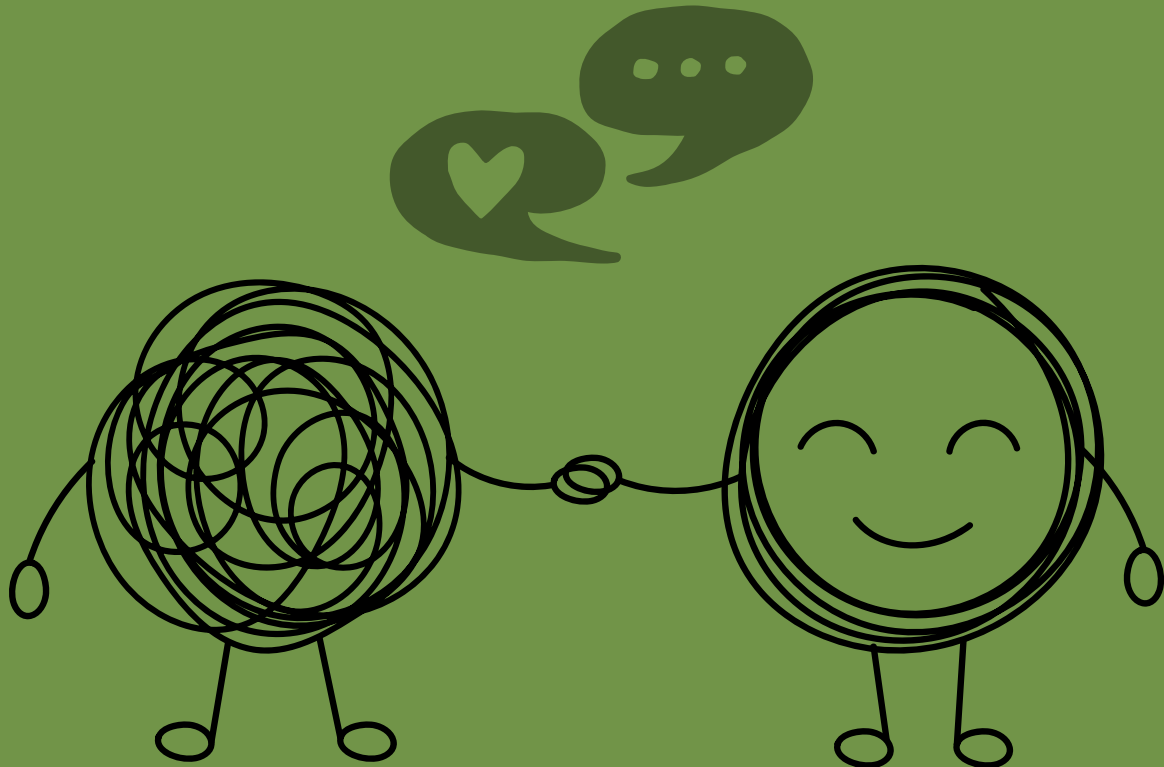


# RESOURCES LIST

IT'S OKAY TO ASK FOR HELP.



SUPPORTING THE HOH  
COMMUNITY AMIDST THE  
WILDFIRES

## Pre-evacuation steps to take

If you have time before evacuating, follow these steps to give your home the best chance of surviving the wildfire:

### Inside the house

- Pack your 'Go Bag' or [Emergency Kit](#), ready to grab
- Check that your [Wildfire Action Plan](#) is up-to-date
- Know your community's emergency plan, evacuation routes, and destinations
- Close all windows and doors but leave them unlocked
- Take down flammable window treatments like shades and curtains, and close metal shutters
- Clear away light curtains
- Move anything that burns easily to the middle of rooms, away from windows and doors
- Turn off the gas at the meter and pilot lights
- Leave lights on for firefighters to see your house in smoke
- Switch off the air conditioning

