by the event included the injured and killed and their families as well as employees of agencies in the Murrah Building. Beyond this core group of victims are other victims who suffered: rescue workers, police officers, and other responders to the scene; coworkers; people

who worked in nearby office buildings; taxi and bus drivers who were in the area when the bombing occurred; and many others who were exposed to the event and to the traumatic aftereffects. Over time, investigators, prosecutors, victim services personnel, and others who worked closely with the details of the criminal case or with the surviving victims and victim families also became significantly affected. While core services should be provided to the federally defined victims, the Oklahoma City experience has shown that many other victims are in need of service, and more limited assistance could be made available to them.

Responding to the magnitude of the Oklahoma City bombing case and the complex difficulties faced by its victims, the U.S.

Attorney's Office met victims' needs by exceeding the requirements of federal law and the 1995 *U.S. Attorney General Guidelines for Victim and*



Witness Assistance (AG Guidelines). Operating under the AG Guidelines, the U.S. Attorney's Office identified victims and created a database of victim contact information. Some agencies refused to supply contact information for clients (victims), citing organizational policies of nondisclosure. Underlying most agencies' unwillingness to share client (victim) information was the fear that the identifying information might be used by criminal justice agencies for purposes beyond victim notification. The U.S. Attorney's Office had to rely on obituaries in the local newspapers and information from FEMA and other sources to identify victims and survivors, a process that the staff found to be a frustrating and unnecessary obstacle in implementing victim services. (See Privacy Act discussion under chapter VI, "Legal Issues Pertaining to Victims of Terrorism.") The U.S. Attorney's Office provided victims' rights and services through its Victim-Witness Assistance Unit and through the appointment of an Attorney Liaison.

Identification and Notification of Victims

Beyond the need to identify who the deceased victims were for the sake of their families, there also was the need to identify surviving victims and family members of the deceased to provide them with information and services. This need made it essential for agencies to exchange information about their clients, otherwise some victims would receive duplicated services and others would receive none at all. The International Business Machine (IBM) Corporation donated electronic equipment, software, and training to create and manage a database of services provided to individual victims. The victim database eventually included approximately 3,000 family members and survivors that victim-witness coordinators and others involved with distributing victim services could use and update. When this new computer system was installed, agencies belonging to the Resource Coordination Committee entered information into the system regarding types and amount of services provided to individual victims. Unfortunately, due to confidentiality concerns, many victim-serving agencies did not enter into the system information about the names of their clients (victims), the amount of

assistance, or the specific services delivered.

The Victim-Witness Assistance Unit also established a toll-free telephone information line for victims to obtain assistance and initiate regular group meetings with survivors and family members. This toll-free telephone line alleviated the need for staff to make hundreds of calls to victims to provide trial-related and other information and gave victims the freedom to obtain information at times that were appropriate and convenient for them.

Victim-Witness Assistance Unit

Going beyond the requirements of federal laws, the Victim-Witness Assistance Unit addressed immediate needs for food and shelter, organized large-scale resource coalitions, and engaged in personal troubleshooting for individual victims. It also gathered federal job vacancy announcements for federal employees, helped create a "job fair" for nonfederal employees, and worked with small federal agencies to arrange extra administrative leave and waive administrative barriers for a donated leave program. In compliance with federal law and U.S. Department of Justice policy, the U.S. Attorney's Office kept victims informed about the progress of the criminal case and available services with frequent case status letters. (See chapter VI, "Legal Issues Pertaining to Victims of Terrorists.")

Within the first few weeks, the Victim-Witness Assistance Unit held group or individual meetings to explain victims' rights and determine the availability of resources with the following: Social Security Administration staff, the Western District Court Clerk's Office, U.S. Department of Housing and Urban Development staff, displaced residents of a nearby apartment building damaged by the bombing, the FBI chaplain, Oklahoma Community Foundation, State Victims' Compensation Program, American Red Cross, and Project Heartland.

"The Attorney General Guidelines were very important—they were the basic structure for tasks to be accomplished, but there was so much more to do in the beginning and no staff to carry it out, so we did what the area demanded—go out and meet the needs. We interpreted best efforts as the vehicle to go way beyond the Guidelines. And by intervening to meet practical, absolutely critical needs like food and shelter, actions were more of our concern and compassion from the beginning."

*—K. Lynn Anderson,
Assistant U.S. Attorney*

As the number of victims and the volume of work increased, an immediate need developed for additional victim-witness assistance staff skilled in managing victim data; handling the emotional, resource, and support needs of victims and families; training other professionals to serve victims; and organizing community resources while still handling

other existing case responsibilities of that office. The Executive Office for U.S. Attorneys (EOUSA) immediately moved to supplement the resources of the Victim-Witness Assistance Unit by obtaining permission from the U.S. Attorneys' Offices in Kansas and in the Northern and Eastern Districts of Oklahoma to detail their victim-witness coordinators temporarily to the Western District office.¹¹ EOUSA then provided financial assistance to pay for the travel and lodging of

Chapter V

Long-term Victim Needs

A Summary of Victims' Long-term Needs

The years following the Oklahoma City bombing have revealed the often ravaging emotional effects of exposure to traumatized victims and the importance of providing ongoing intervention and emotional support to disaster victims, including secondary and tertiary victims. The following victim needs have been recognized during this phase of the bombing recovery:

- Long-term mental health services for posttraumatic responses to the criminal event.*
- Education of managers and employees to understand posttraumatic stress disorder and to support victims who are returning to the workplace.
- Recognition of restitution for victims.
- Participation in decisionmaking processes when possible.
- Ongoing information about posttrial events.

*Long-term posttraumatic responses can be triggered by anniversaries, memorial events, reminders of slain colleagues in the workplace, birthdays, or birth of a second child.

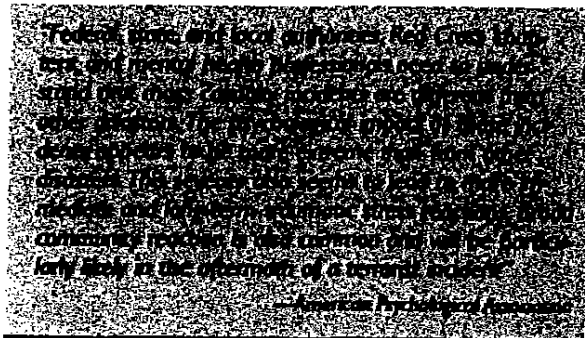
Ongoing Mental Health Support

For many individuals associated with the events of April 19, 1995, the bombing was a life-altering event (Kight, 1998). Long after the last piece of rubble was hauled away, the disaster continues to propel many primary, secondary, and tertiary victims¹⁷ into grief, bouts of severe depression, substance abuse, rage, domestic violence, and stress-related physical disorders. Nightmares, loss of short-term memory, hallucinations, and a recurrent sense of "going insane" are among the symptoms reported by individuals whose lives were relatively untroubled and productive before the bombing.

An often overlooked population affected by the Oklahoma City bombing includes those who responded to the crime and offered some measure of assistance with the rescue-and-recovery efforts. Along with working under very difficult and dangerous conditions, some rescue workers were injured and many handled bodies or body parts. As a direct result of their experiences in Oklahoma City, experts

predict as much as 20 percent of the 12,984 rescue workers and volunteers may need help in dealing with the psychological impact (Oklahoma Department of Mental Health and Substance Abuse Services, May 31, 1998).

New emotional pressures arose when the pace of work with bombing victims slowed and employees returned to “normal” work and family conditions. The difficulty of this transition is widely acknowledged by mental health experts (Oklahoma Department of Mental Health and Substance Abuse Services, May 31, 1998) but considerably less recognized by employers and supervisors.



With research confirming the intense psychological impact of intentional disasters on communities and individuals (Oklahoma Department of Mental Health and Substance Abuse Services, May 31, 1998), Oklahoma City faced a long-term need for mental health services. Mental health specialists identify

four phases of recovery from a disaster. The experiences of many Oklahoma City bombing victims seemed to mirror these phases. The first phase is the “Heroic” phase. It occurs at the time of impact and is marked by courageous efforts. The second phase is the “Honeymoon” period. During this time individuals receive attention and assistance and feel somewhat optimistic. The third phase is the “Disillusionment” phase, and it is marked by the realization that things will never be the same and loved ones are not coming back. Experts say that every effort should be made to ensure victims arrive at the fourth phase, the “Reconstruction” phase, within 5 years. After 5 years, it is far more difficult for individuals to overcome the psychological impact of a criminal disaster (Faberow and Frederick, 1978).¹⁸

Efforts to help with these long-term symptoms included special services for first responders, consideration of some form of restitution for the victims, and postconviction notification of victims.

Assistance to First Responders

The Critical Incident Workshops began in 1996, and OVC awarded \$356,000 through a Victims of Crime Act grant in June 1998. These workshops are designed to help first responder victims address the difficulty they may feel in acknowledging their emotional needs.

Participants in the Critical Incident Workshops come from fire, police, and sheriff departments; the Highway Patrol; federal and state law enforcement; and FEMA search-and-rescue teams. Workshop participants have also included chaplains, mental health professionals, survivors, and family members of victims. For 3 days, workshop participants work through “the ravages of trauma” in small group settings. Sessions are offered in safe, supportive environments in which everybody

present has an opportunity to share their similar experiences. The ability to talk about traumatic experiences with colleagues appears to be very helpful to rescue and other public safety personnel who are traditionally reluctant to acknowledge the profound effects of what they have seen and done.¹⁹ Sometimes this reluctance to acknowledge and address symptoms of stress is reinforced by agency policies that penalize employees who seek psychological help, labeling them "unfit for duty." Twenty-eight workshops have been held since the VOCA grant in 1998 began with a total of 255 participants: 168 rescue workers, 27 survivors, 28 family members, 26 volunteers, and 6 others (King, January–March 2000).

Many of the rescue personnel, for whom the workshops were primarily designed, reported overwhelming relief at the opportunity to unburden themselves and to voice the guilt they felt for "not doing enough" to save those who died in the bombing. Often the response of rescuers is to keep silent, believing their families should be protected from the horrible images imprinted in their memories. It was reported that after sharing at the workshop, many returned home with new hope for healing and recovery.²⁰ A surprising benefit from the workshops, which was reported by participants from different agencies, was that, as they expressed similar fears and hardships, they discovered a kinship and a bond not shared before. OVC funding is making it possible to offer free workshops in Oklahoma, Maryland, and California, allowing all the rescue team members who came from distant states to attend.

Restitution

Restitution for victims presented complications for both victims and the prosecution team, given the number of victims, the lack of defendant assets, and disparate criminal sentences. No monetary restitution was sought in either the *McVeigh* case in which Timothy McVeigh received a death sentence or the *Nichols* case. Defendant Terry Nichols had some assets in property, but the total value was too small to permit valuable distribution among eligible victims. Nichols' sentence of life imprisonment, however, presented the possibility of financial earnings in the future through publication of a book. In addition to 18 U.S.C. § 3681, which does not allow criminals to profit from their crimes, prosecutors proposed a restitution plan calling for the donation of any funds earned by Nichols to the U.S. Department of Justice's Crime Victims Fund. The sum, \$14 million, allocated for Nichols' restitution obligation represented the cost of rebuilding the Murrah Building.²¹ To determine an equitable solution to the question of restitution in this particular case, prosecutors polled the victims for answers. The victims agreed to waive their statutory rights to individual restitution payments, acknowledging no amount of money could conceivably restore them.²²

Postconviction Notification of Victims

The end of a trial and sentencing are not the end of the criminal justice process. Federal law requires federal officials to notify victims of a defendant's posttrial status including parole hearings, any type of release of the defendant (including escape), and the death of the defendant while in custody. The Federal Bureau of Prisons (BOP) operates a notification program to meet this responsibility. The

Chapter VI

Legal Issues Pertaining to Victims of Terrorism

There are several key areas of federal law that are important to consider in responding to terrorism victims.

Funding Authorization

As a result of the need for federal monetary assistance to victims of the Oklahoma City bombing, Congress, in 1996, gave OVC the authority to access the Victims of Crime Act emergency reserve fund of \$50 million to assist victims of terrorism and mass violence. The Antiterrorism and Effective Death Penalty Act of 1996 amended VOCA by adding 42 U.S.C. § 19693(b) to allow OVC access to the emergency reserve fund in both domestic and international terrorist incidents. In domestic terrorism incidents, the OVC Director is authorized to use the reserve funds to supplement existing grants to state crime victim compensation and assistance programs, to provide funds to U.S. Attorneys' Offices for use in coordination with the state programs, and to provide emergency relief to terrorism and mass-violence victims. In international terrorism incidents, the OVC Director can supplement grants to state crime victim compensation and assistance programs to provide compensation and assistance to state residents who are victims of terrorism while outside the United States. OVC has used emergency reserve funds to provide supplemental grants in support of victims of the Oklahoma City bombing, the Khobar Towers bombing, the bombing of Pan Am Flight 103, the bombing of the United States embassies in Kenya and Tanzania, and the Columbine High School shooting incident. The Antiterrorism and Effective Death Penalty Act of 1996 also contained a provision requiring state crime victim compensation programs to include in their compensation programs state residents who are victims of terrorism while outside of the United States.

Although the 1996 amendment adding 42 U.S.C. § 10603b to VOCA created a new capability for OVC to provide funding to assist victims in both domestic and international terrorism and mass-violence cases, in practice, the limits of section 10603b's language have caused difficulties in providing funding effectively. The statute's limitations on the recipients of grants, the types of relief that could be funded, the timeframe covered, and problems inherent in sending victims from the same event to a multitude of different state compensation programs have seriously affected OVC's ability to provide effective funding support for terrorism victims. To overcome these restrictions in specific cases, Congress passed special legislation broadening OVC's authorization to provide additional assistance to victims of both the Oklahoma City bombing and the bombing of Pan Am Flight 103. Currently, Congress is considering legislation that would expand OVC's authority to provide funding from the emergency reserve fund in the future. The proposed legislation would also authorize OVC to develop and administer a compensation program for victims of international terrorism.

Victims' Rights During the Criminal Justice Process

Under federal law, U.S. Government agencies involved in investigating and prosecuting crime have certain responsibilities to crime victims. In addition, since 1983, the U.S. Department of Justice has maintained policy guidelines called the *Attorney General Guidelines for Victim and Witness Assistance*, which establish how the Department expects its employees to treat crime victims and witnesses. During the investigation and prosecution of the Oklahoma City bombing case, the FBI and the United States Attorney's Office operated under the guidance of the 1995 edition of the AG Guidelines, which contains a "best efforts" standard. Under that standard, the government agencies were required to use their best efforts to see that victims were accorded statutory rights and services. The rights and services included identifying the victims; providing them with referral information for medical, psychological counseling, compensation, and restitution matters; providing them with information about the status of the criminal investigation and later the prosecution of the criminal case against the suspects; facilitating victim participation in the criminal case through trial attendance; and presenting impact information during the sentencing.

In January 2000, the Attorney General issued a new, revised edition of the *AG Guidelines* that makes it clear that some of the statutory victim services are mandatory. Thus, federal law enforcement personnel must (1) identify the victims of a crime; (2) provide the victims with referral information and information about the status of the investigation and the major case events in the prosecution; and (3) arrange for reasonable protection for the victims from intimidation and harassment. The revised *AG Guidelines* also contain several new sections with guidance about how to provide victim services in large cases, new guidance on attorney consultation with victims about major case events including plea bargains, and a new notification provision for posttrial case events. Moreover, the Oklahoma City bombing case led to two new laws establishing enhanced victim rights in federal criminal cases, which have been incorporated into the 2000 *AG Guidelines*.

First, the Oklahoma City bombing victims lobbied Congress for the right to attend the trial if the victim would be a witness only during the sentencing phase of the trial. Judge Matsch had ruled that victims who were providing impact information at the sentencing hearing were barred from watching the trial. In response, Congress passed 18 U.S.C. § 3510(a), which gives federal crime victims the right to attend the trial regardless of whether the victim intends to make a statement or provide any information in relation to the sentence. Second, because the venue of the Oklahoma City bombing trial was changed from Oklahoma City to Denver, the victims lobbied Congress to allow closed-circuit televising of the trial to an auditorium in Oklahoma City so that victims did not have to travel to Denver to exercise their right to observe the trial (see 42 U.S.C. § 10608). These new provisions are also included in the revised *AG Guidelines* and will improve victim rights and services in future terrorism cases.

Privacy Act

particularly in crimes that occur outside the United States.

- The difficulty in finding victim services and mental health professionals with experience and expertise in dealing with the issues and needs related to terrorism victimization.

