



# Organizations Preparing for Emergency Needs



FEMA



# **Welcome and Introduction**

# Housekeeping

- Emergency Exits
- Restrooms
- Breaks
- Course Duration
- Classroom Etiquette
- Participant Expectations



# Course Goal

The goal of this course is to empower community-based organizations (CBOs) to prepare for incidents.

# Course Overview (1/2)

Unit	Topics	Duration
<b>Welcome &amp; Introduction</b>	<ul style="list-style-type: none"><li>➤ Housekeeping</li><li>➤ Goal of the Course</li><li>➤ Course Overview</li></ul>	10 minutes
<b>Unit 1: CBOs in the Context of Incidents</b>	<ul style="list-style-type: none"><li>➤ Ice Breaker Activity</li><li>➤ Why Are CBOs Important?</li><li>➤ Why is Preparedness Important?</li><li>➤ Ten Preparedness Actions</li></ul>	45 minutes
<b>Unit 2: CBOs and Preparedness</b>	<ul style="list-style-type: none"><li>➤ Understand Risks</li><li>➤ Mitigate Risks</li><li>➤ Identify the People You Serve</li><li>➤ Determine Essential Activities</li><li>➤ Consider the Supply Chain</li></ul>	60 minutes



# Course Overview (2/2)

Unit	Topics	Duration
<b>Unit 3: Building Your Preparedness Plan</b>	<ul style="list-style-type: none"><li>➤ Safeguard Critical Information</li><li>➤ Establish a Communications Plan</li><li>➤ Cross-Train Key Individuals</li><li>➤ Formalize Plans</li><li>➤ Regularly Test and Update Plans</li></ul>	60 minutes
<b>Unit 4: Before You Go</b>	<ul style="list-style-type: none"><li>➤ Course Review</li><li>➤ Help Your Community Prepare</li></ul>	5 minutes



# 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.





# **Unit 1: CBOs in the Context of Incidents**

# Unit 1 Objectives

**At the conclusion of this unit, you will be able to:**

- Define community-based organization.
- Explain the importance of preparedness.
- State the 10 actions you can take to prepare your organization for incidents.



# Ice Breaker Activity Part 1

- On your sticky note answer the following questions:
  1. What's your name?
  2. What organization do you work for?
  3. What critical role do you play within your organization?
  4. Who are the people you serve?
  5. What key goods or services do you provide for them?
- Place your sticky note on the wall/whiteboard.



# Ice Breaker Activity Part 2

- Pick up another participant's sticky note.
- Describe how you can support the individual or organization whose sticky note you chose.



# What is a Community-Based Organization?

- A community-based organization is a broad term for large and small organizations, non-profits, and businesses that provide valuable services to their community. CBOs include volunteer, faith-based, and small businesses with local impact.
- Examples of CBOs:
  - A nonprofit supporting homelessness outreach
  - A bodega
  - A funeral home
  - An after-school center
  - A faith-based organization
  - A walk-in healthcare clinic
- The organization that you represent is a community-based organization.



# Why Are CBOs Important?

**CBOs are organizations that support communities at the local level during regular day-to-day operations.**

- CBOs provide **critical services** to those disproportionately impacted by disasters.
- When CBOs are **unable to sustain operations** during an incident, individuals who rely on CBOs are exponentially impacted.
- CBOs should feel **empowered to prepare!**



# The CBO: Part of a Greater Whole

**CBOs are interconnected with their community and work closely with families and individuals; they are able to assist during and after incidents in a variety of ways, such as:**

- Providing information on the local community to the state and local government, which may assist in shaping response priorities.
- Linking survivors with government resources to assist them in their recovery.



