


The Voice of the Human Services Community

Emergency Planning for Human Services Organizations

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

130 East 59th Street • New York, NY 10022
Tel: 212-836-1230 • Fax: 212-836-1837
www.humanservicescouncil.org

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Introduction

Allison Sesso

Executive Director
Human Services Council

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The Voice of the Human Services Community

Emergency Planning for Human Services Organizations

Session I Fundamentals

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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

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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

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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.

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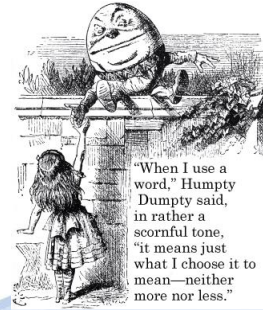


How we're doing it

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.

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Emergency =

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

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Disaster =

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

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Hazards and Impacts


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HALF THE TROUBLE IN LIFE IS CAUSED BY
PRETENDING THERE ISN'T ANY.

- EDITH WHARTON -

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What is a Hazard?

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

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Hazards

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


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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

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Risk

Risk =
the probability of a specific hazard occurrence


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Hazard Risk

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

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Hazard Risk

- **Earthquake**
- **Subsidence**
- **Dam Failure**
- **Nuclear Attack**
- **Drought**
- **Famine**
- **Tornado**
- **Landslide**
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- **Flood**
- **Food Shortage/ Crop Failure**

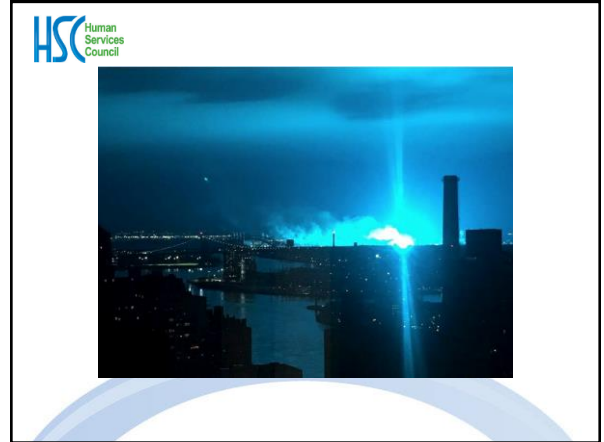
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Hazard Risk

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

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Hazard Risk

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- Hurricane/Typhoon

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Blue light in the sky over NYC was 'not aliens': officials

No Alien Invasion Here! The Bright Blue Light Freaking Out New Yorkers Explained

People Were Convinced That Blue Flash in New York City Was Aliens

Eerie blue light fills New York City sky after transformer explosion at power plant

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Hazard Risk

- Meltdown of Nuclear Plant
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- Sirocco/Khamsin
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- Industrial Explosion
- Zombie Apocalypse
- Hurricane/Typhoon

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Vulnerability

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

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Vulnerability - Earthquake

NYC AND EASTERN NJ GEOLOGICAL MAP
SOURCE: DEVELOPED BY MUISSER RUTLEDGE CONSULTING ENGINEERS BASED ON THE ORIGINAL NYC FLOOD MAP OF THE CITY OF NEW YORK BY ALAN S. BROWN AND HERBELL ET AL., 1962.

- ARTIFICIAL FILL
- ORGANIC SILT AND PEAT DEPOSITS
- ALLUVIAL OUTWASH DEPOSITS
- GLACIAL LAKE DEPOSITS (SANDS, SILT, CLAY & FINE SANDS)
- TERMINAL SANDSTONE
- SANDS, GRAVEL, CLAY, SILT, BOULDERS & COBBLES
- FILL
- ROCK WITH THIN FILL OVER ROCK

"NYC's Risk Landscape: a Guide to Hazard Mitigation", NYC Emergency Management, NYC Department of City Planning, Mayor's Office of Recovery and Resiliency.

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Vulnerability - Influenza

Differences in social position based on income, wealth, education, occupation, race/ethnicity

Disparities in exposure to influenza virus

Disparities in access to treatment, once disease has developed

Disparities in susceptibility to contracting influenza disease, once exposed

Additive effects of multiple disparities

Unequal levels of illness and death

"NYC's Risk Landscape: a Guide to Hazard Mitigation", NYC Emergency Management, NYC Department of City Planning, Mayor's Office of Recovery and Resiliency.

