Introduction
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Emergency Planning for Human Services Organizations

Thursday, April 18, 2019
Wednesday, May 1, 2019

What we’ll do
Session I: Fundamentals
1. Introduction
2. Understanding Hazards and Impacts
3. The World of Disaster
   Readiness, Response, and Recovery
4. Getting Ready
5. Introduction to the Plan Template
6. 10-minute Break
7. The Planning Process
8. Plan Contents
9. Intro to an Emergency Action Plan
10. Primary Business Functions and Essential Mission Functions

What we’ll do
Session II: Implementation
1. Introduction
2. Review of Session I
3. Overview of Plan Contents
4. Emergency Action Plan
5. Primary Business Functions and Essential Mission Functions
6. Ten-Minute Break
7. Continuity of Operations
8. Plan Maintenance
9. Follow-Up Plan
10. Conclusion

Why we’re doing it
• Your goal and ours is to enable you to return to your organizations with the capability to start and finish a written emergency/disaster plan.
• You will leave today with some tangible material that will help you complete your planning.
How we’re doing it

Our objectives are:
• Know ways to get ready for emergencies; and take action to be more ready.
• Understand how to use a Plan Template.
• Begin the planning process for your organization.
• Know how you can produce a Continuity of Operations Plan (COOP).
• Know how to maintain a completed plan.
• Get started on producing a plan.

Emergency =
an event (generally unexpected or unpredictable) that threatens life, health, and/or property, such that immediate action is required.

Disaster =
an emergency that disrupts community functions and creates needs for individuals and/or communities, such that human services will be required.

Hazards and Impacts
What is a Hazard?

**Hazard** = a “condition with the potential for harm to the community or environment”

**Hazards**
- Earthquake
- Subsidence
- Dam Failure
- Nuclear Attack
- Drought
- Famine
- Tornado
- Landslide
- Pandemic/Epidemic
- Sand Storm
- Desertification
- Mine collapse
- Sandstorm
- Flood
- Food Shortage/ Crop Failure

**More Hazards**
- Meltdown of Nuclear Plant
- Avalanche
- Alien Invasion
- Wildfire
- Asteroid Impact
- Radioactive Waste Incident
- Tsunami
- Drought
- Biological Weapon
- Sirocco/Khamsin
- Volcanic Eruption
- Industrial Explosion
- Zombie Apocalypse
- Hurricane/Typhoon

**Risk**

**Risk** = the probability of a specific hazard occurrence

**Hazard Risk**
- Earthquake
- Subsidence
- Dam Failure
- Nuclear Attack
- Drought
- Famine
- Tornado
- Landslide
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Hazard Risk

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Vulnerability

**Vulnerability** = characteristics of community assets that make them susceptible to damage from a given hazard
Impact

Impact =
the consequences or effects of a hazard on the community and its assets

Hazard Impacts

- Casualties
- Damage
- Psychosocial impacts
- Job Loss
- Transportation Disruption
- Loss of Electricity/Power
- Immediate Tangible Needs
- Environmental Damage
- Interruption of Social Services

Worksheet #1: Impacts
All Disasters are Local

The Role of the Government Sector

The Disaster Cycle

Event
- Readiness
- Mitigation
- Response
- Recovery

The World of Disaster Readiness, Response, and Recovery

Local Government - First Provider
State Government - Additional Resources

All Disasters are Local
All Disasters are Local

Local Government
First Provider
State Government
Additional Resources
Conduit to Federal Government

Sequence

Local Government
State Government
Additional Resources
Conduit to Federal Government
Federal Government
Additional Resources

Sequence

Local Government
State Government
Additional Resources

Sequence

Local Government

Sequence
National Incident Management System (NIMS)

provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. NIMS works hand in hand with the National Response Framework (NRF). NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy for incident management.

National Incident Management System (NIMS)

1. Coordination
2. Standardization
   - Communications and Information Management
   - Resource Management (e.g., personnel, equipment, supplies)
   - Command and Management (chain of command)

NYC “City-wide Incident Command System”
The World of Disaster Readiness, Response, and Recovery

The Role of the Human Services Sector

ESF #6
- Mass care
- Emergency assistance
- Disaster housing
- Human services

ESF #15
External Affairs
NYC VOAD exists to strengthen the capabilities of organizations working together to relieve human suffering caused by disaster.

