

Emergency Contacts for Cultural Institutions *Phoenix Metro Area Resource Guide*

This resource is designed to support cultural institutions in building their **Pocket Response Plan (PReP)** and disaster plans by providing a starting point for identifying key emergency contacts.

Note: The companies listed below are examples of commonly used service providers in the Phoenix Metro area. This is not an endorsement list. Institutions should verify availability and establish relationships in advance whenever possible.

Immediate Emergency Contacts

- Emergency: **911**
 - Phoenix Police (Non-Emergency): 602-262-6151
 - Phoenix Fire (Non-Emergency): 602-262-7201
 - Poison Control: **800-222-1222**
 - Maricopa County Animal Care & Control: 602-506-7387
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Community & Emergency Response Partners

- Phoenix CERT
Training, volunteer emergency response support, and community preparedness
 - Arizona Alliance for Response
Network connecting cultural institutions with emergency managers and responders
 - Local Emergency Managers
(See separate workshop handout for county and state contacts and plans)
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Disaster Recovery & Specialized Vendors

- BELFOR Property Restoration (*Workshop Partner*)
- ServPro (local franchises)
- Paul Davis Restoration
- Polygon Group (freeze drying & document recovery)

Refrigerated & Cold Storage (for collections stabilization)

- Ryder Truck Rental
 - Penske Truck Rental
 - AmeriCold Logistics
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Facilities & Infrastructure Support

Before contacting outside vendors, check with your organization's **existing facilities team or contracted service providers**. Many institutions already have relationships with general contractors, electricians, plumbers, HVAC vendors, and maintenance companies who are familiar with your building and systems.

Generator & Temporary Power

- Sunbelt Rentals
 - United Rentals (Power & HVAC division)
 - Aggreko
 - Arizona Generator Technology
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HVAC (Heating, Ventilation, Air Conditioning)

- Parker & Sons
 - Goettl Air Conditioning
 - Day & Night Air Conditioning
 - Building automation vendors (Johnson Controls, Siemens, etc.)
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Plumbing & Water Mitigation

- George Brazil Plumbing
- Rooter Hero Plumbing
- ServPro

- Rainbow International Restoration
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Electrical Services Local licensed electricians (24/7 emergency providers)

- APS
 - SRP
 - Mr. Electric
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Roofing & Building Envelope Waterproofing and building envelope consultants

- Patterson Roofing
 - State 48 Roofing
 - Lyons Roofing
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General Contractors & Building Repair Local structural engineers and specialty contractors

- McCarthy Building Companies
 - Kitchell
 - BELFOR Property Restoration
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Water / Flood / Storm Response

- BELFOR Property Restoration
 - ServPro
 - Paul Davis Restoration
 - Arizona Flood Restoration
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 **Health & Environmental Support** Local mold remediation and industrial hygiene providers

- Clean Harbors
- EMSL Analytical
- Arizona Department of Environmental Quality

 Cultural Heritage & Preservation Support

- Arizona State Library Archives and Public Records
- Arizona Historical Society
- Arizona Museum of Natural History
- Arizona State University (collections & conservation resources)

 Your Institution's Contacts (Complete This Section)

(Customize for your organization — these are critical and should be filled in before an emergency occurs)

- Insurance Provider: _____
 - Security System Vendor: _____
 - Facilities / Maintenance Contacts: _____
 - Key Staff Contacts: _____
 - Board / Leadership Contacts: _____
 - Collections Emergency Lead: _____
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