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Impact

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

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Impact

Impact =
problems that the incident causes

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Hazard Impacts

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

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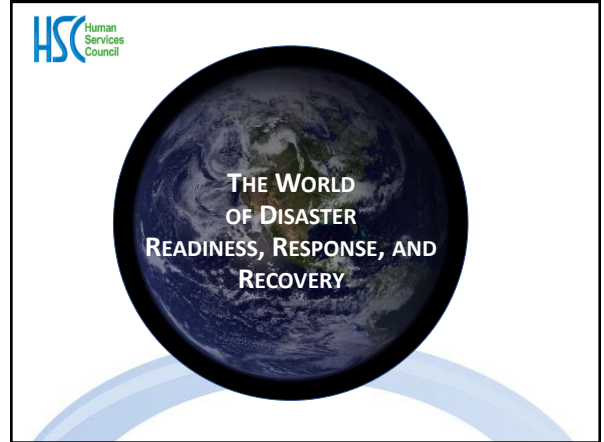
Worksheet #1: Impacts

Services provided by my organization	Impacts		
	#1:	#2:	#3:

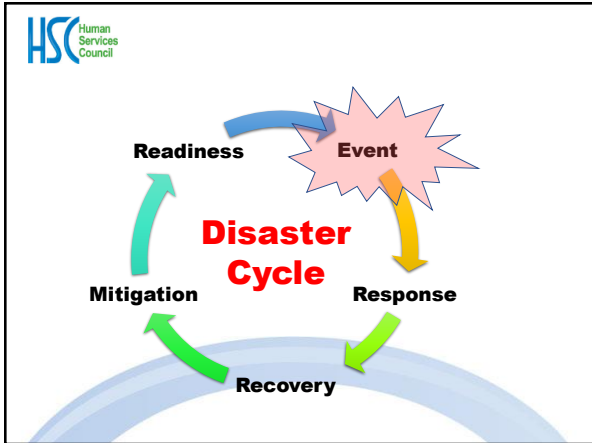
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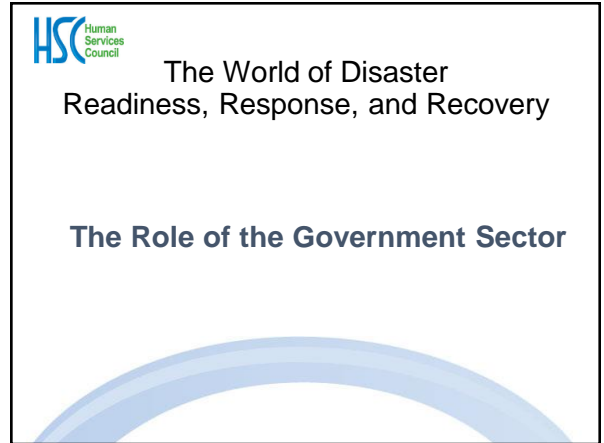
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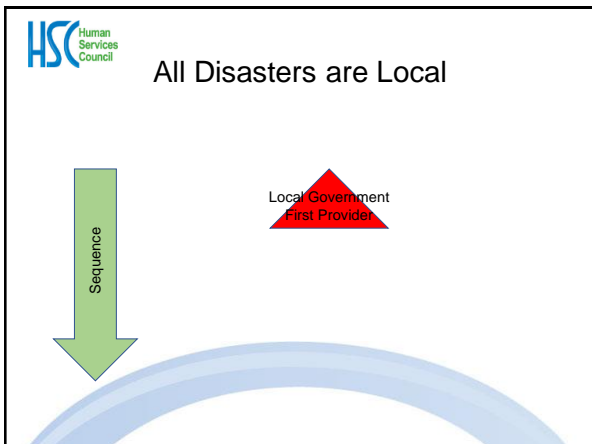