### Outside the house

- Bring in flammable items from outside, like patio furniture, toys, doormats, and trash bins. Alternatively, place them in your pool
- Shut off propane tanks
- Move grills and other propane BBQ appliances away from the house
- Attach garden hoses to outside taps for firefighter use and fill buckets with water to scatter around
- Don't leave sprinklers or water running as it can lower critical water pressure.
- Keep exterior lights on to make your home visible in smoky or dark conditions.
- Put your emergency kit in your car
- Park your car in the driveway, facing outwards, loaded and ready, with all doors and windows shut
- Have a ladder handy for firefighter roof access
- Seal attic and ground vents with plywood or commercial seals
- Keep an eye on the fire situation and don't wait for an evacuation order if you feel at risk
- Check with neighbors to ensure they're also prepared

**From Lisa Beth, who lost her Altadena home in the recent fires:**

“A point that I brought up on LinkedIn about disasters and people with hearing loss is to make sure your neighbors know that you have hearing loss and that you might not know when emergency alerts are issued. They should know how to get the person with hearing losses attention in the middle of the night when they are sleeping and don't have their CI or HA on”.

## Shelter and Housing Services (Evacuation Centers)

### Shelters for people (pet owners can bring small animals)

- Calvary Community Church, 5495 Via Rocas, Westlake Village, CA 91362
- Westwood Recreation Center – 1350 Sepulveda Blvd., Los Angeles, CA 90025
- Pasadena Civic Auditorium – 300 East Green Street, Pasadena, CA 91101
- Stoner Recreation Center – 1835 Stoner Ave, Los Angeles, CA 90025
- Van Nuys-Sherman Oaks Rec Center – 14201 Houston St, Sherman Oaks, CA 91423

### Large Animal Care Facilities

- LA Equestrian Center – 480 Riverside Dr. Los Angeles, CA 91508
- Hansen Dam Equestrian Center – 11127 Orcas Ave, Lake View Terrace, CA 91342

**211LA is providing housing and hotel stays for people displaced by the fire .**

### **\*Report Price Gouging by calling 3-1-1\***

- Price gouging is illegal during an emergency. This means that businesses cannot increase the price of food, repairs, construction, housing, emergency and medical supplies, and gasoline more than 10% for 30 days after the emergency declaration issued on January 7. This also includes rent increases, as well as hikes in hotel and motel prices for evacuees who are seeking emergency housing.
- You can also file a report directly with the Los Angeles City Attorney at [att.pricegougingtaskforce@lacity.org](mailto:att.pricegougingtaskforce@lacity.org)

Unified Incident Command is  
allowing **limited re-entry**  
to certain areas evacuated during the fire.  
Details at [emergency.lacity.gov/reentry](https://emergency.lacity.gov/reentry)

## Disaster Recovery Centers

Resources for individuals and families impacted by the fires.

**Open 7 days a week 9AM-8PM**

**Westside Location:**

10850 Pico Blvd, Los Angeles CA 90064

**Eastside Location:**

3035 E. Foothill Blvd, Pasadena, CA 91107

Online resources available at  
[emergency.lacity.gov/recovery](https://emergency.lacity.gov/recovery)



# HEAR CENTER

A Non-Profit Hearing & Speech Clinic

HEAR Center is dedicated to assist the Deaf and Hard of Hearing Community.

If you or someone you know is in need of help with Hearing Aids, please encourage them to contact us. We are committed to doing our best to assist those affected by the wildfires.

We are working closely with hearing aid manufacturers to help everyone

Please encourage them to contact us by phone, text, or email.

**Call or text: (626)734-6555**

**Email: [appointments@hearcenter.org](mailto:appointments@hearcenter.org)**

**Chat with us: [www.hearcenter.org](http://www.hearcenter.org)**

-Hear Center Team

You can also help us assist those affected by donating your hearing aids you no longer use.

We are accepting any hearing aids, hearing aid chargers and hearing aid batteries.



