



HEALTH, SAFETY, AND SECURITY

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Introduction: Health risks, environmental safety, and security in Lower Manhattan are among the most serious concerns that have surfaced as a result of the World Trade Center (WTC) collapse. While the City, governmental agencies, and of course, volunteers have made tremendous strides in ensuring Lower Manhattan is clean and safe, more needs to be done, and we look forward to continued progress.

The information provided here by city, state, and federal agencies, leading third parties, and individual experts is designed to help you make decisions about the places you live, visit, work, and socialize. This section, which includes a list of available resources, frequently asked questions, tips, and "news you can use," will be updated regularly and presented in a way that is meaningful to your lives.

[FOLLOWING FEATURE STORY TO BE LINKED TO CLEANUP PAGE]

LOWER MANHATTAN RESIDENTS: SIGN UP BY OCTOBER 2, 2002 TO GET YOUR APARTMENT CLEANED AND/OR TESTED

If you are a resident living in the area south of Canal, Allen, and Pike streets and are concerned about dust and debris that has accumulated in your home as a result of the World Trade Center (WTC) collapse, you may want to take advantage of the Residential Dust Cleanup Program being conducted by the Environmental Protection Agency (EPA).

Under this program, you may request the following:

- That your residence be professionally cleaned and then tested for asbestos in the air (if asbestos is still present, your home will be re-cleaned), **OR**

- That your residence be first tested for asbestos in the air without professional cleaning. If – and only if – asbestos is found during testing, you may ask that your residence be professionally cleaned.
- Reimbursement by Federal Emergency Management Agency (FEMA) for a high efficiency particulate air (HEPA) filter vacuum, if you have not already been reimbursed for one by FEMA.

Contractors to Conduct Thorough Testing and Cleanup

Some dust from the World Trade Center collapse has been shown to contain asbestos and other contaminants. EPA believes this action-oriented cleanup and testing program will reduce risk of possible long-term exposure and related health effects.

EPA contractors will thoroughly test and clean within apartments and common spaces, such as hallways, stairwells, lobbies and elevator shafts (if requested). All hard surfaces, including walls, floors, and shelves, and clean rugs, carpets, curtains, drapes, and upholstered furnishings will be cleaned with HEPA filter vacuums. They also will clean balconies or terraces, window guards, and smoke alarms. Individual air conditioners will be cleaned in place, and the EPA will seek the building owner's/manager's permission to evaluate the HVAC (heating and cooling) systems.

To ensure your indoor air is clean, the EPA will test for asbestos after cleanups are completed, as well as in residences where people want testing without cleaning. Most residences will be cleaned in about two days, and testing for asbestos will take an additional day.

Sign Up Now To Get Your Apartment Cleaned/Tested: Application Process

To request cleanup and/or testing, sign up on the EPA's Web site or call the toll-free hotline at 1-877-796-5471. Your names and addresses will not be made public. [Note: **Need to know how soon after they make a request can they expect someone to come and test/clean.**] Residents can check on the status of their requests by checking the EPA Web site or calling the toll-free hotline. (You will be asked for your confirmation number given to you at the time of your request.)

Program Gives Extra Assurance

There's no need to be concerned that your initial cleanup efforts – wet wiping, wet mopping, and using HEPA filter vacuums – were insufficient. EPA is offering professional testing and cleanup services to provide an added level of assurance that residences have been properly cleaned.

Beware of Phony Contractors

Be aware of people who falsely claim to be contractors working on EPA's Lower Manhattan Dust Cleanup Program. When contractors are selected, their names will be announced via EPA's Web site, EPA's WTC E-mail Notification Service, and through community organizations and the news media.

The contractors will be able to provide your confirmation number (the number you receive when signing up for assistance) as proof they are legitimate. **Do not reveal your confirmation number to anyone who claims they need it. EPA, the city, and their contractors will never ask you for this number.**

Encourage your neighbors to sign up for this program. The cleaning and/or testing starts in September. **[PLEASE CONFIRM]**

[THE FOLLOWING SHOULD BE IN A TEXT BOX]

For additional questions regarding the EPA Residential Dust Cleanup Program, visit the EPA's Web site for Frequently Asked Questions.