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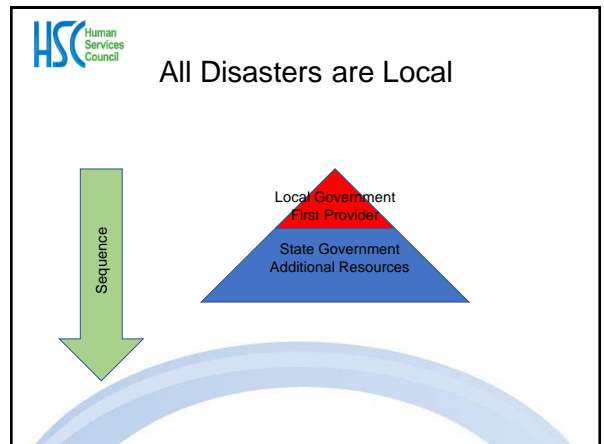
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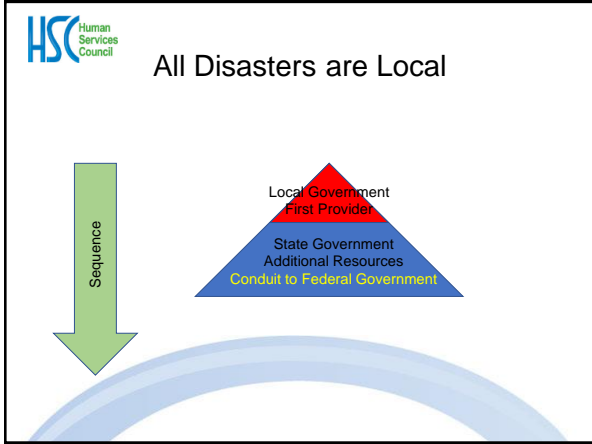
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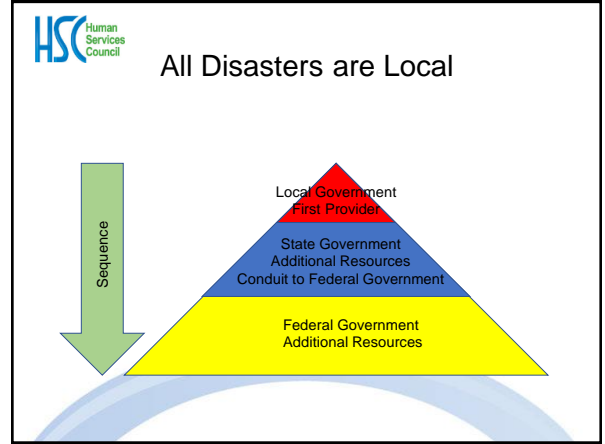
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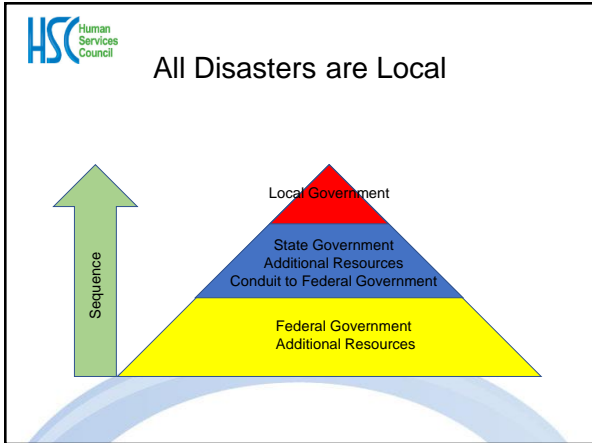
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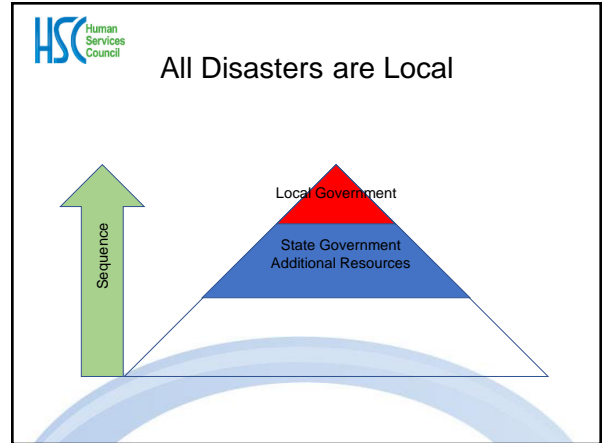
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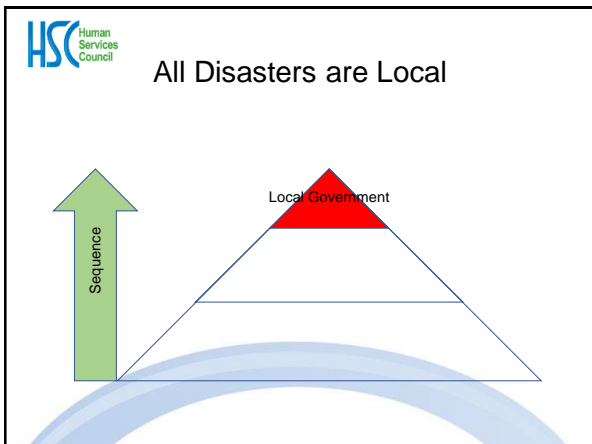
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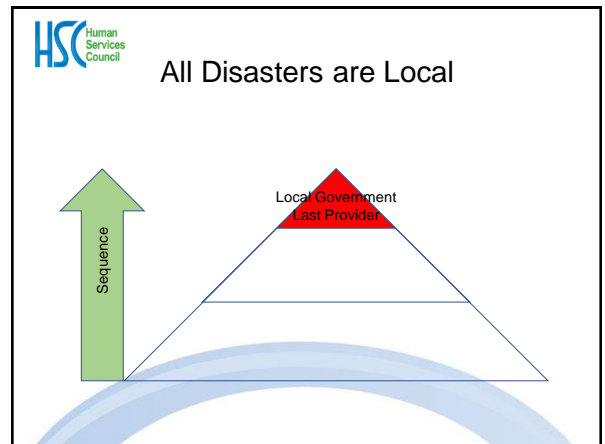
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National Incident Management System (NIMS)