Like other victims of violent crime, victims of terrorism need help in handling the crisis created by the terrorist event, in stabilizing their lives, and in dealing with the criminal justice process, whether there are an arrest and a trial or an arrest and a trial are delayed for years. Because each victim's coping abilities and support systems are different and his or her loss is individual, the needs of individual victims may vary. A process should be in place to help victims assess their specific needs and find appropriate sources of help and support. Most victims will be able to function and stabilize after a period of time with moderate assistance, but a percentage of victims will continue to need assistance for years after the event.

Many people were involved in identifying the lessons learned in the wake of the Oklahoma City bombing: the U.S. Attorneys' Offices for the Western District of Oklahoma and the District of Colorado, Project Heartland, Colorado Oklahoma Resource Council, Critical Incident Workshop Group, Inc., and the Oklahoma State Crime Victim Compensation Program. The experiences and lessons learned from the Oklahoma City bombing were echoed in the responses to the terrorism cases that have occurred since 1995. The lessons learned along the way were taught by victims, victim advocates, criminal justice professionals, mental health professionals, clergy, the media, and outside observers and include the following:

1. An effective response to victims of terrorism is dependent upon prior planning and coordination. Understanding the needs of victims, clarifying the roles of responders, and building trust among responding agencies are essential to developing and implementing workable and effective interventions with victims.
2. The victim population must be broadly defined to include not only the primary victims and their families, but also first responders and rescue workers, law enforcement, clergy, victim assistance personnel, and others who are exposed to traumatized victims.
3. Identifying, setting aside, and effectively managing resources are key to providing a comprehensive response. Encouraging cooperative efforts between the public and private sector can maximize resources, leverage expertise, and build a stronger sense of community support.
4. State and federal laws mandate that certain rights and services be afforded to victims. Agencies and individuals charged with responding to terrorism must be familiar with what the law requires.
5. Victims of terrorism are considered victims of a federal crime, but there may be many different agencies at different levels of government involved in the response. Coordination among federal, state, and local agencies is critical to

effectively addressing the needs of victims of terrorism.

6. Victims must be identified quickly and given access to information and services.
7. Services and support must be victim sensitive and easily accessible.
8. Cases involving large numbers of victims require special measures to ensure that adequate information and support to all victims is provided in a timely and effective manner. Creative application of existing technology, such as Web sites, may help overcome challenges presented by large numbers of victims who are scattered geographically.
9. The impact of terrorism is not limited to physical injury and property damage. Consideration and resources must be given to the emotional and psychological impact of terrorism, and decisions must be made early in the process regarding the delivery of appropriate mental health services to victims and responders, e.g., who is responsible for funding, for how long, and what should be the qualifications of those providing the services.
10. Victim notification about and participation in the criminal justice process is an important aspect of how many victims come to terms with the criminal event.

The above lessons form the basis for the following policy recommendations made to help improve future responses to acts of terrorism. A more prepared response to terrorism will provide for the needs of victims not only in the immediate aftermath of the crime but also during the judicial process and following the final case disposition.

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Responding to Terrorism Victims: Oklahoma City and Beyond

October 2000

This document was last updated on April 19, 2001

Chapter IX

Policy Recommendations

Unfortunately, the Oklahoma City bombing in 1995 was not the last act of terrorism involving Americans. It was followed by the 1996 bombing of the Khobar Towers United States military barracks in Saudi Arabia, the 1998 bombing of the United States embassies in Kenya and Tanzania, and the murders of two Americans as part of a terrorist attack in Uganda. Lessons were learned in response to these acts of terrorism along with those drawn from the trial of two Libyans charged with the 1988 bombing of Pan Am Flight 103. Lessons from these later experiences in addition to those from the Oklahoma City bombing combine to frame a more complete and informed set of policy recommendations about responding to victims of terrorism.

State and Local Victim Assistance

Recommendation 1

State and local authorities developing domestic emergency response plans should consider applicable legal requirements regarding the rights of crime victims and should include victim services representatives in planning and testing response protocols.

Discussion

A number of efforts are ongoing involving federal, state, and local authorities to ensure that communities are in position to respond to terrorism. State and local agencies should identify victim compensation and assistance resources available at the local, state, and federal levels to assist in responding to acts of terrorism. OVC is working with the Office for State and Local Domestic Preparedness Support (OSLDPS) to coordinate the development of training and other tools focused on assisting victims. In addition, OVC and the U.S. Department of State have been working with an interagency task force to develop protocols for responding to victims of terrorism that occurs outside the borders of the United States.

Recommendation 2

Whenever possible, responding agencies should take steps to avoid unnecessary delays in death notification and the release of victim remains to families and to handle notification in a sensitive manner.

Discussion

The processes of recovery and identification of remains may be extremely difficult and prolonged in terrorism crimes with mass casualties. Evidence has to be gathered for the investigation and may further delay the process, causing frustration and anger on the part of grieving families. The guiding principle should be to provide as much information as possible without jeopardizing either the

accuracy of the identification or the evidence-gathering process. Death notification should be handled by professionals with training and experience. Whenever possible, surviving families should be consulted and their wishes honored concerning issues including whether to view the remains of their loved ones, how to inter human tissue that cannot be identified, and the timing of official ceremonies and memorial services.

Recommendation 3

In the immediate aftermath of a terrorism disaster, local officials should consider establishing a centralized "compassion center" where victims can go for information, crisis counseling, and privacy.

Discussion

In addition to addressing comfort and privacy needs of victim families, officials need to be able to quickly reach families to obtain critical information necessary for identification and handling of remains and for the investigation. The creation of a victim information center may have benefits for both victims and responding agencies.

Recommendation 4

Mental health services should be made available in the immediate aftermath of a terrorist act, and plans should be made for assessment and long-term provision of services for victims and responders.

Discussion

The response of mental health providers to terrorism victims and responders incorporates the following points:

- Service providers should be screened, trained, and certified in the provision of mental health services to victims of human-caused disasters.
- Mental health services should be culturally sensitive and address diverse needs, beliefs, and lifestyles of all affected victims.
- Mental health services should provide for immediate needs and long-term needs. Immediate needs may include services provided by a trained counselor or chaplain during death notification at a hospital or at a compassion center whereas long-term needs may be served at a special, nontraditional counseling center for victims.
- Crime victims compensation programs should have guidelines for funding mental health services and should make the process as simple and accessible as possible.

The Office for Victims of Crime and the Center for Mental Health Services (CMHS) at the Substance Abuse and Mental Health Services Administration (SAMHSA) are working together to develop materials and training for community

mental health providers about the impact of victimization and effective models for treating victims and responders. Experience with violent victimization and terrorist incidents have shown that mental health services need to be in place for years, especially if the criminal justice process is ongoing. States should allocate funding for these services and maximize public and private resources for providing mental health services.

Recommendation 5

Application requirements and processing of crime victim compensation and other types of services should be streamlined and simplified for victims to reduce the burden on victims and to ensure that the process is victim friendly, that assistance is timely, that paperwork is minimal, and that agencies work together and share information.

Discussion

Agencies and organizations that make public and private benefits available to crime victims should develop necessary protocols and procedures to simplify application processes without compromising necessary checks and balances. In addition, they should offer assistance in completing forms and coordinate benefits to victims and survivors. Within the *Guide to Responding to Mass-Casualty Incidents*, members of the National Association of Crime Victims Compensation Boards (NACVCB) have included a special protocol for handling compensation claims for victims of terrorism cases. Agencies and organizations should consider establishing contractual relationships with service providing entities such as hospitals, funeral homes, and mental health providers to facilitate direct billing whenever possible, thereby relieving the victim of additional and often confusing paperwork.

Recommendation 6

Local, state, and federal agencies responding to victims of a terrorist act should consider establishing an "unmet needs" committee or task force that includes private organizations to ensure that the needs of victims are identified and addressed and that all of the available resources are coordinated and used on behalf of victims.

Discussion

In addition to creating a special task force to review unmet needs and coordinate resources in the aftermath of a terrorist incident, the NACVCB's *Guide to Responding to Mass-Casualty Incidents* recommends that state compensation programs consider establishing an advisory group to create a directory of resources with local, state, and national information about benefits and services available to victims of crime and mass disasters.

Recommendation 7

States should consider establishing an emergency fund or a process by which emergency funds can be quickly allocated to respond to cases of terrorism. This

fund would pay for expenses that are not reimbursable by the state crime victim compensation program and federal assistance funds.

Discussion

The Oklahoma state legislature enabled the Oklahoma Crime Victim Compensation program to accept public and private donations to create a special fund to provide compensation and assistance to the bombing victims and surviving family members. The program was also given the flexibility to pay lost wages and cover grief counseling for family members of the victims. The creation of this special fund enabled the Oklahoma Crime Victim Compensation program to help victims with expenses not traditionally covered by the program. Policymakers should determine in advance if legislation is required to establish a special fund, what kinds of additional expenses will be covered by the fund, how much funding should be held in reserve, and what financial resources are available to support special fund efforts.

Recommendation 8

Agencies serving victims should work together to develop protocols for recruiting, screening, training, and supporting volunteers who work with terrorism victims and their families.

Discussion

To avoid confusion and conflict in the aftermath of a large-scale terrorism incident, guidelines should be developed ahead of time that determine which volunteers will be utilized, minimal qualifications and training of volunteers, and volunteer documentation. Qualified mental health professionals should be teamed with victim advocates and present at all sites serving terrorism victims. Because a terrorism event may include the elements of a large-scale disaster and criminal victimization, greater efforts should be made to link ARC staff and volunteers with victim assistance professionals and volunteers. Each brings critical areas of knowledge and expertise to the victim response. OVC should host a series of regional training events that bring together victim assistance professionals and other professionals and volunteers working in disaster relief.

Recommendation 9

States should ensure that their citizens who become victims of terrorism while traveling outside the borders of the United States are eligible for crime victim compensation and services, and the unique needs of these victims should be considered in deciding what crime-related expenses are allowable.

Discussion

A crime that occurs in a foreign country often presents unique challenges to victims and victims' families or can exacerbate situations typically faced by most victims. These factors may include the cost of emergency overseas travel for families to go to the victim or for the victim to return home, emergency medical costs in countries where payment is expected instead of insurance, the cost of transporting bodies, legal assistance in a foreign country, and the cost of traveling

to criminal justice proceedings.

Federal Victim Assistance

The Federal agencies charged with responding to acts of terrorism, both domestically and abroad, should develop detailed protocols or a coordinated crisis response plan with the Office for Victims of Crime to ensure that the rights and needs of terrorism victims are adequately supported.

Recommendation 1

Investigators, prosecutors, victim-witness coordinators, and court personnel should receive training on basic victims' rights laws and services.

Discussion

The *Attorney General Guidelines on Victim and Witness Assistance* provides a basis for training on legal requirements. Supplemental training should include basic information on the mental health consequences of victimization and available resources and services for victims.

Recommendation 2

The FBI should ensure that plans and resources are in place to keep victims informed of the status of the investigation and case events and that agents can provide information and referrals to victims for compensation and services.

Discussion

Investigative agencies such as the FBI have responsibility for responding to victims of terrorism until charges are filed, at which time the responsibility transfers to the relevant U.S. Attorney's Office. Whenever possible, victims should be informed of critical case events by the investigative agency before that information is released to the media. The FBI should work closely with the Office for Victims of Crime to coordinate supplemental funding and assistance in dealing with large numbers of victims. In cases of airline disasters, the FBI will need to coordinate with the Family Assistance Program in the National Transportation Safety Board. Cases that occur overseas require coordination with the U.S. Department of State, because that department is charged with taking the lead in the emergency response to terrorism against Americans abroad. Not all terrorism cases will result in an arrest and trial as quickly as these events occurred after the bombing of the Murrah Building.²⁴ It is not always immediately clear if a mass-casualty event is the result of a criminal act as illustrated by the crash of TWA Flight 800. In addition, cases involving chemical and biological agents may affect thousands of people and create huge challenges for disseminating critical information about the medical impact of exposure, safety, and availability of services.²⁵

Recommendation 3

Federal agencies need to ensure that identification of victims and access to victim

contact information are established and maintained.

Discussion

The FBI, EOUSA, and OVC should work with ARC, NTSB, and others to ensure that victim contact information is available to responding investigative and prosecuting agencies in a timely fashion. Privacy laws intended to protect victim information from public disclosure or inappropriate uses should not be used to withhold victims' names and contact information from the criminal justice agencies charged by federal law with providing rights and services to crime victims. Privacy Act issues should be addressed prior to an act of terrorism through MOUs or as part of a coordinated crisis response plan. Providing victim contact information to a law enforcement agency is a crucial exception to the Privacy Act.

Recommendation 4

Federal agencies should maintain a "fly-away" team of victim assistance experts, including an OVC representative, to provide onsite support and technical assistance in developing the response to terrorism victims.

Discussion

OVC has identified individuals in federal and state agencies and nonprofit programs with knowledge and expertise in working with mass-casualty and violent crime victims. Also, OVC has identified people with the capacity to activate or locate funding and other resources to assist communities in coping with a criminal disaster. OVC may be able to use VOCA funds to help support the cost of support teams for immediate assistance and ongoing technical assistance.

Recommendation 5

Prosecuting offices should establish mechanisms to ensure that victims are kept informed of case events, ongoing services, and support throughout the trial process.

- A. U.S. Attorneys' Offices should appoint an Attorney Liaison as an advisor for victims and the trial team. Prior to the trial and during the trial, the Attorney Liaison should maintain regular contact with victims to ensure that they understand the prosecution process.
- B. Victims should have the opportunity to meet with the trial team on a periodic basis to ensure that prosecutors fulfill the requirement to use their best efforts to consult with victims about major case events and make reasonable efforts to consult about proposed plea bargains.
- C. Prosecutors and victim-witness coordinators should ensure that plans are in place to enable as many victims as possible to participate in court proceedings. In addition, a mechanism should be in place for providing victim impact information at sentencing in the event of a guilty plea or verdict.

Discussion

Prosecutors and victim-witness coordinators are required to follow the *AG Guidelines* to ensure that they are in compliance with federal laws and U.S. Department of Justice policy regarding victims. Cases involving large numbers of victims and victims living in many parts of the country or the world may require special funding and the development of creative measures. Offices may consider tools such as toll-free information lines, special Web sites for victims, and the development of specific information guides for keeping victims informed of case events and for providing information about services.²⁶ Prosecutors should work with the court to facilitate victim participation. Large numbers of victims may pose challenges for enabling victims to present victim impact information at sentencing. Prosecutors should work with the victims to develop a plan that will allow as many victims as possible to present their information orally or in writing.

- D. In cases where there is a change of venue, prosecutors should work with the court to ensure that reasonable efforts are made to make a closed-circuit telecast of the trial available to as many victims as possible, to identify resources for travel assistance, and to identify and put into place support for victims in the community in which the trial is being held.

Discussion

Facilities for closed-circuit viewing by victims should be designed or selected with sensitivity to the needs of victims for privacy, reasonable comfort, and safety. Resources for victims' travel may come from private or public funds. In the Oklahoma City bombing trials, a site was established in Oklahoma City for victims to view the trial, whereas four sites were established for victim families in the Pan Am Flight 103/Lockerbie trial, since victim families resided in 21 countries and 48 states. Assistance with victims traveling to the Oklahoma City bombing trials and the Pan Am Flight 103 trial received funding support from OVC because Congress passed special legislation enabling OVC to use VOCA funds to support these activities. The Denver community established an effective and extensive network of support for the Oklahoma City bombing victims traveling to the trial. In the case of the Pan Am Flight 103/Lockerbie trial, which is being held in the Netherlands, OVC has been able to provide funding for victim support staff and station them at the special court and to create a secure family waiting area in the court building.

- E. When a terrorism act results in multiple trials, prosecutors and victim assistance professionals should coordinate their activities to reduce the demands and stresses on victims, surviving families, and witnesses.

Discussion

Maintaining consistent communication between prosecutors and victim assistance professionals will help reduce confusion and duplication of efforts and ensure that the needs of both victims and the trial prosecutors are met in a timely manner.

Recommendation 6

The U.S. Department of Justice should assist victims with media requests by providing a media liaison with expertise in working with victims to reduce unnecessary trauma to victims and to ensure that journalists have access to the information they need to cover the story without negatively affecting victims.

Discussion

High-profile cases, such as terrorism cases, elicit intense media attention. The following issues must be considered when giving media what they need without overwhelming victims or violating their privacy and freedom of movement:

- Coordination of large numbers of requests for information from the media.
- Protection of victims who do not wish to interact with the media.
- Assurance of accuracy of reports.
- Assurance of sensitive and fair treatment of victims.

Recommendation 7

Federal court personnel should have policies and procedures regarding the law and relevant court decisions affecting victim participation in court proceedings.

Discussion

New statutes were passed in the wake of the Oklahoma City bombing. There have been changes related to restitution and other victim-related issues. The federal courts should consider developing a similar bench book for state and local judges and court personnel on victim participation in court proceedings. The federal courts should consider developing a similar bench book or include victim issues in the standard bench book already in use.