Available Resources [A FULL LIST APPEARS AT THE END]

Air conditioner/air purifier reimbursement

Air quality information

Blood donation

Cleanup – exterior building

Cleanup – interior building

Crisis counseling hotlines

General health information

HEPA-filter vacuum reimbursement

Medicare/Medicaid services

Mental health providers

Mental health resources

Psychiatric help for 9-11 families

Registry for WTC exposure

Worker and volunteer medical screening program

Your Questions Answered

Following are frequently asked questions by Lower Manhattan residents, employees, business owners, volunteers, visitors, and construction workers **[Links to a full FAQ page]**

Q. As we approach September 11, I'm starting to feel stressed, sad, and anxious. Is this normal? Is there anything I can do for reassurance?

A. It's totally normal to be anxious around the anniversary of this catastrophic event. [Insert quote from mental health expert that says that as the anniversary of the terror attack approaches, many people will find symptoms of psychological distress worsening. These symptoms should be of concern only if they persist.]

You may want to share your feelings with an experienced counselor or therapist. To find someone who meets your needs, click on mental health providers. You also may want to check out some mental health resources for additional information on coping with stress and trauma.

Q. Lately, I've been seeing men dressed in big white suits on the rooftops of various buildings around Lower Manhattan. What are they doing? [INSERT NYC DEP CLEANUP PHOTOS]

A. The men you're seeing have been contracted by New York City Department of Environmental Protection (NYC DEP) to remove the debris from the WTC collapse that accumulated on building surfaces, including rooftops, façades, fire escapes, and canopies. This work is part of the **Exterior Building Cleanup Program** under which NYC DEP identified buildings within **[INSERT MILE-RADIUS]** of the WTC site that had visible accumulations of debris, contacted building owners to ask permission to clean the debris and test it for the presence of asbestos, and began cleaning buildings whose owners gave licensed agreements. The program's cost is being covered by FEMA.

*be consistent
Canal St
River to
River.
Important! use the
miles #
rather than
mentioning
specific
streets.*

The exterior of each building designated for cleanup is being vacuumed with a high efficiency particulate air (HEPA) filter vacuum, wet wiped, and given a final wash. An independent contractor is conducting air monitoring to ensure that the cleanup work does not cause re-suspension of WTC dust in the air. The program started on June 3 and is expected to be completed by October 30, 2002. ←

Although the men are wearing protective suits, there is no need to be concerned about the cleanup process – you don't need to be wearing this type of clothing when you're in their vicinity. They wear this gear because they are potentially exposed to hazardous material daily over the course of their work lives.

[Insert quote from reputable source about how the Exterior Building Cleanup Program is part of an effort to reassure the public that air quality in lower Manhattan is, and will continue to be, safe for residents, workers and visitors.]

For more information about the Exterior Building Cleanup Program, visit NYC DEP's Web site or call (718) DEP-HELP.

Q. I received a flyer in the mail a while ago about apartment cleaning, but have no idea what it entails, if it's still going on, or if I'm even eligible. Can you tell me more about this?

A. The flyer you received was sent to 38,000 residents in Lower Manhattan, and announced a residential dust cleanup program being conducted by the Environmental Protection Agency.

The program offers the opportunity to 1) request your apartment be professionally cleaned and then tested for asbestos (if asbestos is still present, your home will be re-cleaned) or 2) that your residence be first tested for asbestos without professional cleaning. If – and only if – asbestos is found during testing, you may ask that your residence be professionally cleaned. **The deadline for the request is October 2, 2002.**

Eligibility: Residents living in the area south of Canal, Allen, and Pike Streets whose homes accumulated dust and debris from the collapse of the WTC can request cleaning and/or testing.

[Insert quote from reputable source about purpose and goal of this program]

For more information or to request assistance, visit EPA's Web site or call the cleanup hotline at 1-877-796-5471.

