Dear Community Leader,

This Resilience Leader Reference Book was created to serve as a guide in facilitating resilience work in your community. The U.S. Department of State defines resilience as the “ability to successfully adapt to stressors, maintaining psychological well-being in the face of adversity.” It is the ability to “bounce back” from difficult experiences and a way of creating a forward-thinking, resourceful, and self-sufficient lifestyle.

Because of its comprehensive approach, resilience-building can seem challenging. While recent efforts have largely been on extreme weather events, communities face a wide array of challenges, ranging from public health issues to financial literacy. This workbook aims to address the most common and most significant issues in communities across Phoenix and the region. We have included resources from the City of Phoenix, Maricopa County, the State of Arizona, as well as other sources across the country in an attempt to collect the most useful information available. We hope that this workbook will complement your resilience work by providing vital information quickly and easily.

Beyond its use as a quick guide, the Community Leader Resilience Reference book is meant to connect you with City government resources and programs. The Resilient PHX Community Leader Reference Book was developed as part of the Cities of Service Resilience AmeriCorps program. Its design and printing was made possible with funding from the Tohono O’odham Nation.

Sincerely,

Nicholas Roosevelt
Willa Altman-Kaough
Resilience Engagement Coordinator
Cities of Service Resilience AmeriCorps VISTA
Thank you for building resilience in your community.
Table of Contents

Heat
Extreme Heat.............................. 1
Heat Related Illness .............................. 2
Heat Relief Network Maps
Hydration Stations .............................. 3
Cooling Refuges .............................. 5
Low Income Home Energy Assistance Program .............................. 7
Take a Hike do it Right .............................. 8

Monsoon
Monsoon Safety ..................................... 9

Emergency Planning
Emergency Planning Go Kit......................... 11
Pet Preparedness ..................................... 12
Family Communication Plan ............................. 13
Community Emergency Response Team ......................... 14
Shelter In Place ..................................... 15

Flooding
Flooding: Business Protection ......................... 17
Flooding: Protect Your Home ......................... 18
Food and Water Safety During Power Outage and Flooding ......................... 19
Flooded Streets Hazards ......................... 21
Flood Barriers ..................................... 22
Sand Pick Up Locations ..................................... 23

Storms & Dust Storms
Dust Storms Driving Safety ......................... 25
Lightning and Thunder Storms ......................... 26

Air Quality
Air Quality Awareness Program ......................... 29
Ozone .................................. 31
Burn Cleaner .................................. 32

Health
Mosquito Prevention ............................. 33
FIND HELP PHX ..................................... 35
CPR .................................. 36
Health Tips .................................. 37
Health Resources .................................. 38

Fire and Phoenix Fire Department
Phoenix Fire Station Map ......................... 45
Phoenix Fire Cadet Program ......................... 46
Home Fire Escape Plan ......................... 47
Fire Extinguisher Use ..................................... 49
Home Safety for People with Disabilities ......................... 50
Clothes Dryer Safety.................................. 51
Smoke Alarms ..................................... 52
City of Phoenix Outreach and Emergency Numbers ......................... 53

Crime & Phoenix Police Department
Phoenix Police Stations ......................... 55
Block Watch Information ......................... 56
Resident Block Watch Form ......................... 57
Burglary Prevention ..................................... 58
See Something Say Something ......................... 59
Graffiti Free Phoenix ..................................... 60
What To Do When Stopped By Police ......................... 61
Domestic Violence ..................................... 62
Phoenix Police Citizen Advisory Boards Contact Information ......................... 63

Renters Rights & Neighborhood Services
Guide to Residential Landlord Tenant Act ......................... 67
Housing Complaint Contacts ......................... 79
# Table of Contents (continued)

<table>
<thead>
<tr>
<th>Citizen Resources &amp; Grant Opportunities</th>
<th>Human Services &amp; Parks Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Love Your Block Grant Program</td>
<td>Human Services Department</td>
</tr>
<tr>
<td>City of Phoenix Arts and Culture Grant Program</td>
<td>Family Service Centers</td>
</tr>
<tr>
<td>Community Development Block Grant Program (CDBG)</td>
<td>City of Phoenix Parks Map</td>
</tr>
<tr>
<td>Neighborhood Services Clean Up &amp; Tool Lending</td>
<td>City of Phoenix Community Centers Map</td>
</tr>
<tr>
<td>Neighborhood Services Housing Rehabilitation Programs</td>
<td>City of Phoenix Head Start Program</td>
</tr>
<tr>
<td>Neighborhood Leadership Studio</td>
<td>Human Services Department</td>
</tr>
<tr>
<td>Neighborhood Services</td>
<td>Senior Center Locations and</td>
</tr>
<tr>
<td>Financial Literacy Programs</td>
<td>Contact</td>
</tr>
<tr>
<td></td>
<td>City of Phoenix Phone Directory</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Phoenix Library Map</td>
</tr>
<tr>
<td>Library Programs, College Depot, hive @ Central Business Program</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resilience Activities &amp; Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resilience Tools</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sustainability</th>
</tr>
</thead>
<tbody>
<tr>
<td>2050 Sustainability Goals</td>
</tr>
<tr>
<td>Growing Healthier Community with Trees</td>
</tr>
<tr>
<td>Recycle Phoenix</td>
</tr>
<tr>
<td>Valley Metro Map</td>
</tr>
</tbody>
</table>
**BEAT THE HEAT:**

**Extreme Heat**
Heat related deaths are preventable

**WHAT:**
Extreme heat or heat waves occur when the temperature reaches extremely high levels or when the combination of heat and humidity causes the air to become oppressive.

**WHERE:**
- Houses with little to no AC
- Construction worksites
- Cars

**HOW to AVOID:**
- Stay hydrated with water. Stay cool in an air conditioned area.
- Wear light-weight, light colored, loose fitting clothes.

**HEAT ALERTS:** Know the difference.

**HEAT OUTLOOK**
- Minor: Excessive heat event in 3 to 7 days

**HEAT WATCHES**
- Excessive heat event in 12 to 48 hours

**HEAT WARNING/ADVISORY**
- Excessive heat event in next 36 hours

**DID YOU KNOW?**
- Those living in urban areas may be at a greater risk from the effects of a prolonged heat wave than those living in rural areas.
- Sunburn can significantly reduce the skin's ability to release excess heat.
- Most heat-related illnesses and deaths are caused because of overexposure to heat or over-exercising.

**$30 BILLION** estimated total cost of the 2012 US drought and heat wave.
HEAT EXHAUSTION OR HEAT STROKE

- Faint or dizzy
- Excessive sweating
- Cool, pale, clammy skin
- Nausea or vomiting
- Rapid, weak pulse
- Muscle cramps

- Throbbing headache
- No sweating
- Body temperature above 103°
- Red, hot, dry skin
- Nausea or vomiting
- Rapid, strong pulse
- May lose consciousness

- Get to a cooler, air conditioned place
- Drink water if fully conscious
- Take a cool shower or use cold compresses

CALL 9-1-1

- Take immediate action to cool the person until help arrives

SacramentoReady.org  @SacramentoOES
Heat Relief Network Maps

Look for the We're Cool logo on the door!
In the City of Phoenix that logo will tell you it is a hydration station/cooling refuge.

Water Hydration Stations and Refuge Locations, Summer 2017

- **Hydration Station**: A place where people can go to get water or other donations.
- **Refuge Location**: A location that provides a safe, cool place indoors during the day for homeless people. Water should be provided.
- **Emergency Hydration Location**: Refuge that is activated during a Heat Warning issued by the National Weather Service.

For more information about hydration and refuge efforts contact Maria Pina at (602) 452-5029 or via email at mmpina@azmag.gov.
Hydration Stations

<table>
<thead>
<tr>
<th>Business/Organization</th>
<th>Address</th>
<th>Contact</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Arizona Shelter Services (CASS)*</td>
<td>1205 S. 17th Ave, Phoenix, AZ 85015</td>
<td>602-256-6945</td>
<td>Mo-Su: 8 am – 8 pm</td>
</tr>
<tr>
<td>Circle the City-Parsons Family Health Clinic</td>
<td>3522 N. 3rd Ave, Phoenix, AZ 85013</td>
<td>602-776-7676</td>
<td>Mo-Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Glendale – Community Housing</td>
<td>8842 N 61st Avenue, Glendale, AZ 85301</td>
<td>623-930-3433</td>
<td>Mo-Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Glendale – Park/Field Operations</td>
<td>6210 W Myrtle Avenue, Suite 111, Building B, Glendale, AZ 85301</td>
<td>623-930-3433</td>
<td>Mo-Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>El Mirage Police Department</td>
<td>12409 W. Cinnabar Avenue El Mirage, AZ 85335</td>
<td>633-500-3042</td>
<td>Mo-Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>HIS Kingdom Ministries</td>
<td>Verde Park 916 E Van Buren, Phoenix, AZ 85006</td>
<td>602-373-7109</td>
<td>24 hours; We/Sa: 11 am – 1 pm</td>
</tr>
<tr>
<td>Honor Health Desert Mission Food Bank</td>
<td>3129 N 4th Street, Phoenix, AZ 85020</td>
<td>602-870-6000 ext 1345</td>
<td>Mo-Fr: 8:30 am – 2 pm</td>
</tr>
<tr>
<td>Salvation Army/Project Hope*</td>
<td>2702 E Washington Street, Phoenix, AZ 85034</td>
<td>602-769-5192</td>
<td>Mo-Sa: 8 am – 2 pm</td>
</tr>
<tr>
<td>Church of Scientology of Phoenix*</td>
<td>3875 North 44th Street, Phoenix, AZ 85018</td>
<td>602-954-1417</td>
<td>Mo-Fr: 9 am – 6 pm</td>
</tr>
<tr>
<td>Connections Az UPC</td>
<td>701 S. 7th Avenue, Suite 150, Phoenix, AZ 85007</td>
<td>602-416-7650</td>
<td>Mo/Fr/Sa: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Development and Community Services Bldg</td>
<td>8875 N. 35th Avenue, Phoenix, AZ 85035</td>
<td>623-775-5140</td>
<td>Mo-Th: 7 am – 6 pm</td>
</tr>
<tr>
<td>City of Phoenix – Bret Tarver Learning Center</td>
<td>1516 N. 35th Avenue, Phoenix, AZ 85009</td>
<td>602-256-6945</td>
<td>Mo – Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Harmon Recreation Center</td>
<td>1420 S. 5th Avenue, Phoenix, AZ 85004</td>
<td>602-256-6945</td>
<td>Mo – Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Hayden Recreation Center</td>
<td>420 W. Tamarisk Avenue, Phoenix, AZ 85041</td>
<td>602-256-6945</td>
<td>Mo – Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Holiday Park Recreation Center</td>
<td>4560 N. 67th Avenue, Phoenix, AZ 85033</td>
<td>602-256-6945</td>
<td>Mo – Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Marc Atkinson Recreation Center</td>
<td>4535 N. 23rd Avenue, Phoenix, AZ 85015</td>
<td>602-256-6945</td>
<td>Mo – Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – University Park Recreation Center</td>
<td>1002 W. Van Buren Avenue, Phoenix, AZ 85007</td>
<td>602-256-6945</td>
<td>Mo – Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Verde Park Recreation Center</td>
<td>916 E Van Buren Avenue, Phoenix, AZ 85006</td>
<td>602-256-6945</td>
<td>Mo – Fr: 8 am – 5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Ali V. Pool</td>
<td>1617 W Papago St, Phoenix, AZ 85007</td>
<td>602-256-6945</td>
<td>Mo-Th: 7 am – 6 pm</td>
</tr>
<tr>
<td>City of Phoenix – Cielito Pool</td>
<td>9351 N 35th Avenue, Phoenix, AZ 85017</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Coronado Pool</td>
<td>717 N. 12th Street, Phoenix, AZ 85006</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Cortez Pool</td>
<td>4341 W. Dunlap Avenue, Phoenix, AZ 85051</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – David C. Uribe (Cactus) Pool</td>
<td>3801 W. Cactus Rd, Phoenix, AZ 85029</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – El Prado Pool</td>
<td>4242 S. 15th Avenue, Phoenix, AZ 85041</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Madison Pool</td>
<td>2440 E. Glennosa Avenue, Phoenix, AZ 85016</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Manxue Pool</td>
<td>4209 W. Osborn Rd, Phoenix, AZ 85015</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Perry Pool</td>
<td>1131 E. Windsor Avenue, Phoenix, AZ 85008</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Pierce Pool</td>
<td>2150 N. 46th Street, Phoenix, AZ 85008</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Starlight Pool</td>
<td>7810 W. Osborn Rd, Phoenix, AZ 85033</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Sunnylope Pool</td>
<td>301 W. Dunlap Rd, Phoenix, AZ 85021</td>
<td>602-256-6945</td>
<td>Sa-Th: 1 pm – 7 pm</td>
</tr>
<tr>
<td>City of Phoenix – Deer Valley Community Center</td>
<td>2001 W. Wahalla Lane, Phoenix, AZ 85027</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Desert West Community Center</td>
<td>8501 W. Virginia Ave., Phoenix, AZ 85035</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Devonshire Senior Center</td>
<td>2802 E. Devonshire Ave., Phoenix, AZ 85016</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Eastlake Community Center</td>
<td>1549 E. Jefferson Street, Phoenix, AZ 85024</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Godet A. C. Beef Community Center</td>
<td>3435 W. Pinnacle Peak Rd, Phoenix, AZ 85027</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Longview Recreation Center</td>
<td>4040 N. 14th Street, Phoenix, AZ 85014</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Maryvale Community Center</td>
<td>4420 N. 51st Avenue, Phoenix, AZ 85031</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Mountain View Community Center</td>
<td>1104 E. Grover Avenue, Phoenix, AZ 85022</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Paradise Valley Community Center</td>
<td>17402 N. 40th Street, Phoenix, AZ 85032</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – South Mountain Community Center</td>
<td>212 E Alta Vista Rd, Phoenix, AZ 85042</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Sunnyslope Community Center</td>
<td>802 E. Vogel Avenue, Phoenix, AZ 85020</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
<tr>
<td>City of Phoenix – Washington Activity Center</td>
<td>2240 W. Citrus Way, Phoenix, AZ 85015</td>
<td>602-256-6945</td>
<td>Mo-Th: 11 am-8 pm; Fr: 11 am-5 pm</td>
</tr>
</tbody>
</table>

P=phone, Mo=Monday, Tu=Tuesday, We=Wednesday, Th=Thursday, Fr=Friday, Sa=Saturday, Su=Sunday *open during Holidays
During the summer in Phoenix, staying hydrated and cool is vital!

The “We’re Cool” campaign offers free bottles of water and indoor locations to cool off. All locations on this map are BOTH hydration stations and cooling refuge locations for anyone needing to get out of the heat.

For a list of all hydrations stations across the Valley visit phoenix.gov/heat.
CENTRAL PHOENIX
1. City of Phoenix
   Senior Opportunity West Senior Center
   1220 S. 7th Ave., 602-262-6610
   M-F: 8am-5pm
2. City of Phoenix-Chinese Senior Center
   734 W. Elm St., 602-262-6411
   M-F: 8am-5pm
3. Phoenix Public Library-Burton Barr
   1221 N. Central Ave., 602-262-4636
   Tu-Th 9am-9pm M/5a 9am-5pm Su 1-5pm
4. City of Phoenix
   Marcos De Niza Senior Center
   1124 N. 3rd., 602-845-0215
   M-F: 9am–5pm
5. Health Care for the Homeless
   220 S. 12th Ave., 602-372-2101
   M-W/F: 7am–5pm Th 9am–5pm
6. Grace Lutheran Church
   1124 N. 3rd., 602-845-0215
   M-F: 9am–5pm
7. Church on the Streets
   3210 N Grand Ave., 602-518-8287
   M-Su: 8am–5pm
8. Phoenix Public Library-Harmon
   1325 S. 5th Ave., 602-262-4636
   Tu-Th 11am-7pm F-Sa 9am-5pm
9. St. Vincent de Paul Phoenix Dining Room
   1075 W. Jackson St., 602-845-0215
   M-Su: 1:30-5pm

NORTH PHOENIX
10. Phoenix Public Library-Desert Broom
    29710 N. Cave Creek Rd., 602-262-4636
    Tu-Th 11am-7pm F-Sa 9am-5pm
11. City of Phoenix-Sunnyslope Senior Center
    802 E. Vogel Ave., 602-534-2234
    M-F: 8am-5pm
12. Phoenix Public Library-Juniper
    1825 W. Union Hills Dr., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm
13. City of Phoenix
    Goelet A.C. Beuf Senior Center
    3435 W. Pinnacle Peak Rd., 602-534-9743
    M-F: 8am-5pm
14. Phoenix Public Library-Acacia
    750 E. Townley Ave., 602-262-4636
    Tu-Th 11am-7pm F-Sa 9am-5pm
15. Terros Health
    8836 N. 23rd Ave., 602-216-7039
    M-F: 7:30am-5:30pm
16. Phoenix Public Library-Yucca
    5648 N. 15th Ave., 602-262-4636
    Tu-Th 10am-8pm F-Sa 9am-5pm
17. Phoenix Public Library-Cholla
    10050 Metro Pkwy., E., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm

18. Terros Health
    2400 W. Dunlap Ave. #300, 602-389-3757
    M-F: 7:30am-5:30pm
19. City of Phoenix-Deer Valley Senior Center
    2001 W. Wahalla Ln., 602-495-3714
    M-F: 8 am 5pm
20. City of Phoenix
    Shadow Mountain Senior Center
    3546 E. Sweetwater Ave., 602-534-2303
    M-F: 8am-5pm
21. Terros Health
    12835 N. 32nd St., 602-389-3662
    M-F: 8am-5pm
22. City of Phoenix
    Paradise Valley Senior Center
    17402 N. 40th St., 602-495-3785
    M-F: 8am-5pm
23. Phoenix Public Library-Ariva
    23550 N. 36th Ave., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm
24. Ktizo United Church of Christ
    8724 N. 35th Ave., 602-284-6156
    M/W: noon–4pm
25. Phoenix Public Library-Highway 101
    4525 E. Paradise Valley Pkwy., N., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm

EAST PHOENIX
26. City of Phoenix
    McDowell Place Senior Center
    1845 E. McDowell Rd. 602-262-1842
    M-F: 8am-5pm
27. Terros Health
    4201 N. 16th St., #250, 602-389-3685
    M-F: 7:30am-5:30pm
28. Phoenix Public Library-Century
    1750 E. Highland Ave., 602-262-4636
    Tu-Th 11am-7pm F-Sa 9am-5pm
29. City of Phoenix-Devonshire Senior Center
    2802 E. Devonshire Ave., 602-256-3130 M-F: 8am-5pm
30. Terros Health
    4909 E. McDowell Rd., 602-797-7045
    M-F: 7:30am-5:30pm
31. Phoenix Public Library-Saguaro
    2808 N. 46th St., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm

SOUTH PHOENIX
32. City of Phoenix
    Travis Williams Family Services Center
    4732 S. Central Ave., 602-495-7504
    M-F: 8am-5pm
33. City of Phoenix
    South Mountain Senior Center
    212 E. Alta Vista, 602-262-4093
    M-F: 8am-5pm
34. Phoenix Public Library-South Mountain
    7050 S. 24th St., 602-262-4636
    M-Th 7:30am-9pm F-Sa 7:30am-5pm Su 1-5pm
35. City of Phoenix-Pecos Senior Center
    17010 S. 48th St., 602-534-5362
    M-F: 8am-5pm
36. Phoenix Public Library-Ocotillo
    102 W. Southern Ave., 602-262-4636
    Tu-Th 11am-7pm F-Sa 9am-5pm
37. Phoenix Rescue Mission
    1801 S. 35th Ave., 602-346-3383
    M-F: 8am-5pm
38. Phoenix Public Library-Ironwood
    4333 E. Chandler Blvd., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm
39. Phoenix Public Library-Cesar Chavez
    3635 W. Baseline Rd., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm

WEST PHOENIX
40. City of Phoenix-Adam Diaz Senior Center
    4115 W. Thomas Rd., 602-262-1609
    M-F: 8am-5pm
41. Terros Health
    4616 N. 51st Ave. #108, 602-285-6829
    M-F: 7:30am-5:30pm
42. City of Phoenix
    John F. Long Family Service Center
    3454 N. 51st Ave., 602-256-4359
    M-F: 8am-5pm
43. City of Phoenix-Desert West Senior Center
    6501 W. Virginia Ave., 602-495-3711
    M-F: 8am-5pm
44. Phoenix Public Library-Palo Verde
    4402 N. 51st Ave., 602-262-4636
    Tu-Th 10am-8pm M/5a 9am-5pm Su 1-5pm
45. Terros Health
    3864 N. 27th Ave., 602-389-3711
    M-F: 7:30am-5:30pm
46. City of Phoenix-Helen Drake Senior Center
    7600 N. 27th Ave., 602-262-4949
    M-F: 8 am-5 pm
47. Phoenix Public Library-Desert Sage
    7602 W. Encanto Blvd., 602-262-4636
    Tu-Th 11am-7pm F-Sa 9am-5pm
Low Income Home Energy Assistance Program

Some of your community members may qualify for LIHEAP assistance to help with their air conditioning bill. LIHEAP is a Federally-funded program that helps low-income households pay their heating/cooling bills, minimize crises, and make energy costs more affordable. Eligible energy customers may receive help in three ways: Help to pay current and past due energy bills; Help with utility deposits; Help with energy efficiency measures to reduce future energy costs. To qualify for the LIHEAP program, the applicant must have an income that falls within the program guidelines. Priority for service assistance is determined at the local Community Action Agency level. Higher priority is granted if someone in your home is a senior citizen (60 years of age & older), a person with disabilities or a young child under six years old. These persons are especially at risk for life threatening illnesses or death if their home becomes too cold in the winter or too hot in the summer. For further information visit: https://des.az.gov/services/aging-and-adult/community-services/energy-assistance or contact the City of Phoenix Human Services Office 200 W. Washington St. 18th Floor Phoenix, AZ 85003 Phone: 602-262-4520.
A public service message from the City of Phoenix Parks & Recreation Department and Fire Department

More than 200 hikers annually are rescued from City of Phoenix desert and mountain parks and preserves. This simple checklist can help keep you from becoming a statistic.