Recommendation 8

The U.S. Department of Justice should develop and implement a plan for support and assistance to minimize the vicarious trauma impact on investigators, prosecutors, and victim assistance personnel who are directly involved with primary victims.

Discussion

Being involved in a mass-casualty terrorism case is an intense experience at physical, emotional, and psychological levels. The closer an individual works with traumatized victims, the more likely he or she will experience secondary trauma. Agencies ask a great deal of employees who handle these cases, and they should ensure that assistance and support is available to their employees. Efforts should be made to provide information about vicarious trauma to personnel and

supervisors, and mechanisms should be enacted that enable personnel to access assistance without fear of adverse impact on employment. Supervisors should work with affected employees to develop appropriate plans to help employees "reenter" their regular job once their responsibilities for the terrorism case are completed. Employee Assistance Programs should work closely with federal supervisors and managers to identify appropriate steps for employee reintegration into the workplace, with special attention given to the types of assignments, the work environment, and timing.

Recommendation 9

Federal agencies whose employees may be targeted by acts of terrorism, including those with embassies and installations abroad, should have information and procedures for responding to employee victims and their families. Information about various benefits and the processes for obtaining those benefits should be streamlined.

Discussion

OVC and the U.S. Department of State are cochairing an interagency task force to address the complex needs of victims of terrorism abroad. One of the tasks identified by this group is to improve access to information and coordination among agencies related to employee benefits.

Recommendation 10

Federal agencies with funding for victim support and mental health services should determine which types of services and for what length of time they will provide funding support for these services to state and local agencies.

Discussion

Federal agencies need to develop an appropriate plan for supporting assistance to victims of terrorism that takes into account the long-term needs of these victims and the need for significant investment in services by the affected state and local jurisdictions. Federal agencies should coordinate funding and services and ensure that the effectiveness of the services is evaluated. The FEMA-CMHS approach to providing mental health services in the aftermath of presidentially declared natural disasters is a good model to follow and adapt to the specific needs of victims of human-caused disasters. CMHS and OVC are working together to assist state mental health agencies and other providers in training and maintaining a staff of experienced individuals who are trained in trauma resulting from terrorism.²⁷

Recommendation 11

The Office for Victims of Crime should ensure that responding criminal justice and emergency response agencies are aware of the existence of OVC's Emergency Reserve Fund and the ability of OVC to assist in coordinating services and information for victims of crime.

Discussion

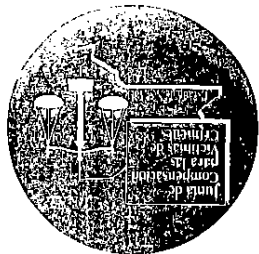
In the immediate aftermath of an act of terrorism, OVC staff should contact the responding agency as soon as possible to establish a point of contact, to provide technical assistance, and to provide special or supplemental funding if required. Congress should consider amending the statute authorizing the use of the reserve fund for terrorism cases to enable the funds to be provided to a wider range of agencies, including the FBI, NTSB, and the U.S. Agency for International Development, and to use the funds to cover a broader range of services, including emergency travel expenses, mental health services, and trial support.

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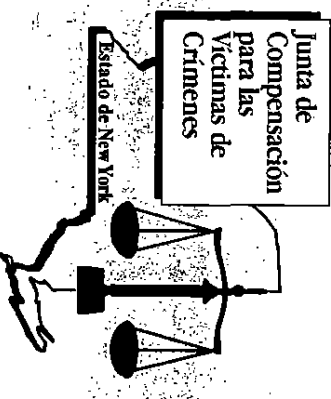
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845 Central Avenue
Albany, New York 12206-1588

TO:

Las víctimas de crímenes pueden obtener ayuda



He aquí cómo...



Aproveche esta oportunidad para retirar el compromiso de este estado de hacer frente a las necesidades de seguridad pública de su población y especialmente de proveer ayuda a las víctimas de crímenes.

Por un tiempo demasiado largo se ofreció mayor protección y servicios a los autores de actos violentos que a quienes tuvieron que sufrir las heridas físicas y psicológicas ocasionadas por la abominable conducta de aquellos. Por demasiado tiempo el castigo no correspondió al crimen. Estamos apoyando el trámite para conseguir que los criminales violentos cumplan la totalidad de su condena y no sean dejados en libertad condicional o excarcelados antes de haber pagado enteramente su deuda con la sociedad.

Uno de los cometidos básicos de esta administración es obtener una ley perfeccionada de los derechos de las víctimas, y éste constituye el componente central de mi plan para reestructurar el sistema de justicia penal atendiendo a las necesidades de las víctimas y no a las de los criminales.

La Junta de Compensación para las Víctimas de Crímenes y sus programas y beneficios son cruciales para brindar reconocimiento y servicios a las víctimas de crímenes y a sus familias. Si usted ha sido víctima de un crimen, le insto a leer este folleto y solicitar ayuda a la Junta de Compensación para las Víctimas de Crímenes.

John E. Davis

La Junta de Compensación para las Víctimas de Crímenes del Estado de New York fue el primer programa legislado en los Estados Unidos para ayudar a las víctimas de crímenes, y desde 1967 es reconocido como el programa guía de ayuda a las mismas. La misión de la Junta es triple: compensar a las víctimas por ciertos gastos no reembolsados causados por el acto criminal; dar asistencia financiera a programas comunitarios locales para la provisión de servicios directos a las víctimas de crímenes; y servir como representante defensor de las víctimas de crímenes en el estado de New York. La Junta aboga por los derechos y servicios que equilibren la balanza de la justicia y aseguren equidad en el tratamiento de las víctimas dentro del sistema de justicia penal.

Este folleto describe los derechos y beneficios que les corresponden a las víctimas inocentes de crímenes e incluye una solicitud para reclamar beneficios compensatorios.

John E. Davis

Junta de Compensación para las Víctimas de Crímenes

Joan A. Cusack Presidenta
Christina Hernandez Comisionada
Charles F. Marotta Comisionado
Jacqueline C. Mattina Comisionada
Benedict J. Monachino Comisionado

Sede Central
845 Central Avenue
Albany, NY 12206
(518) 457-8727

Oficina de Buffalo
65 Court St. Of. 308
Buffalo, NY 14202
(716) 847-7992

Oficina de la Ciudad de New York
55 Hanson Place
Brooklyn, NY 11217
(718) 923-4325

Las Víctimas pueden llamar al

1-800-247-8035

1-888-289-9747 TTY

www.cvb.state.ny.us



9/00

Un compilador AA/EOE

A) Usted puede ser elegible si:

1. Usted es la víctima de un crimen que le ha provocado lesiones físicas personales;
2. Usted es una víctima de privación ilegal de la libertad en primer grado o de un secuestro en primer o segundo grado (limitado a la pérdida de ingresos y a los gastos de asistencia legal);
3. Usted es una persona de edad (tiene 60 o más años) o incapacitada, víctima de un crimen, que ha sufrido la pérdida de bienes personales esenciales o daños a los mismos (limitado a la reparación o reposición de bienes personales esenciales hasta un máximo de \$100, a gastos de traslado necesarios para su comparecencia obligada ante el tribunal en relación con el proceso y a asistencia legal iniciada dentro del año);
4. Usted es el cónyuge sobreviviente, padre, madre, hijo, hija o persona que depende para su subsistencia de la víctima que murió a consecuencia directa de un crimen;
5. Usted es quien ha pagado o incurrido en los gastos de entierro de una víctima inocente que murió a consecuencia directa de un crimen (limitado a los gastos del entierro solamente); o
6. Usted es un menor (menor de 18 años), víctima o testigo de un crimen, o es su padre, madre, tutor o hermano/a.

Si usted es elegible pero menor de 18 años o incapaz, la solicitud de compensación debe ser presentada en su nombre por un pariente, tutor, casodero o abogado.

B) La compensación será otorgada si:

1. La víctima fue inocente del crimen cometido.
2. El crimen fue denunciado a la policía dentro del plazo de una semana o puede demostrarse la razón de la demora.
3. Se presentó la solicitud para obtener compensación dentro del año de la fecha en que se tomó conocimiento del crimen, o puede demostrarse la razón de la demora.

C) La compensación comprende:

1. Gastos médicos u otros servicios relacionados, no cubiertos por otros seguros u otros programas de ayuda.
2. Ingresos por trabajo o manutención no percibidos, hasta un máximo de \$600 por semana y hasta un total máximo de \$30,000.
3. Gastos de entierro hasta \$6,000.
4. Gastos de rehabilitación ocupacional.
5. Gastos de asistencia legal.
6. El costo de reparación o reposición de bienes personales esenciales perdidos, dañados o destruidos como consecuencia directa del crimen, hasta un máximo de \$500 (máximo de dinero \$100)
7. Gastos de transporte para la comparecencia obligatoria ante el tribunal durante el proceso penal.
8. El costo de la residencia en un refugio para víctimas de la violencia doméstica o la utilización de los servicios del mismo.
9. Para la víctima de un crimen en el cual actuara como buen samaritano, el costo de bienes perdidos, dañados o destruidos, hasta un monto de \$5,000. (Una víctima buena samaritana es una persona que fue muerta o herida mientras intentaba impedir un crimen, aprehender legalmente al actor del crimen, o ayudar a una policía a realizar un arresto.)
10. El costo razonable del entierro de un policía o bombero si muriera a raíz de lesiones recibidas en cumplimiento de su deber y como consecuencia directa de un crimen, sin tener en cuenta las dificultades económicas de los sobrevivientes.
11. El costo de recoger, limpiar y asegurar la escena de crimen no debe sobrepasar dos mil quinientos dólares.

D) Usted puede obtener los beneficios de emergencia si:

Se considera que reúne los méritos potenciales para obtener compensación y sufriría penurias económicas indeseables si no obtuviera un pago inmediato.

E) Para obtener compensación:

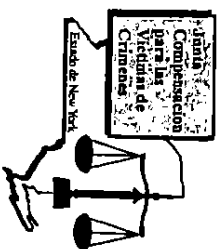
1. Complete el formulario de compensación adjunto.
2. Lea las instrucciones antes de contestar las preguntas.
3. Remita la solicitud una vez llenada a:
NYS Crime Victims Board
845 Central Avenue
Albany, NY 12206-1588

Víctimas y testigos de crímenes — Usted tiene derecho a saber que:

1. En el departamento de policía local o en la oficina del fiscal (o en cualquiera de las oficinas de la Junta Indecidas en este folleto) le pueden ayudar a localizar los programas que en su comunidad ofrecen servicios a las víctimas y a los testigos de crímenes.
2. En el departamento de policía local o en las oficinas del fiscal le pueden explicar cuál es su papel en el proceso de la justicia penal, las etapas más importantes de este proceso y cómo obtener información sobre estas etapas.
3. Hay leyes que a usted lo protegen si el presunto autor del crimen o sus familiares o amigos lo amenazan o intimidan.

* Derecho penal	Artículo 215	Intimidación a una víctima o testigo
* Derecho penal	Artículo 240	Hostigamiento
* Derecho penal	Artículo 215	Prestionar o influenciar a un testigo
* Derecho penal	Artículo 135	Coerción
4. Si usted proporciona al fiscal su teléfono y domicilio actual es posible que se le notifique:
 - * el arresto del acusado
 - * la comparecencia inicial del acusado ante un funcionario judicial
 - * la excarcelación del acusado mientras continúa el proceso judicial
 - * los autos sumarios habidos durante el proceso penal.

5. Si usted es víctima de un delito mayor, en la mayoría de los casos el fiscal deberá conversar con usted y consultarlo sobre la forma de encajar el juicio penal, incluyendo la negociación de culpabilidad (plea bargain)
6. Si usted presenta al secretario del juzgado de sentencia un formulario de denuncia como víctima, usted será notificado de la fuga, ocultamiento, excarcelación definitiva o temporaria y libertad condicional del preso. Solicite el formulario en la oficina del fiscal.
7. Si usted ha debido realizar gastos con su dinero, el fiscal y/o el departamento de condena condicional probatoria deberá conversar con usted para que se expida una orden judicial de restitución o reparación.
8. En lo posible se le proporcionará un lugar seguro de espera, separado de los otros testigos, durante las comparecencias ante el tribunal.
9. Todo objeto de su propiedad retenido con fines probatorios le será devuelto sin demora, a menos que hubiera una razón poderosa para que las autoridades policíacas sigan reteniéndolo.
10. Si usted tiene dificultades con su empleador o con un acreedor a consecuencia de su cooperación con el proceso penal, el departamento de policía de su localidad o el fiscal pueden intervenir en nombre suyo.





845 Central Avenue
Albany, New York 12206-1588

TO:

Crime Victims can get help.

Crime Victims Board

New York State

Here's how...



I would like to take this opportunity to express this State's renewed commitment to meet the public safety needs of its citizens, and provide special assistance to victims of crime.

For too long the perpetrators of violent acts have been given more protection and services than those who have had to bear the psychological and physical scars of their perpetrators' abhorrent behavior. For too long punishment has not fit the crime. We are moving as fast as possible to ensure that violent criminals serve their full sentence and are not paroled or released until they have fully paid their debt to society.

An enhanced victims bill of rights is one of the tenets of this administration and a central component in my plan to refocus the criminal justice system on the needs of victims instead of criminals.

The Crime Victims Board, its programs and benefits, is crucial to providing recognition and services to crime victims and their families. If you have been a victim of a crime, I urge you to read this brochure and reach out to the Crime Victims Board for assistance.

My E. Perez

Since 1967 the New York State Crime Victims Board, the first crime victim program legislated in the United States, has been recognized as a leader in assisting innocent victims of crime. The mission of the Board is threefold: to provide compensation to victims for certain unreimbursed expenses causally related to their victimization; to fund local community-based programs to provide direct services to crime victims; and to serve as the advocate for crime victims in New York State. The Board advocates rights and benefits that continue to balance the scales of justice and to ensure that victims maintain equity in the criminal justice system.

This brochure describes the rights and benefits that innocent victims of crime are entitled to and includes an application form for compensation benefits.

[Signature]

Crime Victims Board

Joan A. Cusack Chairwoman
Lorraine Feleky Commissioner
Christina Hernandez Commissioner
Charles F. Marotta Commissioner
Jacqueline C. Maritana Commissioner



10/98

An AAEOE Employer

Main Office
845 Central Avenue
Albany, NY 12206
(518) 457-8727
New York City Office
270 Broadway, Rm. 200
New York, NY 10007
(212) 417-5160

Buffalo Office
65 Court St., Rm. 308
Buffalo, NY 14202
(716) 847-7992

Victims may call:
1-800-247-8035
TTY: 1-888-289-9747

Website: www.cvb.state.ny.us
If you need assistance in completing this application you may call this number to obtain the name and location of the nearest victim assistance center.

A) You May Be Eligible If:

1. You are the victim of a crime who has sustained personal physical injury;
2. You are a victim of unlawful imprisonment in the first degree or a victim of kidnapping in the first or second degree (limited to loss of earnings and counseling expenses);
3. You are an elderly (60 or older) or disabled victim of a crime who has suffered a loss or damage to articles of essential personal property (limited to repair or replacement of essential personal property to a maximum of \$100, transportation expenses incurred for necessary court appearances in connection with prosecution of the crime and counseling commenced within one year);
4. You are the surviving spouse, parent, child or person dependent for your principal support, upon the victim who dies as a result of a crime;
5. You are the person who has paid or incurred the burial expenses of an innocent victim who dies as a direct result of a crime (limited to burial expenses only); or
6. You are a child victim (under 18) of, or witness to a crime, or the child's parent, guardian, or sibling.

If you are eligible but under the age of 18 or incompetent, the claim application may be filed on your behalf by a relative, guardian, conservator, committee or attorney.

B) Compensation May Be Awarded If:

1. The victim was an innocent victim of the crime;
2. The crime was reported to a criminal justice agency within one week or justification for the delay can be shown. For crimes involving sexual assault or certain family offenses the criminal justice agency report need only be made within a reasonable time considering all the circumstances;
3. The claim for compensation benefits is filed within one year of discovery of the crime or justification for the delay can be shown.

C) Compensation Benefits Include:

1. Expenses for medical or other related services not covered by other insurance or benefit programs;
2. Lost earnings or loss of support up to \$600 per week and up to a total maximum of \$30,000;
3. Burial expenses up to \$5,000;
4. Occupational rehabilitation expenses;
5. Counseling expenses;
6. The cost of repair or replacement of essential personal property lost, damaged or destroyed as a result of a crime up to \$500 (cash max. \$100);
7. Transportation expenses for necessary court appearances in connection with the prosecution of the crime;
8. The cost of residing at or utilizing the services of a domestic violence shelter;
9. For a victim of a crime who has acted as a good samaritan, the cost of lost, damaged or destroyed property up to \$5,000 (A victim of a crime acts as a good samaritan when attempting to prevent a crime, lawfully apprehend the perpetrator of a crime, or assist a police officer in making an arrest.);
10. The cost of reasonable burial expenses without regard to the financial difficulty of the survivors when a police officer or firefighter dies from injuries received in the line of duty as a direct result of a crime;
11. The cost of crime scene cleanup and securing of a crime scene up to twenty-five hundred dollars.