Q. I keep hearing about HEPA filters. All my neighbors are purchasing one. What is it and should I buy one?

A. If your home has accumulated dust and debris from the WTC collapse, it's probably a good idea to purchase a HEPA (high efficiency particulate air) filter – especially because FEMA will reimburse your purchase (just call 1-800-462-9029).

HEPA is a special filter that is attached to a vacuum cleaner. A vacuum with a HEPA filter captures tiny particles of dust that would pass through a regular vacuum. For instance, asbestos fibers, which can be very small, are trapped by the HEPA filter so they are not re-suspended in the air.

Q. I called FEMA about a question regarding air quality, and they referred me to EPA who ultimately referred me to NYC DEP. I'm a little confused about who is responsible for what. Do you have any guidance?

A. No doubt it can be confusing dealing with city, state, and federal agencies – especially with questions regarding 9-11. Here's a guide of commonly referred to agencies and their responsibilities regarding air quality, cleanup, health, mental health, and reimbursement.

- **American Red Cross (ARC)** – Mental health therapy; replacement reimbursement (Let's check with our friends at EPA)
- **Environmental Protection Agency (EPA)** – Interior residential cleanup; indoor air sampling
- **New York City Department of Environmental Protection (NYC DEP)** – Air quality; exterior building cleanup
- **New York Police Department (NYPD)** – Security issues
- **New York State Department of Health (NYS DOH)** – Health and mental health issues; health services available to those affected by WTC collapse; information on mold
- **Federal Emergency Management Agency (FEMA)** – Reimbursement for purchase of a HEPA filter vacuum, air conditioners, and air purifiers

[QUESTION: Who else should be included here?]

Q. I went into P.C. Richard & Son and overheard the sales person telling someone that she can get reimbursed for an air conditioner because her old one broke a few

weeks after 9-11-01. Is this true? What else is the government paying for that I don't know about?

A. It's true. FEMA is reimbursing expenses relating to air conditioners, air purifiers, and HEPA filter vacuum cleaners to any New York City household exposed to World Trade Center fallout. **For information on eligibility, registration, and reimbursement, contact FEMA at 1-800-462-9029.** You also can get reimbursed for an old air conditioner by calling The New York State Energy Research and Development Agency (NYSERDA) at 1-877-NYSMART.

Click [Available Resources](#) for a complete list of resources available to you free of charge.

Q. My air conditioner is filled with dust from the WTC collapse and I need a new one. I've seen flyers recently for free replacements, but I'm afraid I might get ripped off - how do I know if these offers are legitimate?

A. Bogus flyers, Web site promotions, and ads selling air conditioners, as well as air purifiers and HEPA filter vacuum cleaners, promise that residents can be reimbursed for the cost by FEMA. Some "promotional offers" ask for deposits and contracts up front with the intention of getting residents to buy products even before they're approved for FEMA's program. To be sure you're not getting ripped off, register with FEMA by calling 1-800-462-9029 before you buy an air conditioner, air purifier, or HEPA filter vacuum cleaner.

Q. I volunteered at Ground Zero for weeks after 9-11, and although I generally feel fine, I can't help but worry that I exposed myself to toxic chemicals. Am I at risk for serious illnesses down the road?

A. Generally speaking, illnesses are unlikely to occur if you were exposed to high intensities of dust and smoke for a short period of time. You may initially have developed eye, nose, throat, and lung irritation as a result of dust in the air, but these should have subsided by now, and should not result in long-term health effects. If you developed asthma, wheezing, shortness of breath, or chest pain, you should see a physician.

Q. Can I feel secure about the air quality in Lower Manhattan? It sometimes seems very dusty down here.

A. Since September 11, 2001, the EPA has been monitoring the air, dust, water, river sediments, and drinking water in Lower Manhattan for presence of toxic chemicals that can pose a health risk to the public and those who worked at Ground Zero. Air samples taken during the first few days after September 11 showed some elevated levels of dioxins and lead in the air, but these levels tapered off pretty quickly. In general, the air quality has returned to levels prior to September 11.

Many independent doctors and health experts, as well as federal, state, and city agencies agree that there is very little risk of health problems as a result of the WTC cleanup efforts.

