RESPONSE PROCEDURES
as implemented by Cuyahoga SWCD

Recommended for Community Responders:
1) Document all calls, paraphrase conversations
2) Answer questions, or make referrals
3) Set-up database of names, concerns, places
4) Go on site visits
5) Follow up –to confirm actions have been taken
6) Document bad actors– flag in database

Recommended for Home and/or Property owners:
1) Document all calls, paraphrase conversations
2) Take photographs if possible
3) Go on site visits
4) Consider sending certified mail; requires signature of recipient

Environmental Information and Emergency Contacts for Cuyahoga County

AGRICULTURAL AND ORNAMENTAL HORTICULTURE ASSISTANCE: From planting to harvesting, pruning to canning.
The Ohio State University Extension - Cuyahoga County…………………………………….216-429-8200

AIR POLLUTION: Strong or offensive odors, excessive smoke or haze.
City of Cleveland 24 Hour Hotline …..216-441-7442
Dept. of Public Health, Div. of the Environment, (Monitors Air Quality for Cuyahoga County)
Ohio EPA………………………………………………614-644-2276

COMPLIANCE ASSISTANCE with environmental regulation
Ohio EPA ………………………………………614-644-3469
Office of Compliance Assistance and Pollution Prevention
www.epa.state.oh.us/ocapp

DAM SAFETY: Dam obstruction by objects such as fallen trees, structural damage or leakage. This applies to a dam only if it stores 50 acre-feet of water or the dam height is 25 feet or more. Otherwise contact your municipal engineer.
Ohio Dept. of Natural Resources ………….614-265-6731
Division of Dam Safety 24-Hr Hotline……………..……..614-799-9538

DRINKING WATER CONCERNS AND QUESTIONS: Foul odors, tastes, discoloration or suspended solids in the tap water from your home.
Board of Health ……………………………….216-201-2000
City of Cleveland ……………………………..216-664-3160
Division of Water, Hydraulics Department
Ohio EPA, NE District Office …………………….330-963-1173

EMERGENCIES & EMERGENCY PLANNING: Hazardous chemical incident, terrorist attack, evacuation procedures, tornados, floods, mass casualty coordination, family preparedness.
County Emergency Management Agency
Emergency response... ……………………216-443-5700
Emergency Planning Commission ………216-443-7597

EMERGENCY WATERSHED PROTECTION PROGRAM: Emergency measures including purchasing of flood plain easements, run-off retardation & soil erosion prevention to relieve hazards. www.fns.usda.gov/fdd/programs/fd-disasters

FISH KILLS: A strong decaying odor or dead animals & fish afloat on the shoreline or stream banks.
Ohio Dept. of Natural Resources……..330-644-2293
Division of Wildlife
Ohio EPA ……..24 Hour Hotline……………..……..800-282-9378
Division of Emergency & Remedial Response

FLOOD INSURANCE: Flood plain maps, insurance rate maps, areas of risk.
Ohio Dept. of Natural Resources……..330-644-2293
Division of Wildlife
Ohio EPA ……..24 Hour Hotline……………..……..800-282-9378
Division of Emergency & Remedial Response

FEMA Map Assistance Center
www.fema.gov/fhm/en_main.shtm

GARDENING & HOME ECONOMIC CONCERNS AND QUESTIONS: Pest diagnostic, home odors, cooking & advice.
The Ohio State University Extension - Cuyahoga County…………………………………….216-429-8200

This brochure assists cities in Cuyahoga County with implementation of storm water management plans.

6100 West Canal Road
Valley View, Ohio  44125
216-524-6580
Fax 216-524-6584

Cuyahoga SWCD
Promoting conservation of land and aquatic resources in a developed environment through stewardship initiatives, education programs and technical assistance.

Phone 216-524-6580
Fax 216-524-6584
www.cuyahogaswcd.org
HAZARDOUS OR UNSAFE MATERIALS: Any material that poses a threat to human health and/or the environment.