Watch the Weather:
Yes, “it’s a dry heat” - but Arizona’s temperature can be deceiving and deadly. Hike when it’s cool outside, try early mornings and evenings when there’s more shade.

Dress Appropriately:
Wear proper shoes, clothing, hat and sunscreen.

Bring Water:
Hydrate before you go. Have plenty of water, more than you think you need. Turn around and head back to the trailhead before you drink half of your water.

Keep in Contact:
Carry a mobile phone.

Team Up:
Hike with others. If hiking solo, tell someone your start and end times, and location.

Be Honest:
Do you have a medical condition? Asthma, heart problems, diabetes, knee or back problems? Don’t push yourself! (Even trained athletes have been caught off guard by getting dehydrated on Arizona trails.)

Don’t Trailblaze:
Enjoy the Sonoran Desert’s beautiful and undeveloped landscape, but please stay on designated trails.

Take Responsibility:
Don’t be “that person” - the one who wasn’t prepared, shouldn’t have been there for health reasons or ignored safety guidelines. Be the responsible hiker, who takes a hike and does it right!

www.phoenix.gov
BEFORE THE STORM
• Consider flood insurance
• Review emergency plans
• Know how to get to higher ground
• Clean out roof drains
• Clean out drywells
• Repair landscaping
• Back up computer data

• Consider generators or battery systems
• Secure outdoor furniture
• Protect valuables
• Unplug appliances
• Shelter and protect pets
• For social media updates follow CityofPhoenixAZ

Prepare a GO KIT, a portable pack that allows you to be self-sufficient for 72 hours after an emergency. The kit should include food, water, a flashlight, batteries, cash, first aid supplies, and medicines. Download PDF at Phoenix.gov/documents/gokit.pdf

HOTLINES
• Life-threatening emergencies: 911
• Non-emergency police assistance: 602-262-6151
• Report street issues: 602-262-6441
• Report traffic signal outages: 602-262-6021
• Request storm debris pickup: 602-262-7251
• Report power outage:
  APS 855-688-2437 or SRP 602-236-8811
• American Red Cross: 800-842-7349

A PHOENIX DUTY OFFICER MONITORS WEATHER 24/7

CONSIDER GETTING REUSABLE FLOOD BARRIERS

AFTER THE STORM
• If evacuated, return home after authorities say it’s safe
• Be aware of water and debris
• Do not drive through flooded roads
• For insurance, photograph damage to your property
• Call hotlines to report issues
• Visit Phoenix.gov/update for agencies that can help

City of Phoenix
Keeping You Safe

Phoenix.gov/update
City of Phoenix Keeping You Safe

Make Your Own

GO KIT

A GO KIT is a portable pack that includes food, water and basic supplies that will allow you to be self-sufficient for 72 hours after an emergency event occurs. Below is a guide on how to make your own GO KIT so that you are prepared for the next emergency that your community faces.

Items to Include

- Backpack, toolbox or any other easy to carry container
- 1 gallon of water per person per day
- First Aid Supplies and medications
- Flashlight or battery-powered lantern
- Non-perishable food items such as canned goods, applesauce, soup, or sealed peanut butter

What else?

- Dust masks
- Garbage bags
- Local maps
- Extra batteries
- Matches in waterproof case
- Emergency blankets
- Hand crank or battery-powered radio
- Whistle to signal for help
- Wrench to turn off utilities
- Copies of important documents
- Change of clothes and shoes

Extra Considerations

- Waterproof case for documents
- Personal hygiene items
- Cell phone charger
- Small activities for children
- Supplies for pets

Have your

3-5 day Supply Ready!

Questions?
Go to ready.gov/build-a-kit

References:
ready.gov/build-a-kit
Created by City of Phoenix Office of Emergency Management
City of Phoenix Keeping You Safe

Pet Preparedness

When preparing for an emergency, make sure your entire family is ready by planning for your pet. Below are some helpful tips to ensure your furry friend is ready for any in home shelter or evacuation event:

<table>
<thead>
<tr>
<th>PET SHELTERS</th>
<th>PET IDENTIFICATION</th>
<th>SUPPLIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where will your pet stay?</td>
<td>Does your pet have proper ID?</td>
<td>What does your pet need?</td>
</tr>
</tbody>
</table>

Pet Shelters

Many emergency shelters do not allow pets, unless they are service animals. Identify a safe place to take your pet by calling and asking local resources like the ones listed below:

- Your veterinary office
- Local animal shelters
- Kennels nearby
- Boarding facilities
- Pet-friendly hotels
- Friends and family

Pet Identification

Here are some tips to help your pet return home safely if lost during an emergency:

- Ensure that your pet’s ID tags are up to date
- Carry a recent photo of you and your pet to help so that others can help you reunite
- Consider microchipping your pet so that others can help with their return home

Pet Disaster Kit Supply List

- Food
- Water
- Travel bowls
- Extra collar and leash
- Toys
- Blanket
- Sanitary supplies (newspaper, cat litter, etc.)
- Carrier or cage
- Cage cover for transporting
- First aid items and medicines

What is a Service Animal

A service animal is any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. A person with a service animal may not be asked to remove the animal unless:
1. The animal is out of control
2. The animal poses a direct threat

Make sure you and your pet are prepared to evacuate or shelter in place.

For more information go to https://www.ready.gov/animals

References:
- City of Phoenix Office of Emergency Management.
FAMILY EMERGENCY COMMUNICATION PLAN

What is a Family Emergency Communication Plan?
Family Emergency Communication Plans help coordinate how you will contact and where you will meet your family during an event. Below are things to consider when creating your Family Emergency Communication Plan:

Questions to ask:
• How will we let family members know that we are safe?
• How will our family get alerts and warnings of potential events?
• What safe locations can we go to in the event of an emergency?
• What is the best form of communication in the event of a disaster when phone lines and internet may be down?

What to Include

1. Meeting Locations
   Identify locations in your neighborhood and community where you can meet your family in the event of an emergency

2. Contact Information
   Make sure you have written record of important contact information including family members, work, schools and medical numbers

Text. Don't Talk.

Texts are more likely to go through and help keep phone lines open for emergency responders during a disaster event. Keep this in mind when creating your communication plan.

For more information visit
https://www.ready.gov/make-a-plan

References: https://www.ready.gov/make-a-plan
Created by the City of Phoenix Office of Emergency Management
The Community Emergency Response Team (CERT) program trains people to be better prepared to respond to emergency situations in their communities. When emergencies happen, CERT members can give critical support to first responders, provide immediate assistance to victims and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that improve the safety of the community.

**What You’ll Learn**

- The types of hazards most likely to affect your home and community
- The function of CERT and your role in the immediate response
- How to take steps to prepare for a disaster
- How to identify and reduce potential fire hazards in your home and workplace
- How to work as a team to apply basic fire suppression strategies, resources, and safety measures to extinguish a small fire.
- How to apply techniques for opening airways, controlling bleeding and treating shock
- How to conduct triage under simulated conditions
- How to perform head-to-toe assessments
- How to select and set up a treatment area
- How to employ basic treatments for various wounds

After a disaster, first responders (fire and police) and other government service providers are overwhelmed. Public safety cannot be delivered everywhere that help is needed. Experience has shown that in a disaster setting ordinary citizens make over 80 percent of successful rescues as they respond to the emergency in their community. However, many untrained volunteer rescuers actually may cause harm or become injured in the process.

In addition to community preparedness training, Phoenix CERT has the following functional groups:

**Sheltering Group:** Establishes and operates shelters for people displaced during a disaster.

**Search Teams:** Partners with Phoenix Police Missing Persons Bureau to aid in urban searches for missing persons and evidence.

**Communications Group:** Establish and manage communications utilizing various radio systems within CERT operations, as well as in support of other agencies.

**Recovery Information Centers:** Establish and manage post-disaster Information Centers to aid residents & business owners in beginning recovery efforts.

**Logistics Group:** Arranges for, and provides material and human resources to support CERT groups.

**Volunteer Reception Center (VRC) Group:** Sets up and manages centers to register community volunteers when needed for a disaster.

**Medical Group:** Provides medical aid and support to CERT teams and citizens during incidents.

Visit and Like us on Facebook at: www.facebook.com/PhoenixCERT

For more information on the local CERT program, the training calendar, and to sign up for classes please visit: www.phoenix.gov/fire/directory/cert

For more information on the national program please visit: http://www.fema.gov/community-emergency-response-teams

The Phoenix CERT program exists to support the mission of the Phoenix Homeland Defense Bureau. The Bureau consists of the Phoenix Fire Department, Phoenix Police Department, the Office of Emergency Management, and the Department of Public Health.
What Shelter-in-Place Means:
One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided in this Fact Sheet.

Why You Might Need to Shelter-in-Place:
Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect you and your family. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

How to Shelter-in-Place
At Home:
• Close and lock all windows and exterior doors.
• If you are told there is danger of explosion, close the window shades, blinds, or curtains.
• Turn off all fans, heating and air conditioning systems. Close the fireplace damper.
• Get your family disaster supplies kit http://www.redcross.org/services/disaster/be prepared/supplies.html, and make sure the radio is working.
• Go to an interior room without windows that’s above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
• Bring your pets with you, and be sure to bring additional food and water supplies for them.
• It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
• Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
• Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

At Work:
• Close the business. Bring everyone into the room(s). Shut and lock the door(s).
• If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
• Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
• Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
• Close and lock all windows, exterior doors, and any other openings to the outside.
• If you are told there is danger of explosion, close the window shades, blinds, or curtains.
• Have employees familiar with your building’s mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
• Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
• Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
• It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
• Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.

February, 2003
• Write down the names of everyone in the room, and call your business’ designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, customer.)
• Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

At School:
• Close the school. Activate the school’s emergency plan. Follow reverse evacuation procedures to bring students, faculty, and staff indoors.
• If there are visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
• Provide for answering telephone inquiries from concerned parents by having at least one telephone with the school’s listed telephone number available in the room selected to provide shelter for the school secretary, or person designated to answer these calls. This room should also be sealed. There should be a way to communicate among all rooms where people are sheltering-in-place in the school.
• Ideally, provide for a way to make announcements over the school-wide public address system from the room where the top school official takes shelter.
• If children have cell phones, allow them to use them to call a parent or guardian to let them know that they have been asked to remain in school until further notice, and that they are safe.
• If the school has voice mail or an automated attendant, change the recording to indicate that the school is closed, students and staff are remaining in the building until authorities advise that it is safe to leave.
• Provide directions to close and lock all windows, exterior doors, and any other openings to the outside.
• If you are told there is danger of explosion, direct that window shades, blinds, or curtains be closed.
• Have employees familiar with your building’s mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
• Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
• Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Classrooms may be used if there are no windows or the windows are sealed and can not be opened. Large storage closets, utility rooms, meeting rooms, and even a gymnasium without exterior windows will also work well.
• It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
• Bring everyone into the room. Shut and lock the door.
• Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
• Write down the names of everyone in the room, and call your schools’ designated emergency contact to report who is in the room with you.
• Listen for an official announcement from school officials via the public address system, and stay where you are until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

In Your Vehicle:
If you are driving a vehicle and hear advice to “shelter-in-place” on the radio, take these steps:
• If you are very close to home, your office, or a public building, go there immediately and go inside. Follow the shelter-in-place recommendations for the place you pick described above.
• If you are unable to get to a home or building quickly and safely, then pull over to the side of the road. Stop your vehicle in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot, to avoid being overheated.
• Turn off the engine.
• Close windows and vents.
• If possible, seal the heating/air conditioning vents with duct tape.
• Listen to the radio regularly for updated advice and instructions.
• Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials.

Local officials on the scene are the best source of information for your particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and clean up methods is your safest choice.

Remember that instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen and you will suffocate.

2 February, 2003
PROTECT YOUR BUSINESS

Flooding is the most common and costly natural disaster in the United States. Unfortunately, businesses are not immune to the destruction caused by major storms and flood events. Challenges for business owners affected by flooding are vast. You must not only prepare your staff to safely respond to a flood emergency, but also ensure that your facility and product inventory are secure in order to rebuild and reopen once the storm has passed.

Preparing before, during, and after a flood is vital for a business. Use this checklist to protect your business and staff.

- Review your current insurance policies to see if coverage is provided for flood damage to the building and its contents. Contents coverage typically is optional, so be sure to purchase flood insurance to cover your contents.
- If you have a building lease, review it to see if the building’s flood insurance policy covers structural elements in your space. Most commercial insurance does not cover flood damage.
- Review equipment lease and rental agreements to determine if you are responsible for flood damage.
- Ensure that important business files are backed up on a server away from your building so they aren’t lost if electronics and paper files are destroyed by water.
- Keep detailed records of all items in the building, including serial numbers, costs, and dates of purchase. Store those records on a remote server or in another place you can access after a flood to aid in the claims process.
- Establish a disaster procedure and emergency communications plan to share with your employees.
- Create a contact card small enough to put in a wallet with important names and numbers to use in case of an emergency. Set up a phone or text message tree.
- Know your region and learn more about flood-related disasters most likely to affect your business through our Flood Risk Scenarios Tool.
- Use the Agent Locator Tool to find an agent who sells flood insurance in your area.
- Spread the word by sharing this checklist on your social networks.
- Tune in to local media and community messaging about potential disasters.
- Visit FloodSmart.gov for more resources and information.
Flooding is the most common and costly natural disaster in the United States. Unfortunately, not everyone is aware of their flood risk and how to prepare for a flood.

This checklist provides useful information on how to financially prepare before a flood event. Help us spread the word to protect what matters, and be flood smart by sharing this checklist on your social platforms.

- Review your current insurance policies to see if coverage is provided for flood damage to your home and its contents.
- Most homeowners insurance does not cover flood damage, so be sure to purchase flood insurance to cover both your property and contents.
- Recover more quickly and easily by following these three steps when filing your flood insurance claim: notify your insurer to start the claims process, document the damage, and complete a proof of loss to support your claim.
- Use the Agent Locator Tool to find an agent who sells flood insurance in your area, or call 800-427-2419.
- Ensure that medical and financial records—including your insurance policy—are in a waterproof container and store additional copies in a separate secure location.
- Create a contact card small enough to put in a wallet with important names and numbers to use in case of an emergency.
- Establish a disaster procedure and family communications plan to share with your family members.
- Identify ways to make your community more aware of the flood risks in your area.
- Spread the word by sharing this checklist on your social networks.
- Tune in to local media and community messaging about potential disasters.
- Share your flood stories with us at info@femafoolsmart.com.
- Visit FloodSmart.gov for more resources and information.
Food and Water Safety During Hurricanes, Power Outages, and Floods

What Consumers Need to Know

Emergencies can happen. When they do, the best strategy is to already have a plan in place. This includes knowing the proper food and water safety precautions to take if hurricanes — or other flooding/power outages — do occur.

Be Prepared for Emergencies

1. Make sure you have appliance thermometers in your refrigerator and freezer.
   • Check to ensure that the freezer temperature is at or below 0 °F, and the refrigerator is at or below 40 °F.
   • In case of a power outage, the appliance thermometers will indicate the temperatures in the refrigerator and freezer to help you determine if the food is safe.
2. Freeze containers of water for ice to help keep food cold in the freezer, refrigerator, or coolers in case the power goes out. If your normal water supply is contaminated or unavailable, the melting ice will also supplant drinking water.
3. Freeze refrigerated items such as leftovers, milk, and fresh meat and poultry that you may not need immediately. This helps keep them at a safe temperature longer.
4. Group food together in the freezer. This helps the food stay cold longer.
5. Have coolers on hand to keep refrigerated food cold if the power will be out for more than 4 hours.
6. Purchase or make ice cubes in advance and store in the freezer for use in the refrigerator or in a cooler. Freeze gel packs ahead of time for use in coolers.
7. Check out local sources to know where dry ice and block ice can be purchased, just in case.
8. Store food on shelves that will be safely out of the way of contaminated water in case of flooding.
9. Make sure to have a supply of bottled water stored where it will be as safe as possible from flooding.

Power Outages: During and After

When the Power Goes Out . . .

Here are basic tips for keeping food safe:

• Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature.
  — The refrigerator will keep food cold for about 4 hours if it is unopened.
  — A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
  — Buy dry or block ice to keep the refrigerator as cold as possible if the power is going to be out for a prolonged period of time. Fifty pounds of dry ice should hold an 18 cubic foot, fully-stocked freezer cold for two days.
• If you plan to eat refrigerated or frozen meat, poultry, fish or eggs while it is still at safe temperatures, it’s important that each item is thoroughly cooked to its proper temperature to assure that any foodborne bacteria that may be present are destroyed. However, if at any point the food was above 40 °F for 2 hours or more — discard it.
• Wash fruits and vegetables with water from a safe source before eating.
• For infants, try to use prepared, canned baby formula that requires no added water. When using concentrated or powderd formulas, prepare with bottled water if the local water source is potentially contaminated.

Once Power Is Restored . . .

You’ll need to determine the safety of your food. Here’s how:

• If an appliance thermometer was kept in the freezer, check the temperature when the power comes back on. If the freezer thermometer reads 40 °F or below, the food is safe and may be refrozen.
• If a thermometer has not been kept in the freezer, check each package of food to determine its safety. You can’t rely on appearance or odor. If the food still contains ice crystals or is 40 °F or below, it is safe to refreeze or cook.
• Refrigerated food should be safe as long as the power was out for no more than 4 hours and the refrigerator door was kept shut. Discard any perishable food (such as meat, poultry, fish, eggs or leftovers) that has been above 40 °F for two hours or more.

Keep in mind that perishable food such as meat, poultry, seafood, milk, and eggs that are not kept adequately refrigerated or frozen may cause illness if consumed, even when they are thoroughly cooked.
When Flooding Occurs — Keep Water Safe

Follow these steps to keep your WATER SAFE during — and after — flood conditions.

1. **Use bottled water** that has not been exposed to flood waters if it is available.
2. If you don’t have bottled water, you should **boil water** to make it safe. Boiling water will kill most types of disease-causing organisms that may be present.
   - If the water is cloudy, filter it through clean cloths, or allow it to settle and then draw off the clear water for boiling.
   - Boil the water for one minute, let it cool, and store it in clean containers with covers.
3. If you can’t boil water, you can **disinfect it using household bleach**. Bleach will kill some, but not all, types of disease-causing organisms that may be in the water.
   - If the water is cloudy, filter it through clean cloths, or allow it to settle and then draw off the clear water for disinfection.
   - Add 1/8 teaspoon (or 8 drops) of regular, unscented, liquid household bleach per gallon of water. Stir it well and let it stand for at least 30 minutes before you use it.
   - Store disinfected water in clean containers with covers.
4. If you have a **well** that has been flooded, the water should be **tested and disinfected** after flood waters recede. If you suspect that your well may be contaminated, contact your local or state health department or agricultural extension agent for specific advice.

When Flooding Occurs — Keep Food Safe

Follow these steps to keep your FOOD SAFE during — and after — flood conditions.

1. **Do not eat** any food that may have come into contact with flood water.
2. **Discard any food** that is not in a waterproof container if there is any chance that it has come into contact with flood water.
   - Food containers that are not waterproof include those with screw-caps, snap lids, pull tops, and crimped caps.
   - Also discard cardboard juice/milk/baby formula boxes and home canned foods if they have come in contact with flood water, because they cannot be effectively cleaned and sanitized.
3. Inspect canned foods and **discard any food in damaged cans**. Can damage is shown by swelling, leakage, punctures, holes, fractures, extensive deep rusting, or crushing/denting severe enough to prevent normal stacking or opening with a manual, wheel-type can opener.
4. Undamaged, commercially prepared foods in **all-metal cans and “retort pouches”** (like flexible, shelf-stable juice or seafood pouches) can be saved if you follow this procedure:
   - Remove the labels, if they are the removable kind, since they can harbor dirt and bacteria.
   - Brush or wipe away any dirt or silt.
   - Thoroughly wash the cans or retort pouches with soap and water, using hot water if it is available. Rinse the cans or retort pouches with water that is safe for drinking, if available, since dirt or residual soap will reduce the effectiveness of chlorine sanitation.
   - Sanitize cans and retort pouches by immersion in one of the two following ways:
     - Place in water and allow the water to come to a boil and continue boiling for 2 minutes, or
     - Place in a freshly-made solution consisting of 1 tablespoon of unscented liquid chlorine bleach per gallon of drinking water (or the cleanest, clearest water available) for 15 minutes.
   - Air dry cans or retort pouches for a minimum of 1 hour before opening or storing.
   - If the labels were removable, then re-label your cans or retort pouches, including the expiration date (if available), with a marking pen.
   - Food in reconditioned cans or retort pouches should be used as soon as possible thereafter.
   - Any concentrated baby formula in reconditioned, all-metal containers must be diluted with clean drinking water.
5. Thoroughly wash metal pans, ceramic dishes, and utensils (including can openers) with soap and water, using hot water if available. Rinse, and then sanitize them by boiling in clean water or immersing them for 15 minutes in a solution of 1 tablespoon of unscented, liquid chlorine bleach per gallon of drinking water (or the cleanest, clearest water available).
6. Thoroughly wash countertops with soap and water, using hot water if available. Rinse, and then sanitize by applying a solution of 1 tablespoon of unscented, liquid chlorine bleach per gallon of drinking water (or the cleanest, clearest water available). Allow to air dry.