Q. I've been hearing a lot about asbestos – how it may be in my apartment, in the air. Since I live near Ground Zero, should I be doing something?

A. There is little reason to be concerned about health risks relating to asbestos. Asbestos only becomes a problem when it is airborne, and to date, air samples taken by EPA and independent contractors have not shown any elevated asbestos levels.

Scientists agree that even elevated levels of asbestos do not necessarily pose an immediate health threat. Asbestos exposure becomes a health concern when high concentrations of asbestos fibers are inhaled over a long period of time. Illness is very unlikely to result from a single, high-level exposure, or from short periods of low-level exposure.

Despite the low risk of asbestos contamination, NYC DEP is testing for asbestos in debris found during the exterior building cleanup program, and EPA is testing for asbestos in residential buildings. **If you are concerned about asbestos in your apartment, you should take advantage of the EPA's internal cleanup program and request your apartment be cleaned and/or tested. [Insert link to feature story.]**

Q. As a parent, I can't help but worry about my child's health. Every time she goes to the park and puts dirt or sand in her mouth, I get nervous that she's ingesting something toxic. I also am concerned about the indoor air quality in her school. What efforts have been done to address parents' concerns?

A. From October 4, 2001, to June 30, 2002, the New York Department of Environmental Protection (NYC DEP) worked with several New York City agencies, including the Board of Education, to provide air monitoring in and around the schools near the World Trade Center disaster site. Air samples did not show harmful asbestos levels outside of the main entrances to four Lower Manhattan schools: Stuyvesant High School, IS/PS 89, PS 234, and the High School of Economics and Finance.

Additionally, EPA has used its HEPA filter SUPERVAC vacuum trucks to clean Lower Manhattan area parks, playgrounds, and even children's sandboxes. **[NEED INFO ON SCHOOL AND PLAYGROUND CLEANUP/TESTING]**

[TK: THIRD PARTY Q&A OR STORY]

AIR QUALITY

This section examines concerns you may have about air quality, provides tips for improving your indoor air environment, and lists resources for assistance and reimbursement.

This section will be continuously updated.

Menu

Tips for Improving Indoor Air Quality

Important Numbers

Tips for Improving Indoor Air Quality [THIS SHOULD BE A TEXT BOX]

- **Clean frequently to reduce dust**
 - Use wet/damp cloth or wet/damp mop to clean surfaces.
 - Use high efficiency particulate air (HEPA) filter vacuums to clean dust from carpets, upholstery, and other materials that cannot be cleaned by wet wiping. **HEPA filter vacuums are available at many department stores, appliance stores, and vacuum specialty stores, and will be reimbursed by FEMA (call 1-800-462-9029).**
 - Do not use dusters or vacuums without an approved HEPA filter.
 - Do not sweep with “dry” brooms.
 - **[Insert info. on professional cleaners especially for furniture and draperies. Question for DEP and Liz Berger]**
- **Dispose of materials properly**
 - Place used items in plastic bags while wet, and then dispose of them in trash. [Handling dry dirty cloths/mops can reintroduce dust in the air.]
 - Dispose of wash-water used for cleaning in the sink or toilet.
 - Cloths and mops can be reused or disposed after use. If reused, dirty mop heads and cleaning cloths should be washed separately from regular laundry.
- **Avoid carrying dust into your building from outdoors**
- **Protect yourself while cleaning**
 - Wear rubber gloves or work gloves.
 - Wash hands after cleaning, before eating, drinking, smoking, and using the bathroom.
 - Consider removing contact lenses prior to cleanup.
- **Clean outdoor surfaces**
 - Use a HEPA filter vacuum to clean outdoor surfaces with small accumulations of dust, or wet wipe if surface type allows.

- Prevent dust and other materials from falling to sidewalk or properties below when cleaning terraces.
- Frequently change filters on air conditioners and other ventilation equipment, and run air conditioners on “recirculate” with vents closed.

Important Numbers [text boxes throughout section]

For information and answers to questions on environmental conditions in Lower Manhattan, please call the **Lower Manhattan Air Quality Hotline** at (212) 221-8635 from 11:00 a.m. to 7:00 p.m. Monday through Friday.