The Role of the Human Services Sector

Our goal is to provide effective, efficient, and compassionate services to help New Yorkers impacted by disaster

• receive immediate assistance to maintain life, safety, and health, including first aid, food, shelter, medical and mental health intervention, family reunification, etc.
• return to a stable and more normal life

Response

• Immediate assistance to maintain
  • life
  • safety
  • health
• Includes
  – First aid
  – Medical and mental health intervention
  – Food
  – Shelter
  – Family reunification
  – Etc.
The Role of the Human Services Sector

Recovery
Return to a life that is
• Stable
• More “normal”

“Normal” = normal for that client

“Recovery begins on Day One.”
Disaster Readiness

Get Ready for Impacts

- Casualties
- Damage
- Psychosocial impacts
- Job Loss
- Transportation Disruption
- Loss of Electricity/Power
- Immediate Tangible Needs
- Environmental Damage
- Interruption of Social Services

Emergency Communications: HSC

https://humanservicescouncil.org/disaster-communications-tool-sign/

Human Services ALERT (HSAlert) shares critical disaster-related information to help human services organizations make informed decisions.

- available resources
- disaster response/recovery activity
- governmental disaster-related policies
- community needs
- funding opportunities

Emergency Communications: HSC

https://humanservicescouncil.org/disaster-communications-tool-sign/
Emergency Communications: HSC
https://humanservicescouncil.org/disaster-communications-tool-sign/

Emergency Communications: NYDIS
http://www.nydis.org/nydis/nydis_recovery/2017_HOWalert.php

Emergency Communications: NYC
https://a858-nycnotify.nyc.gov/notifynyc/home.aspx

Disaster Readiness
I think we may need to update our disaster recovery plan. This one suggests we all run around in circles shouting ‘What do we do?!’ ‘What do we do?!’

You are the expert for your own organization.
The Planning Process

Stage 1: Convene a Planning Team
Stage 2: Gather information
Stage 3: Draft the plan
Stage 4: Review, revise, finalize
Stage 5: Distribute and educate

Worksheet #2: Identify a Planning Team

- Who needs to approve the members of the team?
- Who will lead the team?
- Who will be responsible for documentation and writing of the plan?

Worksheet #2: Identify a Planning Team

- Who should we ask to recommend team members?
- Are there other stakeholders we should include on the team?
- Are there other volunteers we should include on the team?

What's in the Plan?

- Readiness
- Emergency Action
- Continuity of Operations
- Maintaining the Plan

<table>
<thead>
<tr>
<th>Name</th>
<th>Job/Role</th>
<th>Level of Organization</th>
<th>Service Area</th>
<th>Time in organization</th>
<th>Personal Qualities</th>
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Emergency Action Plan

- outlines immediate action intended to safeguard the lives, safety, and security of staff and others.
- allows the organization to respond in a focused and effective way to emergencies.
- addresses emergencies, which may not be disasters, but pose a risk to health and safety.

Functions

- Mission Essential Functions
- Primary Business Functions

Mission Essential Functions

are the directly-related functions that you must perform to achieve your mission

Mission Essential Functions

MHS Inc. provides mental health services.
Mission: “to help families and individuals identify problems, resolve conflicts and promote optimal functioning in everyday life.”

- family therapy
- refer individuals to social services
- support neighborhood “Mental Health Week”
- couple counseling
- process health insurance reimbursement
- create therapy groups
- meet accreditation standards
Mission Essential Functions

Mission: “to help families and individuals identify problems, resolve conflicts and promote optimal functioning in everyday life.”
✓ family therapy
✓ refer individuals to social services
✗ support neighborhood “Mental Health Week”
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✗ process health insurance reimbursement
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What did we do today?
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You are the expert for your own organization.

Preparation for Session II
1. Answer the questions in Worksheet #3:
2. Gather your organization’s protocols and policies related to emergencies. Complete Worksheet #4.
PLEASE!
Be sure to complete the evaluation forms in your packet and leave them on your way out.
THANK YOU!

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