*Everyone can practice safe food handling by following these four simple steps:*
Hazards on flooded city’s streets

One of the many uncertainties facing the people of New Orleans is what effect the polluted flood waters and the stress of their ordeal will have on their later health.

In the air
- Airborne viruses
- Evaporated oil products
- Carbon monoxide in enclosed places near gasoline motors
- Mold spores (hazard for people with mold allergy, asthma)
- Mosquito-borne infections, such as West Nile fever
- Smoke from fires

Potential skin problems
- Wound infection with Staphylococcus, other bacteria
- Dermatitis in skin that has been sunburned, exposed to irritating chemicals
- ‘Immersion foot’ (or trench foot), an inflammation of skin that stays wet for long periods

Floating on water
- Gasoline and fuel oil from vehicles, storage tanks
- Crude oil

Dissolved in water
- Pesticides, herbicides
- Lead, chromium and other heavy metals
- Benzene and similar carcinogens

Hazards under water
- Sharp objects cannot be seen in murky water
- Dropoffs and holes can cause falls, drowning
- Fallen electric lines may be charged

How germs, contaminants enter body
1. Inhaled into lungs
2. Ingested in contaminated water or food
   - Common route for:
     - E. coli
     - Giardia
     - Toxoplasmosis
     - Norovirus (‘stomach flu’)
     - Leptospirosis
     - Cryptosporidium
3. Through broken skin, into bloodstream

Source: Centers for Disease Control and Prevention, Federal Emergency Management Agency, AIK Graphic: Helen Lee McComas, Lee Hulbert

© 2005 KRT
Flood Barriers

The city of Phoenix encourages residents to explore innovative, long-term water barrier options such as self-activating flood barriers. These barriers are activated when they come in contact with water in a matter of minutes, diverting water like sand bags. They can be stored throughout the year and reused and can be found online or at local hardware stores. Residents can leave these barriers in flood-prone areas before leaving for work. This may be an easier option for some residents, who don’t wish to manually fill sand into bags, transport and dispose of them. Call your local hardware store for options.
Sand Pick Up Locations

In the event of a major storm and potential flooding the City of Phoenix will provide free sand to residents. Please refer to the Office of Homeland Security and Emergency Management website for hours and current locations: www.Phoenix.Gov/Update.
Avoid driving into or through a dust storm.

If you encounter a dust storm, immediately check traffic around your vehicle (front, back and to the side) and begin slowing down.

Do not wait until poor visibility makes it difficult to safely pull off the roadway -- do it as soon as possible. Completely exit the highway if you can.

Do not stop in a travel lane or in the emergency lane. Look for a safe place to pull completely off the paved portion of the roadway.

Turn off all vehicle lights, including your emergency flashers. You do not want other vehicles approaching from behind to use your lights as a guide, possibly crashing into your parked vehicle.

Set your emergency brake and take your foot off the brake.

Stay in the vehicle with your seatbelts buckled and wait for the storm to pass.

Drivers of high-profile vehicles should be especially aware of changing weather conditions and travel at reduced speeds.
NOAA Knows...

Lightning

Lightning is one of the most underrated severe weather hazards, yet ranks as one of the top weather killers in the United States. Lightning strikes in America kill about 50 people and injure hundreds of others each year.

Unlike other weather hazards that often involve sophisticated watches and warnings from NOAA’s National Weather Service, lightning can occur anywhere there is a thunderstorm. That’s why the National Weather Service conducts an on-going campaign to educate people about lightning risks.

The Shocking Truth

Lightning is a rapid discharge of electrical energy in the atmosphere. The resulting clap of thunder is the result of a shock wave created by the rapid heating and cooling of the air in the lightning channel.

During a thunderstorm, winds within the thunderstorm cloud cause collision between the various precipitation particles within the storm cloud. These collisions cause very small ice crystals to lose electrons while larger particles of soft hail gain electrons.

Upward winds within the cloud redistribute these particles and the charges they carry. The soft hail causes a negative charge build up near the middle and lower part of the storm cloud which, in turn, causes a positive charge to build up on the ground beneath the storm cloud.

Eventually, when the charge difference between the negative charge in the cloud and the positive charge on the ground become large, the negative charge starts moving toward the ground. As it moves, it creates a conductive path toward the ground.

This path follows a zigzag shape as the negative charge jumps through segments in the air. When the negative charge from the cloud makes a connection with the positive charge on the ground, current surges through the jagged path, creating a visible flash of lightning.

Thunder, high winds, darkening skies, rainfall and brilliant flashes of light are warning signs for lightning strikes.

(continued on back)
While most lightning casualties occur at the beginning of an approaching storm, a significant number of lightning deaths occur after the thunderstorm has passed. If thunder is heard, then the storm is close enough for a lightning strike. It is very important to seek safe shelter immediately.

When Thunder Roars, Go Indoors

When you hear thunder or see lightning, you should immediately seek safe shelter — a building with electricity and/or plumbing or a metal-topped vehicle with the windows closed. Picnic shelters, dugouts, small buildings without plumbing or electricity are not safe. Once inside, follow these important safety tips:

- Stay off corded phones. You can use cellular or cordless phones.
- Don’t touch electrical equipment or cords.
- Avoid plumbing. Do not wash your hands, take a shower or wash dishes.
- Stay away from windows and doors, and stay off porches.
- Do not lie on concrete floors or lean against concrete walls.

Nowhere outside is safe when thunderstorms are in the area. Run to a safe building or vehicle when you first hear thunder, see lightning or observe dark threatening clouds developing overhead. Stay inside until 30 minutes after you hear the last clap of thunder.

Organizers of outdoor events should monitor the weather and evacuate participants as soon as they hear thunder. It’s a good idea to post lightning safety rules in programs, flyers or signs so participants know what to do. Most importantly, keep an eye on the sky, listen for thunder, and keep up to date with the latest NWS forecasts.

For more lightning information and safety tips, visit http://www.lightningsafety.noaa.gov.

To learn more about NOAA, visit http://www.noaa.gov.
AIR QUALITY AWARENESS

FLAG PROGRAM

AIR QUALITY INDEX: 0-50
HEALTH STATEMENT: NO LIMITATIONS

AIR QUALITY INDEX: 51-100
HEALTH STATEMENT: EXTREMELY SENSITIVE GROUPS SHOULD BE CAREFUL WHEN OUTDOORS

AIR QUALITY INDEX: 101-200
HEALTH STATEMENT: SENSITIVE GROUPS SHOULD LIMIT OUTDOOR EXERTION

AIR QUALITY INDEX: 151-200
HEALTH STATEMENT: EVERYONE SHOULD LIMIT OUTDOOR EXERTION
AIR QUALITY

WHAT’S THE PROBLEM?
Every year around Christmas and New Year’s, Valley hospitals see a noticeable increase in patients with respiratory issues due to smoke from fireplaces. Most are children and the elderly, but even the most healthy adults can be affected. Exposure to high levels of particulates from smoke is not just a temporary nuisance but can have significant lifelong effects on people’s lungs.

The Phoenix metropolitan area is surrounded by mountains that trap the pollution. Cold winter nights and strong inversions can keep the smoke from rising. As seen from years past, it could take several days for the air in the Valley to clear. The good news is that it can be prevented. . . . but we need your help!

HOW IS POLLUTION MEASURED?
Maricopa County and the Arizona Department of Environmental Quality (ADEQ) have a large network of monitors located throughout the Valley that measure several types of pollution, including (but not limited to) ozone, carbon monoxide and particulate matter (PM10 and PM2.5). The data is collected daily and used for the next day’s air quality forecast.

FIREFLACES, FIRE PITS AND CHIMINEAS
During the holiday season, it’s the particulates that cause the biggest health issue, in particular, PM2.5. Road traffic and industrial processes can play a role in elevated PM2.5 levels, but smoke from residential burning at night that causes the highest levels during the holidays.

WHY IS SMOKE SO BAD?
About 30 times smaller than a human hair, these microscopic particles deeply penetrate the lungs and are very hard to expel. Repeated exposure over longer periods of time (several hours to even days) can decrease lung function leading to respiratory issues. Smoke can cause symptoms of asthma and chronic obstructive pulmonary disease (COPD) in women. If you have heart disease, particle exposure can cause serious problems in a short period of time, even heart attacks with no warning signs. Smoke also carries fragments of pollen and fungus spores that can cause allergies for much of the general population.

HEALTH WATCH vs. HIGH POLLUTION ADVISORY (HPA)
A Health Watch is issued when air quality forecasters expect concentrations of one or more pollutants to approach their specific health standard. A High Pollution Advisory is issued when air quality levels are expected to exceed the health standard.

You can check ADEQ’s Daily Air Quality Forecast at azdeq.gov/environment/ozone/ensemble.pdf or by calling 602-771-2367. Both are updated Sunday through Friday by 1 p.m. If a Health Watch or HPA is issued for the following day, restrictions go into effect for 24 hours, lasting from midnight to midnight.

WHEN IS IT NOT OKAY TO BURN?
Fireplace and wood burning restrictions are typically called during a health watch or high pollution advisory. When a No Burn Day is issued by the Maricopa County Air Quality Department, all wood burning activities in fireplaces, wood stoves and fire pits are banned. You can contact Maricopa County to find out if it is a burn day online at CleanAirMakeMore.com or call 602-506-6400.

WOOD BURNING DOs and DON’Ts
During a NO BURN Day:
- DO use natural gas fireplaces.
- DO call 602-506-6010 with any wood-burning questions.
- DO NOT burn wood in an indoor fireplace, wood stove or outdoor chiminea or fire pit.
- DO NOT burn manufactured/wax logs.

BURN CLEANER, BURN BETTER TIPS
- Try alternatives to wood fireplaces and stoves, such as: electric heat, oil furnaces, pellet stoves or EPA-certified wood stoves.
- Set your thermostat to 65°F or lower before igniting your fireplace.
- Use only EPA-approved residential wood burning devices.
  [epp.gov/burnwise/appliances.html]
- Use only wood kindling when starting a fire.
- Use larger pieces of wood for sustained burning.
- Always burn the driest wood first. Wet wood causes more smoke.

USEFUL WEBSITES
Arizona Department of Environmental Quality
azdeq.gov
Maricopa County Air Quality Department
maricopa.gov/eq
Clean Air Make More Campaign
CleanAirMakeMore.com
Burn Cleaner, Burn Better Campaign
sbq.gov/BBB
U.S. Environmental Protection Agency
epa.gov/burnwise
Air Now Air Quality Forecasts
aiairnow.gov
Ozone pollution is a concern in the warmer months of April through September. A small commitment at least one day a week helps reduce ground-level ozone pollution and helps us all breathe easier.

**BIKE**
Ride your bicycle to places you would normally drive your car. Get some fresh air and save some gas while reducing air pollution.

**RIDE PUBLIC TRANSIT**
Utilize alternate modes of transportation. Consider taking the light rail, bus or vanpool.

**CARPOOL**
Carpool to as many locations as possible. Riding together decreases the amount of dust and exhaust in the air.

**WALK**
Reducing air pollution can be as easy as walking to nearby locations instead of driving. Increase the number of steps on your pedometer and improve your health.

**AVOID IDLING**
Avoid the drive-thru and go inside to order your food, coffee or prescriptions. You won't have to wait in a long drive-thru line and you will reduce exhaust emissions.

**FUEL AFTER DARK**
Hot temperatures and gasoline fumes create ground-level ozone. Reduce the effect and refuel your vehicle at night time.

**Sweep It Up**
Sweep your driveway, patio, deck, etc. instead of using a leaf blower. Get some exercise and breathe in fresh air while you burn a few calories.

Download the Clean Air Make More app for iPhone, iPad, and Android!

CleanAirMakeMore.com
The holiday season is the time of year when families and friends gather to eat, exchange gifts and strengthen relationships. The Valley’s sunny skies and near-perfect weather offer people from all over the world a place to come and enjoy time outdoors during the winter. Cool nights and holiday festivities lead residents to light their fireplaces, adding a nice touch to a warm, cozy house. But smoke from wood-burning fires sends some people to the hospital. Help keep our air clean and our neighbors healthy — burn cleaner, burn better and don’t burn wood or wax logs on a No Burn Day.
Not all mosquitoes are the same. Different mosquitoes spread different viruses and bite at different times of the day.

**Type of Mosquito**

- *Aedes aegypti, Aedes albopictus*
- *Culex species*

**Viruses spread**

- Chikungunya, Dengue, Zika
- West Nile

**Biting habits**

- Primarily daytime, but can also bite at night
- Evening to morning

**Protect yourself and your family from mosquito bites**

**Use insect repellent**

Use an Environmental Protection Agency (EPA)-registered insect repellent with one of the following active ingredients. When used as directed, EPA-registered insect repellents are proven safe and effective, even for pregnant and breastfeeding women.

**Active ingredient**

Higher percentages of active ingredient provide longer protection

- **DEET**
- Picaridin (known as KBR 3023 and icaridin outside the US)
- IR3535
- Oil of lemon eucalyptus (OLE) or para-menthane-diol (PMD)
- 2-undecanone

Find the insect repellent that’s right for you by using **EPA’s search tool**.

*The EPA’s search tool is available at: [www.epa.gov/insect-repellents/find-insect-repellent-right-you](http://www.epa.gov/insect-repellents/find-insect-repellent-right-you)*
Protect yourself and your family from mosquito bites (continued)

- Always follow the product label instructions.
- Reapply insect repellent every few hours, depending on which product and strength you choose.
  - Do not spray repellent on the skin under clothing.
  - If you are also using sunscreen, apply sunscreen first and insect repellent second.

Natural insect repellents (repellents not registered with EPA)

- The effectiveness of non-EPA registered insect repellents, including some natural repellents, is not known.
- To protect yourself against diseases like chikungunya, dengue, and Zika, CDC and EPA recommend using an EPA-registered insect repellent.
- When used as directed, EPA-registered insect repellents are proven safe and effective. For more information: [www2.epa.gov/insect-repellents](http://www2.epa.gov/insect-repellents)

If you have a baby or child

- Always follow instructions when applying insect repellent to children.
- Do not use insect repellent on babies younger than 2 months of age.
- Dress your child in clothing that covers arms and legs, or
- Cover crib, stroller, and baby carrier with mosquito netting.
- Do not apply insect repellent onto a child’s hands, eyes, mouth, and cut or irritated skin.
  - Adults: Spray insect repellent onto your hands and then apply to a child’s face.
- Do not use products containing oil of lemon eucalyptus (OLE) or para-methane-diol (PMD) on children under 3 years of age.

Treat clothing and gear

- Treat items such as boots, pants, socks, and tents with permethrin or purchase permethrin-treated clothing and gear.
  - Permethrin-treated clothing will protect you after multiple washings. See product information to find out how long the protection will last.
  - If treating items yourself, follow the product instructions.
  - Do not use permethrin products directly on skin.

Mosquito-proof your home

- Use screens on windows and doors. Repair holes in screens to keep mosquitoes outside.
- Use air conditioning when available.
- Keep mosquitoes from laying eggs in and near standing water.
  - Once a week, empty and scrub, turn over, cover, or throw out items that hold water, such as tires, buckets, planters, toys, pools, birdbaths, flowerpots, or trash containers. Check inside and outside your home.

[www.cdc.gov/features/StopMosquitoes](http://www.cdc.gov/features/StopMosquitoes)
Find Help PHX

Department of Public Health created FindHelpPhx.org and its Spanish partner site EncuentraAyudaPhx.org to give Maricopa County residents an easy way to find health and social services for themselves. The website is easy to use and available where there is internet access, including smartphones. FindHelpPhoenix is divided into multiple categories of services. Users can look for medical services, legal help, and affordable housing, and many other services. The approximate 1,500 resources are free and almost free, checked for accuracy, and the information for each service is just what you need: location, a description of the service, cost, and a phone number/website link to make contact.
Hands-only CPR

The latest research shows that chest compressions alone are the most effective way for an untrained bystander to save a life after an adult collapses from cardiac arrest. The technique shown here should not be performed on infants, children, drowning victims, or in cases involving a drug overdose. Otherwise, here’s what to do.

1. Call 911 or ask someone else to.
2. Kneel beside victim’s chest. Loosen clothing if practical.
3. Place the heel of one hand in the middle of the victim’s chest.
4. Cover first hand with your other hand, locking fingers.
5. Push down hard and fast. Try to maintain at least 100 pushes per minute. Lock your elbows and push with all your weight, depressing the chest 2 inches each pump.

Don’t worry about hurting the victim — you’re trying to save a life. Continue until medical help arrives.

SOURCES: American Heart Association; www.azshare.gov
Health Care Resources

Health Tips

• Take responsibility for your own health by not smoking, drinking alcohol only in moderation, getting enough rest and exercise, and consciously trying to reduce stress in your life.

• Establish a medical home for your primary care needs and avoid using emergency rooms for anything other than emergencies.

• Ask your doctor and pharmacist for generic brand prescription medication and free samples.

• Take advantage of free or low-cost health screening and clinics provided at health fairs. Call your local public health department for more information.

• Get detailed medical bills and check for accuracy.

• Talk openly and honestly with your doctor or health care provider, feel free to ask questions, and choose a doctor with whom you feel most comfortable.

• Seek out prenatal care early in pregnancy (see Planned Parenthood and Baby Arizona).

• Uninsured or underinsured? Visit a community health center and learn about the programs and services they offer to meet your healthcare needs.
County Health Department

4041 N Central Ave, Suite 1400 Phoenix, AZ 85012 | 602-506-6900

Community Health Centers

Mountain Park Health Center Baseline Clinic
635 E. Baseline Rd. Phoenix, AZ 85042 | 602-243-7277

Mountain Park Health Center Gateway Clinic
3830 E. Van Buren St. Phoenix, AZ 85008 | 602-243-7277

Mountain Park Health Center Maryvale Clinic
6601 W. Thomas Rd. Phoenix, AZ 85033 | 602-243-7277

Mountain Park Health Center Christown YMCA Clinic
5517 N. 17th Avenue Phoenix, AZ 85015 | 602-243-7277

Mountain Park Health Center Sunrise Elementary School Clinic
17624 N. 31st Ave. Phoenix, AZ 85053 | 602-243-7277

MIHS: McDowell Family Health Center
1101 North Central Avenue, Suite 201 Phoenix, Arizona | 602-344-6550

Southwest Center for HIV/AIDS
1101 North Central Avenue, Suite 200 Phoenix, Arizona | 602-307-5330

Maricopa County Health Care for the Homeless
220 South 12th Avenue Phoenix, Arizona | 602-372-2105

Valle del Sol
Red Mountain Service Center
1209 South 1st Avenue, Phoenix, Arizona | 602-523-9312

MIHS: 7th Avenue Walk In Clinic
1201 South 7th Avenue Phoenix, Arizona | 602-344-6655

MIHS: 7th Avenue Family Health Center
1205 South 7th Avenue Phoenix, Arizona | 602-344-6600

Wesley Health Center
1300 South 10th St Phoenix, AZ | 602-257-4323

Adelante Healthcare: Central Phoenix
500 West Thomas Rd, Suite 870 Phoenix, AZ | 1-877-809-5092

Valle del Sol
502 North 27th Avenue Phoenix, Arizona | 602-523-9312

NOAH: Midtown Health Center
3330 North Second St, #500 Phoenix, AZ | 480-882-4545

MIHS: Comprehensive Healthcare Center
2525 East Roosevelt St Phoenix, Arizona | 602-344-1015

Circle the City. Parsons Family Health Center
3522 North 3rd Avenue Phoenix, AZ | 602-776-7676

Valle del Sol
3807 North 7th St Phoenix, Arizona | 602-523-9312
Community Health Centers (Continue)

MIHS: South Central Family Health Center
33 West Tamarisk St Phoenix, Arizona | 602-344-6400

NATIVE HEALTH
4041 North Central Avenue, Building C, Phoenix, Arizona | 602-279-5262

Circle the City
333 West Indian School Rd Phoenix, AZ | 602-776-9000

Valle del Sol
4117 North 17th St Phoenix, Arizona | 602-523-9312

Terros: 27th Avenue Counseling, Families F.I.R.S.T., and Primary Care
3864 North 27th Avenue Phoenix, Arizona | 602-685-6000

Wesley Golden Gate Health Center
1325 North 39th Avenue Phoenix, AZ | 602-233-0017

NOAH: Balsz Health Center
1300 North 48th St Phoenix, Arizona | 480-882-4545

Terros: McDowell Counseling, LADDER, Families F.I.R.S.T., and Primary Care
4909 East McDowell Rd Phoenix, Arizona | 602-685-6000

NOAH: Palomino Health Center
15833 North 29th St Phoenix, Arizona | 480-882-4545

MIHS: Pendergast Family Health Center
10550 West Mariposa St Suite 1, Phoenix, AZ | 602-344-2520

NOAH: Calavar Family Health Center
3525 West Calavar Rd Phoenix, AZ | 480-882-4545