To request cleanup and/or testing for your residence or business, sign up on the EPA’s WTC Web site or call the WTC toll-free hotline at 1-877-796-5471.

For reimbursement for purchase of an air conditioner, air purifier, and HEPA filter vacuum, contact the Federal Emergency Management Agency (FEMA) at 1-800-462-9029.

For reimbursement on an old air conditioner, call The New York State Energy Research and Development Agency (NYSERDA) at 1-877-NYSMART.

CLEANUP

This section provides an update of the exterior and interior cleaning processes conducted by the city and governmental agencies.

Menu

Article on Residential Dust Cleanup

Frequently Asked Questions about Dust Cleanup Program [Link to EPA's Web site]

Timeline of Exterior Building Cleanup Program

Important Numbers

[Insert Feature Story from Sub Home Page]

[THE FOLLOWING SHOULD BE IN A TEXT BOX]

For additional questions regarding the EPA Residential Dust Cleanup Program, visit the EPA's Web site for Frequently Asked Questions.

Status of Exterior Cleanup Efforts* [To be put in a chart] [NOTE: THIS NEEDS TO BE CHECKED TO MAKE SURE ALL NUMBERS ARE UP-TO-DATE AT TIME OF WEB SITE LAUNCH]

- 3 • June 6, 2002 – Exterior Cleanup Program begins
- Number of buildings surveyed – 1054
- Number of buildings without debris on exterior surfaces – 747
- Number of buildings with debris on exterior surfaces – 307
- Number of license agreements received from building owners – 152
- Number of buildings cleaned by NYDEP contractors – 105
- Buildings cleaned by the building owner and re-inspected by DEP to confirm absence of debris – 70
- October 30, 2002 – Exterior Cleanup Program expected to be completed

*Most recent data available

Important Numbers [text boxes throughout section]

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PERSONAL HEALTH

Many people living, working, volunteering, or visiting Lower Manhattan have been concerned about the short-term and long-term health risks associated with the events of September 11, 2001. This section addresses such concerns by providing updates on World Trade Center health initiatives and listing numerous resources.

Of course, with any serious health concern, please consult your physician regarding your particular concerns. This information is intended to be generally applicable, and can serve merely as a guide for those seeking information.

Menu

Update on Health Initiatives Relating to 9-11-01
Important Health Numbers

Status of Public Health Initiatives

To address concerns about the short- and long-term health effects of the World Trade Center collapse and cleanup, federal and New York agencies and medical institutions have been monitoring people who have been exposed to the WTC collapse, and will continue to do so. Following is an update on programs being conducted:

- **Medical Screening Program for Workers and Volunteers Who Performed WTC Rescue and Recovery Work**

The Mount Sinai Center of Occupational & Environmental Medicine is offering free medical assessments, diagnostic referrals, and occupational health education for workers or volunteers involved in the rescue, recovery, or restoration of essential services at or near the World Trade Center site or Staten Island landfill.

Federal funding for this program will support 7,500 screenings in the NY-NJ metropolitan region, with 1,000 additional exams offered throughout the United States through the Association of Occupational & Environmental Clinics.

For more information or to register, call the toll-free WTC Medical Screening Hotline at 1-888-702-0630.

Metro-area participating partners and exam locations include:

- *Manhattan*: Mount Sinai Center for Occupational & Environmental Medicine; Bellevue/NYU Occupational & Environmental Medicine Clinic
- *Queens*: Queens College Center for the Biology of Natural Systems
- *Long Island (Stony Brook/Nassau)*: SUNY Stony Brook/L.I. Occupational & Environmental Health Center
- *Westchester (Yonkers)*: Mount Sinai Center/Hudson Valley-St. John's Riverside Hospital
- *New Jersey (Piscataway)*: UMDNJ Environmental & Occupational Health Sciences Institute

- **World Trade Center Health Registry**

The Agency for Toxic Substances and Disease Registry (ATSDR) and the New York City Department of Health and Mental Hygiene is creating a registry to track the health status and demographics of about 200,000 residents, employees, volunteers, or WTC site workers who may have been exposed to contaminants at the World Trade Center site.