# 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.

\*(including adjustments based on the Consumer Price Index, as of January 2020)

Source: NOAA National Centers for Environmental Information (NCEI) U.S. Billion-Dollar Weather and Climate Disasters (2020). <https://www.ncdc.noaa.gov/billions/>



# Is Your CBO Ready?

**15-40 percent** of businesses fail following a natural or manmade disaster.\*

**94 percent** of small business owners believe a disaster event could seriously disrupt their business within the next two years.\*

\* Source: American Red Cross



# 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.
- Save lives.



# What Can My CBO Do to Prepare?

Regardless of the type of hazard, important elements of disaster preparedness for CBOs include:

Having an incident **plan** and practicing the plan with drills.

Assembling **supplies** in multiple locations.

Reducing the impact of hazards through **mitigation** practices.

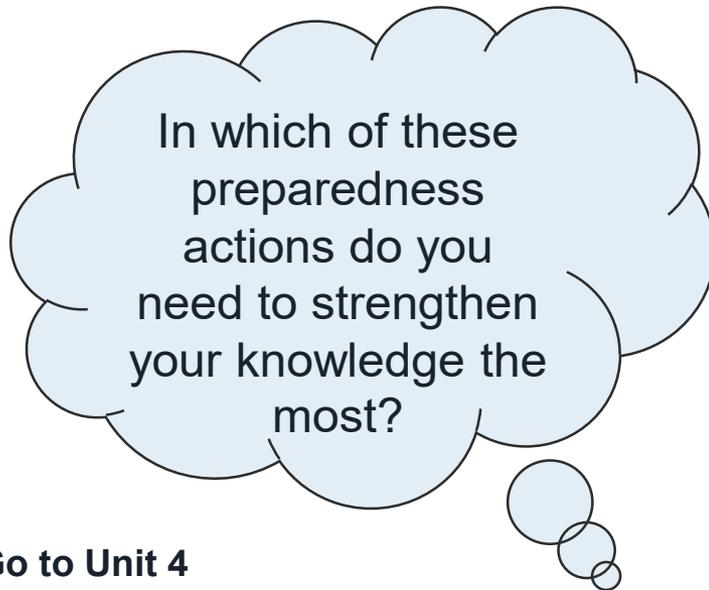
Participating and encouraging employees to participate in **training** and volunteer programs.

Encouraging employees to **prepare financially**.

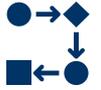


# 10 Preparedness Actions

The following 10 preparedness actions can help any CBO begin preparing for any incident.



Go to Unit 4

 <p>Understand Risks</p>	 <p>Safeguard Critical Information</p>
 <p>Mitigate Risks</p>	 <p>Establish a Communications Plan</p>
 <p>Identify the People You Serve</p>	 <p>Cross-Train Key Individuals</p>
 <p>Determine Essential Activities</p>	 <p>Formalize Plans</p>
 <p>Consider the Supply Chain</p>	 <p>Regularly Test and Update Plans</p>



# Unit 1: Questions?





## **Unit 2: CBOs and Preparedness**

# Unit 2 Objectives

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

- Describe the impact of incidents on a CBO.
- List steps you can take to protect your CBO's physical space.
- State the importance of insurance.
- Describe the needs of the people you serve.
- State ways in which disruptions may affect internal resources.
- Describe ways to make your CBO more resilient.



# Thinking About Preparedness

What does it mean to be prepared?

Can you think of any recent examples when you were glad you had prepared for something?

What are you hoping to learn about preparedness?





# Understand Risks

Understand the risks your CBO may face, their likelihood, and their potential impact.



# 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.





# Understand Risks: Example

National afterschool programs have physical club locations across the United States.



Every club faces unique hazards, landscapes, and topography.



Local program leaders factor these unique characteristics into their decision making and emergency planning for each location.





# 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?

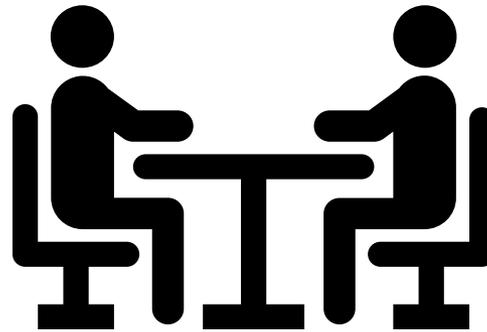
How do you find out about incidents in your area?