D) You May Obtain

Emergency Benefits If:

You are deemed to be potentially eligible for compensation benefits and would suffer an undue financial hardship if some immediate payment is not made.

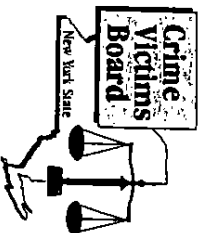
E) To Obtain Compensation Benefits:

1. Use the enclosed claim application.
2. Read the instructions before answering any of the questions.
3. Return the completed application to:
NYS Crime Victims Board
845 Central Avenue
Albany, NY 12206-1588

Crime Victims and Witnesses — You Have the Right to Know That:

1. Your local police department, district attorney (or one of the Board offices shown on this brochure) can assist you in locating available programs in your community that provide services to crime victims and witnesses.
2. Your local police department or district attorney can explain what your role is in the criminal justice process, the significant stages of this process and how to obtain information about these stages.
3. There are laws to protect you if you are being threatened or intimidated by the alleged offender or the offender's family or friends.

Penal Law	Article 215	Intimidating A Victim or Witness
Penal Law	Article 240	Harassment
Penal Law	Article 215	Tampering With A Witness
Penal Law	Article 135	Coercion
4. If you supply the district attorney with your current address and telephone number, it is possible to be notified of:
 - the arrest of the accused
 - the initial appearance of the accused before a judicial officer
 - the release of the accused pending further judicial proceedings
 - proceedings in the prosecution of the accused
 - the final disposition of the case
5. If you are the victim of a felony, in most cases, the district attorney should discuss and consult with you concerning the disposition of the criminal case, including any plea bargain.
6. If you are the victim of a felony, you have the right to make a statement at the time of the defendant's sentencing on any matter relevant to sentencing.
7. If you file a victim notice form with the clerk of the sentencing court, you will be notified of the escape, absconding, discharge, temporary release and parole of the inmate.
8. You have the right to submit a written victim impact statement to the Division of Parole and/or meet with a Parole representative to make an oral statement which will be considered at the time of the parole release decision.
9. If you have suffered out-of-pocket expense, the district attorney and/or the department of probation should discuss and consult with you concerning court ordered restitution or reparation.
10. Where possible, you will be provided with a secure waiting area for court appearances that is separate from all other witnesses.
11. Property held for evidentiary purposes will be returned to you promptly unless there is a compelling reason for law enforcement to retain it.
12. If you are having difficulty with your employer or a creditor as a result of cooperating in the prosecution of a criminal case, your local police department or district attorney can intervene on your behalf.



Take to Attorney 25th + Lexington **NYS Crime Victims Board Claim Application**

Read the instructions carefully before you complete the application

Please print. Incomplete or inaccurate information will delay processing

ID #		Claim Number												
Crime Victim Section (complete all questions)														
Last Name	First Name	MI	Date of Birth											
Address Number or PO Box		Street												
City or Town		NYS County of Residence or Foreign Country	State Zip Code											
Check the boxes that apply to the Crime Victim: <table border="0"> <tr> <td>Gender</td> <td>Race/Ethnicity (collected for statistical purposes only)</td> <td>Disabled</td> <td>V.A.P. CVB ID</td> </tr> <tr> <td>☐ Male</td> <td>☐ White (W) ☐ Black (B) ☐ Asian/Pacific Islander (A) ☐ Hispanic (H)</td> <td>☐ Yes ☐ No</td> <td rowspan="2">76</td> </tr> <tr> <td>☐ Female</td> <td>☐ American Indian/Alaskan Native (I) ☐ Other (O)</td> <td>☐ Unknown (U)</td> </tr> </table>				Gender	Race/Ethnicity (collected for statistical purposes only)	Disabled	V.A.P. CVB ID	☐ Male	☐ White (W) ☐ Black (B) ☐ Asian/Pacific Islander (A) ☐ Hispanic (H)	☐ Yes ☐ No	76	☐ Female	☐ American Indian/Alaskan Native (I) ☐ Other (O)	☐ Unknown (U)
Gender	Race/Ethnicity (collected for statistical purposes only)	Disabled	V.A.P. CVB ID											
☐ Male	☐ White (W) ☐ Black (B) ☐ Asian/Pacific Islander (A) ☐ Hispanic (H)	☐ Yes ☐ No	76											
☐ Female	☐ American Indian/Alaskan Native (I) ☐ Other (O)	☐ Unknown (U)												
How did you first hear about the Crime Victims Compensation Program?														
☐ Police (P) ☐ Hospital (H) ☐ Disaster Attorney (D) ☐ Radio/TV (R)		Marital Status												
☐ Victim Assistance Program (V) ☐ Brochures/Posters (B) ☐ Other (O)		☐ Single ☐ Married ☐ Divorced ☐ Separate ☐ Widowed ☐ Living Together												

Claimant Section (complete only if someone different than Crime Victim is filing this claim)			
Last Name	First Name	MI	Date of Birth
Address Number or PO Box		Street	
City or Town		NYS County of Residence or Foreign Country	State Zip Code
What is your relationship to the victim? (Check only one box)			
☐ Parent (P) ☐ Spouse (S) ☐ Child (C) ☐ Relative (R) ☐ Attorney (A) ☐ Guardian (G) ☐ Other (O)			

Crime Section (complete all questions)			
Which of the following was the result of the crime? (check all that apply)			
☐ Personal Injury		☐ Death	
☐ Loss of property			
Date of Crime	Police agency or precinct where crime was reported	Police complaint or LIE #1 number	
1 / 1	FBI	WTC 2	
Date reported to police	County where crime occurred	Name of alleged perpetrator (if known)	
1 / 1			
Brief description of crime			
Please indicate the type of crime (check one box)			
☐ Assault (1) ☐ Homicide (2) ☐ Sexual Assault (3) ☐ Child Sexual Abuse (4) ☐ Child Physical Abuse (5) ☐ Domestic Violence (6) ☐ DWI / DUI (7) ☒ Other (8) Terrorism			
Crime Location (check only one)			
☐ Owned Residence ☐ Apartment Bldg ☐ Public Street ☐ Subway/Bus ☐ Place of Work ☐ School/School grounds ☐ Restaurant/Bar ☐ Shopping Mall ☐ Parking Lot ☐ Other (please note in crime description)			
Did the victim have property lost, damaged or destroyed as a result of the above crime? ☐ No ☐ Yes			
If yes, complete below regarding loss due to the above crime and insurance coverage. Property loss award maximum \$100,00			
Item description	Cost	Homeowner / Renter Ins Company	Policy Number / Deductible
		Auto / Other Insurance Company	Policy Number / Deductible

In-behalf-of-Claimant Section (Death claim only; if filing for minor or incompetent dependent of victim)			
Last Name	First Name	MI	Date of Birth
Address Number		Street	
City or Town		State	Zip code

Attorney Section (complete only if attorney retained)			
Attorney or Law Office Name		Area code	Telephone Number
Address Number		Street or PO Box	
City or Town		State	Zip code

I ACKNOWLEDGE that accepting an award from the Crime Victims Board creates a lien in favor of the State of New York on any recovery from anyone with liability relating to the crime upon which this claim is based. Such lien shall extend to any proceeds recovered by me by way of judgment, settlement, restitution, or otherwise, and will equal the total of all awards. I understand that I will retain a right of action to recover damages for the full amount of my loss less the amount of any award I might receive.

I AGREE that the Attorney General of the State may intervene in any such action on behalf of the State for the purpose of recovering the total amount of Board awards, and that I may join in any action brought by the Attorney General. I agree to sign and deliver all documents and do all things necessary to further any cause of action so assigned to the State. I also agree that I will sign no release in settlement of any lawsuit related to the crime without the express written consent of the Board.

Notice: Filing a false claim is a crime. Claim Application must be signed and dated.

Claimant's Signature	Date	Daytime area code / telephone

NYS Crime Victims Board Death Affidavit

(Complete and Attach Claim Application Page 1)

Page 2

Claimant Information

Claimant Name (Last)	(First)	(Middle)	Social Security Number	CVB Claim Number (if known)
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Section A - Crime Information Section

Address Where Crime Occurred (Street or PO Box) (Apt. No. or Floor)		(City)	(State)	(Zip code)	Time of Crime
Alleged Perpetrator Name (Last)		(First)	(Middle)	Has Alleged Perpetrator Been Arrested for this Crime? ☐ Yes ☐ No Has Alleged Perpetrator Been Prosecuted for this Crime? ☐ Yes ☐ No	
Is Alleged Perpetrator a member of Victim's family and/or did he/she reside in same household? ☐ Yes ☐ No					
Is Claim being filed more than one year after the date of the crime? ☐ Yes ☐ No					
If yes, describe factors which delayed claim filing					

Section B - Life Insurance And Death Benefit Information Section

Does Victim have life insurance or other available Death Benefits? (If yes, complete questions in this section) ☐ Yes ☐ No	
Name of Life Insurance Company	Policy or ID Number
Company Name of Pension Plan	Policy or ID Number
Company Name of Other Insurance	Policy or ID Number

Section C - Burial Expense and Insurance Information Section

Are there unreimbursed burial expenses as a result of the victim's death? (If yes, complete all questions that apply) ☐ Yes ☐ No	
Funeral Home Name	Area code Telephone Number
Address City or Town State Zip Code	
Is there insurance or other death benefits that will pay for any of the victim's burial expenses? (If yes, complete all that apply) ☐ Yes ☐ No	
Social Security Death Benefit	Policy or ID Number
Medicaid	Policy or ID Number
Company Name of Life Insurance Death Benefit	Policy or ID Number
Company Name of Workers Compensation Carrier	Policy or ID Number
Company Name of Other Death Benefits	Policy or ID Number

Section D - Dependents of Victim Information Section

Are there Children or other individuals who are dependent on the Victim for their support? (If yes, complete all that apply) ☐ Yes ☐ No			
Dependent Name (Last)	(First)	Date of Birth (MM/DD/YYYY)	Relationship to Victim
Address City or Town State Zip Code			
Dependent Name (Last)	(First)	Date of Birth (MM/DD/YYYY)	Relationship to Victim
Address City or Town State Zip Code			
Dependent Name (Last)	(First)	Date of Birth (MM/DD/YYYY)	Relationship to Victim
Address City or Town State Zip Code			
Dependent Name (Last)	(First)	Date of Birth (MM/DD/YYYY)	Relationship to Victim
Address City or Town State Zip Code			

Section E - Counseling Information Section

As a result of the Victim's death, is counseling being provided to the Victim's spouse, parents or children or to the siblings of a Child Victim? ☐ Yes ☐ No	
Counselor Name	Area code Telephone Number
Address City or Town State Zip Code	
Is there any insurance to cover counseling costs? ☐ Yes ☐ No	
Company Name of Insurance Provider	Policy or ID Number

Section F - Claim Expenses Information Section

Do you anticipate that this claim will exceed \$5,000? ☐ Yes ☐ No

Section G - Victim Assistance Information

Did a Victim Assistance Program help you to complete this affidavit? ☐ Yes ☐ No		Name of Program	
Name of Person who helped you		V.A.P. CVB ID <u>176</u>	Area code Telephone Number

Section H - Employment Information Section

Was the Victim employed at the time the crime occurred? ☐ Yes ☐ No			
Employer Name #1		Area code	Telephone Number
Address		City or Town	State Zip Code
Employer Name #2		Area code	Telephone Number
Address		City or Town	State Zip Code

Section I - Medical Treatment and Insurance Information Section

Before the Victim's death was medical treatment received as a result of the crime? (If yes complete questions that apply) ☐ Yes ☐ No	
Describe injuries briefly	
First Treating Hospital	Name Address
First Treating Doctor	Name Address
Is there any Medical Insurance? (If yes, Enter the name of the insurance provider and policy number or "NONE") ☐ Yes ☐ No	
Company Name of Primary Insurance	Policy or ID Number
Company Name of Major Medical	Policy or ID Number
Medicare	Policy or ID Number
Medicaid	Policy or ID Number
Company Name of Workers Compensation Carrier	Policy or ID Number
Company Name of Auto Insurance	Policy or ID Number

Claimant Information - Please Print

Claimant Name (Last)	(First)	(Middle)	CVB Claim Number (if known)
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Authorization

I HEREBY AUTHORIZE any hospital, physician, or other person who attended or examines; any undertaker or person who renders services; any employers of the victim; any police or any municipal authority or state department or agency, or public authority; any insurance company or organization; or any other person, firm, agency or organization having knowledge thereof, to furnish the New York State Crime Victims Board, or its representatives, any and all information, including Worker's Compensation records, with respect to the incident leading to the victim's personal injuries or death, and the claim made herewith for benefits.

I HEREBY AUTHORIZE AND DIRECT that if an award is made, that out-of-pocket expenses including indebtedness reasonably incurred for medical, or other expenses necessary as a result of the injury, upon which the claim is based, and unpaid at the time the decision is made and also attorney's fees as allowed by the Board shall be paid by the Comptroller of the State of New York directly to the provider(s) of such services.

I HEREBY AUTHORIZE AND DIRECT the Crime Victims Board to provide information about my claim to the Crime Victims Assistance Program listed in the Victim Assistance Information Section of this affidavit.

A photocopy of this authorization shall be considered as effective and valid as the original.

State of New York
County of _____

Signature of Claimant

On this _____ day of _____, 19____, before
me came _____ to me known to be
the individual described in and who executed the foregoing instrument and
acknowledged that (s)he executed the same.

Notary Public

NYS Crime Victims Board Personal Injury Affidavit

(Complete and Attach Claim Application Page 1)

Page 2

Claimant Information

Claimant Name (Last)	(First)	(Middle)	Social Security Number	CVB Claim Number (if known)
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Section A - Crime Information Section

Address Where Crime Occurred (Street or PO Box) (Apt. No. or Floor)		(City)	(State)	(Zip code)	Time of Crime
Alleged Perpetrator Name (Last)		(First)	(Middle)	Has Alleged Perpetrator Been Arrested for this Crime? ☐ Yes ☐ No Has Alleged Perpetrator Been Prosecuted for this Crime? ☐ Yes ☐ No	
Is Alleged Perpetrator a member of victim's family and/or does he/she reside in same household? ☐ Yes ☐ No					
Has an order of protection been issued? (If yes, attach copy of the Order) ☐ Yes ☐ No					
Did the victim have essential personal property lost, damaged or destroyed while attempting to (1) apprehend a person who committed a crime (2) prevent a crime from occurring (3) aid a law enforcement officer in making an arrest? ☐ Yes ☐ No					
Is Claim being filed more than one year after the date of the crime? ☐ Yes ☐ No					
If yes, describe factors which delayed claim filing _____					

Section B - Injury And Medical Treatment Information Section

Did victim suffer any physical injuries as a result of the crime? (If yes complete questions in this section that apply) ☐ Yes ☐ No	
Describe injuries briefly _____	
First Treating Hospital	Name _____ Address _____
Other Treating Hospital	Name _____ Address _____
First Treating Doctor (Not in Hospital)	Name _____ Address _____
Other Treating Doctor	Name _____ Address _____
First Treating Dentist	Name _____ Address _____
First Treating Counselor	Name _____ Address _____

Section C - Medical Insurance Information Section

Please fill in the name of the insurance provider and policy number or "NONE"	
Company Name of Primary Insurance	Policy or ID Number
Company Name of Major Medical	Policy or ID Number
Company Name of Union Benefits (Dental, Eyewear, Prescription)	Policy or ID Number
Medicare	Policy or ID Number
Medicaid	Policy or ID Number
Company Name of Workers Compensation Carrier	Policy or ID Number
Company Name of Auto Insurance	Policy or ID Number
Company Name of Other Insurance	Policy or ID Number

Section D - Employment Information Section

Was the Victim employed at the time the crime occurred? ☐ Yes ☐ No		Did the Victim lose time from work as a result of the injuries described in Section B? (If yes, complete all questions in Section D & H) ☐ Yes ☐ No	
Name of Doctor who determined the Victim's disability period from work _____		Area code Telephone Number _____	
Doctor's Address _____ City or Town _____ State _____ Zip Code _____			
Employer Name #1 _____		Area code Telephone Number _____	
Address _____ City or Town _____ State _____ Zip Code _____			
Employer Name #2 _____		Area code Telephone Number _____	
Address _____ City or Town _____ State _____ Zip Code _____			

Section E - Other Loss Information

Did Victim have any other losses or expenses as a result of the Crime? (i.e. Court or medical transportation, domestic violence shelter, vocational rehabilitation) ☐ Yes ☐ No	
Brief description of loss or expense _____	

Section F - Claim Expenses Information Section

Do you anticipate that this claim will exceed \$5,000? ☐ Yes ☐ No	
---	--

Section G - Victim Assistance Information

Did a Victim Assistance Program help you to complete this affidavit?
☐ Yes ☐ No

Name of Person who helped you

Name of Program

V.A.P. CVB ID

Area code Telephone Number

Section H - Employment Insurance And Benefit Information Section

Is there Insurance that will pay for the victim's lost time from work? (If yes, complete questions in this section) ☐ Yes ☐ No

Unemployment Insurance ID Number or "NONE"

Social Security /SSI ID Number or "None"

Company Name of Worker's Compensation Carrier

Policy or ID Number

Company Name of Disability Insurance

Policy or ID Number

Company Name of Pension Plan

Policy or ID Number

Company Name of Other Insurance

Policy or ID Number

Section I - Dependents of Victim Information Section

Are there Children or other individuals who are dependent on the Victim for their support? (If yes, complete all that apply) ☐ Yes ☐ No

Dependent Name (Last)

(First)

Date of Birth (MM/DD/YYYY)

Relationship to Victim

Address

City or Town

State

Zip Code

Dependent Name (Last)

(First)

Date of Birth (MM/DD/YYYY)

Relationship to Victim

Address

City or Town

State

Zip Code

Dependent Name (Last)

(First)

Date of Birth (MM/DD/YYYY)

Relationship to Victim

Address

City or Town

State

Zip Code

Dependent Name (Last)

(First)

Date of Birth (MM/DD/YYYY)

Relationship to Victim

Address

City or Town

State

Zip Code

Claimant Information - Please Print

Claimant Name (Last)

(First)

(Middle)

CVB Claim Number (if known)

Authorization

I HEREBY AUTHORIZE any hospital, physician, or other person who attended or examines, any undertaker or person who renders services; any employers of the victim; any police or any municipal authority or state department or agency, or public authority; any insurance company or organization; or any other person, firm, agency or organization having knowledge thereof, to furnish the New York State Crime Victims Board, or its representatives, any and all information, including Worker's Compensation records, with respect to the incident leading to the victim's personal injuries or death, and the claim made herewith for benefits.