The registry will be available in fall 2002. For more information, contact ATSDR at 1-888-422-8737 or e-mail atsdric@cdc.gov.

Health Resources [Insert text boxes throughout]

For information on the health registry for people who may have been exposed to substances emanating from the collapse of the World Trade Center, e-mail the Agency for Toxic Substances and Disease Registry or call 1-888-422-8737.

For additional information about the potential long-term effects on workers' health, e-mail the National Institute for Occupational Safety and Health.

For general public health information and information relating to 9-11, e-mail the New York Department of Health.

For Medicare, Medicaid, and other eligible beneficiaries living in Lower Manhattan who are having trouble getting their usual health care and social services for daily living needs, please call the **Medicare, Medicaid and Child Health Plus 24-hour Emergency Hotline** at 1-800-331-7767 (translators available). Parents enrolled in Child Health Plus can also call this hotline for questions about their health care needs.

For information and registration for The World Trade Center Worker & Volunteer Medical Screen Program, please call the **WTC Medical Screening Hotline** at 1-888-702-0630.

MENTAL HEALTH

If you are experiencing mental health issues relating to the WTC disaster, you're not alone. To help you cope with your feelings, this section provides an update on the status of New Yorker's mental health and numerous places to turn to for support.

Menu

Feature article on charities providing mental health aid

Status of New Yorker's Mental Health

Mental Health Resources

[INSERT FEATURE ARTICLE]

Facts about New Yorkers' Mental Health

The following statistics show that months after the WTC collapse, New Yorkers continue to experience emotional difficulties.

- TV can take a toll. New Yorkers who watched more than 12 hours of television a day after the WTC disaster were more psychologically distressed the second month after attacks than the rest of the population. (*Journal of the American Medical Association*, August 7, 2002)
- New Yorkers are more at risk for psychological distress. In the second month after the attacks, post-traumatic stress disorder (PTSD) symptoms were reported 2.9 times more often in the New York City area than in the rest of the country. (*Journal of the American Medical Association*, August 7, 2002)
- PTSD can happen to anyone. Nearly 40% of New Yorkers interviewed in February said they had symptoms suggestive of PTSD. By comparison, the national average is only 6%. (*New York Academy of Medicine*, April 2002)
- Forty-three percent of New Yorkers surveyed in February express feelings of hopelessness and fear about the future. (*New York Academy of Medicine*, April 2002)
- Did you know that 76% of New Yorkers are interested in seeking help from mental health support services because of September 11? And only one-third of those interested have actually sought counseling or assistance. (*New York Academy of Medicine*, April 2002)
- At the beginning of 2002, overall rates of PTSD and depression in New Yorkers were two to three times as high as those normally found in any given year. (*New England Journal of Medicine*, March 28, 2002)

- The phones are ringing off the hook. LifeNet, a confidential hotline (1-800-543-3638) for mental health and substance abuse concerns, received 6,600 calls in January 2002, up from a monthly average of 3,000 calls before September 11.
 - Twenty-one percent of callers were reporting either anxiety or symptoms of PTSD.
 - Many callers reported sleeping and eating problems, depression, and substance abuse.
- The American Red Cross and the September 11th Fund are going to underwrite the expense of extended mental health treatment for people who are at high risk for severe emotional problems (including depression, aggravated grief, post-traumatic stress disorder, severe anxiety and alcohol or drug abuse) due to exposure to the terrorist attacks. Applications for the benefit can be made by calling LifeNet (1-800-LIFENET) or the Red Cross's Sept. 11 call center (1-877-746-4987).

Web Links

American Psychological Association's Trauma Page provides information from the APA on coping with trauma and getting professional help.

The International Society for Traumatic Stress Studies provides research and information about traumatic stress.

National Institutes of Mental Health (NIMH) provides information on a number of mental health surveys being conducted by the NIMH that will provide a snapshot of mental health in the U.S. before and after September 11. The site also includes information about mental disorders related to stress and trauma.