Are your employees prepared at home?





# Understand Risks: Group Activity





# Understand Risks: Resources

**Want to learn more about risks your CBO faces? Check out these resources!**

- [National Flood Insurance Program \(NFIP\)](#)
- [FEMA Flood Map Service Center](#)
- [Ready Business Toolkits](#)
- Insurance Institute for Business and Home Safety's [Stay Open For Business Toolkit](#)
- [Ready.gov](#)
- Local and national alerts and warnings
- [Centers for Disease Control and Prevention](#)
- [Small Business Administration](#)
- [FEMA's Continuity Planning for Pandemics and Widespread Infectious Diseases](#)

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# Mitigate Risks

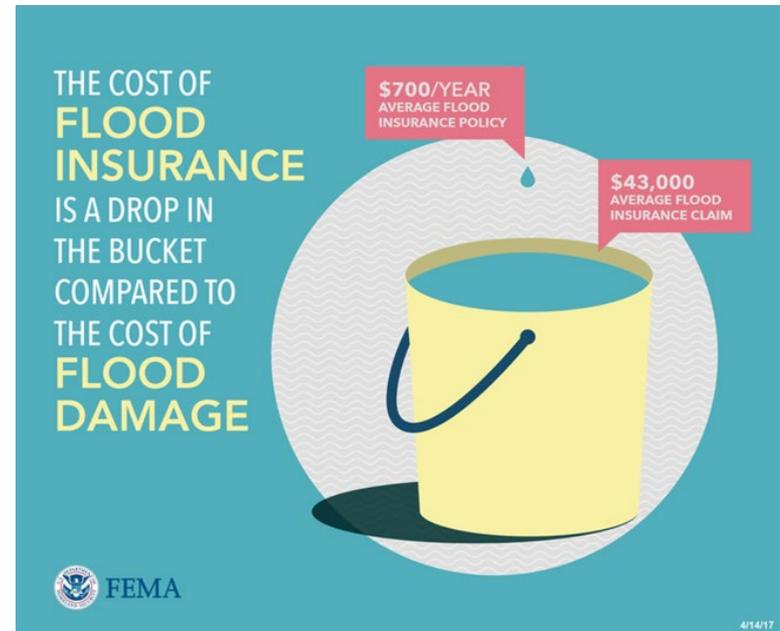
Consider ways to protect your CBO's physical space.



# Mitigate Risks: Key Points

**Take steps to reduce risk to your CBO and its operations.**

- **Protect your physical space** by making structural upgrades that mitigate the effects of the risks to which you are most susceptible.
- **Consider purchasing insurance** for your organization.
- Consider **how to fund** operations during incidents; create emergency reserve funds.





# Mitigate Risks: Example

A nonprofit focused on improving child literacy rates is headquartered in Boston. Their office is located in the middle of an urban area on the second floor of an old office building.



The office received a notice that a severe ice storm will affect their office space later that day. To mitigate potential risks, the nonprofit closed early to ensure employees were not caught in the storm.



The nonprofit sent out a notification of the early closure to its clients and they had previously purchased insurance to cover potential damages.





# Thinking About Mitigating Risks

How long would your CBO be able to operate if its revenue stopped today?

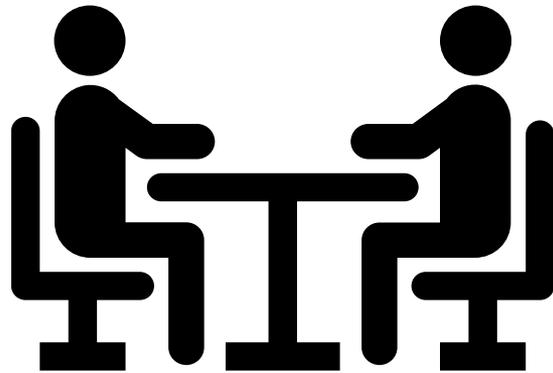
What would happen if you abandoned your physical space for a few days?