"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".

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National Incident Management System (NIMS)

Blah Blah Blah Blah Blah Blah Blah
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 Blah Blah Blah Blah Blah Blah Blah
 Blah Blah Blah Blah Blah Blah Blah
 Blah Blah Blah Blah Blah Blah Blah

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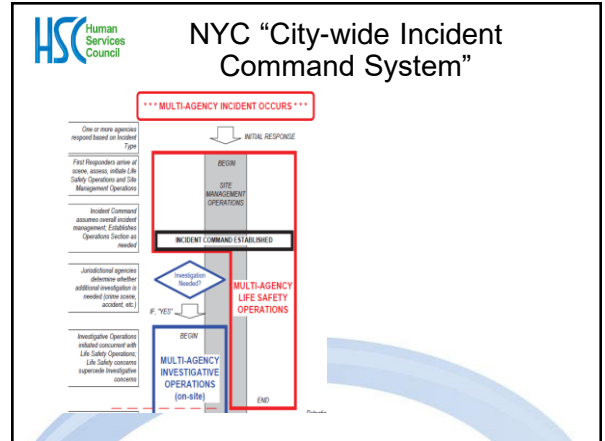
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National Incident Management System (NIMS)

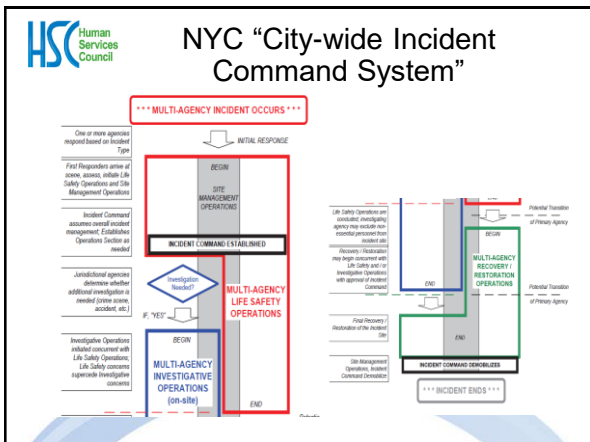
1. Coordination
2. Standardization

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

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CIMS

Core Competencies


Core Competencies are functional areas of expertise that relate specifically to tactical operations managed by the Operations Section. Agencies have the authority to direct operations related to their Core Competencies at incidents. If more than one agency is capable of performing the same tactical operations, the agency with the Core Competency will give tactical direction, by the ranking officer, to other agencies performing operations within that competency.