Project Liberty is an ongoing disaster-recovery initiative created by the New York State Office of Mental Health to provide free, immediate mental health counseling, education, and referral services to people affected by the World Trade Center disaster.

The PTSD Alliance has been created by an alliance of organizations concerned with trauma and post-traumatic stress disorder (PTSD).

The Sidran Foundation is a non-profit organization devoted to research, advocacy, and education to help people who have experienced trauma.

Trauma Pages is a master resource created by a researcher in the field with links to numerous pages on PTSD and trauma.

Therapist Finder offers help to people seeking specific types of therapists in their area.

Hotlines

For a referral to a psychologist in your area, call the **American Psychological Association HelpCenter** at 1-800-964-2000. The operator will use your zip code to locate and connect you with the referral system in your area.

The American Red Cross 1-866-GET-INFO (866-438-4636) is a toll-free national information, compassion, and support hotline established in response to the terrorist attacks on the World Trade Center and the Pentagon. Translation services and TDD lines for the hearing impaired are part of the new system (800-526-1417 TDD).

Mental Health Association of New York City [1-800-LifeNet (1-800-543-3638); LifeNet/Spanish (1-877-298-3373); LifeNet/Asian (1-212-254-2731)] is a 24-hour mental health counseling, information, and referral line to assist those who are experiencing emotional distress.

National Anxiety Disorder Screening Project (1-888-442-2022) offers free screenings year-round for depression and anxiety disorders at more than 1200 clinics across the United States. Call for a site near you.

Safe Horizon [1-866-689-HELP (4357)] is a 24-hour September 11th support hotline for anyone who needs help recovering from general distress, grief, or the loss of a loved one.

September 11th Support Hotline [1-866-689-HELP (4357)] provides information on available resources, crisis counseling, and financial assistance. Operators also provide assistance in English, Spanish (1-877-AYUDESE) and Chinese (1-877-990-8585).

AVAILABLE RESOURCES

Air Conditioner/Air Purifier/HEPA filter Vacuum Reimbursement

New York City residents in all five boroughs are eligible for up to \$1550 reimbursement from the Federal Emergency Management Agency (FEMA) for air conditioners, air purifiers, and HEPA filter vacuum cleaners. **For information on eligibility, registration, and reimbursement, contact FEMA at 1-800-462-9029.**

For reimbursement on an old air conditioner, **call The New York State Energy Research and Development Agency (NYSERDA) at 1-877-NYSMART.**

Air Quality Information

For information and answers to questions on environmental conditions in Lower Manhattan, please call the **Lower Manhattan Air Quality Hotline** at (212) 221-8635 from 11:00 a.m. to 7:00 p.m. Monday through Friday.

Blood Donation

As of August 1, 2002, the New York Blood Center (NYBC) has seen a dramatic 25% drop-off in donations, forcing a 25% cutback in distribution of some universal blood types to area hospitals. People are urged to call the NYBC's toll-free number - **1-800-933-2566** – to schedule a donation appointment at one of many mobile or permanent donor locations throughout New York City, Long Island, northern and central New Jersey, and the Hudson Valley.

Cleanup – Exterior Buildings

For questions about exterior cleanup activities, **call the NYDEP HELP Line at (718)-DEP-HELP.**

Cleanup – Interior Buildings

To request cleanup and/or testing for your residence or business, **sign up on the EPA's WTC Web site or call the WTC toll-free hotline at 1-877-796-5471.** The deadline for requests has been extended to **October 2, 2002.**

Crisis Counseling Hotlines

For a referral to a psychologist in your area, call the **American Psychological Association HelpCenter** at 1-800-964-2000. The operator will use your zip code to locate and connect you with the referral system in your area.

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General Health Information

For general public health information relating to 9-11, visit the **New York City's Health and Mental Hygiene Web site.**

Medicare/Medicaid Services

For Medicare, Medicaid, and other eligible beneficiaries living in Lower Manhattan who are having trouble getting their usual health care and social services for daily living needs, please call the **Medicare, Medicaid and Child Health Plus 24-hour Emergency Hotline** at 1-800-331-7767 (translators available). Parents enrolled in Child Health Plus can also call this hotline for questions about their health care needs.