Valle del Sol
8410 West Thomas Rd Phoenix, Arizona | 602-523-9312

MIHS: Sunnyslope Family Health Center
934 West Hatcher Rd Phoenix, Arizona | 602-344-6300

NHW Community Health Center
2423 West Dunlap, Suite 140 Phoenix, Arizona | 602-279-5351

NOAH: Desert Mission Community Health Center
9201 North 5th St Phoenix, Arizona | 480-882-4545

Adelante Healthcare: Phoenix
7725 North 43rd Avenue, Suite 510 Phoenix, Arizona | 1-877-809-5092

MIHS: Maryvale Family Health Center
4011 North 51st Avenue Phoenix, Arizona | 623-344-6900

Regional Behavioral Health Authorities (RBHAs)

Mercy Maricopa Member Services
24 hours a day, 7 days a week
602-586-1841
1-800-564-5465 (toll-free)
Hearing impaired TTY/TDD 711
Immunizations and Children's Information Center Hotline

Children's Information Center Hotline: 1-800-232-1676 (toll-free)

Reduced Fee Dental Clinics

Mobile Units
Statewide
Reachout Health Care America | 623-434-9343

Maricopa County
Coronado Dental Service | 480-461-8683
Area Agency on Aging (Dentures Only) | 602-264-2255
CASS Homeless Shelter | 602-256-6945
Small Smiles | 602-233-3133
Dave Pratt Boys and Girls Cub | 602-271-9961
Desert Mission Dental Clinic | 602-870-6363

Reduced Fee Dental Clinics

Gompers Center | 602-336-0061
Homeward Bound | 602-263-7654
Maricopa Medical Center Dental Clinic | 602-344-1005
Mountain Park Dental | 602-243-7277
Native American Community Health Center | 602-279-5262
Neighborhood Christian Clinic | 602-258-6008
St Joe’s Mercy Care Dental Clinic | 602-406-3560
St Vincent de Paul | 602-261-6868
South Central Dental Clinic | 602-344-6489
## Phoenix Hospitals

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Phone Number</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Joseph's Hospital and Medical Center</td>
<td>350 W Thomas Rd</td>
<td>602-406-3000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banner - University Medical Center Phoenix</td>
<td>1111 E. McDowell Rd</td>
<td>602-839-2000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Luke's Medical Center</td>
<td>1800 E Van Buren St</td>
<td>602-251-8100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arizona State Hospital</td>
<td>2500 E Van Buren St, Phoenix, AZ 85008</td>
<td>602-244-1331</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maricopa Integrated Health System</td>
<td>2601 E Roosevelt St, Phoenix, AZ 85008</td>
<td>602-344-5011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banner Estrella Medical Center</td>
<td>9201 W Thomas Rd, Phoenix, AZ 85037</td>
<td>623-327-4000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HonorHealth Deer Valley Medical Center</td>
<td>250 E Dunlap Ave, Phoenix, AZ 85020</td>
<td>602-943-2381</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Honor Health Lincoln Medical Center</td>
<td>19829 N 27th Ave, Phoenix, AZ 85027</td>
<td>623-879-6100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phoenix VA Health Care System</td>
<td>650 E Indian School Rd, Phoenix, AZ 85012</td>
<td>602-277-5551</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phoenix Children's Hospital</td>
<td>1919 E Thomas Rd, Phoenix, AZ 85016</td>
<td>602-933-1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phoenix Indian Medical Center</td>
<td>4212 N 16th St, Phoenix, AZ 85016</td>
<td>602-263-1200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abrazo Central Campus</td>
<td>2000 W. Bethany Home Rd, Phoenix, AZ</td>
<td>623-848-5000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abrazo Maryvale Campus</td>
<td>5102 W. Campbell Ave, Phoenix, AZ</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abrazo Arizona Heart Hospital</td>
<td>1930 E. Thomas Rd, Phoenix, AZ</td>
<td>623-848-5000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Childrens Services

DES Child Care Program

Maricopa County

Phoenix, McKinley 602-254-5823
Phoenix, South Central 602-276-5527
Phoenix, Union Hills 602-569-4719

Head Start and Early Head Start

Maricopa County

City of Phoenix Head Start (Central, South and West Phoenix)
602-262-4040
Chicanos Por La Causa Head Start
(Early Head Start in select areas in Phoenix)
620-254-4827
Crisis Nursery (Early Head Start in select areas in Phoenix)
602-889-6165
Maricopa County Human Services
Head Start Zero-Five Program
480-464-9669 ext 200
Southwest Human Development
(Central, Northeast and East Phoenix)
602-266-5976, ext 116
Childrens Services

Child Support Enforcement

DES/ Child Support Enforcement
Maricopa County
602-252-4045

Maricopa County
DCSE North Region
13610 N. Black Canyon Hwy S-106
Phoenix, AZ 85029
602-252-4045

Promoting Safe and Stable Families Program (PSSF)

Maricopa County
Aid to Adoption of Special Kids (AASK)
Family Connection Project
2320 N 20th St Phoenix, AZ 85006
602-930-4443

Black Family and Children's Services
1522 E Southern Ave Phoenix, AZ 85040
602-243-2068

Child and Family Resources – Choices for Families
700 W Campbell, Suite 3 Phoenix, AZ 85013
602-234-3941, ext 37
Children's Services

Promoting Safe and Stable Families Program (PSSF)

Maricopa County (continue)

Desert Mission, Inc. –
Marley House Family Resource Center
9221 N Central Phoenix, AZ 85020
602-331-5817 or 602-870-6060, ext 6818

Healthy Families Arizona

Maricopa County
All Areas
602-266-5976

Child Protective Services (CPS)

Child Abuse Hotline
1-888-SOS-CHILD (1-888-767-2445).
The Child Abuse Hotline is available 24 hours per day,
7 days per week.
Legend
- FIRE STATION
- TRT FIRE STATION
- ADMINISTRATIVE LOCATIONS

BATTALION - OFFICE

1  ▲  ⑨
2  ▲  ⑫
3  ▲  ⑯
4  ▲  ⑩
5  ▲  ⑤
6  ▲  ⑰
7  ▲  ⑯
8  ▲  ⑮
9  ▲  ⑯

NSC - FS 30
SSC - FS 1

Phoenix Fire Department
Battalions & Stations Location Map

Mapping Aug 2013

Copyright © 2009 ESRI, Sources: Esri, DeLorme, USGS, NGS

FIRE & PHOENIX FIRE DEPARTMENT
Established in 1975, the program provides hands-on EMS training, work experience at the fire stations, training in basic firefighter skills, and volunteering for the community.

The Cadet Program enables participants to work and respond with companies at the fire stations using EMS and firefighting skills. The program also allows for volunteering at different fire department sections or community events.

**Requirements:**
- Applicants must be a minimum of 18 years of age
- You must be able to purchase the required uniform
- Cadets are required to volunteer a minimum of 32 hours per quarter (every 3 months) to the department*
- Attend monthly meetings (the 1st and 3rd Monday night of each month)
  * This may be done in a variety of areas such as: CPR training, volunteering at department events and attending cadet meetings

**How to apply:**
- Download application at: [https://www.phoenix.gov/fire/volunteers/cadet](https://www.phoenix.gov/fire/volunteers/cadet)
  
  OR
  
  - Pick up application Monday - Friday, 8:00 a.m. - 5:00 p.m. at Phoenix Fire Department Training Academy, 2425 W. Lower Buckeye Rd., Phoenix AZ 85009
  
  OR
  
  - At Cadet Meeting. Meetings are held the 1st and 3rd Monday of every month at 6:00 p.m. (except holidays)

  *We accept applications throughout the year.*

  *We usually conduct interviews twice a year depending on need in program.*

  For more information, please call 602-574-4488 or email phoenixfirecadet@phoenix.gov
Draw a map of your home. Show all doors and windows.

Visit each room. Find two ways out.

All windows and doors should open easily. You should be able to use them to get outside.

Make sure your home has smoke alarms. Push the test button to make sure each alarm is working.

Pick a meeting place outside. It should be in front of your home. Everyone will meet at the meeting place.

Make sure your house or building number can be seen from the street.

Talk about your plan with everyone in your home.

Learn the emergency phone number for your fire department.

Practice your home fire escape drill!

Make your own home fire escape plan on the back of this paper.
Home Fire Escape Plan

Memorize your fire department’s emergency phone number and write it here: ____________________________

Use the space below to create your home fire escape plan.

- Draw a floor plan or a map of your home. Show all doors and windows.
- Mark two ways out of each room.
- Mark all of the smoke alarms with 🚰. Smoke alarms should be in each sleeping room, outside each sleeping area, and on every level of the home.
- Pick a family meeting place outside where everyone can meet.
- Remember, practice your plan at least twice a year!

Check out www.sparky.org for fire safety games and activities. Sparky® is a trademark of NFPA.

Grown-ups: Children don’t always awake when the smoke alarm sounds. Know what your child will do before a fire occurs. Get more information on smoke alarms and escape planning at www.nfpa.org/factsheets.
Fire Extinguishers

Fire extinguishers are rated by the type of fire they can put out. Combination ABC Dry Chemical extinguishers can be used on more than one type of fire and are a good choice for home use. Only use extinguishers for small fires that do not put you at risk and only after you have called 911. Make sure you are familiar with the extinguisher before you need to use it.

Remember P A S S

- **Pull**—place the extinguisher on the floor with the nozzle pointing away from you, **pull** the pin straight out.
- **Aim**—start 10 feet back with the fire in front of you and **aim** at the base of the fire, keeping your back to the exit.
- **Squeeze**—**squeeze** the lever on the extinguisher slowly and evenly.
- **Sweep**—**sweep** the nozzle from side to side, moving in slowly until the fire is out.

**Keep your exit behind you, call 911, P A S S.**

Unable to extinguish the fire? Close the door and get out. **Know when to go!**

Never fight a fire that puts you at risk.
There's no place like home. It is a place to relax, share laughs with family, and enjoy home cooked meals. But did you know that the majority of fire deaths occur in the home? Help everyone in the home stay safe from fire.

**Home Fire Sprinklers**

Home fire sprinklers protect lives by keeping fires small. Sprinklers allow people more time to escape in a fire. When choosing an apartment or home, look for one that has home fire sprinklers.

**Smoke Alarms**

- Install smoke alarms in every sleeping room. They should also be outside each sleeping area and on every level of the home.
- Test your smoke alarm at least once a month by pushing the test button. If you can’t reach the alarm, ask for help.
- For added safety, interconnect the smoke alarms. If one sounds, they all sound. This gives more time to escape.
- Smoke alarms with sealed (long-life) batteries work for up to 10 years. They can be helpful for people who find it hard to change batteries.
- Smoke alarms expire. Replace them every 10 years.

**People who are Deaf or Hard of Hearing**

- Smoke alarms and alert devices are available for people who are deaf or hard of hearing.
- Strobe lights flash when the smoke alarm sounds. The lights warn people of a possible fire.
- When people who are deaf are asleep, a pillow or bed shaker can wake them so they can escape.
- When people who are hard of hearing are asleep, a loud, mixed, low-pitched sound alert device can wake them. A pillow or bed shaker may be helpful. These devices are triggered by the sound of the smoke alarm.

- **Escape Planning**

  **Include everyone** in home escape planning. Each person should have input about the best ways to escape. Home fire drills are important. Everyone in the home must participate in them. Keep a phone by your bed in case you can’t escape and need to call for help.

  **Talk with someone from the fire department** about your escape plan. Ask them **review your plan**. Ask if your fire department keeps a directory of people who may need extra help. If you have a **service animal**, agree on a plan to keep the animal with you during an emergency.

- **Name of Organization Here**
- **Contact Information Here**

---

Your Source for SAFETY Information

NFPA Public Education Division - 1 Batterymarch Park, Quincy, MA 02169

Doing laundry is most likely part of your everyday routine. But did you know how important taking care of your clothes dryer is to the safety of your home? With a few simple safety tips you can help prevent a clothes dryer fire.

- Have your dryer installed and serviced by a professional.
- Do not use the dryer without a lint filter.
- Make sure you clean the lint filter before or after each load of laundry. Remove lint that has collected around the drum.
- Rigid or flexible metal venting material should be used to sustain proper air flow and drying time.
- Make sure the air exhaust vent pipe is not restricted and the outdoor vent flap will open when the dryer is operating. Once a year, or more often if you notice that it is taking longer than normal for your clothes to dry, clean lint out of the vent pipe or have a dryer lint removal service do it for you.
- Keep dryers in good working order. Gas dryers should be inspected by a qualified professional to make sure that the gas line and connection are intact and free of leaks.
- Make sure the right plug and outlet are used and that the machine is connected properly.
- Follow the manufacturer’s operating instructions and don’t overload your dryer.
- Turn the dryer off if you leave home or when you go to bed.

AND DON’T FORGET...

Dryers should be properly grounded.
Check the outdoor vent flap to make sure it is not covered by snow.
Keep the area around your dryer clear of things that can burn, like boxes, cleaning supplies and clothing, etc.
Clothes that have come in contact with flammable substances, like gasoline, paint thinner, or similar solvents should be laid outside to dry, then can be washed and dried as usual.

FACT

The leading cause of home clothes dryer fires is failure to clean them.

Name of Organization Here
Contact Information Here
Smoke Alarms at Home

SMOKE ALARMS ARE A KEY PART of a home fire escape plan. When there is a fire, smoke spreads fast. Working smoke alarms give you early warning so you can get outside quickly.

SAFETY TIPS

» Install smoke alarms inside and outside each bedroom and sleeping area. Install alarms on every level of the home. Install alarms in the basement.

» Large homes may need extra smoke alarms.

» It is best to use interconnected smoke alarms. When one smoke alarm sounds they all sound.

» Test all smoke alarms at least once a month. Press the test button to be sure the alarm is working.

» There are two kinds of alarms. Ionization smoke alarms are quicker to warn about flaming fires. Photoelectric alarms are quicker to warn about smoldering fires. It is best to use both types of alarms in the home.

» A smoke alarm should be on the ceiling or high on a wall. Keep smoke alarms away from the kitchen to reduce false alarms. They should be at least 10 feet (3 meters) from the stove.

» People who are hard-of-hearing or deaf can use special alarms. These alarms have strobe lights and bed shakers.

» Replace all smoke alarms when they are 10 years old.

FACTS

1. A closed door may slow the spread of smoke, heat, and fire.

2. Smoke alarms should be installed inside every sleeping room, outside each separate sleeping area and on every level. Smoke alarms should be connected so when one sounds, they all sound. Most homes do not have this level of protection.

3. Roughly 3 out of 5 fire deaths happen in homes with no smoke alarms or the alarms are not working.

Your Source for SAFETY Information
NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169

Name of Organization Goes Here

Contact Information Goes Here

www.nfpa.org/education ©NFPA 2016
Community Outreach Numbers & Important Emergency Numbers

Power outage
To report a power outage in your area, please contact Arizona Public Service (APS) at 602-371-7171 or www.aps.com or Salt River Project (SRP) at 602-236-8811 or www.srpnet.com.

Road closures
To report a blocked street, please call 602-262-6284 Monday through Friday from 8 a.m. to 5 p.m., or 602-262-6441 for emergency requests after hours.

For planned City of Phoenix Street Closures and Restrictions
Please visit the Streets Department website here. To report a road closure not in the City of Phoenix, please visit the Arizona Department of Transportation website at www.az511.gov/adot/files.

Water
The City provides all water and sewer services. Call 602-261-8000 to report a water or sewer-related emergency, such as a broken water main, fire hydrant, or water service line (between a water meter and the street) or sewer backups. If it is not an emergency, please visit the Customer Services website.

Cable, Phone and Internet Service
These are provided through Century Link Communications at 877-348-9007 (www.centurylink.com) or Cox Communications at 602-277-1000 (www.cox.com/phoenix).
**Community Outreach Numbers & Important Emergency Numbers**

**Gas**
For gas emergencies, call Southwest Gas at (602) 271-4277.

**Public Safety**
If you have an emergency and need police or fire, call 911. For non-emergencies, call 602-262-6151.

**Disaster recovery low interest loan information. Small Business Administration**
Arizona District Office 2828 North Central Ave Suite 800 Phoenix, AZ
Phone: 602-745-7200 Fax: 602-745-7210
https://www.sba.gov/offices/district/az/phoenix

**American Red Cross**
Please visit the Red Cross site http://www.redcross.org/local/az-nm-el-paso/chapter-locations/phoenix
Phone: 602-336-6660

The Phoenix Fire Department Directory lists most sections, division and programs. This list is not all inclusive. Our goal is to provide the most current and complete directory. If you have any suggestions on how to improve the service, please let us know.

**Community Emergency Response Team** | 602-261-8038
**Community Assistance Program** | 602-261-8849 | 4056 E Washington St
**Community Education Unit** | 602-262-6910
**Emergency Medical Services** | 602-262-6911
**Emergency Transportation Services** | 602-261-8414
**Fire Code Questions** | 602-262-6771
**Firefighter Recruitment** | 602-262-6608
**Fire Inspections** | 602-262-6771
**Fire Investigations** | 602-262-6774
**Fire Prevention** | 602-262-6771
**Public Affairs** | 602-534-0953
**Special Hazards Unit** | 602-262-6771
**Special Operations** | 602-256-3435 | 2430 S 22nd Ave
**Urban Search & Rescue** | 602-256-3435
**Youth Firesetter Intervention Program** | 602-262-7757
What is Block Watch?
This is a simple program of neighbors watching out for each other. It is designed to enlist the active participation of citizens in cooperation with the police to reduce crime and improve the quality of life in their neighborhoods.

- It is becoming acquainted with your neighbors.
- It is working together to identify and solve problems in your community.
- It is helping the police by being aware of and reporting any unusual activities as they occur. You know best what is "normal" activity in your neighborhood.
- It is the implementation of crime prevention techniques to enhance home security.
- It is putting neighbors back into neighborhoods.
- It is not apprehending someone. Leave that to the police.

How Does Block Watch Work?
Block Watch works when you and your neighbors use simple techniques to deter, delay and detect crime, and improve the quality of life for the neighborhood.

Being aware of criminal activity can help in keeping your neighborhood safe. Promptly reporting all criminal or suspicious activity to 9-1-1 or Crime Stop at 602-262-6151 helps the police assist you in promoting a safe and healthy neighborhood.

How Do I Get Started?
Since the police are unable to cover every neighborhood at all times, you can help by forming a neighborhood Block Watch. You and your neighbors can stay safe by looking out for one another.

Start organizing your neighbors by scheduling a Block Watch meeting. Contact your Phoenix police precinct to schedule a presentation. At your meeting, your Community Action Officer (CAO) will explain how you can create an alert neighborhood by using simple crime prevention methods.

Get Going!
- Canvas your neighborhood for interest. Concentrate on your street now and include adjacent streets later.
- Ask about convenient times to schedule your initial Block Watch meeting.
- Block Watch does not require frequent meetings.
- It does not ask that anyone take personal risk to prevent crime.
- Block Watch leaves the responsibility of apprehending criminals where it belongs, with the police department.
## Block Watch Resident Reference

<table>
<thead>
<tr>
<th>Address:</th>
<th>Adults’ name/s:</th>
<th>Children’s name/s:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone#:</td>
<td>Work # &amp; Name:</td>
<td>Other # &amp; Name:</td>
</tr>
<tr>
<td>Address:</td>
<td>Adults’ name/s:</td>
<td>Children’s name/s:</td>
</tr>
<tr>
<td>Home Phone#:</td>
<td>Work # &amp; Name:</td>
<td>Other # &amp; Name:</td>
</tr>
<tr>
<td>Address:</td>
<td>Adults’ name/s:</td>
<td>Children’s name/s:</td>
</tr>
<tr>
<td>Home Phone#:</td>
<td>Work # &amp; Name:</td>
<td>Other # &amp; Name:</td>
</tr>
</tbody>
</table>

### YOUR HOME

<table>
<thead>
<tr>
<th>Address:</th>
<th>Adults’ name/s:</th>
<th>Children’s name/s:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone#:</td>
<td>Work # &amp; Name:</td>
<td>Other # &amp; Name:</td>
</tr>
<tr>
<td>Address:</td>
<td>Adults’ name/s:</td>
<td>Children’s name/s:</td>
</tr>
<tr>
<td>Home Phone#:</td>
<td>Work # &amp; Name:</td>
<td>Other # &amp; Name:</td>
</tr>
<tr>
<td>Address:</td>
<td>Adults’ name/s:</td>
<td>Children’s name/s:</td>
</tr>
<tr>
<td>Home Phone#:</td>
<td>Work # &amp; Name:</td>
<td>Other # &amp; Name:</td>
</tr>
</tbody>
</table>

### Resource Phone Numbers:

- **9-1-1** = Crimes in progress or other emergency services (Fire, medical, police, etc.)
  - Describe the EMERGENCY or CRIME
  - Give NAME & ADDRESS
  - Give LOCATION OF OCCURRENCE
  - STAY ON THE LINE UNTIL HELP ARRIVES

Crime Stop (602) 262-6151 (non-emergency reports)
Silent Witness (602) 262-7667 or 1-800-343-TIPS
( Unsolved felony crimes only)
Graffiti Hotline (602) 262-7327 (if suspect is known)

List member’s utility company numbers here:
Electric ( )
Gas ( )
Water ( )

### Suspect information to give to Police:

- **Male / Female / Unknown**
- **White / African-American / Hispanic / Asian / Unknown**
- **Age**
- **Height**
- **Weight**
- **Hair: Color**
- **Height**
- **Length**
- **Style**
- **Glasses: YES / NO**
- **Acne: YES / NO**
- **Facial Hair: YES / NO**
- **Tattoo: YES / NO**
- **Clothing:**
- **Vehicle: Make**
- **Model**
- **Year**
- **License # & State**
- **Color**
- **ID Marks**
BURGLARY PREVENTION

ARCADIA DOORS

Many burglars enter homes through poorly protected arched sliding doors. Additional locks and security measures here will prevent the door from being opened or lifted out of the track. Install screws in the track above the sliding door frame. Drill a pilot hole in the top track above and slightly in from each corner of the sliding door frame section, install and adjust the screw so the door hanger cleanly closes the frame when it is moved back and forth.

