Emergency Preparedness

Communication is Key!

- Conduct Preparedness Training
  - Regularly scheduled Seminars and Workshops – repetition of importance to be prepared
- Disseminate Preparedness Information
  - Handouts – very focused, topic specific, visual and regularly communicated
- Encourage resident participation in Drills/Evacuation Plan
  - Increase resident awareness and knowledge
  - Increase building management awareness of potential issues
- Develop and distribute easy to follow check-lists
  - Help residents identify necessities for shelter in place
  - Help develop appropriate “go-bag” list for residents
- Engage Residents in the Preparedness Process
  - Establish floor leaders/captains – communication and wellness checks
Emergency Preparedness

Gain Understanding of Resident Needs
- Emergency Contact Information
- Health Concerns, including mental health
- Health Provider Information
- Nutritional needs
  - Diabetes
  - Specific diets
- Mobility Issues
- Medications
  - Refrigeration Required?
  - Pharmacy Contact
- Medical Equipment Needs
  - Wheelchair, walker, oxygen, etc.
  - Is electrical power required?
- Pets or service animal accommodations
Emergency Preparedness

Plan for things not working for several days...

- The electricity is out
- Telephones/cell phones aren’t working
- The elevator isn’t working
- Transportation is limited and roads are hazardous
- Purchase generators for essential systems
- Establish a staffing plan for post-event activities
- Have the appropriate trained and certified staff on hand to address issues
- Establish relationships/partnerships with community groups and other organizations that provide services – water, food, medicine, transportation, etc.
# Emergency Preparedness – Shelter in Place or Evacuation

## Shelter In Place

**Use of Community/Common Space**
- Information Updates
- Provide Safety Information
- Companionship
- Communal Meals
- Wellness checks

Ensure facility will accommodate resident needs for up to 3 days

## Evacuation

**Determine Transportation Needs**
- How many to transport and what type of transportation is needed?
- Distance of shelters from resident’s home
- Overcoming resident’s fear of leaving their home
- Keep log of displaced residents and location
Emergency Preparedness – HUD Assisted Properties

Pre-Event
- Multifamily Properties - Work with to ensure owners/agents are adequately prepared
- Provide our Public Housing Authorities with preparedness training and ensure they have a conducted disaster planning

Post-Event
- Work with FEMA to ensure displaced residents have housing options
- Work with our Multifamily owners/agents to ensure they have a post-event housing plan – rehab, pass through, etc.
- Work with our Public Housing Authorities to ensure impacted/displaced residents are provided options – public housing unit or Housing Choice Voucher
Organizations Preparing for Emergency Needs
10 Preparedness Actions to Help Your Organization Remain OPEN

- Understanding Risks
- Safeguard Critical Information
- Identify the People You Serve
- Mitigate Risks
- Establish a Communications Plan
- Determine Essential Activities
- Consider the Supply Chain
- Regularly Test and Update Plans
- Formalize Plans
- Cross-Train Key Individuals
Course Objectives

At the conclusion of the course, you will be able to:

- Describe the important roles CBOs play in incidents.
- Identify risks to your CBO.
- Describe the preparedness actions you can take to assist your CBO in preparing for incidents.
- Locate resources that can help you take preparedness actions to keep your CBO open.
Cost of Disasters in the United States

From 1980 to 2019, the U.S. sustained 258 weather and climate disasters where the overall damage costs reached or exceeded $1 billion*. The total cost for these 258 events exceeds $1.75 trillion.

These types of incidents, such as fires, floods, hail, severe weather, hurricanes, or even public health-related incidents like a pandemic, could affect your community-based organization.
Why is Preparedness Important?

Investing in preparedness can:

- Help your organization keep its doors open during and after a disruption.
- Save your organization money when an event strikes.
- Ensure worker safety.
- Ensure the safety of people you serve and continuity of services to support the people you serve.
- Allow you to continue to help your community during and after an incident.
Understand Risks: Key Points

To assess your and the community’s vulnerability to incidents, it is useful to:

- Identify your **most common disaster hazards**.
- Identify possible incidents with the **most severe impact**.
- Consider recent and/or **historical impacts**.
- Identify **susceptible locations** in the community for specific hazards.
- Consider **what to expect** for disruption of services and length of restoration.
- Consider how **overlapping disasters** might present challenges and affect operations.
- Identify **opportunities to mitigate** hazards. The concept of mitigation will be discussed later in the training.

Nichols, SC, USA – Flood waters surround a business in Nichols, SC following Hurricane Matthew.
Thinking About Risks

Think about where your organization is located. Is your property located somewhere prone to tornadoes? Snow or ice storms? Flooding?

What would happen if one of these hazards shut down your organization temporarily?

How do you find out about incidents in your area?

Are your employees prepared at home?
Thinking About the People You Serve

- How can you ensure that the needs of people you serve are met when you are not able to sustain operations?
- Are there other organizations with a similar mission in your community that could temporarily support them?
- Who do you serve?
- What can you do today that would help the people you serve when an incident strikes your community?
- What role does your organization play in the lives of people you serve?
Essential activities are **tasks that keep your organization running** and providing services to its constituents.

