

CONN-NAHRO  
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*Best Practices for Emergency Planning*

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Stacey Hafen – Red Cross



**American Red Cross**

# Disasters

*It's When, Not If....*



# Emergency Planning

- ▶ Necessary because emergencies are inevitable
  - natural disasters
  - acts of terrorism
  - chemical or nuclear accidents
  - epidemics
- ▶ Everyone has a role to play
  - residents
  - multifamily owners and managers
  - municipalities
  - state and federal governmental agencies

# A Quick Survey

- ▶ **Do you have an emergency preparedness plan?**
- ▶ **If so:**
  - What kinds of emergencies does it envision?
  - How long have you had it?
  - When was it last reviewed and updated?
  - How often is it shared with residents?
  - When was the most recent practice exercise conducted?
  - Was it developed in conjunction with the municipality's plan?
- ▶ **If not, have you discussed emergency planning with your municipality?**



# HUD Policies

## Public Housing

CT has developed a checklist which we will use until HQ finalizes instructions

## Multifamily

- Applies to your PBS8 properties but an excellent resource – Handbook 4350.1, Chapter 38
- Special allowance for FEMA registered applicants for priority access to housing



# CHFA Policy

## State Housing

CHFA is developing a post emergency reporting format.

## Non State Housing

Reporting format consistent with State Housing and HUD Initial Post-Disaster Assessment reporting for PBS8.



# HUD's Mission

One of the most critical elements in HUD's mission is to ensure that the residents of our properties live in decent, safe and sanitary housing without discrimination.

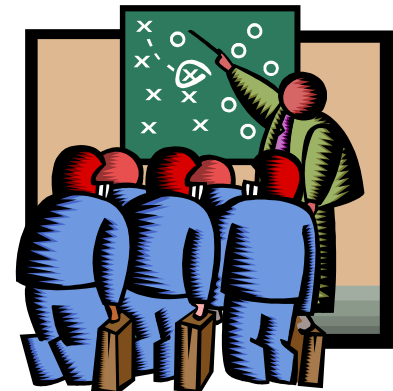
Difficult but doable to accomplish during times of crisis – in particular natural disaster or emergency.

Our mission is to ensure the residents of our properties can find quality housing in emergency situations and to assist our owners and agents to restore properties to decent, safe and sanitary conditions as soon as possible.



# Continuity of Operations

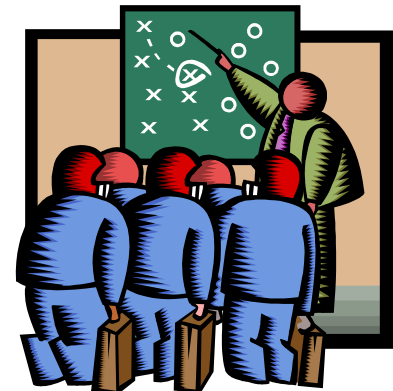
- ▶ HUD itself has a formal Continuity of Operations or COOP plan which details how the office will function before, during and after emergencies/disasters
- ▶ Each PHA should have such a Plan and periodically update, prepare and train in preparation for emergencies
- ▶ Reach out in advance to your Town/City to make them aware of your vulnerable populations as well as residents with special needs
- ▶ Coordinate with your Town/City and utilities to include properties serving vulnerable populations as high priority for power restoration
- ▶ Sample Plan





# Continuity of Operations, continued

- ▶ CHFA also has a Continuity of Operations or COOP plan which details how the Authority will function before, during and after emergencies/disasters
- ▶ Housing Authorities and other housing providers should have such a Plan and periodically update, prepare and train in preparation for emergencies
- ▶ Reach out in advance to your Town/City to make them aware of your vulnerable populations as well as residents with special needs
- ▶ Coordinate with your Town/City and utilities to include properties serving vulnerable populations as high priority for power restoration