AGENCY	CORE COMPETENCIES	AGENCY	CORE COMPETENCIES
FDNY	<ul style="list-style-type: none"> Fire Suppression Pre-hospital Emergency Medical Care Search and Rescue Structural Evaluation CRPRA / Haz-Mat Life Safety and Mass Decontamination Airson Investigation (Cause and Origin) 	DOHMH	<ul style="list-style-type: none"> Disease Surveillance and Epidemiology Public Health Orders, Critical Guidance and Risk Communication Mass Prophylaxis / Vaccination Laboratory Testing (Biological and Radiological) Public Health Assessment Environmental Mitigation (Radiological and Biological) Animal-Related Surveillance and Vector Control Mental Health Needs Assessment and Service Coordination
NYPD	<ul style="list-style-type: none"> Law Enforcement and Investigation Intelligence Collection and Analysis Crime Scene Processing / Evidence Preservation Site Management <ul style="list-style-type: none"> Explosive Control Traffic Control Crowd Control Site Security and Perimeter Protection Evacuation (Area and / or Law) Water Search and Rescue CRPRA / Haz-Mat Assessment and Investigation (Crime Scene / Terrorism) Accident Investigation MSP Protection Airson Investigation (Major Case) 	HPD	<ul style="list-style-type: none"> Stabilization, Remediation and Demolition Tenant Protection
		DOITT	<ul style="list-style-type: none"> Telecommunications Infrastructure Assessment, Repair and Reestablishment
		OCME	<ul style="list-style-type: none"> Facility Management Operations
		NYCEM	<ul style="list-style-type: none"> Interagency Coordination and Support



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DOB	<ul style="list-style-type: none"> • Damage Assessment (Structural) • Building Re-occupancy (Structural) 	DIR	<ul style="list-style-type: none"> • Forestry • Parks: Infrastructure Assessment, Repair and Reconstruction
DCAS	<ul style="list-style-type: none"> • Public Buildings, Infrastructure Assessment, Repair and Reconstruction 	DSNY	<ul style="list-style-type: none"> • Debris Management Operations (Non-Toxic And Non-Hazardous Debris) • Snow Removal Operations
DDC	<ul style="list-style-type: none"> • Technical Debris Management Operations • Technical Stabilization, Remediation and Demolition • Public Buildings, Roadways, Water and Wastewater Infrastructure Assessment, Repair and Reconstruction 	DOT	<ul style="list-style-type: none"> • Bridges and Roadways: Infrastructure Assessment, Repair and Reconstruction • Transportation Systems Management • Staten Island Ferry Operations
DEP	<ul style="list-style-type: none"> • Environmental Monitoring, Sampling, Evaluation and Analysis • Environmental Mitigation (Chemical) • Environmental Law Enforcement • Water and Wastewater Infrastructure Assessment, Repair and Reconstruction 	ConEd	<ul style="list-style-type: none"> • Electric, Gas and Steam: Infrastructure Assessment, Repair and Reconstruction
		National Grid	<ul style="list-style-type: none"> • Electric and Gas: Infrastructure Assessment, Repair and Reconstruction
		Verizon	<ul style="list-style-type: none"> • Telecommunications: Infrastructure Assessment, Repair and Reconstruction