DOUBLE DOORS

Doors with deadbolt security as they are easily forced or forced open. Flush level hinges should be installed in the top and bottom of the door. Make sure the bolt is long, sturdy and mounted into a solid frame.

DOORS WITH WINDOWS

Doors with windows or glass ornamentation consider having a "capture key" deadbolt lock. When you leave your home, you can lock the door from the outside, making sure the interior key is NOT left inside the door. This prevents a burglar from reaching inside to unlock the door after breaking the window. Keep the key in the lock anytime someone is in the home. This is necessary for your own safety in case of fire or other emergency.

DEADBOLT LOCKS

A deadbolt lock can provide good protection. When you turn the key, the bolt mechanism slides a strong metal bolt through the door into the frame. When you purchase a deadbolt lock, make sure:

• The bolt extends at least one inch from the edge of the door.
• The key controls sliding the lock are on the inside of the door.
• The strike plate is attached to the door frame with screws that measure at least three inches in length.
• The cylinder has a steel guard around the key section. The cylinder guard should be locked at least thirty minutes after the lock is turned.

Types of Deadbolts:

• A spring key deadbolt lock uses a thumb latch on the inside.

A "spring key" deadbolt lock allows a deadbolt that key turns from both sides. However, when the deadbolt is withdrawn from the strike, the key is "repealed" so it becomes a thumb screw to remove and cannot be removed until the deadbolt is physically unlocked.

WHEN USING A CAPTURE KEY DEADBOLT LOCK:

- Engage your valuables with your Arizona driver’s license number for easier identification and return.
- Videotape, photograph and inventory your valuables.
- Keep these records in a safe place away from home.
- Add a strong padlock and hanger to storage areas and be able to remove.
- Use low voltage lighting around your doors all night long.
- Consider an alarm for your residence.

SPRING LATCH

Some homes come equipped with this lock. It offers very little protection. The bolt can easily be forced open. Use an extra deadbolt lock in conjunction with the spring latch.

GARAGE DOORS

Standard locks on garage doors are easily picked, allowing a burglar an undesired access to your home. Cage bolts and hatches installed on the inside of the door provide excellent protection. Make certain each side of the garage door is secured to prevent breaking open a crawl space. The door leading from the garage into the house should always be securely locked. This more barriers you provide against the burglary, the better protected you are.

HINGES

Doors, which open to the outside expose hinges pins. Despite a strong lock, the burglars can remove the pins and lift the door from the frame. On the upper and lower hinge plates, install a long lag bolt into the frame inside of the hinge and roll, saw off the head leaving about ½ inch protruding. Drill out the opposing holes to allow the bolt to enter when the door is closed.

REMEMBER... A good neighbor who watches your property when you are away can be the best deterrent to a burglary. If you do not already have a block watch, contact your police precinct to schedule a meeting.

WINDOWS

• Sliding windows can be secured in the same way as sliding doors.
• Double Hung Windows can easily be secured with the use of a "pin." Drill an angled hole through the top frame of the lower window and partially into the frame of the upper window. Insert the "pin" (steel orhypotenuse). The window cannot be opened until you remove the pin. A second set of holes allows the window to be partially opened and locked to allow ventilation. You may also purchase special key locks for windows at hardware stores.

• Caution: - small windows should be secured properly with the window latches. Drill a small hole in the closed latch frame and insert a metal pin or small padlock through the hole key. The operated replacement latches are available at hardware stores or through hardware stores.

Additional Tips Against Burglary

• Engage your valuables with your Arizona driver’s license number for easier identification and return.
• Videotape, photograph and inventory your valuables.
• Keep these records in a safe place away from home.
• Add a strong padlock and hanger to storage areas and be able to remove.
• Use low voltage lighting around your doors all night long.
• Consider an alarm for your residence.

Additional Tips Against Burglary

• Engage your valuables with your Arizona driver’s license number for easier identification and return.
• Videotape, photograph and inventory your valuables.
• Keep these records in a safe place away from home.
• Add a strong padlock and hanger to storage areas and be able to remove.
• Use low voltage lighting around your doors all night long.
• Consider an alarm for your residence.

This statement is approved by the City of Phoenix Police Department.
REPORT SUSPICIOUS ACTIVITY
to local authorities.

Call 877-2-SAVE-AZ
(877-272-8329)

If You See Something Say Something™ used with permission of the NY Metropolitan Transportation Authority.
STAND TALL AND TAKE ACTION

The city of Phoenix Graffiti Buster Program provides a free presentation tailored to the needs of your school or organization on how residents, students, teachers and businesses can STAND TALL against graffiti.

STAND TALL participants will learn:
- Negative impacts graffiti has on youth, property owners, schools, neighborhoods, businesses and others
- How to identify and report graffiti using the latest technology
- Current trends, best practices in graffiti removal and graffiti vandal prosecution
- Resources available through the Graffiti Buster Program
- How to earn rewards for reporting graffiti vandalism

To request a customized STAND TALL anti-graffiti presentation for your school, association or organization, call 602-534-4444, ext. 4.

GRAFFITI FREE PHOENIX

GRAFFITI RESOURCES

The city’s Neighborhood Services Department has a variety of resources available to assist residents, neighborhood groups, students and businesses in their effort towards a graffiti free Phoenix.

- Report graffiti – Use the smart phone app (MyFaSU2)
- Email blighthouse@phoenix.gov
- Call 602-534-4444, ext. 1
- Report graffiti in progress: call 9-1-1
- Graffiti Vandal Catching Reward Program: 602-664-7327
- Tool Lending Program – paint, rollers, gloves, paint sprayers, pressure washers, etc., 602-534-4444, ext. 2
- Neighborhood College Workshops: 602-534-4444, ext. 4
  - Graffiti 101
  - Paint Sprayer Certification Training
  - Pressure Washer Certification Training
  - Victim’s Rights Training
  - Graffiti Free Phoenix STAND TALL Workshop
  - Blight Buster Volunteer Training
- Flash Cam Program

NEIGHBORHOOD SERVICES DEPARTMENT

200 W. Washington St., Fourth Floor
Phoenix, AZ 85003
602-534-4444
nsd@phoenix.gov

- Facebook: @phoenixneighborhood
- Twitter: @PhxGraffitiBuster
- Instagram: @phoenix_society
- Hashtags:
- STAND TALL and TAKE ACTION
- GRAFFITI RESOURCES
- GRAFFITI FREE PHOENIX
- GET INVOLVED WITH GRAFFITI FREE PHOENIX

GRAFFITI FREE PHOENIX

Graffiti has a negative impact on individuals, homes, businesses, schools and neighborhoods throughout the city. Graffiti vandalism can start at an early age and can lead to more serious negative social behavior and crime. It is often referred to as a gateway crime. Graffiti contributes to:

- Lower property values
- Discourages business and residential investment and retail sales
- Promotes fear
- Impacts a community’s overall economic vitality

Graffiti is an increasing expense for private property owners and taxpayers who are vandalized. It is also against the law!

In addition, Phoenix retailers are required to keep tools and supplies that may be used to create graffiti (spray paint, wide tipped permanent markers, etching supplies, etc.) inaccessible to the public without employee assistance.

GET INVOLVED WITH GRAFFITI FREE PHOENIX

How to keep the city of Phoenix graffiti free:

- Report graffiti in your community
- Discourage youth and adults from participating in vandalism in any form
- Become a Blight Buster Volunteer
- Keep your own property free of graffiti
- Report any graffiti tools/supplies displayed in stores that are accessible to the public
- Host or volunteer for a community clean up
- Take a free NSD Neighborhood College workshop on Graffiti 101, Paint Sprayer Training, Pressure Washer Training, etc.
- Connect with NSD on social media to stay informed of upcoming graffiti-related events and share your photos removing graffiti using the hashtag #GraffitiFreePHX
- Invite your victim rights as a property owner or neighborhood association

COMMON TRAITS OF A GRAFFITI VANDAL*

- Lack of empathy towards others
- Prone to be violent
- Two or more emotional and behavioral disorders (e.g.,)
  - Anxious
  - Always feeling sad (Depression)
  - Destructive Feelings (Conduct disorder)
  - Out of control behavior (Attention deficit hyperactivity disorder)
- Progressive history of violence, including domestic violence in adulthood

*Vanier Ipsos, Pre-Doctoral Fellows, Institute for Canadian Urban Research Studies, School of Criminology, Simon Fraser University. Presented at 2016 Graffiti International Conference, Phoenix, AZ, April 22, 2016 – http://ipsospre.ca


VICTIM’S RIGHTS

If your property has been vandalized with graffiti you may file a police report by calling 602-262-6151. Property owners who are vandalized and Neighborhood Associations listed with the city’s Neighborhood Notification Office should invoke their rights as a victim with the Police to be kept informed about any related charges filed in court against a graffiti vandal. They also have the opportunity to provide a victim statement and/or testify at the hearing.

Graffiti Free Phoenix

Graffiti Free Phoenix

Graffiti Free Phoenix

Graffiti Free Phoenix
What To Expect When Stopped

Each situation is unique and the police officer must use his or her response to fit the circumstance.

A Phoenix Police Officer:
- Will provide his or her name and serial number upon request.
- When not in uniform, will present proper identification; you may request to examine their credentials so that you are satisfied they are a law enforcement officer.
- Will tell you why you are being stopped.
- Will only use the force necessary to effect the arrest of a suspect and to maintain the custody of the person.
- Will not search the body of a person of the opposite sex except to prevent injury to the officer or another person, or to prevent the disposal or destruction of evidence.
- Will only arrest a person for a crime committed in the officer’s presence, or when the officer has probable cause to believe the person has already committed the crime.

Arizona traffic law requires that all drivers shall yield the right of way to emergency vehicles. Drivers are to immediately pull over to the right side of the road, stop and remain in a stopped position until the emergency vehicle has passed.

We hope the information in this brochure will be helpful in answering your questions about traffic stop procedures and in reducing the stress when stopped by the police.

Phoenix Precinct Stations

Black Mountain
53552 North Care Creek Rd. 602-455-5002
Cactus Park
12220 North 39th Avenue 602-455-5009
Central City
1930 South 15th Street 602-455-5005
Desert Horizon
10100 North 34th Street 602-455-5006
Lincoln Mountain
2111 South 39th Avenue 602-455-5003
Maryvale
6130 West Encanto Blvd. 602-455-5008
Mountain View
2372 South Maryland Avenue 602-455-5007
South Mountain
830 West Southern Avenue 602-455-5004
General Information
602-262-5505

If you see a complaint or a comment about the service you have received, please contact one of the listed precincts or the Professional Standards Bureau at 602-262-5480.

MISSION STATEMENT

To ensure the safety and security of each person in our community.

A Word From The Chief

I hope this information is helpful to you because the dedicated men and women of the Phoenix Police Department strive to provide courteous, helpful service to our community. No one wants to be stopped by the police, but sometimes it’s necessary. When that happens, we want it to be as safe and positive as possible. Please help us help you by following the simple steps outlined here.

We’re here, We listen, We care.
Joseph G. Yahner
Police Chief

CITY OF PHOENIX
POLICE DEPARTMENT

Why Do Police Stop People?

There are many different reasons why you might be stopped by the police. Whatever the reason, the officer needs your cooperation.

- You may have committed a traffic violation.
- You may fit the description of a suspect.
- The officer might think you are in trouble and need help.
- You may have witnessed a crime.

If you are stopped by the police while driving, you are in a stressful, anxious, or even angry. These are natural feelings, but remember, traffic stops can also be stressful and dangerous for the police officer. Each year, a number of law enforcement officers are killed or seriously injured while making the "routine traffic stop." Police officers are especially vulnerable during the hours of darkness.

While this in mind, there are things you can do to help lessen the unpleasantness of the experience.

When stopped by police, remember:

1. A police officer may pull you over at any time for a traffic offense or police investigation.
2. When you see the red overhead lights and/or hear the siren, remain calm and safely pull over to the right side of the road.
3. Remain in your vehicle unless the officer advises otherwise.
4. Keep your hands on the steering wheel so the officer can see them.
5. Avoid any sudden movements, especially toward the footboard, rear seat or passenger side of the vehicle.
6. Do not immediately reach for your license or other documents until the officer requests them.
7. If your documents are out of reach, tell the officer where they are before you reach for them.
8. If you have a weapon in the vehicle, promptly notify the officer of its presence.
9. If the stop occurs during darkness, turn on your dome or interior lights so the officer can easily see the interior of your car.
10. If there are passengers in your vehicle, encourage them to remain quiet and cooperate with instructions.
11. If the officer may issue you a ticket. If you feel the reason is vague or unclear, ask the officer for details.
12. Avoid becoming argumentative. Arguing will not change the officer’s mind. If you contest the citation, you will have an opportunity to address the matter in court.
13. Be honest with the officer. If you really didn’t see the stop sign, or were unaware of the speed limit, let the officer know. Being honest about any situation never hurts.
14. Finally, if you receive a ticket, accept it calmly. Accepting it is not an admission of guilt. Your signature is usually, but not always, required.
STOP...  
Asking “Why don’t they leave?”  
Saying “It is a women’s issue.”  
Saying “It is a misunderstanding.”

STOP IGNORING THE SIGNS

START...  
Saying “It’s not your fault.”  
Saying “It affects everyone.”  
Saying “No one deserves to be abused.”

START LISTENING

LEARN MORE ABOUT HOW DOMESTIC VIOLENCE AFFECTS YOU AND YOUR COMMUNITY.

NEED HELP?  
Services Access for Domestic Violence Victims: SAF-DV Call: 480-890-3039  
Arizona Coalition to End Sexual & Domestic Violence Hotline: 1-800-782-6400  
National Domestic Violence Hotline: 1-800-799-7233

paintphoenixpurple.org  | acesdv.org  | OConnorHouse.org
The Community Relations Bureau’s Community Response Squad (CRS) has been entrusted with facilitating the Phoenix Police Department’s Citizen Advisory Boards. Currently, the City of Phoenix Police Department supports and assists the Citizen Advisory Boards which represent the following communities: African American, Arab, Asian, Cross-Disability, Faith Based, Hispanic, Jewish, Lesbian, Gay, Bi-Sexual, Trans-Gender (LGBT), Muslim, Native American, Refugee, and Sikh communities.

The core values of the Citizen Advisory Boards are to:

• Generate unity within our community and the Phoenix Police Department.
• Create a climate of trust between the community and the Phoenix Police Department.
• Provide a forum where the Phoenix Police Department can listen actively to communicate concerns and create solutions to social problems.
• Improve the quality of life to all members of our community.

The Citizen Advisory Boards are comprised of Community Leaders. The CRS assists with the establishment and maintenance of the Boards and provides advice and input to the Citizen Advisory Boards meeting frequency and meeting agendas. Each Citizen Advisory Board has a detective assigned as a Community Liaison. It is the responsibility of Advisory Board Members to act as a conduit of information for their constituents. Advisory Board Members are responsible to work with their designated Community Response Squad Detective and Precinct Community Action Officer to communicate global and community concerns. Advisory Board Members are also asked to attend training facilitated by the Phoenix Police Department to provide them with an understanding of Phoenix Policing with a Purpose.
Phoenix Police Department Contact Information

Lieutenant Dennis Orender | 602-534-3018 | dennis.orender@phoenix.gov
Sergeant Jeffrey Coyle | 602-377-2550 | jeffrey.coyle@phoenix.gov
Sergeant Herminia Hernandez | 602-320-8269 | herminia.hernandez@phoenix.gov

African American Advisory Board
Detective Larry Dotson | 602-206-9336 | larry.dotson@phoenix.gov
Detective Jason Stokes | 602-377-7464 | jason.d.stokes@phoenix.gov

Arab Advisory Board
Detective Mustafa Masad | 602-339-1921 | mustafa.masad@phoenix.gov
Detective Lisa Brockman | 602-819-3911 | lisa.brockman@phoenix.gov

Asian Advisory Board
Detective Philip Marriner | 602-377-8831 | phil.marriner@phoenix.gov
Detective Philip Canchola | 602-377-8774 | philip.canchola@phoenix.gov

Cross-Disability Advisory Board
Detective Chris Abril | 602-828-0871 | christopher.abril@phoenix.gov
Detective Rick Flum | 602-819-2652 | rick.flum@phoenix.gov

Faith Based Advisory Board
Detective Manny Valenzuela | 602-377-6804 | manuel.valenzuela@phoenix.gov
Detective William Buividas | 602-377-3053 | william.buividas@phoenix.gov

Hispanic Advisory Board
Detective Marianne Ramirez | 602-377-9132 | marianne.ramirez@phoenix.gov
Detective Lisa Brockman | 602-819-3911 | lisa.brockman@phoenix.gov
Detective Frank Peralta | 602-510-3716 | frank.peralta@phoenix.gov
Detective Philip Canchola | 602-377-8774 | philip.canchola@phoenix.gov

Jewish Advisory Board
Detective Mike Hillman | 602-377-9420 | michael.hillman@phoenix.gov
Detective William Buividas | 602-377-3053 | william.buividas@phoenix.gov

LGBTQ Advisory Board
Detective Julie Smith | 602-708-7252 | julie.smith@phoenix.gov
Detective Marianne Ramirez | 602-377-9132 | marianne.ramirez@phoenix.gov
Phoenix Police Department Contact Information

Muslim Advisory Board
Detective Mustafa Masad | 602-339-1921 | mustafa.masad@phoenix.gov
Detective Marianne Ramirez | 602-377-9132 | marianne.ramirez@phoenix.gov

Native American Advisory Board
Detective Tony Davis | 602-819-1716 | tony.davis@phoenix.gov
Detective Jared Charley | 602-377-8745 | jared.charley@phoenix.gov

Refugee Advisory Board
Detective Chris Abril | 602-828-0871 | christopher.abril@phoenix.gov
Detective Mustafa Masad | 602-339-1921 | mustafa.masad@phoenix.gov

Sikh Advisory Board
Detective Julie Smith | 602-708-7252 | julie.smith@phoenix.gov
Detective Chris Abril | 602-828-0871 | christopher.abril@phoenix.gov
Guide to the
Arizona Residential
Landlord and Tenant Act

Neighborhood Services Department
Both the landlord and tenant should conduct a walk-through inspection of the unit to find existing problems. The landlord should give a copy of the inspection report to the tenant. The tenant should also get a signed copy of the lease or rental agreement with all blanks filled in. ARS §33-1321, ARS §33-1322.

How much can the landlord charge for a security deposit?
The landlord cannot collect more than one and one-half month’s rent. ARS §33-1321.

How long can the landlord keep the security deposit?
The landlord is required to return the security deposit within 14 days, excluding Saturdays, Sundays or other legal holidays, after termination of the tenancy and must include an itemized list of deductions from the deposit. ARS §33-1321.

Do landlords have the right to keep cleaning and redecorating deposits?
In order for cleaning and redecorating deposits to be non-refundable, they must be so designated in writing by the landlord. ARS §33-1321.

What can the landlord do if the tenant does not pay rent when it’s due?
The landlord must give the tenant a five-day notice to pay all rent due or vacate the dwelling. The notice may be hand-delivered to the tenant or sent by certified or registered mail. If the tenant fails to pay rent the landlord can file a forcible detainer complaint in the Justice of the Peace Court.

This booklet contains typical landlord and tenant questions and answers, along with relevant statute sections. The answers offer guidance on provisions of the Arizona Residential Landlord and Tenant Act but do not constitute legal advice. For legal advice you must consult an attorney.
Court on the sixth day. The court will issue a summons ordering the tenant to appear in court to show cause why they should not pay rent or vacate the rental unit. If the tenant fails to show cause, the court will issue a writ of restitution. ARS §33-1368.

**Can the landlord discontinue utility services provided by the landlord?**
The landlord may discontinue utility services provided by the landlord on the day following the day that the writ of restitution is issued. ARS §33-1368.

**What type of notice is the landlord required to give to increase rent?**
The landlord must give a 30-day written notice prior to the periodic rental due date if the tenant is a month-to-month tenant. The landlord must give a 10-day written notice if the tenant is a week-to-week tenant. ARS §33-1375.

When a tenant has a signed lease the landlord cannot raise the rent until the term of the lease is expired. An escalated clause allows the landlord to increase the rent under certain conditions.

**Can the landlord accept part of the rent and later evict the tenant?**
The landlord cannot accept a partial rent payment and later evict the tenant. The landlord may pursue court action to evict the tenant providing there is a rent waiver and the tenant agrees in writing to the terms and conditions of the partial payment regarding the continuation of the tenancy. ARS §33-1371.

**What are some activities of the tenant that can result in an immediate eviction?**
Here are some of the conditions under which a tenant may be declared to have committed an irreparable breach: illegal discharge of a weapon; prostitution; criminal street gang activity; unlawful manufacturing, selling, using, storing, keeping or giving of a controlled substance; or infliction of serious bodily harm. Threatening or intimidating behavior or falsification of a document may also be grounds for immediate eviction. ARS §33-1368.
Can a tenant terminate their rental agreement if he/she is a Victim of Domestic Violence?