I HEREBY AUTHORIZE AND DIRECT that if an award is made, that out-of-pocket expenses including indebtedness reasonably incurred for medical, or other expenses necessary as a result of the injury, upon which the claim is based, and unpaid at the time the decision is made and also attorney's fees as allowed by the Board shall be paid by the Comptroller of the State of New York directly to the provider(s) of such services.

I HEREBY AUTHORIZE AND DIRECT the Crime Victims Board to provide information about my claim to the Crime Victims Assistance Program listed in the Victim Assistance Information Section of this affidavit.

A photocopy of this authorization shall be considered as effective and valid as the original.

State of New York

County of _____

Signature of Claimant

On this _____ day of _____ 19____, before

me came _____ to me known to be

the individual described in and who executed the foregoing instrument and acknowledged that (s)he executed the same.

Notary Public



American Red Cross

in Greater New York

AFTER THE DISASTER

The following common, normal reactions may be experienced:

Disorientation to time, place	Difficulty concentrating, remembering things
Difficulty making decisions	Feelings of helplessness/being overwhelmed
Agitation/anger	Moodiness/irritability/emotional outbursts
Hyperactivity	Numbness/feeling withdrawn or disconnected
Loss of/increased appetite	Increased use of caffeine, alcohol or drugs
Memory problems	Difficulty stopping thoughts/"flashbacks" of the disaster
Heightened startle reflex	Fear/disbelief
Trouble sleeping	Nightmares/constant fatigue
Headaches	Panic attacks (shortness of breath, increased heart rate)
Skin disorders/rashes	Nausea/vomiting/diarrhea/constipation, or other gastro-intestinal symptoms
Sadness/apathy	Being tearful or crying for no apparent reason
Pacing the floor	Grinding of teeth
Need for information	Lack of involvement in/enjoyment of everyday activities
Guilt/self-blame	Changes in sexual desire or functioning

Some suggestions to help you cope during this time:

- Try to take care of yourself; recognize that you have experienced great stress and try to be gentle and patient with yourself
- Make time for yourself; focus on task-centered activities; this is essential to the healing process
- Try to keep as normal a schedule as possible; take frequent breaks, alternating times of activity with times for rest and relaxation
- Prioritize; make "to do" lists of things that must be done; put other tasks on a "wait" list
- Set realistic short-term goals and, when possible, delegate duties and responsibilities to others
- Set limits for yourself; you may want to learn/use some relaxation/stress reduction techniques
- Eat well-balanced meals, even if you don't feel like it; increase fluid intake; decrease use of caffeine and do not abuse alcohol or drugs
- Try to be aware of your feelings; don't be afraid to experience them and talk about them
- Try to get plenty of rest; there may be temporary changes in your sleep patterns
- Use your support systems – family, friends, colleagues, clergy
- Be willing to ask for and accept the concern and help of others
- Try to decrease environmental stress such as noise and clutter

If you would like to speak to a mental health professional, contact your local Red Cross chapter, the Department of Mental Health, or your insurance carrier for referrals. For emergencies, go to the nearest Emergency Room.

The toll-free number for the American Red Cross in Greater New York is 1-877-RED CROSS.



American Red Cross

in Greater New York

HELPING CHILDREN AFTER A DISASTER

If they are upset about what has happened, children may experience the same reactions as adults, plus the following:

Bedwetting, thumb sucking or other earlier-age behaviors	Clinging/fear of being left alone
Withdrawal and isolation	Fear of the dark
Lack of cooperation, stubbornness	Fighting/irritability
Noticeable sadness or anxiety	Passivity and helplessness
May not want to attend school	Guilt; tendency to self-punish
Reckless/repetitive play	Change in school performance
	Increase in fantasy play

You should decide what is best for your children, but consider using these suggestions as guidelines to help children cope during this time:

- First help yourself; then you are ready to help children cope
- Be honest and open about the disaster; tell them what is real
- Talk about the event, encourage family members to describe what they: saw, heard, thought, smelled, felt, etc. during the disaster.
- If they do not want to talk, encourage them to draw pictures and then discuss them
- Tell them what you will do to make re-occurrence less likely
- Let children know that everyone, including you, gets frightened or anxious and suggest what they can do to handle these feelings
- Monitor children's post-disaster media viewing; schedule other activities instead
- Spend extra time with children at bedtime, if they have trouble going to sleep
- Allow children to grieve about their lost treasures (e.g., toys, blanket, pet, whatever)
- Include children in discussions about preparing and planning for the future
- Give as much comfort and as many hugs as needed
- Older children may benefit from involvement in recovery efforts in the community
- Teenagers find security in their friends and may need to spend time with them
- Alert your child's teacher to help with any problems at school

If you would like more help to manage your child's stress, you may want to speak to a mental health professional at your child's school, your local Red Cross chapter or the Department of Mental Health; or contact your insurance carrier for referrals. For emergencies, go to the nearest Emergency Room.

The toll-free number for the American Red Cross in Greater New York is 1-877-RED CROSS.

WHAT TO TELL YOUR CHILDREN

In the midst of this profound violation of personal and global humanity “possibility” and “choice” may seem to be limited and remote. As tough as this is for adults, it can be even more difficult for children. Traumas effect us so profoundly because they shatter our assumptions that the world is a safe and fair place. Recovery for children means getting back to the business of being children.

Children can only tolerate intense feelings for a short period of time, then they back away until they can tolerate the intensity again. What may look like denial or avoidance to us is often an example of effective coping. Children go through a series of stages which include: shock and numbness, denial, sadness, anger, anxiety, guilt, physical problems, academic problems.

There is no magic formula for helping children to cope with events that all of us struggle to understand and manage, but here are some basics to help guide you to aid your children and others. It is important to recognize the uniqueness of this tragedy and to engage in activities that nurture one’s self both physically and emotionally.

YOUNGER CHILDREN (5-8)

Children under 5 will often be spared the brunt of the impact. The abstract concept of death may somewhat elude them. But, these and older children may be expected to have nightmares, physical complains, sleeping problems or more difficulty than normal with both everyday and stressful situations.

- ▶ Reassure, reassure, reassure-especially that you are safe.
- ▶ Do not maintain customary expectations for coping. For example, be more tolerant of physical complaints and avoid comments like “But you can usually sleep alone!”
- ▶ Children may want to review the events over and over. This helps them and you come to terms with this tragedy and is a normal response for some people.
- ▶ Provide increased levels of nurturing and contact.
- ▶ Asset with coping skills. To do so, make fears concrete and manageable. Ex: “It’s normal to have trouble sleeping alone after a sad and scary thing happens.”
- ▶ Teach your child to limit the time spent thinking about scary things, and show the child how to distract him/herself.
- ▶ Encourage talking about concerns, and model that with sentences like: “I was scared too.” “I’m also very sad.”

- ▶ Do not limit or negatively react to verbalizations of fear, anxiety or stress. Point out how normal those reactions are and that you too are confused and upset.
- ▶ It is ok for your children to see you cry. Crying is one way we all cope with sadness and stress.
- ▶ ASK children what their biggest fears are and encourage them to talk about them. Play with children too young to talk.
- ▶ Limit everyone's exposure to tv and other media.
- ▶ Make your children's routine as normal as possible.

OTHER IDEAS

Use a map to show how far they are from the current danger.

Stress how you will keep them safe.

Have them draw or write their fears, then put them away in an envelope and you (the adult) will worry about them for awhile.

Give them a positive affirmation. -"I will keep you safe."

Recite a prayer such as the serenity prayer: "God grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to know the difference".

Concrete action can be very important for children who do not always grasp abstract concepts. Have your child collect donations for the Red Cross, help get blankets, clothes and other needed supplies or similar activities. This helps to teach children that rather than dwelling on sadness we can use it to make a very bad situation just a little bit better. This is a valuable lifelong skill for coping.

OLDER CHILDREN

Older children feel the world is out of control. They can be helped through routine and structure. They can be helped to demonstrate their sadness by making specific contributions.

Encourage older children and teenagers to get involved in helping others, raising money for relief efforts, volunteering to give blood, donating time to a relief agency, or counseling younger children, sending cards to others who have lost a loved one, sending cards to fire fighters and police who have lost fellow officers, creating a mural with others, wearing red, white and blue ribbons.

Have them read about Anne Frank, Martin Luther King, Jr., Maya Angelou and others who marshaled their fears.

"Life's deepest wounds integrated can become one's greatest power."

If your child was already going through a hard time when this happened s/he may have special difficulty now. There is no easy one-size-fits-all answer to help them.

DO:

- increase supervision
- be prepared for more problems
- monitor medication
- be alert for substance abuse and other "coping" methods

Be alert to serious depression which happens when the world becomes scarier or sadder than usual. Watch for self harm. Children often over react. Seek help if you feel the need.

DO:

- Be flexible. Put aside scheduled activities to help children manage.
- Reassure. Talk about other challenges that you, they, or this country have faced.
- Relate. Talk about your childhood.
- Be honest, but concise. Convey information at an age-appropriate level, be brief. Don't sugar-coat what has happened.
- Limit exposure to violence. Do not watch the news non-stop. Be careful with movies, videos, books and games, especially near bed time.
- Strive for closure. No one can make sense out of Tuesday. Look for anything positive to share.
- Acceptance. Accept difficult behavior without blaming.
- Balance. Strike a balance between accomplishing tasks and being sensitive to your child's distress. This balance can shift daily, even hourly. Increase your expectations as time passes.

DEALING WITH FEAR

Fear is normal and unavoidable. Even heros feel fear. Fear keeps you from making mistakes that could hurt you, like walking out into traffic without looking. "All feelings are OK even when they are uncomfortable. We can control what we do when we are fearful. Being overwhelmed by feelings is normal. What is important is not to let bad feelings like fear run your life."

Do not say: "You're big enough not to be scared."

Use prayer. Consider the Sufi dance prayer :

- May the blessings of God be upon yo,
- And may peace be yours for ever more.
- May God's presence illuminate your heart,
- Now and for ever more.

IF THINGS DON'T GET BETTER

"Normal" reactions are age-appropriate responses that should get gradually or rapidly better. Your child may want to sleep in your room or balk at going to school. Let his/her teachers know what has happened so that they can help out.

Some children are more sensitive than others and have a harder time getting back to some balance. This can be especially true if you are feeling overwhelmed. Have family, church or synagogue members help out.

Teach your child to think "Cancel" every time s/he has an upsetting thought.

WHAT YOU CAN EXPECT FOR YOURSELF AS WELL

- You may forget things and have difficulty concentrating
- You may cry suddenly and with no obvious provocation
- You may have difficulty sleeping or eating
- You may get physically ill since your system is vulnerable when you are stressed
- You may have small fender benders or trip easily or cut yourself when making dinner.

DO NOT GIVE EITHER YOURSELF OR YOUR CHILDREN A HARD TIME BECAUSE YOU CANNOT GET OVER THIS QUICKLY. IT TAKES TIME TO HEAL.

FOR ADULTS

You must come to terms with your own feelings before you are best able to help your children in dealing with their feelings. Talking about feelings helps diminish them. This will set a good example for your children.

- Be extra cautious when driving
- Keep as close to a normal routine as possible to minimize anxiety
- Give yourself extra care including food, rest, exercise and sleep
- Share your feelings
- Seek counseling if you feel the need

HELPFUL NUMBERS AND SITES

- Your EAP (Employee Assistance Program)
- Youth Challenge 1-800-545-5736 (www.youthchg.com)
- University Behavioral HealthCare 1-800-969-5300 (NJ) (ubhc.umdj.edu)
- www.connectforkids.org
- talkingwithkids.org/television/twk-news.html
- www.aap.org/advocacy/releases/disastercomm.htm
- www.parentcenter.com/general/34754html?CPbid
- www.mediaandthefamily.org/family/talkingwithchildren.shtml
- www.citycares.org/national/



PLEASE DISTRIBUTE

**MENTAL HEALTH DROP-IN CENTERS AT
SIX SITES HELP NEW YORKERS COPE
WITH WTC CRISIS**

FOR INFORMATION

CALL 212-397-4090 or 212-397-4250

In response to the horrendous events that have devastated New York City, the Jewish Board of Family and Children's Services has established six drop-in centers for people to come in and talk with mental health professionals in groups or on an individual basis.

- Manhattan/Midtown
- Brooklyn/Downtown area
- Bronx/Pelham Parkway area and in Riverdale
- Staten Island/Staten Island Mall
- Queens/Douglaston

Drop-in services are free of charge.



UJA-FEDERATION OF NEW YORK



United Way of New York City

Hillside Medical Center Crisis Hotline

**(718) 745- 4401
Live Help**

**General counseling and
support group
information available for
NYC and Long Island
Areas**

EFFECTIVE MONDAY SEPTEMBER 17, 2001

**THE NYPD CRISIS/MISSING
PERSONS/SUPPORT CENTER WILL BE
RELOCATED TO:**

PIER 94

**12TH AVENUE AND 54TH STREET
~~212-684-3014~~ 646-710-6245**

www.nyc.gov

Operating hours are 8 AM – Midnight

Directions

West-side: Take subway A,B,C,D or 1&9 (if running) to Columbus Circle. Take 59th Street cross-town bus to 12th Avenue, head South to 54th Street

East-side: Take subway 4,5,6 to 59th Street. Take 59th Street cross-town bus to 12th Avenue, head South to 54th Street

Missing Persons DNA Samples Include:

Skin, saliva, blood, hair

**Some items that may include samples of the above are:
(*items which are particularly helpful)**

***Mouth Retainer**

***Used Razor**

***Tooth Brush**

***Hair Brush**

Jewelry (rings, earrings, watches)

Unwashed Clothes (underwear)

Eyewear (sunglasses)

Hair Elastics

Makeup Brushes

BRING to YICR 94
12th Ave + 54th Street



VIP Program Personal Information Questionnaire

Page 1 of 7

Please complete as accurately as possible.
 Any specific fact you can remember may have great significance.

