

## 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



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](http://www.cuyahogaswcd.org)

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

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](http://www.cuyahogaswcd.org)

## 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/locapp](http://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](http://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](http://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](http://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](http://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. EPA**.....800-424-9346  
Pesticides and RCRA Superfund Hotline

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

**Ohio EPA**.....614-644-3469  
Office of Compliance Assistance and Pollution Prevention  
[www.epa.state.oh.us/locapp](http://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](http://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](http://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