Agency Emergency Planning for Community-Based Organizations

July 23, 2020
9:30 to 11:00 am

A Zoom-based Webinar for UASI South Bay Hub
Welcome

• Welcome and Introductions
  – Housekeeping
  – Zoom basics and etiquette

• Why We Are Here
  – First in a series of workshops for South Bay
  – Funded by Bay Area UASI
Session Objectives

• Assess readiness of your own organization

• Learn how to improve your agency’s readiness and resilience

• Dialogue with other nonprofits and learn from one another’s planning efforts
Agenda Overview

1. Self Assessment
2. Emergency Planning Guide Concepts
3. Looking at Self-Assessment
4. Q & A
5. Closing Remarks and Evaluation
PARTICIPANT POLL #1
Self-Assessment Tool

Hierarchy of Organizational Preparedness with Emergency Planning Elements
# Emergency Planning Elements that Support Each Tier of Organizational Preparedness

<table>
<thead>
<tr>
<th>Tier 1-Life Safety and Survival Actions</th>
<th>Tier 2- Re-establishing Operations and Service Delivery</th>
<th>Tier 3- Sustaining Operations and External Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. PERSONAL PREPAREDNESS</strong></td>
<td><strong>A. DISASTER MISSION STATEMENT</strong></td>
<td><strong>A. COORDINATION WITH OTHERS</strong></td>
</tr>
<tr>
<td>- Essential for everyone—if people aren’t prepared, they can’t help</td>
<td>- Do this early on in your planning</td>
<td>- Who else is in your building?</td>
</tr>
<tr>
<td>- Offer training such as first aid, CPR</td>
<td>- Assume you can’t do everything</td>
<td>- Who’s in your neighborhood?</td>
</tr>
<tr>
<td>- Encourage and procure resources</td>
<td>- What do you intend to focus on?</td>
<td>- Who do you connect with at city and county levels, CBO networks, contractors</td>
</tr>
<tr>
<td><strong>B. EMERGENCY COORDINATION TEAM</strong></td>
<td><strong>B. ESSENTIAL SERVICES</strong></td>
<td><strong>B. DISASTER SPECIFIC AGREEMENTS/MOUs</strong></td>
</tr>
<tr>
<td>- Identify team that leads your response (ICS or other model)</td>
<td>- Describe services that need to continue or be quickly restored</td>
<td>- With cities and County Op Area</td>
</tr>
<tr>
<td>- Identify positions and duties in advance</td>
<td>- Note any differences from normal operations</td>
<td>- How will resources be coordinated</td>
</tr>
<tr>
<td><strong>C. EMERGENCY PROCEDURES</strong></td>
<td><strong>C. ESSENTIAL ADMINISTRATIVE FUNCTIONS</strong></td>
<td><strong>C. VITAL RECORDS AND COST RECOVERY</strong></td>
</tr>
<tr>
<td>- Evacuation / Alternate Sites</td>
<td>- What is needed to support essential services delivery?</td>
<td>- Focus on records needed to support essential functions</td>
</tr>
<tr>
<td>- Shelter in Place / Supplies</td>
<td>- Consider payroll, check signing, supplies, emergency spending procedure, etc.</td>
<td>- Track disaster-related direct costs, personnel time and volunteer hours</td>
</tr>
<tr>
<td>- Hazard-specific plans (e.g. Fire / Flood / Hazardous Materials / Active Shooter, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>D. EMERGENCY ALERT AND NOTIFICATION</strong></td>
<td><strong>D. COMMUNICATIONS</strong></td>
<td><strong>D. DONATIONS</strong></td>
</tr>
<tr>
<td>- Staff and volunteer contact rosters</td>
<td>- Who do you need to communicate with</td>
<td>- Plan for monetary donations</td>
</tr>
<tr>
<td>- Client/consumer outreach info &amp; policy</td>
<td>- What methods or tools will be used</td>
<td>- Plan for donations of goods and/or services to support essential services</td>
</tr>
<tr>
<td>- What systems and tools will be used (e.g. AlertSCC/Everbridge/Facebook/Groupme)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>E. RESILIENT FACILITIES</strong></td>
<td><strong>E. STAFFING AND VOLUNTEERS</strong></td>
<td><strong>E. RECOVERY PLAN</strong></td>
</tr>
<tr>
<td>- What facilities will you need to use?</td>
<td>- Plan staffing needs, shifts, rotations, etc.</td>
<td>- Plan for continued staffing &amp; volunteers</td>
</tr>
<tr>
<td>- Have they been assessed for resilience?</td>
<td>- Plan to involve volunteers, if appropriate</td>
<td>- Plan for transition back to normal operations</td>
</tr>
<tr>
<td>- What mitigation tasks should you tackle?</td>
<td>- Job descriptions for spontaneous volunteers</td>
<td></td>
</tr>
<tr>
<td><strong>F. HAZARD AND RISK ASSESSMENT</strong></td>
<td><strong>F. SUCCESSION PLANNING</strong></td>
<td><strong>F. TRAINING AND EXERCISES</strong></td>
</tr>
<tr>
<td>- What types of disasters might occur?</td>
<td>- For coverage when individuals are unable to perform their essential duties</td>
<td>- Train leadership and let them practice</td>
</tr>
<tr>
<td>- What are your vulnerabilities?</td>
<td>- Plan for timely filling of vacancies</td>
<td>- Exercise with government and other entities</td>
</tr>
<tr>
<td>- How will these impact services?</td>
<td></td>
<td>- Keep your plan up to date</td>
</tr>
</tbody>
</table>