- Think about ways **internal resources could be reallocated** to ensure your CBO maintains activities connected to critical tasks during a disruption.

- Take time to **identify staff that conduct nonessential activities** who could temporarily support tasks for essential activities.
Thinking About Essential Activities

- What keeps your doors open?
- If your operations are disrupted, what services can be stopped or reduced?
- What activities *must* you continue to stay in operation?
- How will you continue providing services to your clients?
Consider the Supply Chain: Key Points

Consider the following points about your CBO’s supply chain:

- **Create redundancies** in the supply chain by holding extra inventory and making extra space in timelines.

- **Achieve flexibility** by standardizing operations and tracking products with technology.

- **Develop relationships** with other community-based organizations.
  - Connect with primary and alternative vendors to learn their continuity plans and emergency contact information.
Thinking About the Supply Chain

What kinds of goods does your CBO require to function?

Can you think of CBOs in your community that have a similar mission to yours?

What resources could you share with others?

What resources might you need from others?
Unit 3 Objectives

By the end of this unit, you will be able to:

- Describe ways to safeguard critical information.
- Identify audiences you would need to communicate with in the event of an emergency.
- Identify which employees of your CBO should be cross-trained.
- List the types of emergency plans your organization needs.
Critical information is personal or business-related data that is secure from public knowledge and assists the CBO in carrying out its mission.

Examples of critical information may include:

- Personally identifiable information
- Data kept on servers
- Financial records
Establish a Communications Plan:
Key Points

Consider the following points about the communications plan:

- Think of the necessary audiences.
  - E.g., Customers, employees and their families, news media

- Design pre-scripted messages for a variety of risks.

- Build a contact and information center to direct incoming calls and questions.
Thinking About the Communications Plan

If your organization is subject to government regulation, are you aware of the required notifications your organization must complete during an emergency?

How can you ensure that all of your stakeholders are receiving a consistent message?

How do you reach different audiences, like personnel, local government, neighbors, customers, suppliers, and news media?
Cross-Train Key Individuals: Key Points

Consider the following points about cross-training:

- **Key Individuals** are personnel who undertake roles and responsibilities that ensure your CBO can operate.

- **Maintain a current organizational chart** to ensure ease of communications and continuous workflow.

- **Liaise with your organization’s human resources department** to steward cross-training programs.

- **Develop a current skills matrix** that tracks each person’s capabilities.
  - This matrix will support leaders who must delegate responsibilities during an emergency.
Formalize Plans: Key Points

Consider the following points about formalizing plans:

- **Supply and maintain emergency kits** within your work area; personnel should be aware of their location and trained on how to use them.

- **Establish an emergency communications plan** to contact personnel or their families before, during, and after a disaster.

- **Incorporate stakeholders and other organizations** into your emergency planning.

- **Store and distribute these plans** to relevant stakeholders.

- **Elect an emergency manager** to oversee emergency planning and response for your organization. (If you are the president, owner, or executive of your CBO, or your CBO is small, this might be you!)

- Make sure your emergency manager is **connected to community authorities** on emergency management and planning.
Thinking About Formalizing Plans

Where are your emergency plans?

Can your plans or instructions be understood by everyone? Are the actions in your plan accessible to people with access and functional needs?

Who is responsible for updating your plans?

When were your plans first developed?
Regularly Test and Update Plans: Key Points

Consider the following points about testing and updating your plans:

- **Familiarize participants** with their roles and responsibilities before, during, and after an emergency.

- **Consider training new employees** during their onboarding process – they need to know the evacuation routes too!

- Include your organization’s **current emergency resources** in your plans to assess their capability and identify gaps.

- **Incentivize personnel to train** with other organizations and learn cross-cutting skills.
<table>
<thead>
<tr>
<th>Infrastructure at Risk</th>
<th>Possible Risks</th>
</tr>
</thead>
</table>
| Transportation         | Roads are closed and/or impassable  
                          | Responders may be delayed in reaching areas of need |
| Structures             | Damaged critical facilities unable to function  
                          | Increased risk of damage from falling debris |
| Communications Systems | Survivors unable to phone for help or reach service providers  
                          | Families and friends cannot communicate |
| Utilities              | Loss of service  
                          | Increased risk of fire or electrical shock |
| Water Service          | Medical facilities hampered  
                          | Inadequate water flow, resulting in boil water notices and hampered firefighting capabilities |
| Fuel Supplies          | Increased risk of fire or explosion from fuel line rupture  
                          | Flow of fuel is interrupted by impassable roads |
| Financial Services     | ATMs do not work  
                          | Credit card systems inoperable |
Group Activity: Identifying Risks and Hazards (7/7)

- Historic Stafford Act Declaration Zones and Hazard Potential (1964-2020)

Map Sources: Earthquake hazard generalized from the 2018 Long-term National Seismic Hazard Map (1989), with Puerto Rico, Guam, Northern Marianas, and the U.S. Virgin Islands added.
Resources

HUD Multifamily Housing
https://www.hud.gov/info/disasterresources
https://www.hud.gov/program_offices/housing/mfh/disasterguide

FEMA Organizations Preparing for Emergency Needs (OPEN)
Preparedness Training for Community Based Organizations
• https://community.fema.gov/opentraining