CALL: 2-1-1

VISIT: www.mauinuistrong.info

COMMUNITY SUPPORT AVAILABLE:

- **Family Assistance Center**: For those seeking information on missing/unaccounted for loved ones. Families and individuals can provide detailed information and DNA swabs to assist in the identification process. Location: *Ka’anapali at the Hyatt Regency Monarchy Ballroom*, 200 Nohea Kai Drive (The KCC location closed 8/17). Hours: 10 a.m. to 8 p.m. daily. Contact: 1-800-RED-CROSS (1-800-733-2767).

- If you live on a neighbor island or continental U.S. and are the immediate family member (parent, sibling, child) of a person missing as the result of the Maui wildfires, and you wish to provide a DNA sample to assist, please call the Federal Bureau of Investigation - Honolulu Division at (808)-566-4300.

- **Disaster Recovery and Assistance Center**: Access services from federal, state and volunteer organizations, and apply for disaster recovery assistance. Location: University of Hawaii Maui College, 310 W. Kaahumanu Ave., in Kahului. Hours: open 8 a.m. to 7 p.m. daily. Apply online at DisasterAssistance.gov. Contact: FEMA Helpline, 1-800-621-3362. If you use a video relay service, captioned telephone service, or other communication services, please provide FEMA the specific number assigned for that service.

- **Maui County Food & Water Distribution Center Locations**: Lahaina Gateway Center at 325 Keawe St. (10 a.m. – 4 p.m., closed 8/20) and Napili Plaza at 5095 Napilihau St., 24 hrs.

- **Hawaii Fire Relief Housing Program**: Visit [https://dbedt.hawaii.gov/hhfdc/hawaii-fire-relief-housing-program/](https://dbedt.hawaii.gov/hhfdc/hawaii-fire-relief-housing-program/). A representative from HHFDC will contact you to connect you with available housing that meets your needs.

- **Maui Humane Society**: Veterinarians are stationed at: Lahaina Gateway and Napili Plaza. Pet supplies and emergency kits: Lahaina Gateway, Napili Plaza, War Memorial (Wailuku), Hannibal Tavares Community Center (Pukalani), and Ma‘alaea Harbor.

- **Behavioral Health Resources**: Crisis mental health services are available through the Hawaii State Department of Health for anyone experiencing emotional or psychological distress as a result of the Maui wildfires. Hours: Monday - Friday, 8:00 a.m. to 4:30 p.m. daily. Contact: The Hawai‘i CARES crisis line is available 24/7 by texting or calling 988, or calling 1 (800)-753-6879.

- **Hawaii CARES 988** is a 24/7, free support service for help with crisis, mental health, and substance abuse. If you need mental health-related or addiction crisis support, or are worried about someone else, you can also call or text **988** (TTY **711**) or visit the [National Suicide and Crisis Lifeline’s chat](https://www.crisistextline.org) for free, confidential support with a trained crisis counselor. The lifeline is provided by the Substance Abuse and Mental Health Services Administration.

- **Mental Health and Addiction Support**: As our community continues to come to grips with the emotional impact of this disaster, Kaiser Permanente, in partnership with the Queen’s Health System, is offering critical mental health and addiction services and resources. These services are
available to the public.
Call us Monday through Friday, 8 a.m. to 5 p.m.:

- Maui and other Neighbor Islands: **1-888-945-7600**
- Oahu: 808-432-7600
  For after-hours care, call the Crisis Line of Hawaii:

- Maui and other Neighbor Islands: **1-800-753-6879**
- Oahu: 808-832-3100
  For 24/7 advice, call:

  - **1-833-833-3333** (TTY 711)
  - **Kaiser Permanente** will continue to provide medical services at no cost to KP members and the public at these locations in Lahaina. Pharmacy courier services are also available at these sites. These locations are open 10 a.m. to 4 p.m., seven days a week (weather permitting). More information and updates are available at kp.org/hawaii.

**Kaiser Permanente’s Mobile Health Vehicle** located at Lahaina Gateway

- Providing first aid, pediatric services, OB/GYN services (Fridays only for OB/GYN), and Pharmacy courier services

**Kaiser Permanente First Aid Station** located at the Hyatt Regency Lahaina, Lahaina Ballroom

- Providing first aid services and Pharmacy courier services.

For prescription refills, members can visit [kp.org/pharmacy](http://kp.org/pharmacy) or call 808-643-7979. Pharmacy locations at our Maui Lani or Wailuku medical offices.

1. Maui Lani Medical Office pharmacy: Monday through Friday, 8 a.m. to 8 p.m.; Saturday and Sunday, 8 a.m. to 5 p.m.
2. Wailuku Medical Office pharmacy: Monday through Friday, 8:30 a.m. to noon and 1 to 5 p.m. (Closed from noon to 1 p.m.)
3. Kihei Medical Office Pharmacy: Monday through Friday, 8:30 a.m. to noon and 1 p.m. to 5 p.m. (Closed from noon to 1 p.m.)

We are taking immediate action to minimize any impact on our members’ health care. Patient care services have been redirected to virtual platforms and to our **Maui Lani** and **Wailuku** Medical Offices and **Kihei Clinic** during this time.

- **Maui DOH Vital Records**: Replace birth certificates by calling the Maui Vital Records hotline. Hours: Monday – Friday, 7:45 a.m. - 4:30 p.m.
  Contact: (808) 984-2400 ext. 6-4602 or email: [DOH.MauiVR@doh.hawaii.gov](mailto:DOH.MauiVR@doh.hawaii.gov).
- **West Maui Coordinated Care Clinic**: The Maui District Health Office, in partnership with local community agencies are providing clinical services. Hours: 8 a.m. to 5 p.m. daily. No appointment is necessary for clinic services and insurance is not required. The main clinic will be located at the Comprehensive Health Center on Akoakoa Place, located below the Lāhainā Civic Center. Clinic services include general wound care and first aid, pharmacy services, mental health services and other general health care. Limited translation services will be available in Ilocano and Tagalog. Mobile services operating out of the main clinic will also be available where care is needed and
requested.  
Contact: (808) 984-8201 or (808) 984-8260.

- **American Red Cross**: If you need emergency shelter, or need to connect with a loved one, call Hawaii Red Cross. 
  Contact: 1-800-733-2767.

- **For additional support: Call 2-1-1 or visit**
  [www.mauinuistoryong.info](http://www.mauinuistoryong.info)