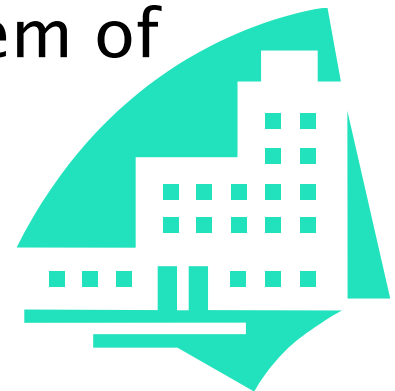
# Pre-Disaster

- ▶ In a well-forecasted event – Respective HUD and/or CHFA staff will reach out to those PHAs and owners of State and other housing which may be impacted or to the entire portfolio if state-wide impact is expected
- ▶ During the last storm we did reach out and were “pooh-poo’h’d” by some of you!
- ▶ We need to take our pre-disaster preparations seriously to reduce the post-disaster impacts



# Pre-Disaster

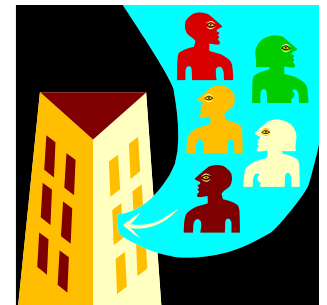
- ▶ 1. Assess staff/volunteer availability
- ▶ 2. Properties/Estimated Number of residents who may be impacted
- ▶ 3. Number and location of residents with disabilities and/or special needs
- ▶ 4. Notice to all staff and residents of impending disaster
- ▶ 5. Request to residents to forward location if are leaving temporarily and to do so post-disaster if they leave the property
- ▶ 6. Contact your HCV owners – inform them of your reporting needs



# Post-Disaster

- ▶ 1. Account for staff and residents
- ▶ 2. Assess property damage
- ▶ 3. Create a list of affected properties and report to HUD and CHFA
- ▶ 4. During the immediate post-disaster period HUD is often briefing HQ twice daily on impacts – CHFA needs timely information to report to DOH and other State Agencies as applicable

**All reporting is required regardless of whether or not your HA has power.**



# Reporting to HUD & CHFA

## PHA, HA & Other Owner Management Office Status

- ▶ Is the Office Operational?
- ▶ Have State and Local Emergency Management staffs and/or FEMA been notified

## Resident Status / Unmet Need

- Have emergency responders been contacted?
- Have residents been evacuated?
  - If yes, from which development to where?
  - Do you have resident contact information?
  - Have any HCV participants been evacuated  
If yes, how many?



# Reporting, continued

## Property Status

- ▶ 1. Property Information – AMP/Name, Address, Total Units, Total LIPH units, resident type
- ▶ 2. Status for each property without power, water, heat, vehicle access, presence of standing water
- ▶ 3. Were any buildings flooded
- ▶ 4. Are all properties safely accessible and safe to enter
- ▶ 5. Has PHA, HA or other owner documented damage, contacted insurance



# Lessons Learned/Best Practices

- ▶ Fairfield HA
  - 2 Side-By-Side State Elderly properties
  - Storm hit- power lost
  - Able to shelter in place due to a community room with a generator
  - Fire Department provided fuel for generator
  - Properties were not initially on priority list for power restoration with UI - has since been added
  - RSC integral for dealing with resident challenges/needs  
Important to have up date resident emergency contacts on and off-site
  - Key to introduce local officials to your properties and the resident groups they serve in advance of needing their assistance



# The American Red Cross

## *Individual and Community Preparedness*

**1** Get a Kit



**2** Make a Plan



**3** Be Informed





# The American Red Cross

## Get a Kit

- A disaster supplies kit should include:
- Water
- Food and a manual can opener
- Flashlight, *alternative powered or extra, fresh batteries*
- First aid kit
- Water
- Food and a manual can opener
- Flashlights and batteries, or alternative power
- First aid kit