Does your CBO have insurance?





# Mitigate Risks: Group Activity





# Mitigate Risks: Resources

**Want to learn more about mitigating risks to your CBO? Check out these resources!**

- [Community Emergency Response Team \(CERT\) Hazard Annexes](#)
- OSHA's [Emergency Preparedness and Response](#) webpage
- Insurance Institute for Business and Home Safety's [Stay Open For Business Toolkit](#)
- FEMA's [Hazard Information Sheets](#)

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# Identify the People You Serve

Identify your CBO's customers or clients as well as potential new patrons and partners.



# Identify the People You Serve: Key Points

**Your CBO meets the unique needs of community members every day. During an incident, your ability to meet those needs as well as maintain your clientele may be affected.**

- **Consider the qualifications** needed to work with your community's population.
  - Working with children
  - Safeguarding patient health records
  - Coordinating volunteers who have been specially trained
  - Other legal considerations
- Reach out and **establish relationships with partners** *before* a disaster to make sure the people you serve are supported.
- If your organization is for-profit, consider identifying ways to **maintain or acquire new customers** after a disaster so that you can continue to earn revenue.





# Identify the People You Serve: Whole Community

When identifying the people you serve in your community, be aware of the following diverse groups and their unique needs:

- Socio-economically disadvantaged
- People with disabilities, access, and functional needs
- Ethnic minorities
- The very young and very old
- Sex and gender
- Tribal communities





# Identify the People You Serve: Example

A nonprofit that seeks to improve the community by providing behavioral health services and support systems owns five foster homes in the metro Atlanta area.



A hurricane caused a tree to fall on one of their homes.



The children who live there need to be relocated while still receiving support and services from the nonprofit.





# 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?

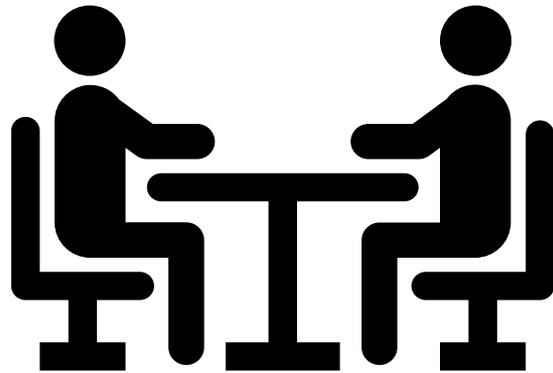
What can you do today that would help the people you serve when an incident strikes your community?

What role does your organization play in the lives of people you serve?





# Identify the People You Serve: Group Activity





# Identify the People You Serve: Resources

**Want to learn more about how to help the people your CBO serves? Check out these resources!**

- Building Cultures of Preparedness: [Report for the Emergency Management Higher Education Community](#)
- General Individual Preparedness Resources at [Ready.gov](#)
- FEMA course [IS-36 Multihazard Planning for Child Care](#)

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# Determine Essential Activities

Identify important activities in your CBO and alternate ways to accomplish them.



# Determine Essential Activities: Key Points

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.





# Determine Essential Activities: Example

A nonprofit in Chicago runs after-school programming for youth.



The CBO needs to temporarily cancel its programs when an ice storm disrupts their community.



To stay in operation after the storm, the CBO still needs to pay utility bills, rent, and employee wages.





# Thinking About Essential Activities

What keeps  
your doors  
open?

If your operations  
are disrupted, what  
services can be  
stopped or reduced?

