



Distribution Process of Household Essentials Items For Victims of the Tornado

1. Who is eligible?

Victims from all cities and towns affected by the tornado who have registered with the American Red Cross and/or FEMA.

2. Referral Procedures - by appointment only.

Please call Ellyn Germann (233-1723) to schedule an appointment time to choose and load items. Thursday is the preferred day for scheduling, although other days are possible by appointment only. Warehouses are located in Springfield.

3. Household Essential Items

Available household essentials vary from week to week as people take items, and new deliveries are received. Generally we have twin and queen beds, mattresses and frames, living room couches, end tables, and kitchen supplies. At this time we have sheets of various sizes, but not other bedding items (i.e. blankets, pillows, etc.). We cannot guarantee the availability of any items given the fluid nature of this program. Mattresses, box springs and bed frames from the Salvation Army at these warehouses require HAP to make a copy of the person's ID and fill out the forms specific to those items.

4. Warehouse Procedures – if at all possible families must obtain a vehicle to transport items. We have very limited capacity to have these items delivered. If the family has exhausted all possibilities you can call Ellyn Germann (233-1723) to see what, if any, delivery arrangements can be made.

- a) Only one family may be in the warehouse choosing items at one time.
- b) No children allowed on the premises (waiting in cars etc.).
- c) Tornado victims must show proof of identify (i.e. ID, etc.), as well as registration documentation from either the Red Cross or FEMA.
- d) Each family must sign a release form.
- e) No items will be placed on hold.
- f) Each family has a half hour to make and load their choice of furniture and household goods into their vehicle.
- g) Each family must bring their own helpers to load their vehicles.

