

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



Cuyahoga
Soil and Water
Conservation
District

Environmental and Emergency Contacts for Cuyahoga County

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



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

For events, technical
information, and links visit us at
www.cuyahogaswcd.org

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

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 Hotline216-441-7442
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 EPA614-644-3469
Office of Compliance Assistance and
Pollution Prevention
www.epa.state.oh.us/locapp

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.

Federal Emergency Management Agency
Region 5 Office.....312-408-5500

FEMA Map Assistance Center.....877-336-2627
www.fema.gov/fhm/en_main.shtm

Soil & Water Conservation District....216-524-6580

GARDENING & HOME ECONOMIC CONCERNS AND QUESTIONS: Pest diagnostic, home odors, cooking & advice.

The Ohio State University Extension –Cuyahoga County.....216-429-8200

Environmental Information & Emergency Contacts In Cuyahoga County

HAZARDOUS OR UNSAFE MATERIALS: Any material that poses a threat to human health and/or the environment.
GENERAL INFORMATION:
Hazardous Materials Information Line
800-467-4922

US Consumer Products Safety Commission
800-638-2772

National Highway & Traffic Safety Administration
888-327-4236

US Coastguard.....800-368-5647

US Food & Drug Administration.....888-463-6332

Bureau of Alcohol, Tobacco, Firearms & Explosives.....202-927-7777

Ohio Department of Health.....614-466-0061
 Asbestos and Radon

Ohio Department of Health.....614-466-1450
 Lead -or- 877-NOT-LEAD

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

HAZARDOUS MATERIALS REPORTING OF SPILLS & EMERGENCIES:
Local Fire Department.....911

Ohio EPA–24 Hour Hotline.....800-282-9378
 Division of Emergency & Remedial Response

Emergency Communication System
 (Industrial or Trucking Spills).....216-771-1365

Coastguard National Response Center
 24-Hr. Hotline.....800-424-8802
 (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 cleaners, pesticides, antifreeze & paint.

Ohio EPA.....614-644-3135
 Division of Hazardous Waste Management & Household Hazardous Wastes

Clean Harbors Env. Services, Inc......216-429-2401
 Hazardous Waste Disposal

Cuyahoga Co. Solid Waste District.....216-443-3749

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

Service Department.....Local City Hall

Cuyahoga Co. Board of Health.....216-201-2000

Ohio EPA–24 Hour Hotline.....800-282-9378
 Division of Emergency & Remedial Response

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

Cuyahoga Co. Board of Health.....216-201-2000
 Board of Health website: www.ccbh.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
614-265-6453

The Nature Conservancy, Ohio Chapter
614-717-2770

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

Local Nuisance Animal Services.....Local City Hall

Ohio Department of Natural Resources (ODNR) Division of Wildlife.....330-644-2293

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

National Pesticides Info. Center.....800-858-7378

Solid Waste District.....216-443-3749

Ohio EPA–24 Hour Hotline.....800-282-9378
 Division of Emergency & Remedial Response

U.S. EPA800-424-9346
 Pesticides and RCRA Superfund Hotline

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

Ohio EPA614-644-3469
 Office of Compliance Assistance and Pollution Prevention
www.epa.state.oh.us/locapp

RECYCLING: .
Cuyahoga Co. Solid Waste District..216-443-3749

Ohio Department of Natural Resources Division of Recycling and Litter Prevention.....614-265-6363

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.....800-686-6330
 Division of Surface Water

Ohio EPA–24 Hour Hotline.....800-282-9378
 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.....216-524-6580

SOIL AND WATER TESTING: Some laboratories are listed on Cuyahoga SWCD website.

SOIL EROSION PROBLEMS FROM CONSTRUCTION SITES: The wearing away of soil on the land surface & the banks of waterways due to increased water runoff associated with construction & development resulting in the removal of vegetation cover from the ground.

Community Engineer.....Local City Hall

Soil & Water Conservation District.....216-524-6580

STREAM BANK INSTABILITY: Information & technical assistance in the reinforcement of stream banks eroded due to lack of vegetation or increased water quantity.

Community Engineer.....Local City Hall

Soil & Water Conservation District..216-524-6580

STREAM CHANNEL OR WETLANDS: The changing of the natural path of a waterway by damming, digging, filling or the alteration, reconstruction or destruction of wetlands.

US Army Corps of Engineers.....716-879-4329
 Regional Office, Buffalo, NY

STORM WATER CONTROL ASSISTANCE: Practices & solutions to problems associated with excessive storm water, such as ponding, or stagnant water on property, or flooding from storm sewers.

See the Ohio EPA's storm water program at www.epa.state.oh.us/dsw/storm/index.html to review the new requirements that can improve the way storm water issues are handled in your community.

Model ordinances are available that can be utilized to improve storm water management for new development and redevelopment at NOACA's regional storm water webpage www.noaca.org/reglmodord.html.

Community Engineer.....Local City Hall

Soil & Water Conservation District..216-524-6580

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

Local Fire Department.....911

City of Cleveland.....216-664-2518
 Division of Water Pollution Control

Ohio EPA.....800-686-6330
 Division of Surface Water

Ohio EPA–24 Hour Hotline.....800-282-9378
 Division of Emergency & Remedial Response

ODOR COMPLAINTS:
Northeast Ohio Regional Sewer District
 24 Hour Hotline.....216-641-3200

Service Director.....Local Community Hall
Sanitary Engineers.....216-443-8209