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Core Competencies

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AGENCY	CORE COMPETENCIES	AGENCY	CORE COMPETENCIES
	<ul style="list-style-type: none"> • Fire Suppression • Pre-hospital Emergency Medical Care • Search and Rescue • Structural Evacuation • CBRN / Haz-Mat Life Safety and Mass Decontamination • Arson Investigation (Cause and Origin) 		<ul style="list-style-type: none"> • Judicial Surveillance and Epidemiology • Public Health Crises, Critical Guidance and Risk Communication • Mass Prophylaxis / Vaccination • Laboratory Testing (Biological and Radiological) • Public Health Assessment • Environmental Mitigation • Crime Scene Processing / Evidence Preservation • Site Management <ul style="list-style-type: none"> - Debris Control - Traffic Control - Crowd Control - Site Security and Force Protection • Evacuation (Area and / or Law Enforcement Related) • Water Search and Rescue • CBRN / Haz-Mat Assessment and Investigation (Crime Scene / Terrorism) • Accident Investigation • MSP Protection • Arson Investigation (Major Case)
NYPD	<ul style="list-style-type: none"> • Law Enforcement and Investigation • Intelligence Collection and Analysis • Crime Scene Processing / Evidence Preservation • Site Management <ul style="list-style-type: none"> - Debris Control - Traffic Control - Crowd Control - Site Security and Force Protection • Water Search and Rescue • CBRN / Haz-Mat Assessment and Investigation (Crime Scene / Terrorism) • Accident Investigation • MSP Protection • Arson Investigation (Major Case) 	DOHMH	<ul style="list-style-type: none"> • Judicial Surveillance and Epidemiology • Public Health Crises, Critical Guidance and Risk Communication • Mass Prophylaxis / Vaccination • Laboratory Testing (Biological and Radiological) • Public Health Assessment • Environmental Mitigation • Crime Scene Processing / Evidence Preservation • Site Management <ul style="list-style-type: none"> - Debris Control - Traffic Control - Crowd Control - Site Security and Force Protection • Evacuation (Area and / or Law Enforcement Related) • Water Search and Rescue • CBRN / Haz-Mat Assessment and Investigation (Crime Scene / Terrorism) • Accident Investigation • MSP Protection • Arson Investigation (Major Case)
		HPD	<ul style="list-style-type: none"> • Classification, Remediation and Demolition • Tenant Evacuation
		DOITT	<ul style="list-style-type: none"> • Telecommunications: Infrastructure Assessment, Repair and Reconstruction
		NYCEM	<ul style="list-style-type: none"> • Facility Management Operations • Inter-agency Coordination and Support


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The World of Disaster Readiness, Response, and Recovery

The Role of the Human Services Sector


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- 
- ## Emergency Support Functions
- ESF #1 - Transportation
 - ESF #2 - Communications
 - ESF #3 - Public Works and Engineering
 - ESF #4 - Firefighting
 - ESF #5 - Information and Planning
 - ESF #6 - Mass Care, Emerg. Assistance, Housing, and Human Services
 - ESF #7 - Logistics Management and Resource Support
 - ESF #8 - Public Health and Medical Services (PHMS)
 - ESF #9 - Search and Rescue
 - ESF #10 - Oil and Hazardous Materials Response
 - ESF #11 - Agriculture and Natural Resources
 - ESF #12 - Energy
 - ESF #13 - Public Safety and Security
 - ESF #14 - Long-Term Community Recovery
 - ESF #15 - External Affairs

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

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- 
- ## ESF #15
- ### External Affairs

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National Voluntary Organizations Active in Disaster




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The Voice of the Human Services Community



NYC VOAD exists to strengthen the capabilities of organizations working together to relieve human suffering caused by disaster.

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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

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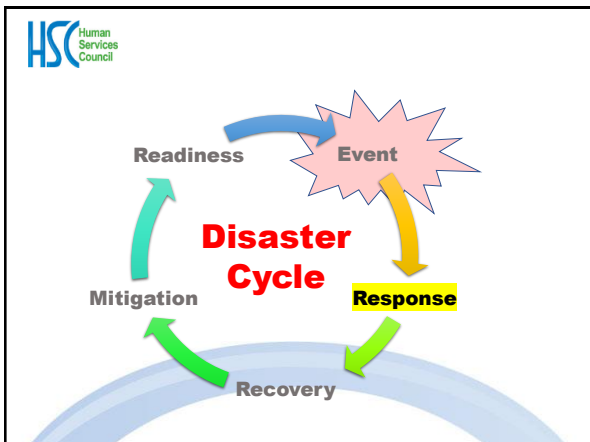


The Role of the Human Services Sector


Services are:

- Effective
Successfully achieve the goals of response and recovery
- Efficient
Make best use of resources available
- Compassionate
Respect the intrinsic value of each individual and acknowledge shared humanity

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The Role of the Human Services Sector

Response

- Immediate assistance to maintain
 - life
 - safety
 - health
- Includes
 - First aid
 - Food
 - Shelter
 - Medical and mental health intervention
 - Family reunification
 - Etc.