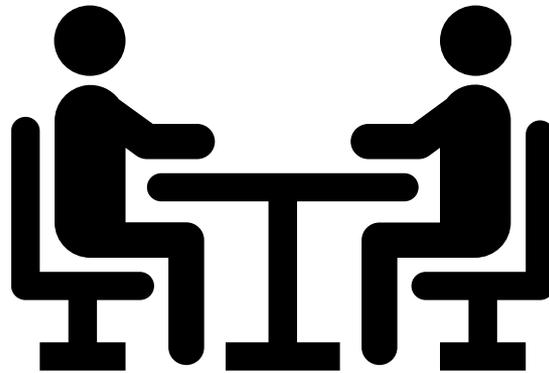
What activities  
*must* you  
continue to stay  
in operation?

How will you  
continue  
providing services  
to your clients?





# Determine Essential Activities: Group Activity





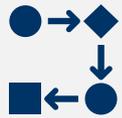
# Determine Essential Activities: Resources

**Want to learn more about determining your CBO's essential activities? Check out these resources!**

- [Continuity Guidance Circular \(CGC\)](#)
  - [Continuity Plan Template and Instructions for Non-Federal Entities and Community-Based Organizations](#)

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# Consider the Supply Chain

Identify important suppliers and their alternatives.

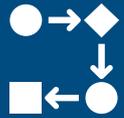


# Consider the Supply Chain: Key Points

**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.





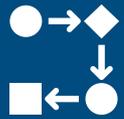
# Consider the Supply Chain: Example

A hurricane in Texas affected a pharmaceutical production facility and a warehouse distribution center.

Shortages from the production facility and distribution center disrupted the delivery of pharmaceutical supplies to hospitals, clinics, and long-term care facilities for the elderly in multiple states.

A health clinic in Indiana requires a consistent supply of medications. Despite the Texas hurricane interrupting supplies, the Indiana clinic maintained extra inventory of prescriptions, kept a relationship with nearby pharmacies, and developed a plan for medical supply continuity with a national nonprofit.





# Thinking About the Supply Chain

What kinds of goods does your CBO require to function?

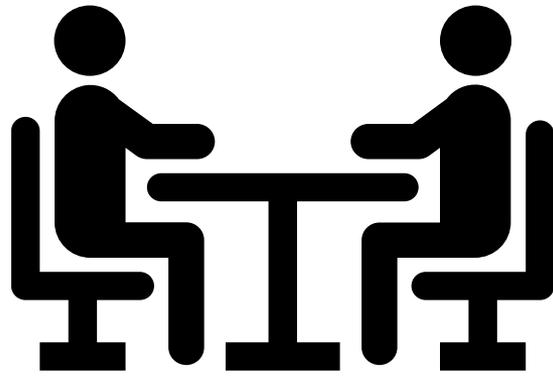
Can you think of CBOs in your community that have a similar mission to yours?

What resources could you share with others?

What resources might you need from others?



●→◆ Consider the Supply Chain:  
■←● Group Activity





# Consider the Supply Chain: Resources

**Want to learn more about protecting your CBO's supply chain? Check out these amazing resources!**

- FEMA's [Supply Chain Resilience Guide](#)
- FEMA's PrepTalk series:
  - [Aligning Public and Private Supply Chains for Disaster Response](#)
  - [Private Sector Resilience: It is All in the Supply Chain](#)

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# Unit 2: Questions?





# **Unit 3: Improving Your CBO's Preparedness**

# 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.



# Thinking About Your Preparedness Plan

Does your CBO  
have an  
emergency plan?

When was the  
last time you  
practiced your  
plan?

Do you have plans  
for different  
hazards?





# Safeguard Critical Information

Develop secure networks and data storage and create redundancies for saving information at your CBO.