Original concept and content created by Margaret Meish 2015; revisions by Margaret Meish and Anna Swardenski February 2016
Self-Assessment Tool

Hierarchy of Organizational Preparedness with Emergency Planning Elements
PARTICIPANT POLL #2
Background

Hierarchy of Organizational Preparedness

- Tier 1: Life Safety and Survival Actions
- Tier 2: Re-establishing Operations and Service Delivery
- Tier 3: Fulfiling a Broader Community Role
**Tier 1 - Life Safety and Survival Actions**
1. Facility emergency procedures – life safety, evacuation, alternate sites, sheltering in place,
2. Identifying staff roles for emergency coordination
3. Generally, things easily accomplished at no or low cost.

**Tier 2 - Re-establishing Operations and Service Delivery**
1. Focused on restoring capacity (resilience) to provide essential client services during response
2. Identifying essential support functions
3. Identifying resources that support operations – staffing, communications, etc.

**Tier 3 - Fulfilling a Broader Community Role**
1. Identifying neighbors, vendors, government partners and CBO peers for coordination and planning
2. Establishing relationships and agreements with key agencies and organizations
3. Integrating into whole community response
4. Sustaining operations and maintaining emergency plans

Each Tier is designed to allow organizations to achieve a level of disaster resilience. Nested within each Tier is a range of activities that (see page 2) that, in the aggregate, build capacity.
Agency Emergency Planning
Emergency Planning Guide

• Made possible through funding by Santa Clara County’s EMPG program to support CADRE’s Agency Emergency Planning and Assistance Project in 2016
Why Emergency Planning

• Emergencies can happen at any time

• Guide is intended to help CBOs and FBOs create or improve an emergency plan AND become more disaster resilient
Plans and Resilience

Emergency Plans
• How to communicate with staff, clients, government entities
• What services are essential
• Whether you can do “more than normal” to support the greater community

Disaster Resilience
• Ability to rebound from damage and disruption resulting from an emergency or disaster
• Combination of personnel, organization and facility capacity to resume operations
How to Use the Guide

To Create a Plan:
- Use “annotated outline” available on CADRE website as a companion to this guide
- Work through various sections of Guide
- Transfer sections to your Plan

To Improve a Plan:
- Identify gaps or sections of your existing plan that need strengthening
- Work through relevant sections using planning elements
- Insert appropriate info into your existing plan
Emergency Planning Elements

- Tier 1 – Life Safety and Survival Actions
  - Personal Preparedness
  - Emergency Coordination Team
  - Emergency Alert and Notification
  - Emergency Procedures
  - Resilient Facilities
  - Hazard Assessment

- Tier 2 – Re-establishing Operations and Service Delivery
  - Disaster Mission Statement
  - Essential Services
  - Essential Administrative Functions
  - Communications
  - Staffing and Volunteers
  - Succession Planning

- Tier 3 – Fulfilling A Broader Community Role
  - MOUs
  - Coordination with Others
  - Donations
  - Training and Exercise
  - Vital Records
  - Recovery Plan
## Tier 1 – Life Safety and Survival Actions

### Personal Preparedness

- Are your staff and volunteers personally prepared and ready to help?

<table>
<thead>
<tr>
<th>Emergency Planning</th>
<th>Emergency Alert and Notification</th>
<th>Emergency Procedures</th>
<th>Resilient Facilities</th>
<th>Hazard Assessment</th>
</tr>
</thead>
</table>
## Tier 1 – Life Safety and Survival Actions

<table>
<thead>
<tr>
<th>Personal Preparedness</th>
<th>Emergency Coordination Team</th>
<th>Emergency Procedures</th>
<th>Resilient Facilities</th>
<th>Hazard Assessment</th>
</tr>
</thead>
</table>

### Emergency Alert and Notification

- Who should be alerted of emergencies, and by what methods?
Tier 1 – Life Safety and Survival Actions

- Do you have enough people to do what needs to be done in an emergency?
- Organizing based on ICS
Tier 1 – Life Safety and Survival Actions

<table>
<thead>
<tr>
<th>Personal Preparedness</th>
<th>Emergency Coordination Team</th>
<th>Emergency Alert and Notification</th>
<th>Emergency Procedures</th>
<th>Resilient Facilities</th>
<th>Hazard Assessment</th>
</tr>
</thead>
</table>

USING THE CHATBOX – Tell us...