Mental Health Providers

For a complete list of **New York City Mental Health Providers**, click on the appropriate borough: Manhattan, Bronx, Brooklyn, Queens, or Staten Island. These providers are available to provide services to students, staff and families at no cost.

Therapist Finder is a search engine to help you find a therapist in your area.

Mental Health Resources

American Psychological Association's Trauma Page provides information from the APA on coping with trauma and getting professional help.

The International Society for Traumatic Stress Studies provides research and information about traumatic stress.

National Institutes of Mental Health (NIMH) provides information on a number of mental health surveys being conducted by the NIMH that will provide a snapshot of mental health in the U.S. before and after September 11. The site also includes information about mental disorders related to stress and trauma.

Project Liberty is an ongoing disaster-recovery initiative created by the New York State Office of Mental Health to provide free, immediate mental health counseling, education, and referral services to people affected by the World Trade Center disaster.

The PTSD Alliance has been created by an alliance of organizations concerned with trauma and post-traumatic stress disorder (PTSD).

The Sidran Foundation is a non-profit organization devoted to research, advocacy, and education to help people who have experienced trauma.

Trauma Pages is a master resource created by a researcher in the field with links to numerous pages on PTSD and trauma.

Therapist Finder offers help to people seeking specific types of therapists in their area.

Resources for Children's Therapy

American Academy of Child and Adolescent Psychiatry provides information to assist parents and children in dealing with the events of September 11, 2001.

Child Trauma Academy provides information on helping children cope with trauma and stress.

Community Support Unit of the Children's Health Fund is a mobile mental health van offering free counseling and screenings to Lower Manhattan children and families affected by terrorist attacks. For more information call (212) 535-9400.

The Jewish Board of Family and Children's Services offers confidential counseling and support services for children at free drop-in outpatient counseling centers as well as other community locations. Call (212) 397-4090 or (212) 397-4250 for a center in your area.

National Association of School Psychologists is an index of valuable articles and resources about helping children cope with a national tragedy.

Project Liberty is an ongoing disaster-recovery initiative created by the New York State Office of Mental Health that provides free, immediate mental health counseling, education, and referral services to people affected by the World Trade Center disaster.

For a complete list of **New York City Project Liberty Mental Health Providers**, click on the appropriate borough: Manhattan, Bronx, Brooklyn, Queens, or Staten Island. These providers are available to provide services to students, staff and families at no cost.

Sesame Street provides advice on how to talk to kids about September 11 from the Sesame Workshop, a non-profit educational organization addressing children's critical developmental needs.

Therapist Finder is a search engine to help you find a child therapist in your area.

Psychiatric Help for 9-11 Families

Applications for reimbursement of psychiatric help can be made by calling **LifeNet** (1-800-LIFENET) or the **Red Cross's September 11 call center** (1-877-746-4987).

Registry for WTC Exposure

For information on the health registry for people who may have been exposed to substances emanating from the collapse of the World Trade Center, e-mail the Agency for Toxic Substances and Disease Registry or call 1-888-422-8737.

WTC Worker & Volunteer Medical Screening Program

For information and registration for **The World Trade Center Worker & Volunteer Medical Screening Program**, please call the WTC Medical Screening Hotline at 1-888-702-0630.

LINKS TO AGENCIES OF RESOURCE

Agency for Toxic Substances and Disease Registry (ATSDR)

American Red Cross

Centers for Disease Control (CDC)

Environmental Protection Agency (EPA)

Federal Emergency Management Agency (FEMA)

New York City Department of Environmental Protection (NYC DEP)

New York City Department of Health and Mental Hygiene (NYC Health)

New York State Department of Environmental Conservation (State equivalent of DEP; NYS DEC)

New York State Department of Health (NYS DOH)

New York State Emergency Management Office (SEMO - TK formal name)

National Institute of Environmental Health Sciences

Occupational Safety and Health Administration (OSHA)

New York City Fire Department (FDNY)

New York City Police Department (NYPD)