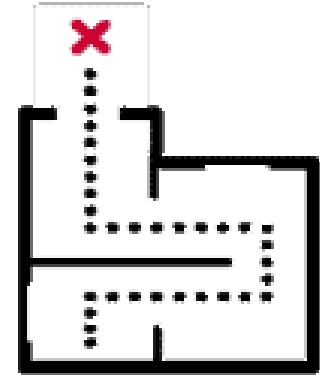
# The American Red Cross

## A disaster supplies kit should also include:

- Battery-powered or alternative powered radio
- Tools
- Clothing and bedding
- Prescription and non-prescription medications
- Pet supplies
- Cash and coins
- Sanitary supplies
- Important papers
- Contact information and a map



# The American Red Cross



## Make a Plan

- **Talk** – what are the disasters that might happen
- **Plan** – where to meet during a fire, out of town contact, does everyone know how to text
- **Learn** – emergency plans, how to use a fire extinguisher, talk to local emergency management
- **Tell** – all household members about plan, to always carry paper contact info card
- **Practice** – the plan with scenarios that only allow seconds to evacuate

# The American Red Cross



## Be Informed

- Identify how local authorities will notify you such as emergency outcall systems – call your town or go to their website
- Download the free Red Cross mobile apps at [www.redcross.org/mobileapps](http://www.redcross.org/mobileapps)
- Each family member should go through the **Be Red Cross Ready** module found at [www.redcross.org/brcr](http://www.redcross.org/brcr)

# The American Red Cross

\$\$- Top 10 list for preparing on a budget- \$\$



- **Budget** emergency preparedness items as a “normal” expense. Buy one preparedness item each time you go to the grocery store or discount store.
- **Save** by shopping sales. Make use of coupons and shop at stores with used goods or dollar items.
- **Store** water in safe containers. You don’t have to buy more expensive bottled water, but make sure any containers you use for water storage are safe and disinfected.
- **Share** By sharing preparedness supplies, you can help each other

# The American Red Cross



- **Request** preparedness items as gifts.
- **Think** ahead. You are more likely to save money if you can take your time with focused and strategic shopping. It's when everyone is at the store right before a storm hits that the selection of items are more scarce and you may pay higher prices for name brand items.
- **Review** your insurance policy annually and make changes. Renters need policies too, in order to cover your personal property.
- **Update** contact records. Have an accurate phone lists of emergency contact numbers.

# The American Red Cross



## American Red Cross **Ready Rating™**

It's free. It's easy. The time to prepare is now.

[www.readyrating.org](http://www.readyrating.org)

# The American Red Cross

## *Program Overview*

- Designed to allow businesses, schools and organizations to dramatically improve their level of preparedness
- Quantifies an organization's preparedness with a proprietary assessment tool
- Generates customized reports with confidential feedback to help members
- Enables creation of a customized Emergency Response Plan through an easy, on-line, self-paced tool
- Free, thanks to our generous sponsors






# Ready Rating Score Card

A score card is generated each time the 123 Assessment is completed.

The score card provides:

- A unique quantification of your organization's preparedness level
- Enables tracking of your progress

American Red Cross Ready Rating™		Ready Rating Score Card		 American Red Cross	
		Date Taken: 05/12/2011			
		Your 123 Assessment Score: 77			
<b>3. Plan - Develop an emergency response plan.</b>					
<b>3.1 We have a plan in place designed to protect our business and employees before, during and after an emergency or disaster. We have completed the following activities as part of our emergency response planning:</b>		<b>Points Available</b>	<b>Member Score</b>	<b>Sub-Section Score</b>	
A. We have a planning committee of key stakeholders that is responsible for and empowered to develop and implement an emergency response plan. <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		5	5	10	
B. Our senior management supports the planning, commits to its implementation and approves the written plans annually. <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		5	5		
<b>Total</b>		<b>10</b>	<b>10</b>		
<b>3.2 We have a written plan describing how our business or organization will respond during a disaster or medical emergency. This plan includes the following components:</b>		<b>Points Available</b>	<b>Member Score</b>	<b>Sub-Section Score</b>	
A. Clearly designated leadership structure that details chain of command designations for emergency situations. <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		2	2	9	
B. Creation and/or maintenance of a system for warning and alerting employees and other stakeholders about emergencies. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		1	0		
C. System for storing employee emergency contact information and other important business files in both on- and off-site locations. <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		1	1		

