

PUBLIC HEALTH EMERGENCY RESPONSE

The NYC Health Department serves the City before, during and after emergencies by protecting the public’s health. We do this through partnerships with various city, state and federal agencies, health care facilities, and community organizations to better protect and meet the needs of New Yorkers. The Health Department prepares agencywide through planning, training and exercises to respond to emergencies.

*The NYC Health Department manages essential programs to build resilience and support NYC communities before, during and after emergencies.*

COMMUNITY PREPAREDNESS PROGRAM (CPP)

The CPP recognizes the critical role communities play in any public health emergency by engaging human services and faith-based organizations, which provide essential services to community members every day, so they are prepared to respond and recover from emergencies.

COMMUNITY RESILIENCE PLANNING COMMITTEE (CRPC)

This committee includes members from social services, senior services, human services, faith-based and other community organizations to support communities in:

- ➔ Preparing for and responding to public health emergencies
- ➔ Improving communication, planning and coordination of shared resources
- ➔ Incorporating community input in NYC public health response plans



NEIGHBORHOOD HEALTH ACTION CENTERS

The Health Department works to ensure that every New Yorker, regardless of where they live, has the opportunity to lead their healthiest lives and are resilient in the face of disaster. To do this, the Health Department’s Neighborhood Health Action Centers provide a range of health and support services to community members, while also supporting local resilience and social cohesion.

Neighborhood Health Action Centers are located at:

- ➔ **East Harlem Neighborhood Health Action Center**  
158 E. 115th St., Manhattan, NY 10029
- ➔ **Brownsville Neighborhood Health Action Center**  
259 Bristol St., Brooklyn, NY 11212
- ➔ **Tremont Neighborhood Health Action Center**  
1826 Arthur Ave., Bronx, NY 10457

Learn more about community preparedness resources at [nyc.gov/health/communityinfo](https://nyc.gov/health/communityinfo).

*The NYC Health Department plans for and manages critical operations during a public health emergency.*

POST-EMERGENCY CANVASSING OPERATION (PECO)

Led by the Health Department, PECO is a citywide effort that helps New Yorkers, who remain in their homes after a disaster, get the services they need. PECO does this through door-to-door surveys in affected neighborhoods to reach anyone who can’t access critical services due to a disability, language barrier, or other access or functional need.

PECO is intended for large-scale disasters that are anticipated to significantly disrupt water or power to a large geographic area for more than 48 hours.

POINTS OF DISPENSING (PODS)

During a pandemic flu outbreak, bioterrorism attack or other public health emergency, New Yorkers can access free medication or vaccinations at one of the City’s Point of Dispensing (POD) sites. PODs will only open during a public health emergency that requires the Health Department to quickly distribute medication to a large number of people in a short period of time to prevent illness.

PODs are designed to prevent healthy people from getting sick during a public health emergency. You should only go to one if you have been potentially exposed to an agent or disease. PODs will not treat people who are already sick.

Learn more about PODs at [nyc.gov/health/POD](https://nyc.gov/health/POD).

THE NYC MEDICAL RESERVE CORPS (NYC MRC)

The NYC MRC is a volunteer group of over 9,000 health care professionals who respond to emergencies. The NYC MRC also supports public health initiatives, such as health screenings in underserved communities to promote community resiliency. The NYC MRC partners with community organizations and faith-based groups to provide services in English, Spanish, Mandarin, Arabic and Russian.

Learn more or register for the NYC MRC at [nyc.gov/medicalreservecorps](https://nyc.gov/medicalreservecorps).

*The Health Department partners with NYC health care facilities to prepare the health care system for emergencies. The following programs help facilities plan and train for emergencies.*

NYC HOSPITAL PREPAREDNESS AND RESPONSE

NYC hospitals play an essential role in responding to the needs of New Yorkers during a citywide public health emergency. The Health Department partners with the 55 NYC hospitals that provide acute care services to prepare them for all hazards so that these facilities remain open during a disaster. The Health Department helps these hospitals develop emergency plans, invests in equipment and supplies, and develops exercises to test plans for different emergency scenarios, including coastal storms, mass casualty incidents and cyberattacks.

PRIMARY CARE EMERGENCY PREPAREDNESS

The Health Department partners with the Community Health Care Association of New York State (CHCANYS) to prepare primary care centers for emergencies. CHCANYS links health centers to community organizations and NYC emergency response agencies to plan for and respond to disasters. This approach helps primary care centers remain open and care for patients during and after a disaster. By staying open, New Yorkers are able to get care faster, which helps NYC hospitals provide care to people with urgent disaster-related health issues.

THE PEDIATRIC DISASTER COALITION (PDC)

The PDC is a group of hospitals, public health agencies, municipal services and community groups that help health care facilities prepare for mass casualty events affecting children in NYC. The PDC has partnered with local NYC hospitals, outpatient care settings, and long-term care facilities to develop pediatric-specific evacuation plans for each facility and conducts exercises to test these plans.

Learn more and access PDC resources at [programinfosite.com/pdc/](https://programinfosite.com/pdc/).



LONG-TERM CARE PREPAREDNESS

NYC is home to approximately 170 nursing homes and 80 adult care facilities. The Health Department helps these facilities improve their emergency preparedness and response through the development of facility-specific emergency plans, preparedness exercises and training facility staff on key response activities.

NORTHERN MANHATTAN HEALTH CARE EMERGENCY LIAISON PARTNERSHIP (NORTH HELP) COALITION

The Health Department partners with the North HELP Coalition to prepare NYC dialysis centers for emergencies. North HELP works with facilities to create emergency plans, exercise important response capabilities, and train staff to educate their patients on how to prepare for emergencies.

Learn more about health care system preparedness resources at [nyc.gov/emergencyprep/HospitalReady](https://nyc.gov/emergencyprep/HospitalReady).

ENVIRONMENT AND HEALTH DATA PORTAL

Weather in New York City can sometimes be extreme, where we can experience everything from heat waves and blizzards to hurricanes. With climate change, these extreme events are occurring more often and becoming more dangerous — increasing the risk of illness, injury or death.

The Health Department provides resources to help keep you safe from many hazards, including the Environment and Health Data Portal, an interactive website that provides information on a variety of environmental and public health topics, such as air quality. To learn more about how weather can impact health, visit the Portal at [nyc.gov/health/tracking](https://nyc.gov/health/tracking).

MENTAL HEALTH SUPPORT

The Health Department responds to the mental health needs of New Yorkers after a disaster. The stress from unexpected emergencies can be overwhelming, but if we are mentally and emotionally prepared, we can manage better.

NYC Well offers free, confidential crisis counseling, mental health and substance misuse support, and referrals to other services. To contact NYC Well, call 888-NYC-WELL (888-692-9355), text WELL\* to 65173 or visit [nyc.gov/nycwell](https://nyc.gov/nycwell).

Mental Health First Aid training can help you recognize the early signs and symptoms of mental illness and substance misuse. This free eight-hour training is available for all New Yorkers. For more information, visit [nyc.gov/health/MentalHealthFirstAid](https://nyc.gov/health/MentalHealthFirstAid).

\*This text service is available in English, Spanish and Simplified Chinese only.

To get involved in the Health Department’s emergency preparedness and response activities, email [communityresilience@health.nyc.gov](mailto:communityresilience@health.nyc.gov).



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COMMUNITY PREPAREDNESS RESOURCES