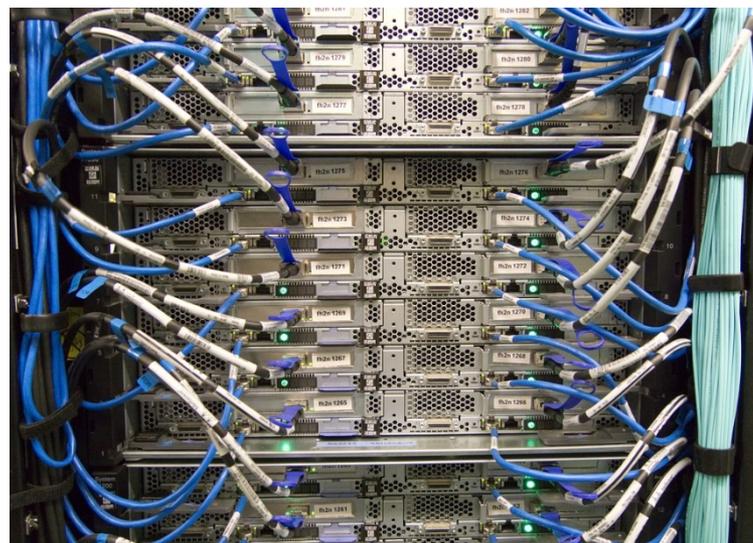


# What is Critical Information?

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

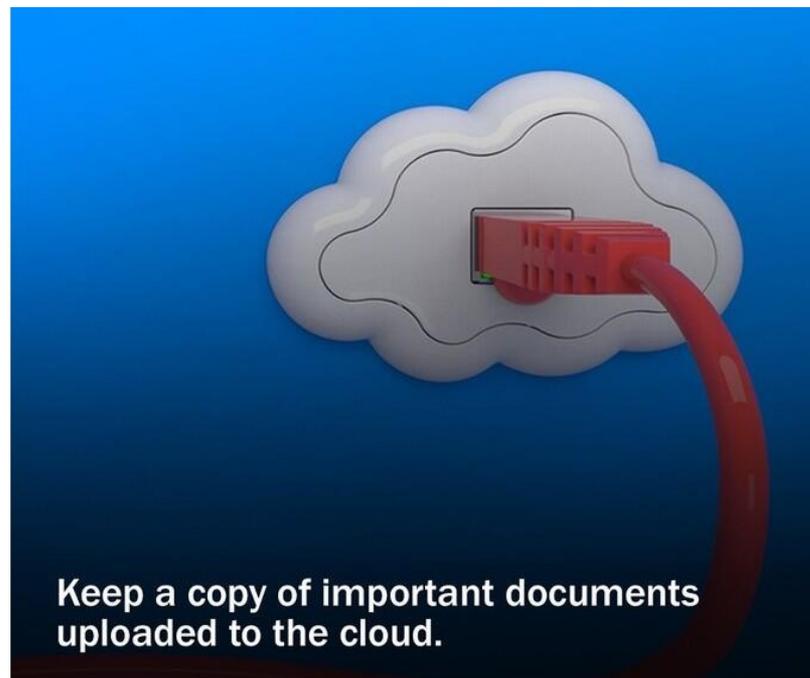




# Safeguard Critical Information: Key Points

Consider the following points about critical information:

- **Store critical information securely offsite** or in the cloud.
- **Back up your data** regularly.
- Once you understand the risks you face in your community, **contact your organization's IT expert** to learn about the impact those risks might have on IT and communications infrastructure.





# Safeguard Critical Information: Example

A Tampa-area nonprofit that aims to lead individuals and families out of homelessness and into stable, independent futures, works closely with individuals.



The nonprofit obtains personally identifiable information and is in a location that experiences hurricanes.



To deal with potential risks such as hurricanes and hackers, the nonprofit encrypts its data and has a secondary site to which they regularly backup their information.





# Thinking About Critical Information

What kind of critical information does your CBO hold?

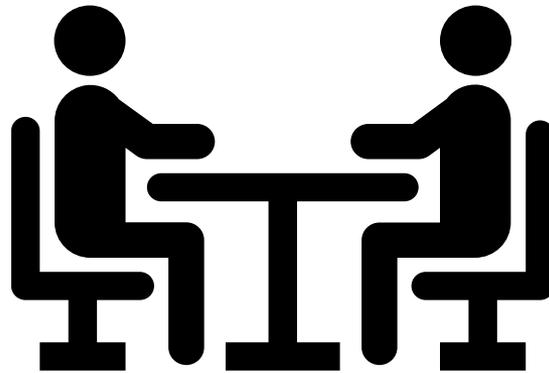
What are your current data backup processes?