# What Do I Do Next?


Improve your Ready Rating score with the following free tools:

- Next Steps Report
- Emergency Response Planner Tool
- Peer Comparison Report
- Resource Center


The screenshot shows the American Red Cross Ready Rating website. At the top, there is a navigation bar with the American Red Cross logo and the text "MY READY RATING ACCOUNT". Below the navigation bar, there is a search bar and a main content area with the heading "Why Be Prepared?". The main content area features a woman smiling and holding a folder, with the text "Because my employees, students and community count on me." and a "Take the Assessment" button. To the right of the main content area, there is a vertical sidebar with the text "Who Is It For?" and "Ready Rating" and a progress indicator showing "1", "2", and "3". Below the main content area, there are three columns of content: "FREE Ready Rating Tools" with a "Ready Rating Store" icon, "View Videos" with three video thumbnails labeled "Ready Rating", "ERP Module", and "123 Assessment", and "The Ready Rating Program" with a "Join Now" button. At the bottom, there is a "DID YOU KNOW?" section with a "TEST YOUR PREPAREDNESS KNOWLEDGE" challenge and a "1. What percentage of businesses do not reopen after a disaster?" question with radio button options: 20%, 40%, 50%, 60%, and 80%. To the right of the "DID YOU KNOW?" section, there is a "Ready Rating: A FREE Service from the American Red Cross" section with a description of the program and three icons: "123 Assessment", "Ready Rating Store", and "Emergency Response Planner - BETA".

# Member Next Steps Report

- Recommendations customized to your self-assessment
- Detailed feedback
- Ranks the needed implementation actions by the resources required
- Customized for schools and businesses/organizations




Improving Your Preparedness Score:  
Recommendations for Next Steps




Here is a list of steps your business can take to be better prepared for a disaster or emergency. We have compiled this report for your organization using the results from the 123 Assessment you completed on 1/10/01. Your score was 60 of 123.


These are the questions that were not answered or only answered for partial credit. Look for ways you can increase your score in the sections below. The actions suggested are first sorted by priority (in the context of continuity) and then on an increasing scale of cost, complexity, or time to complete. Additionally, you will find tasks with which the Red Cross can provide assistance, noted by this red symbol (\*).








Quick Wins/Easy to Implement



Medium Effort/Investment Required



Significant Investment Required

Assessment Question	Your Score	Level of Effort	Recommended Next Steps
Your subsection total was 6 of 15			
3.2. We have a written plan describing how our business or organization will respond during a disaster or medical emergency. This plan includes the following components:			
3.2a. Clearly designated leadership structure that details chain of command designations for emergency situations.	0 of 2		By having a clear leadership structure, you can help reduce confusion when an emergency arises. Employees will know who is in control of the business/organization and departments during a disaster, and who to turn to if the normal chain of command is disrupted.
3.2b. Creation and/or maintenance of a system for warning and alerting employees and other stakeholders about emergencies.	0 of 1		The creation and maintenance of a warning and alert system will help you communicate during an emergency, when urgent and clear communication is needed. To learn more about these systems, look at the program guide.
3.2c. System for storing employee emergency contact information and other important business files in both on- and off-site locations.	0 of 1		Contact information can be stored electronically, but you should consider storing the information in a hardcopy format as well in case the power goes out. To help with the process, you can designate an employee/employees to be responsible for maintaining current emergency contact information for employees' households and employees' after-hours contact information.
3.2d. Procedures for communicating with employees, families, clients, emergency response organizations, media representatives and other stakeholders prior to, during and after a disaster or medical emergency. Our procedures incorporate a means of reaching employees both at home and at work.	1 of 1		Congratulations on having communication procedures in place! You should also try to think "outside the box" about what you would do in different situations. For example, how would you communicate if you couldn't use your facility or normal communication channels such as email or telephones? Would you send out runners (i.e., people who deliver a message by hand)? Would you make an agreement with another business/organization that is out of the area to send out messages for you?
3.2e. Procedures for individuals on the premises to follow for	1 of 1		To learn about evacuation tips (such as using "evacuation wardens") that your