The individual must indicate in writing to the landlord that the action, events, or circumstances that resulted in him/her becoming a victim of domestic violence occurred within a 30-day period immediately preceding the written notice to the landlord. The resident must provide evidence to the landlord by one of the several methods:

- A copy of a protective order issued in the victim's favor and against the person allegedly engaging in the domestic violence.
- Proof that the victim provided a copy of the order to an authorized officer of the court to serve the perpetrator.
- A copy of a written departmental report from a law enforcement agency that states the resident notified the agency that he or she is a victim of domestic violence. ARS §33-1318.

Does the tenant have the right to change the locks on the rental unit?

The tenant cannot deny entrance to the landlord; changing the locks prevents the landlord from entering the dwelling in case of emergencies. The tenant may be held liable for any damages that result from denying the landlord access to the dwelling.

What can the tenant do if the landlord fails to make repairs?

The tenant has several options if the landlord fails to maintain the dwelling.

1. **Minor defects.** The tenant has a right to have repairs made by a licensed contractor, after proper notice to the landlord. If the landlord fails to comply, the tenant can have the repairs done and deduct up to $300 dollars or one-half month's rent, whichever is greater. The tenant must submit an itemized statement to the landlord and a lien waiver provided by the contractor. ARS §33-1363.
2. Wrongful failure to supply essential services such as heat, air conditioning, cooling, water or hot water. If the landlord deliberately or negligently fails to provide essential services contrary to the rental agreement or the Arizona Residential Landlord and Tenant Act, the tenant may give written notice to the landlord specifying the breach and may do one of the following.

a) Obtain services and deduct the actual reasonable cost from the rent;

b) Seek damages based on the decrease in the fair rental value of the dwelling;

c) Procure reasonable substitute housing during the period of the landlord’s non-compliance. If the cost of the substitute housing is higher than the regular rent, the tenant may recover the additional cost from the landlord in an amount not to exceed 25 percent of the unpaid regular rent. ARS § 33-1364.

A landlord who is aware of a problem and is slow to correct or repair it could be considered to have acted deliberately or negligently. The tenant cannot invoke the above remedies if the condition was caused by members of the tenant’s family through damage or misuse or was caused by any other person on the premises with the tenant’s consent.

The landlord has the right to disconnect the utilities in order to make repairs.

Can the tenant withhold rent?

Arizona Revised Statute 33-1368(B) states that a tenant may not withhold rent for any reason.

Does the tenant have the right to terminate a rental agreement if the landlord failed to make repairs affecting health and safety?

If the tenant gave a written five-day notice requesting repairs, and the landlord failed to make them, the tenant may move out after the end of the fifth day. ARS §33-1361.

Can the landlord or manager withhold the name of the owners of an apartment complex?

Any person authorized to enter into a rental agreement shall give the tenant in writing the name and address of the person authorized to manage the premises and the owner or a person authorized to act for and on behalf of the owner for the purpose of service of process, and for the purpose of receiving and receipting for notices and demands. ARS §33-1322.
Can the landlord hold the tenant’s personal property for delinquent rent?
The landlord cannot hold the tenant’s personal property for back rent. ARS §33-1372.

Does the landlord have the right to evict the tenant if the dwelling is not kept in a habitable condition?
The landlord can evict the tenant if the dwelling is not maintained or the tenant causes damage to the dwelling. The landlord may make repairs at the tenant’s expense. Examples of damages for which the landlord can hold the tenant responsible include: (1) damaged plumbing, (2) broken light fixtures, (3) damaged or soiled carpet, (4) broken windows, (5) marred or damaged walls and ceilings and (6) broken appliances caused by the tenant’s abuse and neglect. ARS §33-1369.

Does the landlord have the right to collect rent after evicting the tenant for a breach of the lease?
The landlord may attempt to collect the balance of the lease, including the actual cost of damages caused by the tenant. The right exists even though the landlord evicted the tenant. ARS §33-1373.

Can a tenant refuse the landlord access to the dwelling?
The tenant cannot refuse lawful access to the landlord. However the landlord must give the tenant two days notice of his intent to enter and may enter only at reasonable times, except in case of an emergency. ARS §33-1343.

If a tenant notifies the landlord of a maintenance service request as prescribed in ARS §33-1341, paragraph 8. The notice from the tenant constitutes permission from the tenant for the landlord to enter the dwelling unit for the sole purpose of acting on the maintenance request.

When can the landlord enter the tenant’s dwelling without giving notification?
The landlord may enter the tenant’s dwelling without consent of the tenant in case of emergency. Examples are fire, smoke, or noxious odors. ARS §33-1343.
**Can the landlord refuse to rent to tenants who have children?**

Discrimination by a landlord against a tenant with children is not allowed unless the dwelling meets the definition of housing for older persons in §41-1491.04. ARS §33-1317.

**What type of notice is the landlord required to give to terminate the rental agreement?**

The landlord must give a 30-day written notice prior to the periodic rental due date if the tenant is a month-to-month tenant. The landlord must give a 10-day written notice if the tenant is a week-to-week tenant. ARS §33-1375.

**How many people may occupy a dwelling?**

State law has a standard occupancy limit of two persons per bedroom. However, the landlord has the right to refuse to rent to more persons per bedroom if he chooses. ARS §33-1317.

**If the property I am renting has been foreclosed on, can the new owner or immediate successor evict me?**

A new federal law was enacted on May 20, 2009, the Protecting Tenants in Foreclosure Act (Public Law No. 111-22; Senate Bill 896).* This new law requires that tenants in foreclosed properties receive a 90-day notice prior to being evicted. Specifically, the new law requires that, in the event of a foreclosure, the new owner or immediate successor in interest at foreclosure must allow tenants with leases to occupy the property until the end of the lease term. There are three exceptions to the law:

1). The lease can be terminated on 90-days notice if the unit is sold to a purchaser who will occupy the property.

2). The lease has fewer than 90-days.

* This federal law expires on December 31, 2014.
3). The tenancy is month-to-month or a tenancy at-will, in which case the new owners must provide the tenant with a 90-days notice prior to eviction.

**What can a tenant do if the new owner requested you to leave the property in less than 90-days?**

The new owners or immediate successor in interest at foreclosure may not be aware of the new law. If they attempt to evict you without honoring your lease or providing the required 90-day notice, inform the new owner of the Protecting Tenants in Foreclosure Act by certified mail with return receipt requested of the Protecting Tenants in Foreclosure Act. Save the copy of the letter and return receipt requested. You must also offer to pay the new owner your rent.

**What happens if a tenant does not pay the new owner or immediate successor in interest rent?**

The new owner or immediate successor in interest can serve a notice giving the tenant five (5) days to pay or the rental agreement will be terminated. The new owner or immediate successor may terminate the rental agreement by filing a special detainer action pursuant to section 33-1377.

**Is the landlord required to include in a written lease agreement that the property is currently undergoing foreclosure at the commencement of tenancy?**

Yes, pursuant to ARS 33-1331 a landlord is required to include in a rental agreement that the property is scheduled for a trustee sale auction including the name, address and court location where the action is filed or the trustee, attorney or other responsible party. The landlord is also required to include the time, date, and place of the trustee sale or write no sale has been established for this property.

**Is the landlord required to notify the tenant in writing that the property is undergoing foreclosure if the landlord receives a Notice of Trustee Sale during tenancy?**

Yes, pursuant to ARS 33-1331 a landlord is required to notify the tenant within five (5) days from the date that he receives a notice of trustee sale, that the property is scheduled for a trustee auction sale along with the name, address and court where the action is filed, or the trustee, attorney or other responsible party. The landlord is also required to include time, date, and place of the trustee sale in the written notice to the tenant.

-7-
What remedy does a tenant have if the landlord does not comply with proper notification of a foreclosure process after a lease has been entered?

A tenant may potentially give the landlord a ten (10) day breach of lease notice alleging that the act of allowing the home to go into foreclosure is a breach that, if not resolved within ten (10) days, may allow the tenant to terminate the tenancy and/or may pursue legal action against the landlord to recover damages for the breach.

Do tenants have the right to withhold rent if the property is subject to a trustee sale?

When a mortgage goes into default, the landlord still has the right to collect rent. The landlord remains in charge of the rental unit until the property is sold at the trustee sale.

Can the tenant refuse to allow the landlord to show the rental unit to prospective buyers, tenants, contractors, or mortgagees?

The tenant cannot withhold consent to the landlord to show the premises to a prospective buyer, tenant, contractor, or mortgagee, providing the landlord gives the tenant at least two days notice. The landlord can enter only at reasonable times. ARS §33-1343.

RENTAL TERMS

Abandonment: Abandonment occurs when the tenant is absent for seven days without notice to the landlord and rent is delinquent for 10 days.

Actual damages: Damages or financial losses incurred by the tenant or landlord because of a breach of the rental agreement.

Breach: When the tenant or landlord fails to comply with terms of the rental agreement.

Business day: Business days are Monday, Tuesday, Wednesday, Thursday, and Friday. Business days do not include Saturday, Sunday or legal holidays.

Calendar day: The date on which something occurs. For example, June 10-12 is three calendar days (June 10, June 11 and June 12).

Defendant: A person against whom court action is brought.

Diminution of services: When the landlord shuts off utilities to force the tenant to pay delinquent rent.

Distrain for rent: A situation in which a landlord retains the tenant’s personal property for the delinquent rent.
**Injunctive relief:** A court order that restrains the defendant from conducting specific actions against the plaintiff.

**Lease:** A contract that cannot be broken without incurring liability unless both parties agree or one party has committed a significant breach.

**Physical possession:** Actually occupying a dwelling.

**Plaintiff:** A person who files a court action against the defendant.

**Prohibited:** An action that is not permitted under the Arizona Residential Landlord and Tenant Act.

**Restrictive covenant:** A condition put into a deed which restricts the use of property. An example is prohibiting families and persons below a specific age from renting.

**Retaliatory action:** An action intended to harass or punish the tenant or landlord for complaining about a breach of terms and conditions of the rental agreement.

**Security deposit:** Money paid to the landlord to hold in order to guarantee that the tenant will take care of the property and pay rent.

**Subsequent breach:** A breach that occurs after the first breach. An example is a tenant who fails to pay rent in December and then fails to pay rent in January.

**Substitute housing:** Housing the tenant moves into because the landlord failed to maintain the rental unit in a habitable condition.

**Tenant or lessor:** A person who rents.

**Writ of restitution:** A court order issued to evict the tenant.

---

**Other Services and Community Contact Information:**

**RENTAL ASSISTANCE/FINANCIAL ASSISTANCE**

City of Phoenix Human Services:

- John F. Long Family Services Center 602-262-6510
- Sunnyslope Family Services Center 602-495-5229
- Travis L. Williams Family Services Center 602-534-4732

Outside of the city of Phoenix:

- 24/7 Community Information and Referral Services helpline 2-1-1/877-211-8661
  
  (Provide information on medical services, shelter information, emergency food boxes, rental assistance programs, faith based organizations and much more).
Salvation Army 602-997-5034
Saint Vincent de Paul 602-263-8856

SHELTER
CONTACS Shelter Hotline 602-263-8900/1-800-799-7739
(Community Network for Accessing Shelter)
Central Arizona Shelter Services 602-870-1705

LEGAL ASSISTANCE
Community Legal Service 602-258-3434
Maricopa County Bar Association Lawyer Referral Service 602-257-4434
Maricopa County Justice Court 602-506-8530

HOUSING COUNSELING (FORECLOSURE PREVENTION/
HOMEBUYER PROGRAMS)
Neighborhood Housing Services of Phoenix 602-258-1659
Greater Phoenix Urban League 602-254-5611
Chicanos Por La Causa 602-253-0838
Community Housing Resources of Arizona 602-631-9780
Arizona ACORN 602-253-1111

OTHER RESOURCES
Arizona Attorney General’s Office - Consumer Complaint 602-542-5763
Arizona Department of Real Estate 602-771-7730
City of Phoenix Equal Opportunity Department 602-262-7486
Arizona Mortgage Foreclosure Helpline 1-877-448-1211
Family Advocacy Center 602-222-9444
Fresh Start Women’s Center 602-252-8494
24-hour Crisis Response Network Helpline 602-222-9444
Maricopa County Assessor’s Office 602-506-3406
(Residential Rental Property Registration)
Maricopa County Environmental Health 602-506-6616
Arizona Association of Manufactured Homes & R.V. Owners 480-966-9566
(Provide information to tenants on the Arizona Mobile Home Parks Residential Landlord and Tenant Act)
Neighborhood Services Department
200 W. Washington St. 4th Floor
Phoenix, AZ 85003
www.phoenix.gov/NSD

24-hour Landlord/Tenant information line
602-534-4444, option 3

Fax: 602-534-4445
Landlord/Tenant Counseling e-mail:
landlord.tenant.nsd@phoenix.gov

For a copy of this publication in an alternate format contact the Neighborhood Services Department ADA Liaison,
200 W. Washington St., Phoenix, AZ 85003
If your housing is unsafe or there are health hazards where you live you may call Maricopa County Public Health Environmental Services Complaint:

Complaint Line Phone Number: 602-506-6616

Walk-in Complaints:
1001 N Central Avenue, 1st Floor Phoenix Arizona 85004

**HUD Certified Housing Counseling Agencies**

- **Chicanos Por La Causa**
  1402 S. Central Ave., Bldg A
  602-253-0838 | cplc.org

- **Community Housing Resources of Arizona**
  4020 N. 20th St., Suite 220
  602-631-9780 | communityhousingresources.org

- **Desert Mission Neighborhood Renewal**
  9229 N. Fourth St.
  602-331-5833 | jcl.com/desert-mission/neighborhood-renewal

- **Greater Phoenix Urban League**
  1402 S. Seventh Ave.
  602-254-5611 | gphxul.org

- **Neighborhood Housing Services of Phoenix**
  1405 E. McDowell Road, Suite 100
  602-258-1659 | nhspheonix.org

- **Newtown Community Development Corps.**
  511 W. University Blvd., Suite 4
  480-829-5759 | newtowncdc.org
This Love Your Block initiative will take our city to the next level by providing critical seed money and the passion of AmeriCorps VISTA members to allow residents to focus on the health and safety needs of their own neighborhoods” - Mayor Greg Stanton
CITIZEN RESOURCES/GRANT OPPORTUNITIES

City of Phoenix
Office of Arts & Culture

GRANTS PROGRAM

APPLICATION DEADLINE MARCH 2018

Grants for Arts and Culture Organizations and Phoenix Neighborhoods in partnership with local businesses or organizations

Visit our website for more details: www.phoenix.gov/arts/grants-program
The Community Development Block Grant (CDBG) program, funded through the U.S. Department of Housing and Urban Development (HUD) and administered by the Neighborhood Services Department, has served the community since 1975.

The CDBG program funds comprehensive revitalization of designated neighborhoods, housing rehabilitation, construction of facilities such as senior and community centers, small business loan programs, social services and homeless assistance.

Parties interested in receiving notification of Public Services and Facilities Request for Proposals are encouraged to subscribe to the grants listserve. The listserve web address is: http://lists.phoenix.gov/fms/nsdsubscribe.html.

Contact Information
Grants Administration
200 W. Washington St., fourth floor
Phoenix, AZ 85003
Phone: 602-534-4444
Email: grants.nsd@phoenix.gov

<table>
<thead>
<tr>
<th>GRANT OPPORTUNITES</th>
<th>WHERE TO APPLY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PUBLIC SERVICES</strong></td>
<td>Neighborhood Services Department Email: <a href="mailto:grants.nsd@phoenix.gov">grants.nsd@phoenix.gov</a></td>
</tr>
<tr>
<td>Funding Source: Community Development Block Grants (CDBG)</td>
<td></td>
</tr>
<tr>
<td>Funding Supports: Operational support for programs that primarily serve low and moderate income Phoenix residents that are carried out by nonprofit organizations.</td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility Criteria:</strong> Eligible applicants include non-profit organizations, and schools serving targeted areas. Programs must meet a HUD CDBG National Objective.</td>
<td></td>
</tr>
<tr>
<td><strong>Priority Categories to be determined.</strong></td>
<td></td>
</tr>
</tbody>
</table>

<p>| <strong>PUBLIC FACILITIES PROJECTS</strong> | Neighborhood Services Department Email: <a href="mailto:grants.nsd@phoenix.gov">grants.nsd@phoenix.gov</a> |
| Funding Source: Community Development Block Grants (CDBG) |  |
| Funding Supports: Acquisition, renovation, or new construction activities in facilities owned by non-profit organizations incorporated in the State of Arizona. |  |
| <strong>Capital Improvements – Public Facilities for Non Profits</strong> |  |
| <strong>Maximum Grant Amount:</strong> $100,000 maximum request, 70% CDBG and 30% provided by Agency match |  |
| <strong>Eligibility Criteria:</strong> Eligible applicants include non-profit organizations, and schools serving targeted areas. Projects must meet a HUD CDBG National Objective. |  |
| <strong>Project Examples:</strong> Projects located are located citywide. Eligible activities include acquisition, new construction or rehabilitation of public facilities, i.e., senior, youth or childcare center, domestic violence shelter, neighborhood facilities, or Americans With Disabilities Act (ADA) modification projects. Priority will be given to projects that eliminate blighting properties and/or contribute to physical revitalization of the neighborhoods in which they are located. |  |</p>
<table>
<thead>
<tr>
<th>HOUSING COUNSELING SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Source:</strong> Community Development Block Grants (CDBG)</td>
</tr>
<tr>
<td><strong>Summary of Grant Program:</strong> Housing counseling services that increase the awareness of homeownership opportunities, improve the access of low and moderate income households to sources of mortgage credit, and provide predatory lending housing counseling.</td>
</tr>
<tr>
<td><strong>Dollar amount:</strong> No set annual cap, dependent on City’s annual allocation.</td>
</tr>
<tr>
<td><strong>Eligible Applicants:</strong> Non-profit corporations in partnership with neighborhood organizations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOUSING COUNSELING OPEN APPLICATION PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Source:</strong> Community Development Block Grant</td>
</tr>
<tr>
<td><strong>Summary of Grant Program:</strong> Housing counseling services that increase the awareness of homeownership opportunities, improve the access of low and moderate income households to sources of mortgage credit, and provide predatory lending housing counseling.</td>
</tr>
<tr>
<td><strong>Dollar amount:</strong> No set annual cap, dependent on City’s annual allocation.</td>
</tr>
<tr>
<td><strong>Eligible Applicants:</strong> Non-profit corporations in partnership with neighborhood organizations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NEIGHBORHOOD IMPROVEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Source:</strong> Community Development Block Grants (CDBG)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NEIGHBORHOOD INFRASTRUCTURE PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Source:</strong> Community Development Block Grant</td>
</tr>
<tr>
<td><strong>Summary of Grant Program:</strong> Projects sponsored by City of Phoenix departments in partnership with neighborhood associations to improve streets, sewers, drainage, and other infrastructure items in the Enterprise Community, Neighborhood Initiative Areas, Redevelopment Areas and other low/moderate income areas. Projects must meet federal requirements to benefit primarily low- and moderate-income persons, or prevent or eliminate blight.</td>
</tr>
<tr>
<td><strong>Dollar amount:</strong> No cap, match is required.</td>
</tr>
<tr>
<td><strong>Eligible Applicants:</strong> Neighborhood Associations or non-profit organizations in partnership with a City of Phoenix Department.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NEIGHBORHOOD ENHANCEMENT PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Source:</strong> Community Development Block Grant</td>
</tr>
<tr>
<td><strong>Summary of Grant Program:</strong> Projects sponsored by city departments in partnership with neighborhood associations that address neighborhood needs. Park amenities, playgrounds, neighborhood streetscaping, landscaping, gateways, security improvements, physical improvements related to neighborhood traffic mitigation, street/alley closures, etc. Projects must meet federal requirements to benefit primarily low-and-moderate income persons, or prevent or eliminate blight.</td>
</tr>
<tr>
<td><strong>Dollar amount:</strong> $100,000 cap</td>
</tr>
<tr>
<td><strong>Eligible Applicants:</strong> Neighborhood Associations or non-profit organizations in partnership with a City of Phoenix Department.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESIDENTIAL INFILL DEVELOPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Source:</strong> Blight Elimination Bonds and Community Development Block Grant (CDBG) funds.</td>
</tr>
<tr>
<td><strong>Summary of Grant Program:</strong> The program provides new infill housing development within established Redevelopment, Neighborhood Initiative, and or other low-income areas in the City of Phoenix. The Neighborhood Services Department (NSD) may issue Requests for Proposals (RFPs) to qualified developers for infill housing development on an as-needed basis.</td>
</tr>
<tr>
<td><strong>Dollar Amount:</strong> Based on availability and gap funding only.</td>
</tr>
<tr>
<td><strong>Eligible Applicants:</strong> Nonprofit and for-profit developers.</td>
</tr>
</tbody>
</table>

| Requests for Proposals (RFP) are issued by Neighborhood Services Department on an as-needed basis |

| Email: grants.nsd@phoenix.gov | Email: grants.nsd@phoenix.gov |

| Email: grants.nsd@phoenix.gov | Email: grants.nsd@phoenix.gov |

| Email: grants.nsd@phoenix.gov | Email: grants.nsd@phoenix.gov |
## HOMELESS SERVICES

**Homeless Services - Request for Proposal**

**Fund Sources:** Community Development Block Grant and Emergency Shelter Grants

**Summary of Grant Program:**
- **Emergency Shelter- Operations:** Maintenance, operation, insurance, utilities and furnishings for emergency shelter programs that provide immediate shelter for up to 120 days to persons who are homeless. No more than 10 percent of the grant may be used for staffing costs.
- **Supportive Services:** Services that assist homeless person in moving towards self-sufficiency and permanent housing including but not limited to case management, job placement and training, substance abuse, child care, and transportation services.