1. **Who works from home in this COVID-19 environment?**
2. **What hazards do you face in your home office environment during earthquake? PSPS?**
3. **How can you reduce/eliminate the threat?**
Hierarchy of Organizational Preparedness

- Tier 1 – Life Safety and Survival Actions
  - Personal Preparedness
  - Emergency Coordination Team
  - Emergency Alert and Notification
  - Emergency Procedures
  - Resilient Facilities
  - Hazard Assessment

- Tier 2 – Re-establishing Operations and Service Delivery
  - Disaster Mission Statement
  - Essential Services
  - Essential Administrative Functions
  - Communications
  - Staffing and Volunteers
  - Succession Planning

- Tier 3 – Fulfilling A Broader Community Role
  - MOUs
  - Coordination with Others
  - Donations
  - Training and Exercise
  - Vital Records
  - Recovery Plan

Emergency Planning Elements
Graphic Organizer Tool

- Planning Gap
- In Progress
- Complete
Tier 2 – Re-establishing Operations and Service Delivery

Disaster Mission Statement

- Defining the role you plan to play in a disaster becomes the foundation of all planning work that follows

PARTICIPANT POLL #3
## Tier 2 – Re-establishing Operations and Service Delivery

<table>
<thead>
<tr>
<th>Disaster Mission Statement</th>
<th>Essential Services</th>
<th>Essential Administrative Functions</th>
<th>Communications</th>
<th>Staffing and Volunteers</th>
<th>Succession Planning</th>
</tr>
</thead>
</table>

**Key Concepts:**
- **Disaster Mission Statement**
- **Essential Services**
- **Essential Administrative Functions**
- **Communications**
- **Staffing and Volunteers**
- **Succession Planning**
Hierarchy of Organizational Preparedness

- Tier 1 – Life Safety and Survival Actions
  - Personal Preparedness
  - Emergency Coordination Team
  - Emergency Alert and Notification
  - Emergency Procedures
  - Resilient Facilities
  - Hazard Assessment

- Tier 2 – Re-establishing Operations and Service Delivery
  - Disaster Mission Statement
  - Essential Services
  - Essential Administrative Functions
  - Communications
  - Staffing and Volunteers
  - Succession Planning

- Tier 3 – Fulfilling A Broader Community Role
  - MOUs
  - Coordination with Others
  - Donations
  - Training and Exercise
  - Vital Records
  - Recovery Plan

Emergency Planning Elements
Graphic Organizer Tool

- Planning Gap
- In Progress
- Complete

Hierarchy of Organizational Preparedness
## Tier 3 – Fulfilling A Broader Community Role

<table>
<thead>
<tr>
<th>MOUs</th>
<th>Coordination with Others</th>
<th>Donations</th>
<th>Training and Exercise</th>
<th>Vital Records</th>
<th>Recovery Plan</th>
</tr>
</thead>
</table>

[Bay Area logo]
Facilitated Small Group Discussions
CBO Preparedness

• Who here in the room has a plan for their agency or organization?

• What were some of your planning successes and challenges?
Small group report out

- Group 1 –
- Group 2 –
- Group 3 --
CADRE Support

• Planning and Technical Assistance is sometimes available through additional grant funding

• Participant feedback survey
South Bay Training Series 2020

COMMUNITY PREPAREDNESS TRAINING SERIES FOR SOUTH BAY HUB COUNTIES - 2020

This FREE series of interactive workshops for the UASI South Bay Hub (Santa Clara, Santa Cruz, Monterey and San Benito counties) will give nonprofit and community-based organizations (CBOs) the tools needed to be more prepared as an organization to meet the challenges of future disasters as well as on-going emergencies such as the current COVID-19 pandemic.

Course dates and session topics in the series are as follows:
- July 23rd @ 9:30am – Agency Emergency Planning
- July 23rd @ 1:00pm – Personal Preparedness for Staff and Volunteers
- August 13th @ 1:00pm – CBO and Government Coordination in Times of Emergency (Santa Clara County focus)
- August 21st @ 1:00pm – CBO and Government Coordination in Times of Emergency (Santa Cruz, Monterey, San Benito counties focus)
- August 27th @ 9:30am – Understanding the Incident Command System (ICS) for Nonprofits
- September 10th @ 1:00pm – Continuity of Operations Planning (COOP) for Your Organization
- September 24th @ 9:30am – Disaster Volunteer Management
- October 8th @ 1:00pm – Donations Management
- October 22nd @ 9:30am – Agency Emergency Planning
- October 22nd @ 1:00pm – Personal Preparedness for Staff & Volunteers

The workshop series is led and facilitated by Collaborating Agencies Disaster Relief Effort (CADRE), the Santa Clara County VOAD (Voluntary Organizations Active in Disaster) affiliate. The workshops are sponsored by the Urban Area Security Initiative (UASI).

To register, please visit www.batep.org
Closing Remarks

Let us know what other workshop topics you would like to see covered in the future...

Scan this QR code with your phone camera to provide your participant feedback to us…
THANK YOU!