First/MI/Last Name _____ / _____ / _____

Address _____ Phone (H) _____ ☐ Male ☐ Female

City _____ State _____ Zip _____ Phone (W) _____

Res County _____ Address Country _____ Phone _____

Live Inside City Limits ☐ Yes ☐ No Hispanic ☐ Yes ☐ No (MM/DD/YYYY)

Social Security Number _____ Age _____ Date of Birth _____

Purpose of Travel ☐ Vacation ☐ Family Visit ☐ Employment ☐ Education ☐ Other _____

Spouse F/M/Last Name _____ Spouse Status _____

Marital Status _____ Wedding Date _____ (MM/DD/YYYY) Spouse Birth Name _____

Father F/M/Last Name _____ Father Status _____

Mother F/M/Last Name _____ Mother Status _____

Mother's Birth Name _____ Citizenship (1 or more) _____

(Alias F/M/1 _____ (Alias 1 _____

Birth Date _____ Birth Hospital _____ Source) 2 _____

Birth Hosp Address _____ Phone _____

Birth City _____ State _____ Zip _____ Birth Country _____

Informant 1 F/M/Last Name _____ Informant 1 phone _____

Address _____ On Site Phone _____

City _____ State _____ Zip _____ Country _____

Relationship ☐ Wife ☐ Father ☐ Brother ☐ Son ☐ Employer ☐ Other

☐ Husband ☐ Mother ☐ Sister ☐ Daughter ☐ Friend

Informant 2 F/M/Last Name _____ Informant 2 phone _____

Address _____ On Site Phone _____

City _____ State _____ Zip _____

Relationship ☐ Wife ☐ Father ☐ Brother ☐ Son ☐ Employer ☐ Other

☐ Husband ☐ Mother ☐ Sister ☐ Daughter ☐ Friend

Legal Next of Kin _____ PH# _____

Address: _____

Interviewer Info: Interview Date _____ (MM/DD/YYYY) Interview Time _____

Interviewer F/M/Last Name _____

Interviewer Address _____

Interviewing Organization _____

Interviewer phone _____ Interview Location _____

9-11-201 3:20PM

FROM DEP WAREHOUSE 301 443 6936

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Personal Information Questionnaire Page 2 of 7

First/M/Last Name _____ / _____ / _____

Dentist Name _____

Address _____

City _____

State _____

Zip _____

Phone _____

Dentist 2 _____

Address _____

City _____

State _____

Zip _____

Phone _____

- ☐ Extensive Dental Work
- ☐ Lower dentures
- ☐ Upper dentures
- ☐ Upper & Lower
- ☐ Partial Plate
- ☐ Braces
- ☐ No teeth

- ☐ Most/all teeth
- ☐ Dental Films
- ☐ Bridge
- ☐ Other

Dental _____

Other _____

☐ Male
☐ Female

Attending Physician _____

Attending Address _____

Medical X-Rays ?

☐ Yes ☐ Unknown
☐ No

Medical X-Ray Location _____

Medical X-Ray Description _____

Objects in Body ☐ Pacemaker ☐ Bullets ☐ Steel plate ☐ Needles ☐ Shrapnel ☐ Other

Old Fractures ? Old Fracture
☐ Yes ☐ No Descriptions _____

Surgery ☐ Gall Bladder ☐ Tracheotomy ☐ Caesarean ☐ Breast implants
☐ Appendectomy ☐ Laparotomy ☐ Mastectomy ☐ Other _____

Scars

☐ Yes
☐ No

Scar Description Operations, birthmarks, missing organs, amputations, deformities

Prosthetic ☐ yes
☐ no

(location)

Prints on File? ☐ Fingerprints ☐ Footprints

Prints Located (Work related, service, traffic or other arrests, driver's license, etc may all be helpful.)

Employer & Address _____

Occupation _____

Special Tools
Carried _____

S-11-201 3:20PM

FROM DEP WAREHOUSE 301 443 6935

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Personal Information Questionnaire

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First/MI/Last Name _____

Description Height CM _____ Height inches _____ Weight Kilo _____ Weight pounds _____

Estimated ☐ less than 10 ☐ 41-60 ☐ 101-120 ☐ 161-180 ☐ 221-240 ☐ 281-300
 Wt Pounds ☐ 11-20 ☐ 81-90 ☐ 121-140 ☐ 181-200 ☐ 241-260 ☐ Greater than 300
☐ 21-40 ☐ 81-100 ☐ 141-160 ☐ 201-220 ☐ 261-280

Build ☐ Very Small ☐ Small ☐ Medium ☐ Large ☐ Very Large ☐ Athletic ☐ Obese ☐ Very Thin

Race ☐ African American ☐ Caucasian ☐ Hispanic ☐ Native American ☐ Asian/Pacific Islander ☐ Other _____

Eyes ☐ Blue ☐ Green ☐ Gray ☐ Missing R ☐ Glass R ☐ Cataract R
☐ Brown ☐ Hazel ☐ Blind ☐ Missing L ☐ Glass L ☐ Cataract L

Hair Color ☐ Auburn ☐ Blonde ☐ Brown ☐ Black ☐ Gray ☐ Red ☐ Salt & Pepper ☐ White ☐ Other _____

Hair ☐ Ex. Short under 1" ☐ Medium 4-8" ☐ Very Long 12-24" ☐ Shaved ☐ Other Hair Color _____
 Length ☐ Short 1-3" ☐ Long 8-12" ☐ Ex Long Longer than 24" ☐ Hair Length CM _____

Hair Colored ☐ Yes ☐ No ☐ Unk Color _____ Hair Style _____

Hair Accessory ☐ Wig ☐ Toupee ☐ Hair Piece ☐ Hair Transplant Purchased At _____

Facial Hair Color ☐ Blonde ☐ Brown ☐ Black ☐ Gray ☐ Red ☐ Salt & Pepper ☐ White ☐ N/Aplicable

Facial Hair Type ☐ Beard ☐ Beard & Moustache ☐ Moustache ☐ Clean Shaven ☐ Goatee ☐ N/Aplicable

Facial Hair Style ☐ Fu Manchu ☐ Whiskers Under Lower Lip ☐ Mutton Chops ☐ Pencil Thin Upper Lip ☐ N/Aplicable
☐ Handle Bar ☐ Bushy ☐ Very Long ☐ Full Upper Lip

Dominant Hand ☐ Left Handed ☐ Right Handed ☐ Unknown Ear Lobes ☐ Attached ☐ Unattached ☐ Unknown

Fingernail Type ☐ Natural ☐ Artificial ☐ Unknown Length ☐ Extremely Long ☐ Long ☐ Medium ☐ Short

Color _____ Characteristics ☐ Bites ☐ Deformed ☐ Dirty ☐ Mishapen ☐ Decorated ☐ Tobacco stain

Toenail Length ☐ Extremely Long ☐ Long ☐ Medium ☐ Short Color _____

Toenail Characteristics ☐ Deformed ☐ Dirty ☐ Mishapen ☐ Decorated

Complexion ☐ Light ☐ Medium ☐ Dark ☐ Acne ☐ Tanned ☐ Olive ☐ Ruddy

Tan Mark Description _____

Circumcision ☐ Yes ☐ No ☐ Unk ☐ NA

Religious Orientation _____

Medicines Carried _____

Blood Type ☐ A ☐ B ☐ AB ☐ O ☐ Other ☐ Positive ☐ Negative ☐ Unknown

Optical ☐ Glasses ☐ Glasses
☐ Contacts Description _____

Medic Alert ☐ Yes ☐ No Inscription _____

Tattoo ☐ Yes Description _____
☐ No

Tattoo ☐ Yes ☐ Unk Tattoo
 Photos ☐ No ☐ NA Photo Location _____

9-11-201 3:21PM

FROM DEP WAREHOUSE 301 443 6935

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Personal Information Questionnaire Page 4 of 7

First/Last Name

Item	Color	Size	Style	Material	Photo	Manufacturer
Dress						
Blouse						
Hose						
Slip						
Girdle						
Bra						
Skirt						
Shirt						
Tie						
Undershirt						
Hat						
Jacket						
Gloves						
Sweatshirt						
Coat						
Sweater						
Blazer						
Suit Jacket						
Vest						
Slacks						
Shorts						
Shoes						
Boots						
Socks						
Underpants						
Belt						
Belt Buckle Description						
Belt Buckle Inscription						

Other Clothing: (List significant descriptions)

Dry Cleaning Marks Description		Laundry Marks Description	
Tobacco Smoker	Tobacco Product	Tobacco Brand	What Fingers Stained
☐ Yes ☐ No	☐ Cigarette ☐ Cigar ☐ Chewing tobacco ☐ Pipe ☐ Snuff		
Alcohol/Drug Habits			

9-11-201 3:21PM

FROM DEP WAREHOUSE 301 443 6935

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Personal Information Questionnaire Page 5 of 7

First MI/Last Name

Ankle Bracelet ☐ Yes ☐ No	Description Inscription		
Bracelet ☐ Yes ☐ No	Description Inscription		
Ear Rings ☐ Yes ☐ No	☐ Both ☐ Right ☐ Left ☐ More than once Right ☐ More than once Left ☐ Pierced ☐ Clip on Description	Body Piercing Type	
Cuff Links ☐ Yes ☐ No	Description Inscription	Body Piercing Location	
Watch Brand	Band Type Band Color		
Watch ☐ Yes ☐ No	Description Inscription		
Watch Worn	☐ Right Wrist ☐ Left Wrist ☐ Ring ☐ Pin On ☐ Pocket Watch		
Necktie ☐ Yes ☐ No	Description Inscription		
Religious Medal ☐ Yes ☐ No	Description Inscription		
Tie Clip ☐ Yes ☐ No	Description Inscription		
Money Clip ☐ Yes ☐ No	Description Inscription		
Key Ring ☐ Yes ☐ No	Description Inscription		
Lighter ☐ Yes ☐ No	Description Inscription		
Wallet ☐ Yes ☐ No	Description Contents		
Purse ☐ Yes ☐ No	Description Contents		

9-11-201 3:21PM

FROM DEP WAREHOUSE 301 443 6935

P. 7



Personal Information Questionnaire

Page 6 of 7

First/Last Name _____

Wedding Ring Description _____

☐ Yes ☐ No

Inscription _____

Engagement Description _____

☐ Yes ☐ No

Inscription _____

Size _____ Stone Color _____
 Ring Metal _____ # Rings ☐ None ☐ 2 ☐ 4 ☐ Clear ☐ Green ☐ Yellow ☐ Blue ☐ Lt Green ☐ Garnet (red)
☐ 1 ☐ 3 ☐ 5 ☐ Red ☐ Gray ☐ White ☐ Black ☐ Lt Blue ☐ Topaz
 Number of Stones _____ Stone Shape _____
☐ Round ☐ Pearl ☐ Brilliant ☐ Marquis ☐ Oval ☐ Pear ☐ Emerald ☐ Baguette

Additional Rings
Description _____

Additional Rings
Inscription _____

Misc Jewelry
Description _____

Misc Jewelry
Description _____

Other Personal
Effects _____

Green Card? ☐ Yes ☐ No

Ever in Armed Forces? ☐ Yes ☐ No ☐ Unk

Military Branch _____

Military Service Number _____

Nation Served _____

Approximate Service Date _____

Highest Educ Level Elem/Second (0-12) _____

Or

College (1-5+) _____

ID Card issued in what locale? _____



DONOR DOB

Piccola

THIS AREA FOR ANY ADDITION INFORMATION OR TO CLARIFY A PREVIOUS SECTION

9-11-201 3:22PM

FROM DEP WAREHOUSE 301 443 6935

P. 9



VIP/DMORT Program

Requested Records List

Case #

Victim FirstM/Last Name

Informant F/M/Last Name

Address

Informant phone

On Site Phone

Dental

Type	Location	Contact	Phone	Date Ord	Date Rec

Prints

Radiographs

Medical Records

Photo Requests

Requested Records Notes

Greater New York Hospital Center

Will provide patient lists for
all local Hospitals

Please call
212-560-2730

MANHATTAN HOSPITAL PHONENUMBERS/ADDRESSES

Hospital Name & Address	General Phone #	ER Phone #
Bellevue Medical Center 462 First Avenue NYC, NY 10016	212-562-4141	212-562-4678 (Psych)
Beth Israel Medical Center 1 st Avenue & 27 th Street NYC, NY 10003	212-420-2000	212-420-52800 (POSA)
Cabrini Medical Center 227 East 19 th Street NYC, NY 10003	212-995-6000	212-995-6620 (Psych)
Columbia-Presbyterian Medical Center 622 West 168 th Street NYC, NY 10032	212-305-2500	212-305-8075 (Psych)
Gouverneur Hospital 227 Madison Avenue NYC, NY 10002	212-238-7000	212-238-7350 212-238-7126 (Psych)
Gracie Square Hospital 420 East 76 th Street NYC, NY 10021	212-988-4400	212-434-5300
Harlem Hospital 505 Lenox Avenue & 135 th Street Medical Records, Women's Pavilion Bldg. 1 st Fl, Room 127 NYC, NY 10037	212-939-1000	212-939-3328 212-939-3327
✓ Lenox Hill Hospital 100 East 77 th Street (Park Avenue & 77 th Street) NYC, NY 10021	212-434-2000	212-434-3030
Manhattan Psychiatric Center 600 East 125 th Street (Wards Island) NYC, NY 10035	212-369-0500	212-369-0500 Ext. 2559 (Psych)
Manhattan VA Hospital 423 East 23 rd Street NYC, NY 10010	212-686-7500	212-686-7500 Ext. 3800

Metropolitan Hospital Center 1901 1 st Avenue NYC, NY 10029	212-423-6262	212-423-7312 (Psych)
Mt. Sinai Medical Center 1 Gusav Levy Place (5 th Ave & 100 th St) NYC, NY 10029	212-241-6500	212-241-7147 (Psych)
New York Hospital/Cornell Med. Center 525 East 68 th Street NYC, NY 10021	212-746-5454	212-746-5050
NY Infirmary Beekman Downtown Hospital 170 Williams Street NYC, NY 10038	212-312-5000	212-312-5070
NY State Psychiatric Institute 722 West 168 th Street NYC, NY 10032	212-543-5000	212-305-8075 (Psych)
NY University Medical Center 550 First Avenue NYC, NY 10016	212-263-7300	212-263-5550
North General Hospital 1879 Madison Avenue & 124 th St NYC, NY 10035	212-423-4000	212-423-4262
St. Lukes Roosevelt Hospital Center 1000 Tenth Avenue (Roosevelt Site) NYC, NY 10019	212-523-4000	212-523-6775 (Psych)
St. Lukes Roosevelt Hospital Center Amsterdam & 114 th Street NYC, NY 10025	212-523-4000	212-523-3347
St. Vincent's Hospital & Medical Center 153 West 11 th Street & 7 th Avenue NYC, NY 10011	212-604-7000	212-604-7942 (Psych)

BRONX HOSPITAL PHONENUMBERS/ADDRESSES

Hospital Name & Address	General Phone #	ER Phone #
Albert Einstein – Weiler Hospital 1825 Eastchester Road Bronx, NY 10461	718-904-2000	718-904-3333
Bronx-Lebanon Hospital Center 1650 Grand Concourse (Eden Avenue) Bronx, NY 10457	718-590-1800	718-590-5120
Bronx-Lebanon Hospital Center 1276 Fulton Avenue (East 169 th St) Bronx, NY 10456	718-590-1800	718-590-8700 (Psych)
Bronx Municipal Hospital (Jacobi) 1400 Pelham Parkway South (Pelham Parkway & Eastchester Road) Bronx, NY 10461	718-918-5000	718-918-4850 (Psych)
Bronx Psychiatric Center 1500Mwaters Place Bronx, NY 10461	718-931-0600	Ext. 2128 (Admitting)
Bronx VA Hospital 130 West Kingsbridge Road Bronx, NY 10468-9938	718-584-9000	718-584-5255
Montefiore Medical Center 111 East 210 th Street Bronx, NY 10467-2490	718-920-4321	718-920-5731 (Psych)
North Central Bronx Hospital 3424 Kossuth Avenue Bronx, NY 10467-2489	718-519-5000	718-519-3030 (Psych)
Our Lady of Mercy Medical Center 800 East 223 rd Street (Misericordia) Bronx, NY 10466-3290	718-920-9000	718-920-9177 (Psych)
St. Barnabas Hospital 183 rd Street & 3 rd Avenue Bronx, NY 10453	718-960-9000	718-960-6117 718-960-9100 (Psych)

BROOKLYN HOSPITAL PHONENUMBERS/ADDRESSES

Hospital Name & Address	General Phone #	ER Phone #
Brookdale Hospital & Medical Center 1 Brookdale Plaza Brooklyn, NY 11212	718-240-5000	718-240-5761 (Psych)
Brooklyn VA Medical Center 800 Poly Place (foot of 7 th Avenue) Brooklyn, NY 11209	718-836-6600	718-630-2817
Brooklyn Hospital Center 121 Dekalb Avenue Brooklyn, NY 11201	718-250-8000	718-250-8288
University Hospital & Health Center of BKLYN 450 Clarkson Avenue Brooklyn, NY 11203	718-270-1000	
Interfaith Medical Center Brooklyn Jewish Hospital Site 55 Prospect Place Brooklyn, NY 11217	718-935-7000	718-935-7100 (Psych)
Interfaith Medical Center St. John's Episcopal Hospital Site 1545 Atlantic Avenue Brooklyn, NY 11213	718-935-7000	718-604-6110 (Psych)
Kingsboro Psychiatric Center 681 Clarkson Avenue Brooklyn, NY 11203	718-221-7700	
Kings County Hospital Center 451 Clarkson Avenue Brooklyn, NY 11203	718-245-3131	718-245-2312 718-245-2310 (Psych)
Long Island College Hospital 339 Hicks Street (Hicks & Atlantic Avenue) Brooklyn, NY 1120190	718-780-1000	718-780-1961 (Psych)
Maimonides Medical Center 4802 10 th Avenue Brooklyn, NY 11219	718-283-6000	718-283-7220