Please drop off at our clinic at

**Hear Center**

**301 E Del Mar Blvd**

**Pasadena, Ca 91101**



# Hearing Aid Services of Hollywood

**Address:**

7080 Hollywood Blvd Suite 814

Los Angeles, CA 90028

**Phone:**

(323) 463-7109

**Email:**

[info@lahearing.com](mailto:info@lahearing.com)

**Hours:**

Mon: 9:00am – 5:00pm

Tue: 9:00am – 5:00pm

Wed: 9:00am – 5:00pm

Thur: 9:00am – 5:00pm

Fri: 9:00am – 5:00pm

They will assist you with any needs, even if you are not a patient there. However, it will be easier using a HCP that has your records.

# Hearing Care Manufacturers

## Phonak

Devices and accessories lost will be replaced at no charge.

Email: [us-ph-cssagents@phonak.com](mailto:us-ph-cssagents@phonak.com) with the subject line "Disaster Relief."

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## Oticon

Oticon will replace lost or damaged hearing aids that are up to 3 years old at no cost to the patient. To request support, please contact your audiologist and have them complete a "Disaster Relief Claim Form" and email it to [TransactionalExcellence@oticon.com](mailto:TransactionalExcellence@oticon.com)

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## Resound

Email [Consumerhelp@gnresound.com](mailto:Consumerhelp@gnresound.com) or call (888) 735-4327.

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## Starkey

Starkey Cares will replace hearing aids lost by the fire at no charge. Please contact your sales representative or email: [Starkeycares@starkey.com](mailto:Starkeycares@starkey.com) or call: (866) 354-3254.

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## Signia

Signia will replace hearing aids at no cost to patients. Please have your audiologist contact their Signia representative for assistance at: (800) 766-4500.

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## Widex

Devices will be replaced under the "disaster relief loss/damage policy." Have you audiologist contact their Widex representative.



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## **Med-El**

If you need help replacing equipment, ordering extra batteries, or getting in contact with your clinic, Med-El's on-call customer service team is available 24/7 to offer support at (888) 633-3524.

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## **Cochlear Americas**

If you need replacement equipment, Cochlear's ProCare service team is ready to assist with any needs that arise. Call (800 483-3123 or email [customer@cochlear.com](mailto:customer@cochlear.com)).

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## **Advanced Bionics**

Advanced Bionics is replacing any core components of equipment lost in the fires. Contact: [customerservice@advancedbionics.com](mailto:customerservice@advancedbionics.com).

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## **Center for Hearing and Communication**

The Center for Hearing and Communication has set up an help line for people who have been affected by the fires and will assist with helping support during this time.

Contact: (917) 305-7702

email to: [info@chchearing.org](mailto:info@chchearing.org)

# **FEMA Assistance is Available**

Three ways to register for FEMA Assistance:

1. Online at DisasterAssistance.gov. Applying online is the easiest, fastest, and most convenient way to apply. The deadline to apply and be eligible for FEMA assistance is March 10, 2025
2. On the FEMA App for mobile devices
3. Call the FEMA helpline at (800) 621-3362: 4 a.m. to 10 p.m. (PST). Help is available in most languages.

**FEMA can provide the following types of financial assistance:**

- Special Needs Assistance Grants – \$770 one-time payment to afford immediate needs like food, water, hygiene, and transportation.
- FEMA Individual Assistance For Housing – Homeowners can receive FEMA Individual Assistance grants for home repair, replacement, and for temporary housing up to \$43,600.
- FEMA Individual Assistance For Other Needs – Another \$43,600 is available in the form of a grant from FEMA to cover medical expenses, damage to a vehicle, household items/property, funeral expenses, moving/storage, and childcare expenses, etc.
- Reconnecting with family and loved ones – Call (800) 675-5799 or visit: Finding Friends & Family

## **Mental Health Resources –**

**If you or a loved one are experiencing distress after the wildfires, you are not alone. Do not hesitate to ask for help.**

**24/7 Help Line – (800) 854-7771**

**[Disaster Distress Helpline](#) - 1-800-985-5990**

– National hotline dedicated to providing year-round disaster crisis counseling. This toll-free, multilingual, crisis support service is available 24/7 to all residents in the U.S. and its territories who are experiencing emotional distress related to natural or human-caused disasters.

**[988 Suicide Crisis Lifeline](#) provides support by call, chat, and text - Dial 988**