**Dollar Amount:** No cap  
**Eligible Applicants:** Non-profit corporations  

**Contact:** Kristina Blea  
**Phone:** (602) 256-4302  
**Email:** Kristina.Blea@phoenix.gov

## HOUSING PROJECTS

**Housing Projects**

**Funding Source:** Community Development Block Grants and Home Investment Partnership  
**Summary of Grant Programs:** Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities.  
**Dollar amount:** $1.5 - $3 million  
**Eligible Applicants:** Non-profit and for-profit corporations  

**Housing Development**  
Grants are awarded through an Open Application process.

## HOMESTAY OPPORTUNITIES

**Funding Source:** HOPWA  
**Summary of Grant Program:** Emergency assistance, rental assistance, and acquisition/rehab/lease/operating assistance for emergency/transitional/permanent supportive housing.  
**Dollar amount:** Variable  
**Eligible Applicants:** Non-Profit corporations  

**Housing Development**  
Grants are awarded through an Open Application process.
<table>
<thead>
<tr>
<th>SMALL BUSINESS ASSISTANCE and ECONOMIC DEVELOPMENT PROGRAMS</th>
<th>Neighborhood Services Department</th>
</tr>
</thead>
</table>
| **Neighborhood Commercial Rehabilitation** | Contact: Jesse Garcia  
Phone: (602)261-8697  
Email: Jesse.Garcia@phoenix.gov |
| **Funding Source:** Community Development Block Grant (CDBG)  
**Summary of Grant Program:** The program provides financial and technical assistance to qualified businesses and commercial property owners to revitalize and enhance the exterior of their properties in low- to moderate-income targeted areas.  
**Dollar amount:** Based on availability of funds, and eligibility criteria.  
**Eligible Applicants:** For-profit businesses located within low- and moderate-income targeted areas. |  |
| **Small Business Assistance - (Open Application, Management Technical Assistance)** | Neighborhood Services Department  
Contact: Jesse Garcia  
Phone: (602)261-8697  
Email: Jesse.Garcia@phoenix.gov |
| **Funding Source:** Community Development Block Grant (CDBG)  
**Summary of Grant Program:** The program allows experienced business consultants or providers the opportunity to offer technical assistance to small business owners. Assistance in the following business categories is provided: general business planning, marketing, accounting/finance, procurement, loan packaging, human resource planning/workforce development, information technology, and special projects. Awarded grants must result in job creation and or retention for low-income individuals.  
**Dollar amount:** Based on available funds.  
**Eligible Applicants:** For-profit businesses that will create jobs within two years of receiving program funds. | |
**Neighborhood Services Clean Up & Tool Lending:**

Keeping your community looking great is hard, yet rewarding work! The Tool Lending Program is offered to residents and community groups for cleanup events at no charge. Any neighborhood group or Block Watch listed with the Neighborhood Services Department may receive paint, and borrow supplies and clean-up tools to improve their neighborhood. To borrow equipment, get paint or reserve a paint-sprayer, sign up for the next training class or reserve tools for your next neighborhood clean-up.

Tool trailers and tools available for loan include:

- paint rollers
- wire brushes with scrapers
- hoes
- weed eaters
- shovels
- gloves
- paint sprayer
- buckets
- ladders (three-step)
- pole trimmers
- brooms
- brushes
- hedge shears
- loppers
- rakes
- wheelbarrows
- garbage bags

**Contact Information:**
Tool Lending Program
Neighborhood Services Department
200 W. Washington St., fourth floor
Phoenix, AZ 85003-1611
Phone: 602-495-0323
Email: nsd@phoenix.gov
Neighborhood Services Housing Rehabilitation Programs

The Housing Rehabilitation Program provides assistance to eligible low to moderate income homeowners citywide for emergency home repairs and or to address health and safety hazards. The program may also address non-emergency home repairs to stabilize critical home systems such as electrical, mechanical, plumbing, and roof systems. Water and energy conservation as well as exterior code violations may also be addressed. The program offers homeowners’ financial assistance through a range of interest-free, forgivable loan and grant programs. Program participation is limited to available funding and capacity.

Contact Information:
Housing Rehabilitation Programs
Neighborhood Services Department
200 W. Washington St., fourth floor
Phoenix, AZ 85003-1611
Phone: 602-534-4444, extension 4
Fax: 602-534-8213
Email: rehab.nsd@phoenix.gov
The Neighborhood Leadership Studio Program (NLS) is for neighborhood groups that are registered with the City of Phoenix Neighborhood Services Department and are just getting started or have new leadership. The program is designed to develop and/or build neighborhood capacity. If you’re looking to re-energize and take your civic engagement and community building efforts to the next level, this program is for you!

NLS is sponsored by the Neighborhood Services and Public Works departments, in partnership with the Phoenix Industrial Development Authority. This leadership program is application based. For more information, contact Ray Yocopis at (602) 495-0116 by phone, or http://www.phoenix.gov/nsd/neighborhoodcollege by email.
Neighborhood Services Neighborhood College

Neighborhood College is a one-of-a-kind collaboration of workshops and hands-on learning experiences brought to you by multiple city departments. The intent of the program is to provide each participant with knowledge about the city’s programs, services and resources; the tools to access those resources; and the skills and ideas with which to build positive, sustainable communities. Everyone is welcome! Regardless of whether you’re a seasoned community leader or a new resident just looking to get to know your new home better, Neighborhood College is flexible enough to meet the needs of all Phoenix residents! We hope to see you at one of our many free workshops - and encourage your neighbors to do the same. Please note: Registration information is listed with each individual session. For more information regarding the Neighborhood College Program, please contact us at 602-534-4444.
Blight Buster Volunteer Program:

Blight Buster volunteers promote community pride and beautiful neighborhoods by keeping Phoenix free of graffiti and blight. Residents 18 years or older may receive free training to learn how to address graffiti and a variety of blight-related issues; from back-alley cleanups to illegal signs in public right-of-ways.

Residents also are enabled to become better advocates in their communities by learning how to arrange and manage community cleanup projects. Those who complete the training will receive an identification badge, uniform and resources to help carry out their volunteer assignments.

Graduates will be able to:
- Learn how to remove graffiti
- Safely use an airless paint sprayer
- Address illegal signs placed in public right-of-ways
- Take full advantage of the Tool Lending Program
- Use GPS cameras
- Assess sites for community cleanup projects

Eligibility requirements To enroll in the program, you must meet the following criteria:
- Be at least 18 years of age or older at the start of the program
- Be a resident of the city of Phoenix
- Successfully pass a fingerprint-based background check

For more information or to register, call 602-534-4444, email bbv@phoenix.gov or sign up online through Neighborhood College.
The Good Neighbor Program (GNP) works to increase resident participation in their neighborhood improvement activities by creating opportunities in which all residents feel comfortable with each other and their neighborhoods. The program is a leadership development series that offers the opportunity to learn how you can improve your community.

The program features a series of educational and self-awareness classes and workshops on a variety of topics including:

- Accessing your local government
- Information on landlord/tenant rights and foreclosures
- Improving communication between residents and city departments
- Building community pride
**Shade Tree Programs**

SRP: SRP’s Shade Tree Program provides customers up to two free desert-adapted trees (approximately 4- to 6-foot saplings) to plant in energy-saving locations around your home. Shading your home helps reduce cooling costs, improve air quality and lower the Valley’s heat effect—without using a lot of water. To receive a free tree, participants are required to attend a free workshop to learn how to best plant and care for your trees. Space is limited. Reserve your spot by signing up online. See more: http://www.savewithsrp.com/rd/shadetrees.aspx

---

**Financial Literacy**

Financial Literacy is a skill that any resilient community needs. Here are some vetted and government trusted programs that can help you or your community members. For more information please visit the Arizona State Treasurer website at http://www.aztreasury.gov/financial-literacy.

AZ529.org is a Family College Savings Program designed to help families meet the rising costs of a higher education by offering an easy, flexible, and tax-advantaged way to save for college. http://www.az529.gov/AZ529Website_2010/index.html Phone: 602-258-2435. Email: DLager@AZhighered.gov

MyMoney.gov and 1-888-MyMoney is the U.S. Department of the Treasury’s website and hotline that serves as the one-stop shop for federal financial literacy and education programs, grants and other information. https://www.mymoney.gov/Pages/default.aspx Phone:1-800-FED-INFO

National Endowment for Financial Education helps individual Americans acquire the knowledge and skills necessary to take control of their financial destiny. They offer focused downloadable workshops for communities and individuals. https://www.financialworkshopkits.org/ http://www.nefe.org/ Phone: 303-741-6333

360 Degrees of Financial Literacy is a free program of the nation’s certified public accountants to help Americans understand their personal finances through every stage of life. http://www.360financialliteracy.org/

Practical Money Skills for Life allows educators, parents, and students access to free educational resources including personal finance articles, games, lesson plans, and more. http://www.practicalmoneyskills.com/ Email: info@practicalmoneyskills.com

Institute for Financial Literacy’s mission is to make effective financial literacy education available to everyone. https://financialillit.org/ Phone: 207-873-0068.

The National Financial Education Network Database for State and Local Governments is comprised of materials submitted by the members of the Network to provide resources on financial literacy to the general public. http://www.flecnationalnetwork.org/

FinancialLiteracyMonth.com helps consumers begin their 30 step path to financial wellness. http://www.financialliteracymonth.com/

Money Smart was launched by the Federal Deposit Insurance Corporation (FDIC) to help low- and moderate-income individuals outside the financial mainstream enhance their financial skills and create positive banking relationships. https://www.fdic.gov/consumers/consumer/moneysmart/ Phone: 877-ASKFDIC (877-275-3342)

SmartAboutMoney.org was created by the National Endowment for Financial Education to help with financial decisions throughout life’s ups and downs. https://www.smartaboutmoney.org/ Phone: 303-741-6333
Phoenix Public Library provides greater Phoenix communities and individuals in-person and online access to their choice of information, access to knowledge and connection to resources. Serving as a community hub for life-long learning; education, career readiness, entrepreneurial, social/civic engagement, trusted research, community collaboration and entertainment platforms and programming are available to all ages. All Phoenix Public Library services are free. To connect with Phoenix Public Library and learn more about all that is offered, visit www.phoenixpubliclibrary.org or call 602-262-4636. *Burton Barr Central Library is expected to be closed until summer of 2018. For other locations, information regarding the status of Burton Barr Central Library, and resources available online, please go to www.phoenixpubliclibrary.org or call 602-262-4636.
**Getting a Phoenix Public Library Card**

A Phoenix Public Library card is available for free to Maricopa County residents with a valid photo ID listing a current address. Cards may be applied for in person at any one of 17 locations or online at www.phoenixpubliclibrary.org (eCards will only grant access to online services). Library card accounts are required in order to check out materials such as books, CDs, DVDs in-person, and access to all online services such as eBooks and music & movie streaming.

**Programs Available**

In addition to a wide range of library materials for all ages...

Families with young children build early literacy skills at Storytimes, Pre-School Prep, Kindergarten Bootcamp, Kids’ Café, Sit-Stay-Read, and more including kid friendly online resources.

School-aged children continue to develop their on-grade reading skills, create, and explore creativity and ingenuity through a host of out-of-school literacy, STEM activities like CodePHX, and annual Summer Reading programs.

Teens find out-of-school instruction covering homework help, video game design, coding, video editing, 3-D printing, STEM, Robotics and summer volunteer opportunities.

Adults have access to a wealth of quality of life programing at all 17 locations. *Burton Barr Central Library is expected to be closed until summer of 2018.*

**Specialty Services**

Phoenix Public Library collaborates with a diverse collection of City of Phoenix departments and community organizations to provide...

**College Depot at Phoenix Public Library** – Students of all ages find free, hands-on, personalized assistance through a staff of college planning advisors with various elements of college admissions and financial aid process. Assistance includes help with FAFSA, scholarship searches, admission applications and more. Hosts “Re-Engage” which offers connections to resources for those returning to school. Ordinarily located at Burton Barr Central Library • through summer of 2018 check www.phoenixpubliclibrary.org for current location of College Depot services

**hive @ central** – Entrepreneurs can find resources at a distinctive entrepreneurial and small business creation center. hive @ central is a free networking resource and space for budding entrepreneurs, small business owners, artists, anyone wanting to bring new business ideas to fruition and in turn strengthen Phoenix’s local economy. Ordinarily located at Burton Barr Central Library • through summer of 2018 check www.phoenixpubliclibrary.org for current location of hive @ central services and Spanish programing

**PHXWorks** – A collection of experts and materials supporting workforce needs including resume writing, interviewing, occupational testing, language learning and computer skills. Located at Ocotillo Library and Workforce Literacy Center • check www.phoenixpubliclibrary.org for additional locations hosting PHXWorks programming
Resilience Tools

Climate Health Assessment
This tool will give you an overview of the health issues Phoenix faces with a focus on flooding and heat. https://health2016.globalchange.gov/

National Weather Service Climate Hazards Outlook Interactive Map
This tool is helpful for situational awareness. http://www.cpc.ncep.noaa.gov/products/predictions/threats/threats.php

US Climate Resilience Toolkit
This tool can help you show the impact of extreme weather on Phoenix residents. https://toolkit.climate.gov/news/new-climate-explorer-climate-projections

Maricopa Association of Governments Demographics Interactive Map
A good tool for visualizing demographics and for planning. http://geo.azmag.gov/maps/demographic/

Center for Disease Control Social Vulnerability Interactive Map
A good tool to use for visualizing vulnerabilities. https://svi.cdc.gov/map.aspx

RAND Resilience Toolkit
The RAND Corporation via excellent research has created community tools to help develop and enhance community resilience. You will find activities, workshop ideas, exercises, and research that is user friendly and dynamic. http://www.rand.org/multi/resilience-in-action/community-resilience-toolkits.html

Map Your Neighborhood
This is a very simple activity based tool that enables one to organize and prepare a neighborhood. The tools available include premade neighborhood maps and instructions for apartment buildings/verticle neighborhoods. Please visit Washington Emergency Management website at: https://mil.wa.gov/emergency-management-division/preparedness/map-your-neighborhood.
After an extensive community consultation process, on April 12, 2016, Phoenix City Council adopted **2050 Environmental Sustainability Goals**. These goals articulate the community’s desired long-term environmental outcomes, along with fulfilling the General Plan aspirations of a **sustainable city**.

With these long-term desired outcomes defined, planning is underway to identify additional short and mid-term goals and metrics to be included in the next update to the General Plan for the community’s and Council’s consideration. Along with environmental metrics, additional social and economic goals are being considered that would best articulate the community’s desired outcomes to become a socially, economically and environmentally resilient city.
BUILDINGS & LAND USE

2050 GOAL: Reduce carbon pollution from vehicles, buildings, and waste by 80%-90%. All new buildings will be “net-positive” in terms of energy and materials. At the community scale, we will enhance 15 compact centers where the services are provided locally. Residents will be able to live, work and play, all within walking distance.

RECENT ACCOMPLISHMENTS

PHOENIX 2015 GENERAL PLAN

CARBON ACCREDITATION PROGRAM:
Sky Harbor was recognized in 2016 as a newly accredited airport in the Airport Carbon Accreditation program. Between 2014-2015, Sky Harbor decreased its carbon footprint by more than 4%.

VALE: As part of the Federal Aviation Administration’s Voluntary Airport Low Emission environmental grant, Sky Harbor was awarded one million dollars to construct chargers that support conversion of airline ground equipment to electric.

WHAT’S NEXT?

All 90,000 OF THE CITY’S STREET LIGHTS and lighting at its park facilities will be replaced with LED lights.

Partner with the community to IDENTIFY INCENTIVES for early adopters to reduce carbon pollution from vehicles, buildings and waste.

“GREEN” CERTIFICATES OF OCCUPANCY will be issued for projects utilizing the Phoenix Green Construction Code.

An URBAN FOREST INFRASTRUCTURE TEAM will work to implement the Tree and Shade Master Plan.
TRANSPORTATION

2050 GOAL: Make walking, cycling, and transit commonly used, enjoyed, and accessible for every Phoenix neighborhood, including our disabled community. This goal will result in 90% of the population living within one-half mile of transit, and projects 40% of the population will choose to commute by walking, biking, transit or car share.

RECENT ACCOMPLISHMENTS

TRANSPORTATION 2050: The 35-year citywide transportation improvement plan became effective Jan. 1, 2016. T2050 will triple the number of light rail miles in Phoenix and provide late night bus and Dial-a-Ride service to a majority of the City.

BUS SERVICE IMPROVEMENTS are transforming the way riders move by providing increased service and travel flexibility.

LIGHT RAIL EXPANSION
Service began on the northwest light rail extension starting at 19th Ave & Montebello Ave to Dunlap Ave.

THE WALKABLE URBAN CODE was adopted by City Council on July 1, 2015 as the implementation zoning tool that will guide development and shape future growth. The code will help realize the city’s vision for sustainable transit and pedestrian-oriented development along the light rail corridor within the Reinvent PHX area.

THE 2015 GENERAL PLAN articulates strategies for complete streets, transit-oriented development, infill development and many other ways to encourage walking, cycling and public transit.
RECENT ACCOMPLISHMENTS

CIRCULAR ECONOMY: Phoenix has started the transition to a Circular Economy by partnering with the Resource Innovation Solutions Network to facilitate public-private collaborations that promote efficiency and restorative use of natural resources.

BUILDING LOCAL MARKETS FOR RECYCLABLES: The City confirmed a deal with a company to move into the Resource Innovation Campus and turn 34,000 tons of palm tree fronds each year—3.4% of the city’s waste—into livestock feed, starting in 2017.

2050 GOAL: Phoenix will create zero waste through participation in the Circular Economy where recycled materials are repeatedly used in products versus raw materials.

In the short term, Phoenix will be on target to divert 40% of waste by 2020. However, to move toward Zero Waste by 2050, three key actions are needed:

1. Remove commonly recycled and easily compostable products from the waste stream.

2. Increase the number of recyclable products by incubating local businesses to capture new products from the waste stream.

3. Support transition to a Circular Economy by encouraging the retail industry to provide products that are either 100% recyclable or able to be repurposed or refurbished at end of life.

REIMAGINE PHOENIX

In 2013, the Public Works Department launched its waste diversion and sustainability initiative, Reimagine Phoenix, with a citywide goal of diverting 40 percent of trash from the landfill by the year 2020 by considering how we reduce, reuse, recycle, reconsider, and reimagine healthy consumption habits to minimize waste in our daily lives.

REIMAGINE PHOENIX STATISTICS

19.1% of trash being diverted

34,000 tons of palm fronds to be recycled annually, beginning in 2017
CLEAN WATER

2050 GOAL: Provide a clean and reliable 100-year supply of water.

Water shortage on the Colorado River is a serious issue that Phoenix must confront. Key tenets include:

1. Support for system conservation that helps stabilize Lake Mead
2. Use of innovative water-sharing arrangements that allow water to move flexibly and efficiently across Arizona
3. Continued protection of the fossil aquifers that underlie the Valley of the Sun

RECENT ACCOMPLISHMENTS

CONSERVATION: Phoenix’s residential gallons per-capita-per-day water consumption has fallen 34% since its peak in 1996. It fell 6% in the last two years alone.

INNOVATIVE WATER SHARING: The Phoenix-Tucson water exchange is an example of how to work collaboratively to build resiliency in water supplies.

CLEAN WATER: Phoenix went above and beyond current regulatory requirements for lead and copper testing in its water system to ensure the provision of safe, clean water.

In 2015, the Water Services Department launched its PHXWaterSmart initiative to better educate residents and businesses regarding water conservation measures, the importance of maintaining the infrastructure that underpins safe, reliable deliveries of water, and the methodical planning needed to confront the challenges that climate change engenders for our long-term water supplies.

98% of Phoenix’s water comes from renewable surface water supplies.

84% of reclaimed wastewater is re-used for beneficial purposes.

Phoenix saves groundwater for future generations.

PHX WATER SMART STATISTICS
2050 GOAL: Having all residents within a five-minute walk of a park or open space by:
1. Adding new parks or open space in underserved areas.
2. Adding 150 miles of paths, greenways, and bikeways throughout the City, and transforming an additional 150 miles of canals into vibrant public space.
3. Reducing the urban heat island effect through green infrastructure as well as doubling the current tree and shade canopy to 25%.

RECENT ACCOMPLISHMENTS

In 2016, the City UNVEILED A NEW MARGARET T. HANCE PARK MASTER PLAN. The City’s vision is for Hance Park to be an iconic destination that provides recreational and cultural experiences, while also serving as a major event space for concerts and festivals.

More than 20 CITY PARKS FEATURE DESIGNATED FITPHX WALKPHX PATHS, and that number will grow to 30 by early 2017. Each location has a mapped walking path with signage and mile markers that help users track physical activity.

Since 2001, the City has acquired 10,000 ADDITIONAL ACRES OF MOUNTAIN AND DESERT PRESERVE LAND. The City is steward of more than 41,000 acres of mountain and desert preserves, which includes a 200-plus mile trail system.