Methodist Hospital of Brooklyn 6th Street & 7th Avenue Brooklyn, NY 11215	718-780-3000	718-780-3136
Woodhull Medical Center 760 Broadway Brooklyn, NY 11206	718-963-8000	718-963-8439 (Psych)

STATEN ISLAND HOSPITAL PHONENUMBERS/ADDRESSES

Hospital Name & Address	General Phone #	ER Phone #
Bayley Seton Hospital 75 Vanderbilt Avenue Staten Island, NY 10304	718-354-6000	718-354-5900
Richmond Memorial Hospital & Health Center 375 Sequine Avenue Staten Island, NY 10309-3932	718-226-2000	718-226-2101 (Psych)
Staten Island University Hospital 475 Seaview Avenue Staten Island, NY 10305-3436	718-226-9000	718-226-9140
St. Vincent's Medical Center of Richmond 355 Bard Avenue Staten Island, NY 10310-1664	718-876-1234	718-876-4020 (Psych)
South Beach Psychiatric Center 777 Seaview Drive Staten Island, NY 10305-3436	718-667-2300	

New Jersey Hospital Information

The New Jersey Hospital Association
is providing patient information
they have available at
(609) 275-4261

Atlantic

- Ancora Psychiatric Hospital
202 Spring Garden Road
Ancora, NJ 08037-9699
(609) 561-1700
Fax: (609) 561-2509
- Atlantic City Medical Center
City Division
1925 Pacific Avenue
Atlantic City, NJ 08401
(609) 344-4081
Fax: (609) 441-2108
- Atlantic City Medical Center
Mainland Division
Jim Leeds Road
Pomona, NJ 08240
(609) 652-1000
Fax: (609) 652-3514
- Bacharach Institute for Rehabilitation
61 W. Jimmy Leeds Road
P.O. Box 723
Pomona, NJ 08240-0723
(609) 652-7000
Fax: (609) 652-7487
- Shore Memorial Hospital
One East New York Avenue
Somers Point, NJ 08244
(609) 653-3500
Fax: (609) 927-8172
- William B. Kessler Memorial Hospital
600 South White Horse Pike
Hammonton, NJ 08037-2099
(609) 561-6700
Fax: (609) 561-8370

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Bergen

- Bergen Regional Medical Center
230 East Ridgewood Avenue
Paramus, NJ 07652
(201) 967-4000
Fax: (201) 967-4405
- Christian Health Care Center
301 Sicomac Avenue
Wyckoff, NJ 07481

(201) 848-5858
Fax: (201) 848-5870

- Englewood Hospital and Medical Center
350 Engle Street
Englewood, NJ 07631
(201) 894-3000
Fax: (201) 569-6126

- * Hackensack University Medical Center
30 Prospect Avenue
Hackensack, N.J. 07601
(201) 996-2000
Fax: (201) 489-7275

- Holy Name Hospital
718 Teaneck Road
Teaneck, NJ 07666
(201) 833-3000
Fax: (201) 833-3230
- Kessler Inst. for Rehabilitation
Kessler North
300 Market Street
Saddle Brook, NJ 07663
(201) 368-6000
Fax: (201) 587-0817
- Pascack Valley Hospital
250 Old Hook Road
Westwood, NJ 07675
(201) 358-3000
Fax: (201) 358-3006
- The Valley Hospital
223 North Van Dien Avenue
Ridgewood, NJ 07450
(201) 447-8000
Fax: (201) 447-8298

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Burlington

- * Deborah Heart and Lung Center
Trenton Road
Browns Mills, NJ 08015
(609) 893-6611
Fax: (609) 893-1213
- * Hampton Behavioral Health Center
650 Rancocas Road
Westampton, NJ 08060
(609) 267-7000

Fax: (609) 267-3340

* **Mediplex Rehabilitation Hospital-Marlton**

92 Brick Road
Marlton, NJ 08053
(856) 988-8778
Fax: (856) 983-6245

- Rancocas Hospital
218 A Sunset Road
Willingboro, NJ 08046
(609) 835-2900
Fax: (609) 835-3061
- Virtua Memorial Hospital of Burlington County
175 Madison Avenue
Mount Holly, NJ 08060
(609) 267-0700
Fax: (609) 265-8362
- Virtua West Jersey Hospital - Marlton
Route 73 & Brick Road
Marlton, NJ 08053
(856) 355-6000
Fax: (856) 355-6201
- Voorhees Pediatric Rehabilitation Hospital
92 Brick Road
Marlton, NJ 08053
(856) 489-4520
Fax: (856) 489-4541

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Camden

- The Cooper Health System
One Cooper Plaza
Camden, NJ 08103
(856) 342-2000
Fax: (856) 342-3299
- Kennedy Memorial Hospitals
Stratford
18 East Laurel Road
Stratford, NJ 08084
(856) 346-6000
Fax: (856) 346-6005
- Kennedy Memorial Hospitals
Cherry Hill
Chapel Ave. Cooper Landing Road
PO Box 5009
Cherry Hill, NJ 08034
(856) 488-6500

Fax: (856) 488-6526

- Our Lady of Lourdes Medical Center
1600 Haddon Avenue
Camden, NJ 08101
(856) 757-3500
Fax: (856) 757-3611
- Virtua West Jersey Hospital - Berlin
White Horse Pike 100 Townsend Avenue
Berlin, NJ 08009
(856) 322-3000
Fax: (856) 322-3201
- Virtua West Jersey Hospital - Voorhees
101 Camie Boulevard
Voorhees, NJ 08043
(856) 325-3200
Fax: (856) 325-3219

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Cape May

- Burdette Tomlin Memorial Hospital
Stone Harbor Boulevard
Cape May Court House, NJ 08210
(609) 463-2000
Fax: (609) 465-9391

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Cumberland

- South Jersey Hospital-Newcomb
65 South State Street
Vineland, NJ 08360
(856) 507-8500
Fax: (856) 696-8214
- South Jersey Hospital-Bridgeton
333 Irving Avenue
Bridgeton, NJ 08302-2100
(856) 575-4500
Fax: (856) 451-7903
- South Jersey Hospital-Millville
1200 N. High Street
Millville, NJ 08332-2586
(856) 825-3500
Fax: (856) 327-8085

[Return To Top Of Page](#)**Essex**

- Clara Maass Medical Center
One Clara Maass Drive
Belleville, NJ 07109
(973) 450-2000
Fax: (973) 450-0181
- Columbus Hospital
495 North 13th Street
Newark, NJ 07107
(973) 268-1400
Fax: (973) 268-4865
- East Orange General Hospital
300 Central Avenue
East Orange, NJ 07019
(973) 672-8400
Fax: (973) 266-8488
- Essex County Hospital Center
125 Fairview Avenue
Cedar Grove, NJ 07009
(973) 228-8000
(973) 228-0674
- Hospital Center at Orange
188 South Essex Avenue
Orange, N.J. 07051
(973) 266-2000
Fax: (973) 414-4950
- Irvington General Hospital
832 Chancellor Avenue
Irvington, NJ 07111
(973) 399-6000
Fax: (973) 399-0824
- Kessler Inst. for Rehabilitation
Kessler West
1199 Pleasant Valley Way
West Orange, NJ 07052
(973) 731-3600
Fax: (973) 731-1237
- Kessler Inst. for Rehabilitation
Kessler East
240 Central Avenue
East Orange, NJ 07018
(973) 731-8501
Fax: (973) 414-4971
- The Mountainside Hospital

Bay Highland Avenues
 Montclair, NJ 07042
 (973) 429-6000
 Fax: (973) 429-6209

- Newark Beth Israel Medical Center
 201 Lyons Avenue at Osborne
 Terrace
 Newark, NJ 07112
 (973) 926-7000
 Fax: (973) 926-8371
- Saint Barnabas Medical Center
 94 Old Short Hills Road
 Livingston, NJ 07039
 (973) 322-5000
 Fax: (973) 322-8360
- Saint James Hospital (Cathedral Healthcare System)
 155 Jefferson Street
 Newark, NJ 07105
 (973) 589-1300
 Fax: (973) 465-2851
- Saint Michael's Medical Center (Cathedral Healthcare System)
 268 Dr. Martin Luther King Jr Blvd
 Newark, NJ 07102
 (973) 877-5000
 Fax: (973) 624-3822
- * University of Medicine & Dentistry of New
 Jersey - University Hospital
 150 Bergen Street
 Newark, NJ 07103-2426
 (973) 972-5658
 Fax: (973) 972-6943
- VA New Jersey Health Care System (E. Orange)
 Tremont Ave. & S. Centre Street
 East Orange, NJ 07019
 (973) 676-1000
 Fax: (973) 676-7752

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Gloucester

- Kennedy Memorial Hospitals
 Washington Township
 435 Hurffville-Cross Keys Road
 Turnersville, NJ 08012
 (856) 582-2500
 Fax: (856) 582-2552

- Underwood Memorial Hospital
509 North Broad Street
P.O. Box 359
Woodbury, NJ 08096-7358
(856) 845-0100
Fax: (856) 845-5322

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- **Hudson**

- Bayonne Hospital
29 Street at Avenue E
Bayonne, NJ 07002
(201) 858-5000
Fax: (201) 858-6586
- Christ Hospital
176 Palisade Avenue
Jersey City, NJ 07306
(201) 795-8200
Fax: (201) 795-8796
- Liberty HealthCare System, Inc.
Greenville Hospital
1825 Kennedy Boulevard
Jersey City, NJ 07305
(201) 547-6100
Fax: (201) 433-0199
- Liberty HealthCare System, Inc.
Jersey City Medical Center
50 Baldwin Avenue
Jersey City, NJ 07304
(201) 915-2000
Fax: (201) 915-2002
- Liberty HealthCare System, Inc.
Meadowlands Hospital Medical Ctr.
55 Meadowlands Parkway
Secaucus, NJ 07096-1580
(201) 392-3100
Fax: (201) 319-1371
- Palisades Medical Center
7600 River Road
North Bergen, NJ 07047
(201) 854-5000
Fax: (201) 854-5036
- St. Francis Hospital
25 McWilliams Place
Jersey City, NJ 07302
(201) 418-1000

Fax: (201) 418-2011

- St. Mary Hospital
308 Willow Avenue
Hoboken, NJ 07030
(201) 418-1000
Fax: (201) 418-1013
- West Hudson Hospital
206 Bergen Avenue
Kearny, NJ 07032
(201) 955-7000
Fax: (201) 991-1450

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Hunterdon

- Hunterdon Medical Center
2100 Wescott Drive
Flemington, NJ 08822
(908) 788-6100
Fax: (908) 788-6111
- Senator Garrett W. Hagedorn Gero-Psychiatric Hospital
Division of Mental Health & Hospitals
200 Sanitorium Road
Glen Gardner, NJ 08826-3291
(908) 537-2141
(908) 537-3149

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Mercer

- Capital Health System-Fuld Campus
750 Brunswick Avenue
Trenton, NJ 08638
(609) 394-6000
Fax: (609) 695-8865
- Capital Health System-Mercer Campus
446 Bellevue Avenue
Trenton, NJ 08607
(609) 394-4000
Fax: (609) 695-8865
- The Medical Center at Princeton
253 Witherspoon Street
Princeton, NJ 08540-3213
(609) 497-4000
Fax: (609) 497-4977

- * Robert Wood Johnson University Hospital at Hamilton
One Hamilton Health Place
Hamilton, NJ 08690
(609) 586-7900
Fax: (609) 584-6429

- St. Francis Medical Center
601 Hamilton Avenue
Trenton, NJ 08629-1986
(609) 599-5000
Fax: (609) 695-2744

- St. Lawrence Rehabilitation Center
2381 Lawrenceville Road
Lawrenceville, NJ 08648
(609) 896-9500
Fax: (609) 844-0648

- Trenton Psychiatric Hospital
P.O. Box 7500
Route 29 Sullivan Way
Trenton, NJ 08628
(609) 633-1500
Fax: (609) 396-5701

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Middlesex

- JFK Medical Center
65 James Street
Edison, NJ 08818
(732) 321-7000
Fax: (732) 549-8532

- JFK Johnson Rehabilitation Institute
65 James Street
Edison, NJ 08817
(732) 321-7050
Fax: (732) 632-1671

- Raritan Bay Medical Center - Perth Amboy Division
530 New Brunswick Avenue
Perth Amboy, NJ 08861
(732) 442-3700
Fax: (732) 324-5330

- Raritan Bay Medical Center - Old Bridge Division
One Hospital Plaza
Old Bridge, NJ 08857
(732) 360-1000
Fax: (732) 360-4147

- * Robert Wood Johnson University Hospital
One Robert Wood Johnson Place
P. O. Box 2601
New Brunswick, NJ 08901-2601
(732) 828-3000
Fax: (732) 937-8837

- * University Behavioral HealthCare
671 Hoes Lane, P. O. Box 1392
Piscataway, NJ 08855-1392
(732) 235-5500
Fax: (732) 235-5134

- Saint Peter's University Hospital
254 Easton Avenue
P.O. Box 591
New Brunswick, NJ 08903-0591
(732) 745-8600
Fax: (732) 745-9099

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Monmouth

- Bayshore Community Hospital
727 North Beers Street
Holmdel, NJ 07733
(732) 739-5900
Fax: (732) 739-5887
- CentraState Healthcare System
901 West Main Street
Freehold, NJ 07728
(732) 431-2000
Fax: (732) 462-5129
- Meridian Hospitals Corporation - Jersey Shore Medical Center Division
1945 Route 33
Neptune, NJ 07754
(732) 775-5500
Fax: (732) 776-4583
- Meridian Hospitals Corporation - Riverview Medical Center Division
One Riverview Plaza
Red Bank, NJ 07701
(732) 741-2700
Fax: (732) 224-8408
- Monmouth Medical Center
300 Second Avenue
Long Branch, NJ 07740
(732) 222-5200

Fax: (732) 870-3652

- * Patterson Army Community Hospital
Fort Monmouth, NJ 07703-5607
(732) 532-1266
Fax: (732) 532-2894

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Morris

- Chilton Memorial Hospital
97 West Parkway
Pompton Plains, NJ 07444
(973) 831-5000
Fax: (973) 831-5183
- * Greystone Park Psychiatric
Hospital
Central Avenue
Greystone Park, NJ 07950
(973) 538-1800
Fax: (973) 538-1053
- Kessler Inst. for Rehabilitation-
Kessler Welkind
Pleasant Hill Road
Chester, NJ 07930
(973) 584-8145
Fax: (973) 927-5619
- Morristown Memorial Hospital
100 Madison Avenue
PO Box 1956
Morristown, NJ 07962-1956
(973) 971-5000
Fax: (973) 292-5173
- Rehabilitation Institute of
Morristown Memorial Hospital
95 Mt. Kemble Avenue
P.O. Box 1978
Morristown, NJ 07962-1978
(973) 971-4400
Fax: (973) 605-1223
- Saint Clare's Hospital/Boonton
130 Powerville Road
Boonton, NJ 07005
(973) 316-1806
Fax: (973) 316-1839

- Saint Clare's Hospital/Denville
25 Pocono Road
Denville, NJ 07834
(973) 625-6000
Fax: (973) 625-0416
- Saint Clare's Hospital/Dover
400 W. Blackwell Street
Dover, NJ 07801
(973) 989-3000
Fax: (973) 989-3195

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Ocean

- Community Medical Center
99 Highway 37 West
Toms River, NJ 08755
(732) 349-8000
Fax: (732) 240-8087
- HEALTHSOUTH Rehabilitation Hospital of Toms River
14 Hospital Drive
Toms River, NJ 08755
(732) 244-3100
Fax: (732) 244-7790
- Kimball Medical Center
600 River Avenue
Lakewood, NJ 08701-4281
(732) 363-1900
Fax: (732) 370-7406
- Meridian Hospitals Corporation-Medical Center of Ocean County
425 Jack Martin Boulevard
Bricktown, NJ 08723
(732) 840-2200
Fax: (732) 840-3284
- Saint Barnabas Behavioral Health Center, Inc.
Center Inc.
1691 St. Route 9-CN 2025
Toms River, NJ 08754
(732) 914-1688
Fax: (732) 914-3854
- Southern Ocean County Hospital
1140 Route 72 West
Manahawkin, NJ 08050
(609) 597-6011
Fax: (609) 978-8941