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The Role of the Human Services Sector

Recovery

Return to a life that is

- Stable
- More “normal”

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The Role of the Human Services Sector

Recovery

Return to a life that is

- Stable
- More “normal”

“Normal” = normal for that client

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The Role of the Human Services Sector

Recovery

Return to a life that is

- Stable
- More “normal”

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The Role of the Human Services Sector

“Recovery begins on Day One.”

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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

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Disaster Readiness

Know What's Happening: Emergency Notifications

KEEP UP TO DATE

Subscribe Today

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Emergency Communications: HSC

HUMAN SERVICES ALERT

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

Human Services ALERT (HSAAlert) 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

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Emergency Communications: HSC

HUMAN SERVICES ALERT

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

Disaster Communications Sign Up

You can sign up for HSC's Disaster Communications below. If you are looking for HSC's regular communications, please [click here](#).

We ask that appropriate staff in your organizations sign up for HSC's Disaster Communications - please note that these communications are not meant for the general public. We encourage every organization to have more than one person receive these communications.

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Emergency Communications: HSC

HUMAN SERVICES ALERT

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

Already a member? Log in

Email Password

[Forgot your Password?](#)

Powered By: Regroup

New? Sign Up!

Firstname Lastname

United States of America Phone Number

Email

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Emergency Communications: HSC

HUMAN SERVICES ALERT

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

New? Sign Up!

Firstname Lastname

United States of America Phone Number

Email Create a Password

Please select groups to join

Preferred post Language

Receive via: Email Text Voice

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Emergency Communications: HSC

HUMAN SERVICES ALERT

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

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Emergency Communications: NYDIS

http://www.nydis.org/nydis/nydis_recovery/2017_HOWalert.php

HOWalert: NYC House of Worship Alert System

HOWalert is NYDIS' official source of information for NYC Religious Leaders about disasters and public health emergencies impacting New York City. Registration is free.

REGISTER NOW

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Emergency Communications: NYC

<https://a858-nycnotify.nyc.gov/notifynyc/home.aspx>

Notify NYC is the City of New York's official source for information about emergency events and important City services. Registration is free.

Enroll

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Disaster Readiness

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Disaster Readiness


What is a plan?
How do we plan?
Can we use a generic plan?
Can someone do it for us?

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You
are the expert
for your own
organization.


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10-Minute Break




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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




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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?




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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?

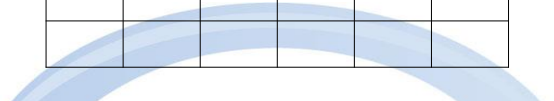


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Worksheet #2: Identify a Planning Team

Name	Job/Role	Level of Organization	Service Area	Time in organization	Personal Qualities




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What's in the Plan?

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




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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.




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Functions

- Mission Essential Functions
- Primary Business Functions




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Your mission...




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Mission Essential Functions

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




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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."



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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"
- couple counseling
- process health insurance reimbursement
- create therapy groups
- meet accreditation standards



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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"
- ✓couple counseling
- ✗process health insurance reimbursement
- ✓create therapy groups
- ✗meet accreditation standards

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Mission Essential Functions


- How much time is spent on this?
- What are the consequences if this does not happen?
- How does it relate to the mission?
- Are there other organizations that can/do fulfill the function?
- How much specialized experience or expertise is required to successfully fulfill the function?

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**You
are the expert
for your own
organization.**



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What did we do today?

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


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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.

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Preparation for Session II

2. Gather your organization's protocols and policies related to emergencies. Complete Worksheet #4.

Worksheet #4


Name: _____

Organizations: _____

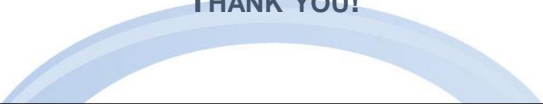
List protocols, procedures, policies, etc. related to emergencies that are in place at your organization

List protocols, procedures, policies, etc. related to emergencies that are not in place at the organization but are needed



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PLEASE!
Be sure to complete the
evaluation forms in your
packet and leave them on
your way out.
THANK YOU!



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The Voice of the Human Services Community

**Emergency Planning
for
Human Services
Organizations**

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

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