The City’s MOUNTAIN AND DESERT PRESERVES FEATURE 41 TRAILHEADS, including two that have opened in the last three years — Apache Wash in 2013 and Desert Hills in 2016 — both located in the northern region of the City in the Sonoran Preserve.

During the 2016 calendar year, approximately 518 MILLION OF VOTER-APPROVED Phoenix Parks and Preserve Initiative (PPPI) money helped fund 33 Parks and Recreation Department capital improvement projects.

The Parks and Recreation Department 2016 CAPITAL IMPROVEMENT PROJECTS were highlighted by the addition of a two-acre dog park, multi-use lighted sports fields, and stage to Cesar Chavez Park in March, and the grand opening of the 3,200-square-foot Muriel Smith Recreation Center at Lindo Park in October.
2050 GOAL: Phoenix will achieve a level of air quality that is healthy for humans and the environment. This includes outperforming all federal standards and achieving a visibility index of good or excellent on 90% of days or more.

RECENT ACCOMPLISHMENTS

THE 2015 GREENHOUSE GAS EMISSIONS (GHG) reduction report for City Operations was published.

ACHIEVED A 15% REDUCTION in GHG emissions and set a new goal of a 40% reduction by 2025.

DID YOU KNOW?

The City reduced its greenhouse gas emissions from operations by 15.6% since 2005.

1,700 tons of air pollution removed annually by Phoenix’s trees

29% reduction in PM-10 (dust) since 1990

6% reduction in ozone since 1990

AIR QUALITY STATISTICS
SUSTAINABILITY

FOOD SYSTEMS

**2050 GOAL:** Maintain a **sustainable, healthy, equitable, thriving local food system** by eliminating food deserts (areas without ready access to fresh, healthy, and affordable food), increasing urban agriculture, establishing farmers markets in each of the city’s urban villages, and significantly reducing the rates of hunger, obesity, and diet-related disease.

**RECENT ACCOMPLISHMENTS**

**MARICOPA COUNTY FOOD SYSTEM COALITION** was formed as a voluntary community organization advocating for the advancement of the local food system in Maricopa County.

The Office of Environmental Programs was awarded a $400,000 community-wide Brownfields Assessment Grant from the U.S. EPA for the Phoenix **BROWNFIELDS TO HEALTHFIELDS PROJECT**. The project is focused on transforming community health through cleanup and reuse of environmentally-challenged properties for food and healthcare.

The **FARMERS MARKET ZONING ORDINANCE** was updated to eliminate barriers and reduce fees to encourage establishment of farmer’s markets.

**WHAT’S NEXT?**

**ADOPT ZONING**, land use guidelines, and other policies that incentivize grocery stores, farmer’s markets, community gardens and food trucks to locate in underserved neighborhoods.

**COORDINATE** with Maricopa County Food System Coalition to pursue completion of a regional Community Food Assessment that obtains information on the assets and needs of the county.
**A Carbon Neutral City** by 2060

New buildings are **Net Positive** in energy & materials

15 vibrant **Compact Centers**

Zero waste through participation in the **Circular Economy**

**Parks or Greenways** in every neighborhood

40% **Waste Diversion** by 2020

Visibility index of good or excellent on **90% of days or more**

Clean **Air** that out-performs federal standards

25% tree and shade canopy

40% of residents **commute** by walking, biking, transit & car share

**Zero Waste**

300 Miles of pathways and walkable vibrant canals

100-year clean & reliable supply of water

Everyone within a **5-Minute Walk** of a park or pathway

15% renewables by 2025

80-90% reduction in GHG emissions

A thriving vibrant **Food System**

Eliminate **Food Deserts**

90% of residents within 10-minute walk of transit

**Transit** in every Phoenix neighborhood

**City of Phoenix**

Office of Sustainability
200 West Washington Street, 12th Floor, Phoenix, AZ 85003
phoenix.gov/sustainability phoenix.gov/sustainability

*Printed on 100% recycled paper.*
SUMMARY OF KEY FINDINGS

Key Highlights

**AIR QUALITY**
The City of Phoenix urban tree population as a whole stores 305,000 tons of carbon and removes 35,400 tons of carbon from our air each year (valued at $2.52 million/year). Trees remove enough carbon to offset 34.12 cars per year – based on a 25,000 mile car traveling 12,000 miles/year and producing 74 lbs of CO2 per gallon of gas.

**POLLUTION REMOVAL**
Trees within the City of Phoenix intercept 1,770 tons/year of air pollution (valued at $5.76 million/year).

**STORMWATER RUNOFF**
Trees within the City of Phoenix reduce stormwater runoff by 9.1 million cubic feet per year. That is enough water to fill approximately 23,000 swimming pools.

**ENERGY USE**
It is estimated that the City of Phoenix that trees reduce energy-related costs from residential buildings by $22.9 million annually.

**PROVIDE SHADE**
Trees in the City of Phoenix account for 59% shade within the city. That is shade equivalent to 10.28% of 440 umbrellas or approximately 186,000 football fields.

**Total Annual Value in Urban Tree Benefits:** $40.25 million/year
Combined values for annual benefits provided for pollution removal, carbon sequestration, carbon avoidance, energy savings, and storm water avoidance.

**Total Structural Value in Urban Trees:** $3.842 billion
Structural Value is the standing value of each tree plus the carbon it stores.
What’s Recyclable In Phoenix?

TOP 10 IN THE BIN

1. CARDBOARD
2. PAPER
3. FOOD BOXES
4. MAIL
5. BEVERAGE CANS
6. FOOD CANS
7. GLASS BOTTLES
8. JARS (GLASS & PLASTIC)
9. JUGS
10. PLASTIC BOTTLES WITH CAPS ON

DON’T PLACE THESE IN THE BLUE RECYCLING BIN. Instead...

- PLASTIC BAGS AND WRAPS: take to the grocery store to be recycled
- ELECTRONICS: bring it to the next Household Hazardous Waste and Electronics event
- TEXTILES AND CLOTHING: donate to resale stores

Reimagine Phoenix
Transforming Trash Into Resources

To learn more about Phoenix recycling: phoenix.gov/publicworks/residential-recycling or call 602-262-7251

SUSTAINABILITY
Family Service Centers: Family Services Centers are operated 7:30 a.m. to 5:00 p.m. Monday through Friday. Phone calls are accepted beginning at 8 a.m. on Mondays only.

**John F. Long Family Services Center**  
3454 N. 51st Ave.  
Phoenix, AZ 85031  
602-262-6510

**Sunnyslope Family Services Center**  
914 W. Hatcher Road  
Phoenix, AZ 85021  
602-495-5229

**Travis L. Williams Family Services Center**  
4732 S. Central Ave.  
Phoenix, AZ 85040  
602-534-4732

**Homeless Shelters: CASS Seeking Emergency Shelter**  
For adults without children:  
Call: (602) 759-5356  
Visit: Human Services Campus Welcome Center on 12th Ave. and Madison

Access to shelter, meals, showers, medical/dental care and housing assistance is available on the Human Services Campus.  
For families with children:  
Call: Family Housing Hub, (602) 595-8700
COMMUNITY CENTERS & RECREATIONAL AMENITIES
- Municipal Golf Course
- Museum
- Recreation Center
- Senior Center
- Swimming Pool
- Theater
- Mountain Parks & Preserves
- Rio Salado Audubon Center

COMMUNITY CENTERS & AMENITIES

FIGURE __
Comprehensive child development services for low-income families with children ages birth to 5 and pregnant women

• Head Start - center-based, ages 3 to 5
• Early Head Start - home-based, ages 0 to 3 and pregnant women
• Active learning experiences
• Nutritional snacks and meals
• Social/Health services
• Parent involvement
• Services for special needs children
• Head Start children must be 4 years old by Sept. 1. Some sites will accept children 3 years of age by Sept. 1.
• Foster-care and homeless children are automatically eligible
• TANF and SSI recipients are automatically eligible
• Head Start assists families in accessing transportation

Servicios integrales de desarrollo para niños para familias de bajos ingresos con niños recién nacidos hasta 5 años de edad y mujeres embarazadas

• Head Start - con base en un centro educativo, de 3 a 5 años de edad
• Early Head Start - con base en el hogar, de recién nacidos a 3 años de edad y mujeres embarazadas
• Enseñanza individual
• Comidas y bocadillos nutritivos
• Servicios sociales y de salud
• Participación de los padres
• Servicios para niños con necesidades especiales
• Los niños de Head Start deben haber cumplido 4 años de edad antes del 1º de septiembre. Algunos sitios aceptarán a niños de 3 años de edad para septiembre 1º.
• Niños en adopción temporal (foster) y niños sin hogar son elegibles automáticamente
• Personas que reciben beneficios TANF y SSI son elegibles automáticamente
• Head Start asiste a las familias a encontrar transporte

Early Head Start 602-495-7050 • Head Start 602-262-4040
602-534-5500/city TTY relay

(See map on back) (Vea el mapa en el reverso)
Senior Center Locations
Each center plans a variety of events and activities, which caters to its participants:

Desert West Senior Center
6501 W. Virginia Ave.
Phoenix, Arizona 85035-1500
602-495-3711

Paradise Valley Senior Center
17402 N. 40th St.
Phoenix, Arizona 85032-2200
602-495-3785

Devonshire Senior Center
2802 E. Devonshire Ave.
Phoenix, Arizona 85016-8505
602-262-7807

Pecos Senior Center
17010 S. 48th St.
Phoenix, Arizona 85048-1201
602-534-5366

Goelet A.C. Beuf Senior Center
3435 W. Pinnacle Peak Road
Phoenix, Arizona 85027-1021
602-534-9743

Senior Opportunities West Senior Center
1220 S. 7th Ave.
Phoenix, Arizona 85007-3612
602-262-6610

Helen Drake Senior Center
7600 N 27th Ave.
Phoenix, Arizona 85051-6602
602-262-4949

Shadow Mountain Senior Center
3546 E. Sweetwater Ave.
Phoenix, Arizona 85032-6100
602-534-2303

Marcos de Niza Senior Center
305 W. Pima St.
Phoenix, Arizona 85003-2748
602-262-7249

South Mountain Senior Center
212 E. Alta Vista Road
Phoenix, Arizona 85042-4219
602-262-4093

McDowell Place Senior Center
1845 E. McDowell Road
Phoenix, Arizona 85006-3052
602-262-1842

Sunnyslope Senior Center
802 E. Vogel Ave.
Phoenix, Arizona 85020-2131
602-262-7572
Phone Directory and Information 2017

This guide should assist you in getting answers to your questions and action on requests for city services. Keep it by your telephone for year-round use or visit phoenix.gov for detailed city information.

A1 numbers are in 602 area code unless indicated.

Abandoned Vehicles
Violations........................................ 262-6131
ADA Concerns.................................... 262-4866
Airport (Sky Harbor International)
24-hour Switchboard......................... 273-3300
Noise Information................................ 844-244-7430
Parking............................................. 273-3456
Parking............................................. 273-4545
Alley
Repair or Grading, Hazards, Permit for Dust Proofing........ 262-6441
Traffic in Alley................................... 262-7251
Animals
Barking Dogs................................. 262-6466
Dead Animal...................................... 262-6791
Dog License
(Maricopa County)....................... 506-7387
Horses-Lot/100 Small........................ 534-4444
Rabies (Maricopa County).................. 506-7387
Annexations.................................... 256-3245
Arson
Report Arson-caused Fires................... 26-ARSON, 26-6774
Arts and Culture.............................. 262-4637
Blight/Property Maintenance
Violations........................................ 534-4444
Blue Stake
(call before you dig)......................... 263-1100
Budget and Research......................... 262-4800
Building Inspection and Permits
(See Construction Permits)
Buildings, Open/Vacant..................... 534-4444
Building Safety
Non Permitted Construction................ 262-8884
Permit Records................................. 262-7800
Bus and Alternative Transit Services
Phoenix Dial-A-Ride ....................... 253-4000
Ride Share (carpool/ranpool)............. 262-7433
Reduced Fare Certification
(youth 6-18, seniors 65 and older, and persons with disabilities)........ 253-5000
Route & Schedule
Information.................................... 253-5000
Taxi Programs (for seniors & people with disabilities)........ 801-1160
Cable TV
If problems aren’t resolved by cable companies........ 495-0102
City Clerk........................................ 262-6811
City Council..................................... 262-7029
Mayor Greg Stanton....................... 262-7111
District 1 Theldea Williams................. 262-7444
District 2 Jim Waring...................... 262-7445
District 3 Debra Stark....................... 262-7441
District 4 Laura Pastor..................... 262-7447
District 5 Daniel Valenzuela.............. 262-7446
District 6 Sal DiCicco....................... 262-7491
District 7
Michael Nowakowski...................... 262-7492
District 8 Kate Gallego..................... 262-7493
City Court (See Municipal Court)
City Manager.................................. 262-6941
City Prosecutor............................... 262-6461
College Depot................................. 261-8847
Community & Economic
Development.................................... 262-9040
Construction
Conservation (water)......................... 261-8367
Construction Noise
General Information.......................... 262-7811
Construction Permits
On Private Property.......................... 262-7811
On Right of Way............................... 262-6551
County (See Maricopa County)
Damage Claim Against the City........... 262-5054
Dial-A-Kide...................................... 253-4000
Eligibility process............................ 716-2100
Disabled Services (Special Populations)
Diabetes.......................................... 71-1-1 Friendly
Discrimination Complaints ............... 262-7486
Domestic Violence............................ 534-2120
Drainage
Clogged Street Drain....................... 262-6441
Drainage Plan Review
Project Engineering.......................... 262-6551
Flood Plain Management.................... 262-4960
Dust
Complaints - (Maricopa County)
Air Quality Department....................... 372-2703
Permits - (Maricopa County)
Air Quality Department....................... 506-6010
Vehicles on Private
Unpaved Lots.................................. 534-4444
Illegal Alley on affix.......................... 262-6151
Elections – City of Phoenix
Maricopa County............................... 506-1511
Employment
City Job Information (recorded message).... 534-5627
City Human Resources Department
General Information.......................... 262-6277
Disiscrimination............................... 262-7486
Police and Fire.................................. 534-5627
Workforce Connection
One-Stop Career Centers.................... 262-6776
Environmental Programs
Office............................................ 256-5669
Equal Opportunity............................ 262-7716
Business Certification....................... 2b2-7990
Discrimination Complaints
(employment, fair housing, public accommodations)........ 262-7486
SDBE Certification......................... 262-6790
SDBE Contract Compliance................. 495-0887
Focusing on Progacy Center................. 534-2120
Child Abuse.................................... 534-2120
Domestic Violence............................ 534-2120
Sexual Assault................................. 534-2120
Fences
In Disrepair or Over-height................... 534-4444
Permits......................................... 262-7811
Film Office...................................... 262-4850
Fires
Io Report Fires................................. 9-1-1
Fire Administration......................... 262-6297
Fire Prevention............................... 262-6771
Fire Department Ambulance
Billing Information......................... 261-8414
Flood Information
Hood Plain Management
(zones)........................................... 262-4960
Within City Limits........................... 262-6441
Garbage......................................... 262-7251
Barrel Repair
Green Barrel/Alley Collection
Household Hazardous Waste
Illegal Dumping
Recycling (blue barrel/drop off)
I ash Services
I anser Stations
Graffiti on Public Art
Graffiti Reward Hot Line................. 262-7327
Graffiti Busters............................... 534-4444
Graffiti in Parks.............................. 262-6862
Head Start...................................... 262-4040
Historic Preservation....................... 261-8699
Household Hazardous Waste
General Information......................... 2b2-7999
Housing
Assistance for Low-Income
Residents........................................ 262-6794
Discrimination................................. 262-7486
Housing Program Assistance.............. 534-1974
Public Housing............................... 262-6794
Human Services
Community Services Division............... 262-4520
### Emergency Numbers (24-hour Service)

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police, Fire, Medical Emergency</td>
<td>911</td>
</tr>
<tr>
<td>Accident Cleanup</td>
<td>262-6441</td>
</tr>
<tr>
<td>Crime Stop (Police)</td>
<td>262-6151</td>
</tr>
<tr>
<td>Gas Leaks Southwest Gas</td>
<td>271-4277</td>
</tr>
<tr>
<td>Police (Crime Stop)</td>
<td>262-6151</td>
</tr>
<tr>
<td>Police (General Information)</td>
<td>262-7626</td>
</tr>
<tr>
<td>Poison Control</td>
<td>253-3334</td>
</tr>
<tr>
<td>Power Outages</td>
<td>1-800-222-1222</td>
</tr>
<tr>
<td>APS</td>
<td>371-7171</td>
</tr>
<tr>
<td>S.R.P.</td>
<td>236-8811</td>
</tr>
<tr>
<td>Sewers (Sanitary) Clogged</td>
<td></td>
</tr>
<tr>
<td>Weekdays 6 a.m. - 4:30 p.m.</td>
<td>262-6691</td>
</tr>
<tr>
<td>Nights, weekends, holidays</td>
<td>261-8000</td>
</tr>
<tr>
<td>Sewers (Storm) Clogged</td>
<td></td>
</tr>
<tr>
<td>Weekdays 6 a.m. - 4:30 p.m.</td>
<td>262-6691</td>
</tr>
<tr>
<td>Nights, weekends, holidays</td>
<td>261-8000</td>
</tr>
<tr>
<td>Taffic Signals, Malfunctioning</td>
<td>262-6441</td>
</tr>
<tr>
<td>Water Leaks, Broken Hydrants, &amp;</td>
<td></td>
</tr>
<tr>
<td>Water Mains Emergency</td>
<td>261-8000</td>
</tr>
</tbody>
</table>

### Purchasing
Prospective City Suppliers 262-7181
Real Estate Division 262-526/
Recycling (blue barrel/drop off) 262-2/251

### Redevelopment Programs
Kenter/Landlord Counseling 534-4444
Retirement Services 534-4400
Ridesharing 262-7433

### Senior Services
Senior Centers 262-7379
Sewers (Sanitary)
Clogged Sanitary Sewers Weekdays, 6 a.m. to 4:30 p.m. 262-6691
Nights, Weekends, Holidays 261-8000
Sanitary Sewer Improvement Districts 262-4043
Sewer Tap Application 262-6551
Sewer Billing Information 262-6251

### Sidewalks
Information 262-6284

### Signs
Illegal Signs 534-4444
Regulation and Permits 495-0301
Sign Violation Hot Line 534-4444
Sister Cities 534-3751

### Snake Removal
Phoenix Herpetological Society 550-1090
Arizona Herpetological Society 480-894-1625

### Social Assistance
Emergency Food, Clothing, I ansportation or Counseling 262-6666

### Special Assessment Payments
262-6876

### State of Arizona Government
542-4900

### Storm Drains, Lines
Clogged 262-6441
Illegal Dumping, Water 256-3190
Information 256-3190
Information-Spanish 495-0334

### Storm Flooding – Streets and Alleys (24 hours) 262-6441
Street Lighting Installation, Repairs, Maintenance 495-5125

### Streets
Abandonment of Alleys 256-3487
Block Party Permit 534-5369
Flooding (24 hours) 262-6441
General Repair or Grading 262-6441
Improvement District (local streets) 262-6284
Request for Closure 262-6235
Request for Marking Streets and Crosswalks 262-4659
Street Hump Program 262-4659
Street Sweeping (including glass, accident debris) 262-4641
Visibility Blocked at Intersection 262-4659
Symphony Hall Box Office 262-7272

### Taxes
Property Taxes (County) 506-8511
Tax & License Information Line 262-6785
I rant (I nter) Information 534-4444

### Traffic and Parking
262-4659
Traffic Court - Civil and Criminal Cases 262-6421

### Traffic Signals
Request for Installation 262-4659
Report of Damage or Malfunction (24 hours) 262-6021

### Trees Maintained by City Only
I mmig, Removal or Permit for Planting in Right of Way 534-9446 or 262-6501

### Utilities (Before you dig - Blue Stake)
Before digging 263-1100

### Vehicles
Abandoned, Public Property (streets/alleys) 262-6151
Inoperable, Private Property 534-4444

### Village Planning
Committees 262-6882

### Volunteering
Blight Busters 534-4444
Boards and Commissions 262-7111
City Volunteer Program 261-8793
Fire Cadets 534-4488
Head Start Program 262-4040
Libraries 534-6623
Parks/Recreation 262-6862
Police Reserves Program 534-9000
Reading 256-4388

### Voter Registration
Maricopa County 906-1311

### Water
City Services Bill (past & current) 262-6251
Emergency (nights, weekends, holidays) 261-8000
8 a.m. - 5 p.m. Monday through Friday
New Accounts, iurn-offs 262-6251
Pressure or Quality 262-6251
Stormwater Hotline 256-3190
Water Conservation 261-8367
Water in Streets/Firefighting 262-6251
Water Leaks, Broken Hydrants & Water Mains 262-6251
Water Meters & iaps 262-6551
Weather Safety Hotline 534-POOL (7665)

### Weeds/Grass Over 6 Inches
534-4444

### Women’s Commission
262-7716

### Youth Programs
Library (Burton Barr) 262-6625
Parks and Recreation After-School Programs 262-7370

### Zoning
Rezoning Applications 262-7131
Variances and Use Permits 262-7131
Violation Complaints 534-4444
Questions or Comments on Resilience in the City of Phoenix please contact the Office of Homeland Security and Emergency Management 602-534-0642.
Thank you.
To request a reasonable accommodation or free language translation services, please call 602-262-6794. For TTY or other such accommodations please use 7-1-1 Friendly.