GENERAL INFORMATION: Hazardous Materials Information Line...

US Consumer Products Safety Commission...

National Highway & Traffic Safety Administration...

US Coastguard...

US Food & Drug Administration...

Bureau of Alcohol, Tobacco, Firearms & Explosives...

Ohio Department of Health...

Asbestos and Radon

Ohio Department of Health...

Lead or 877-NOT-LEAD

Ohio Dept of Health website: www.odh.state.oh.us

HAZARDOUS MATERIALS REPORTING OF SPILLS & EMERGENCIES: Local Fire Department...

Ohio EPA - 24 Hour Hotline...

Division of Emergency & Remedial Response

Emergency Communication System (Industrial or Trucking Spills)... Local Fire Department...

Coastguard National Response Center...

24-Hr. Hotline...

(Hazardous Spills, Terror Threat, Pipeline Leaks)

HAZARDOUS WASTE PROPER DISPOSAL: Disposal of industrial end products, used motor oil, batteries, infectious wastes & old or used household chemicals such as cleansers, pesticides, antifreeze & paint.

Ohio EPA...

Division of Hazardous Waste Management & Household Hazardous Wastes

Clean Harbors Env. Services, Inc...

Ohio EPA - 24 Hour Hotline...

Hazardous Waste Disposal

Cuyahoga Co. Solid Waste District...

ILLEGAL DUMPING: Dumping of chemicals, or refuse into storm drains or water bodies.

Service Department...

Cuyahoga Co. Board of Health...

Ohio EPA - 24 Hour Hotline...

Division of Emergency & Remedial Response

MOSQUITOS: Standing water concerns, West Nile Virus or Encephalitis questions

Cuyahoga Co. Board of Health...

Board of Health website: www.ccsh.net

INVASIVE AND TOXIC PLANTS: Certain plant species that overgrow & adversely affect diversity, crop yields, or human health.

Ohio Department of Natural Resources (ODNR) Division of Natural Areas and Preserves...

The Nature Conservancy, Ohio Chapter...

NUISANCE ANIMALS: Bats, Deer, Groundhogs, Possum, Raccoon, etc.

Local Nuisance Animal Services...

Ohio Department of Natural Resources (ODNR) Division of Wildlife...

PESTICIDES: Information on product recognition & management, safety information, health & environmental effects, clean-up and disposal procedures.

National Pesticides Info. Center...

Solid Waste District...

Ohio EPA - 24 Hour Hotline...

Division of Emergency & Remedial Response

U.S. EPA...

Pesticides and RCRA Superfund Hotline

POLUTION PREVENTION Including water rate reduction, green chemicals, green building, household waste & recycling

Ohio EPA...

Office of Compliance Assistance and Pollution Prevention

www.epa.state.oh.us/locapp

RECYCLING: Cuyahoga Co. Solid Waste District...

Ohio Department of Natural Resources Division of Recycling and Litter Prevention...

SLAG RUNOFF: Residue or other byproducts from industrial businesses released into the water or onto land near a facility, or effects on the water, such as coatings, or slicks occurring near a facility.

Ohio EPA...

Division of Surface Water

Ohio EPA - 24 Hour Hotline...

Division of Emergency & Remedial Response

SLOPE INSTABILITY AND SOIL EROSION PROBLEMS FROM NON-POINT SOURCES: For mass soil slumping or the wearing away of soil on the banks of waterways with no apparent or obvious reason or source.

Community Engineer...

Local City Hall

Soil & Water Conservation District...

WATER POLLUTION: Coatings or slicks on the surface of bodies of water or the presence of odd odors or colors.

Local Fire Department...

City of Cleveland...

Division of Water Pollution Control

Ohio EPA...

Division of Surface Water

Ohio EPA - 24 Hour Hotline...

Division of Emergency & Remedial Response

ODOR COMPLAINTS: Northeast Ohio Regional Sewer District...

24 Hour Hotline...

Service Director...

Local Community Hall

Sanitary Engineers...