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Passaic

- Barnert Hospital
680 Dr. Martin Luther King Jr. Way
Paterson, NJ 07514
(973) 977-6600
Fax: (973) 742-6248
- Beth Israel Hospital, Passaic
70 Parker Avenue
Passaic, NJ 07055
(973) 365-5000
Fax: (973) 471-5531
- The General Hospital Center at Passaic
350 Boulevard
Passaic, NJ 07055-2840
(973) 365-4300
Fax: (973) 916-2044
- St. Joseph's Regional Medical Center
703 Main Street
Paterson, NJ 07503
(973) 754-2000
Fax: (973) 977-9226
- St. Joseph's Wayne Hospital
224 Hamburg Turnpike
Wayne, NJ 07470
(973) 942-6900
Fax: (973) 389-4044
- St. Mary's Hospital Passaic
211 Pennington Avenue
Passaic, NJ 07055
(973) 470-3000
Fax: (973) 470-0184

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Salem

- The Memorial Hospital
of Salem County, Inc.
310 Woodstown Road
Salem, NJ 08079-2080
(856) 935-1000
Fax: (856) 935-8809
- South Jersey Hospital-Elmer
West Front Street

PO Box 1090
Elmer, NJ 08318
(856) 363-1000
Fax: (856) 358-3248

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Somerset

- [Carrier Clinic](#)
County Route 601
PO Box 147
Belle Mead, NJ 08502
(908) 281-1000
Fax: (908) 874-4189
- [The Matheny School and Hospital](#)
Main Street
Peapack, NJ 07977
(908) 234-0011
Fax: (908) 719-2137
- [Somerset Medical Center](#)
110 Rehill Avenue
Somerville, NJ 08876
(908) 685-2200
Fax: (908) 685-2894
- [VA New Jersey Health Care System \(Lyons\)](#)
151 Knollcroft Road
Lyons, NJ 07939
(908) 647-0180
Fax: (908) 647-3452

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Sussex

- [Newton Memorial Hospital](#)
175 High Street
Newton, NJ 07860
(973) 383-2121
Fax: (973) 383-8973
- [Saint Clare's Hospital/Sussex](#)
20 Walnut Street
Sussex, NJ 07461
(973) 702-2600
Fax: (973) 702-2893

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Union

- Children's Specialized Hospital
150 New Providence Road
Mountainside, NJ 07091-2590
(908) 233-3720
Fax: (908) 301-5576
- Muhlenberg Regional Medical Center
Park Avenue Randolph Road
P.O. Box 1272
Plainfield, NJ 07061
(908) 668-2000
Fax: (908) 668-3149
- Overlook Hospital
99 Beauvoir Avenue
Summit, NJ 07901-0220
(908) 522-2000
Fax: (908) 273-5134
- Rahway Hospital
865 Stone Street
Rahway, NJ 07065
(732) 381-4200
Fax: (732) 499-6337
- Runnells Specialized Hospital
40 Watchung Way
Berkeley Heights, NJ 07922
(908) 771-5700
Fax: (908) 771-9656
- Summit Hospital
19 Prospect Street
Summit, NJ 07901
(908) 522-7000
Fax: (908) 522-7001
- Trinitas Hospital - Jersey Street Campus
925 East Jersey Street
Elizabeth, NJ 07201
(908) 289-8600
Fax: (908) 629-8103
- Trinitas Hospital - Williamson Street Campus
225 Williamson Street
Elizabeth, NJ 07202
(908) 527-5000
Fax: (908) 820-0554
- Union Hospital
1000 Galloping Hill Road
Union, NJ 07083
(908) 687-1900
Fax: (908) 851-2327

[Return To Top Of Page](#)**Warren**

- [Hackettstown Community Hospital](#)
651 Willow Grove Street
Hackettstown, NJ 07840-1792
(908) 852-5100
Fax: (908) 850-6822
- [Warren Hospital](#)
185 Roseberry Street
Phillipsburg, NJ 08865
(908) 859-6700
Fax: (908) 859-4546

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<http://www.njha.com>

From the Mayor's Office 9/14/01:

**Website for Hospital Patient Information
and updates from the WTC:**

www.nyc.gov

(Searchable database by last name inquiry.)

Unison Prayer

Gracious God, today we speak with one voice, as families and friends, to thank you for the precious gift of life. Together as one, we mourn the deaths of so many innocent victims. Together as one, we seek to console one another who have lost so many we love. Together as one, we are thankful for the New York City police and fire departments, rescue workers and others who have worked tirelessly and who themselves are suffering tremendous loss.

Together as one, we are grateful for the leadership, support and courage shown by Mayor Giuliani, Governor Pataki, President Bush, and all who lead us in these difficult days.

Together as one, we pray this prayer of hope:

Keep watch, dear Lord, with those who work, or watch, or weep this night and give your spirit charge over those who sleep. Tend the injured, O God, give rest to the weary, soothe the suffering, and heal the hearts of all who grieve, for your love's sake. Amen.

none left

NYC HOTELS

The Algonquin (59 West 44th Street, 212-840-6800) has rooms available.

Ameritania Hotel (230 West 54th Street, 888-664-6835, 212-247-5000) is offering discounted distress rates.

Amsterdam Court Hotel (226 West 50th Street, 800-341-9889, 212-459-1000) is offering discounted distress rates.

Amsterdam Hospitality Group (888-66-HOTEL) is offering special rates today and tomorrow.

The Arlington Hotel (18 W. 25th St., 212-645-3990) is currently providing rooms to all stranded guests at a reduced rate.

Belvedere Hotel (319 W. 48th St., 212-245-7000) has limited availability.

The Bentley (500 East 62nd Street, 888-664-6835, 212-644-6000) is offering discounted distress rates.

Best Western President (234 W. 48th St., btwn Broadway and 8th Aves., 212-632-9028) has rooms available for family and friends at a distressed rate.

Best Western Woodward (210 West 55th Street, 800-336-4110, 212-247-2000) has rooms available.

The Broadway Hotel (230 W. Broadway at 101st, 212-865-7710) has discounted rooms available.

Broadway Plaza Hotel (27th and Broadway, 212 679 7665) is offering special rates for those in need. They will also have 5 rooms available for rescue workers at all times.

The Carlton (22 Madison Avenue at 29th Street, 212-532-4100) has rooms available.

The Comfort Inn (442 W. 36th St. btwn 9th and 10th Aves., 212-714-6699) has rooms available.

Crowne Plaza at the United Nations (304 E. 42nd St., 800/879-8836, 212/986-8800) has availability.

Days Hotel Midtown (790 8th Ave. at 48th St., 800/572-6232, 212/581-7000) has availability.

Doral Park Avenue Hotel (70 Park Avenue at 38th St., 212-973-2500) has rooms available.

The Dylan Hotel 52 E. 41st St., 212-338-0500) has Bed & Breakfast rooms available.

After the **Embassy Suites Hotel NYC** (102 North End Ave., 212-945-0100 or 800/EMBASSY) assesses the damage of the building, and have clearance to return, they will be working with United Artist Theaters to assist the Red Cross with information centers and counseling in theaters.

The Franklin (164 East 87th Street, off Lexington Avenue, 877-847-4444, 212-894-5200, www.franklinhotel.com) has discounted rooms available; price includes breakfast.

The Gershwin Hotel (7 East 27th Street, btwn 5th and Madison Avenues, 212-545-8000) has offered complimentary rooms and is extending a relief rate for those in need of accommodation.

The Gorham New York (136 West 55th St., 800-735-0710, 212-245-1800, www.gorhamhotel.com) has rooms available.

The Grand Hyatt New York (Park Ave. at Grand Central, 800-233-1234, 212-883-1234) has rooms available.

The Helmsley Middletowne Hotel (148 East 48th Street, 800-221-4982, 212-755-3000) has rooms available at a distressed rate.

Helmsley Windsor Hotel (100 West 58th Street, 212-265-2100) has availability.

Herald Square Hotel (19 West 31st Street, 800-727-1888, 212-279-4017, www.heraldsquarehotel.com) has rooms available.

Call the **Hilton New York** (1335 Sixth Ave., 212-261-5745 before 9pm or 212-261-5861 after 9pm) for limited emergency availability. Special group rates.

Hilton Times Square (234 West 42nd Street, 800-HILTONS, 212-840-8222) has rooms available and offers discounted rates for search crews.

The **Holiday Inn Downtown** (138 Lafayette St., 800-HOLIDAY, 212-966-8898) is one of the closest hotels to the scene that is still open and operating. It is opening its doors to all rescue workers for complimentary showers and rooms. Their phones are out but they are open.

Holiday Inn Express (3805 Hunters Point Avenue, Long Island City, 800-HOLIDAY, 718-706-6700) has rooms available.

A Hospitality Company (212-965-1102 or thoward@hospico.com) has many availabilities for apartment rentals. Contact Howard.

Hotel Beacon (800-572-4969 or 212-787-1100, ext. 623, www.beaconhotel.com) has rooms available at a discounted rate.

Hotel Con-X-ions (25 West 45th Street, Suite 1502, 800-522-9991, 212-840-8686) is available to help you secure hotel rooms in NYC. The office is open from 9.30am to 5.30pm daily except weekends.

Call **Hotel Giraffe** (Park Avenue South at 26th Street, 212/685-7700, 877-296-0009) for availability.

The Hotel Metro (45 W. 35th St., 212-947-2500) is offering a distressed rate through September.

HRN, **Hotel Reservation Network**, (214-361-7311) the service NYC & Company uses for booking hotel rooms, is temporarily closed. It is projected to reopen on Thursday.

Hotel Wolcott (4 West 31st Street, 212-268-2900, www.wolcott.com) has rooms available and is offering distressed rates.

Howard Johnson Plaza Hotel (851 Eighth Avenue at 51st St., 800-426-HOJO, 212-581-4100) has rooms available.

The International Toy Center (200 Fifth Ave., 212-675-3535, www.thetoycenter.com) has 10,000 sq. ft. for use for blood drives or other emergency purposes if needed.

The Iroquois New York (49 West 44th Street, 212-840-3080, www.iroquoisny.com) has special rates available.

Jazz on the Park - The Travelers Hotel/Hostel (336 West 106th Street at Central Park West, 212-932-1600) has rooms available.

Kimberly Hotel (145 East 50th Street, 800-683-0400, 212-755-0400) has availability and is offering special distressed rates for stranded travelers.

Lighthouse International, a vision rehabilitation agency at 59th St. between Lexington and Park Avenues, 212-821-9200, will remain open. They have no sleeping facilities but do have some food and will provide shelter to people with vision impairment or other disabilities.

The Lucerne Hotel (201 West 79th St., 212-875-1000) has rooms available from 9/13-18.

Malibu Hotel (2688 Broadway at 103rd St., 212-663-0275) is offering very low distressed rates.

The Manhattan Club (200 W. 56th St., 212-889-6363), an all-suite timeshare facility, is offering a distressed rate for friends/family of this disaster and complimentary rooms for rescue workers.

The Mansfield (12 W. 44th St., 212/944-6050, 877/847-4444) has rooms that include continental breakfast.

The Mark (25 East 77th Street, 800-THE -MARK/800-843-6275) has rooms available and will be offering a 50% discounted "grievance rate through the end of September.

The Marmara-Manhattan is providing emergency hotel accommodations as need arises. Please call 212/348-2700 Sales Office or after hours 212/427-3100 front desk for availability.

Le Marquis New York (12 E. 31st St., 212-889-6363) has rooms available at a distressed rate for the next few weeks.

The Michelangelo (152 W. 51st. St., 800-237-0990, 212-765-1900) has rooms available.

The Muse (130 W. 46th St., 212-485-2400, www.themusehotel.com) is offering distressed rates. Emergency accommodations and discounted rates for medical and service workers and families of those affected by this tragedy are available as is a small meeting space.

New York Habitat Furnished Apartments (Short & Long Term) (307 Seventh Ave., Suite 306, 212-255-8018 ext. 139) is open and offers apartment rentals to those in need.

The New York Marriott Marquis (1535 Broadway, 212-398-1900) has rooms available.

Through September 30th, **New York Palace** (455 Madison Avenue, 800-697-2522, 212-888-7000) is offering a special Grievance Rate to those who request it.

The New York Racing Association Inc. is offering the use of **Aqueduct Race Track** (Rockaway Blvd. and 108th St., 718-641-4700, Queens) facility and parking lots as areas for shelter or any other needs.

The **New Yorker Ramada Inn and Plaza** (481 8th Ave at 34th St., temporary phone line 646-695-1040, info@nyhotel.com, fax at 212-563-6136 or 212-563-1476) have rooms available.

Novotel New York (226 West 52nd Street, 800-221-3185, 212-315-0100) has over 100 rooms available.

Park Central New York (870 Seventh Avenue at 56th Street, 800-346-1359, 212-247-8000, www.parkcentralny.com) has rooms available.

The Plaza (768 Fifth Avenue at 59th St., 800-759-3000, 212-759-3000) is offering a special Plaza Assistance rate to assist the families affected by the World Trade Center tragedy and also to the staff of all Support Services dealing with this terrible disaster. Ask for the Plaza Assistance Rate.

The **Portland Square Hotel** (132 West 47th Street, 212/382-0600) has rooms available.

Quality Hotel on Broadway (215 West 94th Street, 800-834-2972, 212-866-6400) has rooms available and will house rescue workers, firefighters, etc., at a reduced rate.

Radio City Suites/Apartments (142 West 49th St., 212-730-0728, fax 212-921-0572, radiocityapt@earthlink.net, www.radiocityapartments.com) has availability.

The **Rihga Royal Hotel** can offer accommodations for 20-25 emergency service workers over the next couple of days. The workers will be put 4-5 per room in rollaway beds in rooms that are still under renovation, or in meeting rooms that we are setting up for emergency accommodations. They will have access to our Locker Rooms and we would be happy to offer access to our cafeteria for complimentary meals. Please forward any needs to Dan Flannery or Mary Ellen at the RIHGA ROYAL Hotel, 212-468-8701.

Roger Williams Hotel (131 Madison Avenue at 31st St., 212-448-7000, www.rogerwilliamshotel.com) has over 90 rooms available for the next few days. They are also donating bedding and linens to the Chelsea Piers Emergency Triage center.

The **Roosevelt Hotel** (45 E. 45th St., 212-661-9600) has rooms available and is offering rates that have been discounted for those affected by the tragedy.

San Carlos Hotel (150 East 50th Street, 800-722-2012, 212-755-1800) has many rooms available.

The Shoreham (33 West 55th Street off Fifth Ave., 877-847-4444 or 212-894-5200, www.shorehamhotel.com) has over 75 rooms available for the next few days.

SoHo Grand Hotel (310 West Broadway, 212-965-3000, www.sohogrand.com) has rooms

available, offering rates for dislocated families and visitors, and for relief workers.

The Swissôtel New York, The Drake (Park Ave. and 56th St., 800-372-5369) has availability.

3 West Club (3 W. 51st St., 212-582-5454) has rooms.

Tribeca Grand Hotel (2 Avenue of Americas, 212-519-6600, www.tribecagrand.com) has rooms available, offering rates for dislocated families and visitors, and for relief workers.

Think Tank @ 100 William (212-404-4902), a meeting venue, is currently closed.

UrbanLiving.com/CitySonnet.com is an online B&B listing agency that can make referrals. Contact Steven Fales at 212/874-7955

Vanderbilt YMCA (224 East 47th Street, 212-756-9600) has rooms available.

Effective immediately and at least through the end of September, **The Waldorf=Astoria** (301 Park Avenue, 800-WALDORF, 212-355-3000) is offering special discounted rates to relatives of those families travelling to NYC who may have lost loved ones in the wake of yesterday's terrible tragedy. This offer will also be extended to all EMERGENCY SERVICES that need accommodations in NYC. Callers should ask for the "Friends and Family" rate or code FF.

Wales Hotel (1295 Madison Avenue at 92nd St., 877-847-4444, 212-894-5200, www.waleshotel.com) has discounted rooms available; price includes breakfast. They are donating two suites to be used by the emergency rescue crew and medical personnel and are also donating bedding and linens to the Chelsea Piers Emergency Triage center.

The Warwick New York (65 West 54th Street, 800-223-4099) is fully operational and is lowering their rates until (at least) Wednesday, September 19; when placing reservations mention NYC & Company.

The Wellington Hotel (871 Seventh Ave at 55th St., 800-652-1212, 212-247-3900) has rooms available.

West End Studios (850 West End Ave., 212/749-7104) has rooms available.

YMCA-West Side Branch (5 West 63rd Street, 212-875-4100) has rooms available.

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veterans benefits;

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