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# Emergency Response Planning Tool

- Makes it simple for you to create a customized Emergency Response Plan for your organization
- Uses easy-to-understand language
- Provides easy access to additional guidance
- Presents best practice guidance to choose from
- Allows addition of your own topics and guidance
- Easy to update

The screenshot displays the 'Emergency Response Planner' interface. At the top, there is a navigation menu with links for 'ABOUT', 'HOW IT WORKS', 'READY RATING TOOLBOX', 'FAQ'S', and 'CONTACT'. Below this is a secondary menu with 'MANAGE MY ACCOUNT', 'ASSESSMENT CENTER', 'THE PROGRAM GUIDE', and 'THE MEMBER SEAL'. A search bar is located in the top right corner.

The main content area shows a breadcrumb trail: 'ERP > TABLE OF CONTENTS > GENERAL INFORMATION > NOTICE TO THE EMPLOYEES ABOUT THIS EMERGENCY RESPONSE PLAN'. The title 'Emergency Response Planner' is prominently displayed. A progress bar indicates the completion status of various sections: 'You Are Here' (grey), 'General Information' (green, COMPLETE), 'Chain of Command' (green, COMPLETE), 'Communications' (grey, INCOMPLETE), 'Supplies' (grey, INCOMPLETE), 'Emergency Contact' (grey, INCOMPLETE), and 'Emergency Guidance' (grey, INCOMPLETE). The 'Total Plan' progress is shown as 33% Complete.

Below the progress bar, there is a 'Notice to the Reader' section with a 'SHOW: ALL OMITTED' dropdown and a 'SELECT ALL UNSELECT ALL' button. A 'Notice to the Employees about This Emergency Response Plan' section follows, containing a list of items with checkboxes:

- TO: All Employees  
RE: Our Emergency Response Plan
- This document contains advice and guidance information that will be useful to kara test again personnel in the evident of a serious or major disruption.
- An annual review of this plan is strongly recommended. Additionally, any changes to the property, plant or equipment used by our organization should trigger a plan update and review.
- Ultimately, decisions on the proper course of action must be left up to the Incident Response Team and management.
- Should you have any questions or suggestions, do not hesitate to contact the Incident Response Team or management.

A green plus sign (+) is visible below the list. At the bottom of the main content area, there are 'Last' and 'Next' navigation buttons.

On the right side, there is an 'INFORMATION GUIDE' section with a question mark icon and a 'QUESTION COLLECTOR' section with a question mark icon. The 'INFORMATION GUIDE' text reads: 'In a crisis, having access to accurate and timely information is vital but knowing who to ask questions of before a crisis develops is also important. For this reason, many organizations include a state to the reader of the plan which both encourages them to ask questions and provides a primary point of contact. To the left is a sample set of'.

# The American Red Cross

## Other Resources:

- [www.ct.gov](http://www.ct.gov) *Connecticut Guide to Emergency Preparedness\** and *A Guide for Including People with Disabilities in Disaster Preparedness Planning*
- [www.hud.gov](http://www.hud.gov) *Fair Housing Disaster Toolkit (2007)*
- [www.Disability.gov](http://www.Disability.gov) *Federal Government*
- [www.nod.org](http://www.nod.org) *National Organization for Disabilities*
- [www.redcross.org](http://www.redcross.org) *Disaster Preparedness for Seniors and hazard checklists\**
- [www.readyrating.org](http://www.readyrating.org) *Free guide for an emergency plan*
- [www.ready.gov](http://www.ready.gov) *FEMA*
- [www.preparemybusiness.org](http://www.preparemybusiness.org) *Small Business Administration*
- [www.ct.gov/dph](http://www.ct.gov/dph) *Connecticut Dept of Public Health*
- **\*Available in several different languages**