If you rely on hard copies to store sensitive data, how would your organization recover if they were lost in a wildfire or flood?





# Safeguard Critical Information: Group Activity





# Safeguard Critical Information: Resources

**Want to learn more about safeguarding critical information for your CBO? Check out these resources!**

- Ready.gov's [IT Disaster Recovery Plan](#)
- Cybersecurity and Infrastructure Security Agency's (CISA) [Data Backup Options](#)
- [Why Perform Backups?](#)
- Ready.gov's [Cybersecurity and Cyberattack Resources](#)

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# Establish a Communications Plan

Develop a process to respond promptly, accurately, and confidently during an emergency with information designed for specific audiences.



# 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.

**CREATE YOUR FAMILY EMERGENCY COMMUNICATION PLAN**

FEMA

Creating your Family Emergency Communication Plan starts with one simple question: "What if?"

"What if something happens and I'm not with my family?" "Will I be able to reach them?" "How will I know they are safe?" "How can I let them know I'm OK?" During a disaster, you will need to send and receive information from your family.

Communication networks, such as mobile phones and computers, could be unreliable during disasters, and electricity could be disrupted. Planning in advance will help ensure that all the members of your household—including children and people with disabilities and others with access and functional needs, as well as outside caregivers—know how to reach each other and where to meet up in an emergency. Planning starts with three easy steps:

- 1. COLLECT.**  
Create a paper copy of the contact information for your family and other important people/offices, such as medical facilities, doctors, schools, or service providers.
- 2. SHARE.**  
Make sure everyone carries a copy in his or her backpack, purse, or wallet. If you complete your Family Emergency Communication Plan online at [ready.gov/make-a-plan](https://ready.gov/make-a-plan), you can print it onto a wallet-sized card. You should also post a copy in a central location in your home, such as your refrigerator or family bulletin board.
- 3. PRACTICE.**  
Have regular household meetings to review and practice your plan.

**TEXT IS BEST!**

If you are using a mobile phone, a text message may get through when a phone call will not. This is because a text message requires far less bandwidth than a phone call. Text messages may also save and then send automatically as soon as capacity becomes available.

FEMA P-1094/July 2018





# Communications Plan Considerations

Remember to keep the following steps in mind:

- Consider **temporarily redirecting customer requests** to a second call center or voice messaging system.
- **Maintain communications** between your organization's management and personnel.
- **Ensure remote access** to your organization's phone, texting, and/or social media platforms.





# Establish a Communications Plan: Example

A Voluntary Organizations Active in Disaster's (VOAD) local branch is located in California. Its employees live throughout northern California.



The VOAD needs to make sure that all of its volunteers are safe, the VOAD is operational, and the volunteers know where to go in order to assist when a wildfire breaks out.



In order to provide information to the volunteers, the VOAD has pre-scripted messages identifying a meeting location for volunteers that they send out to an emergency contact list.





# 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?

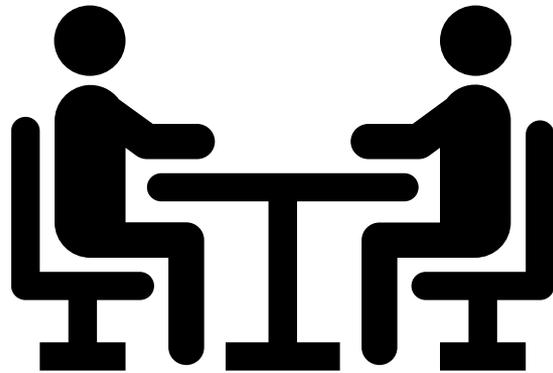
How can you ensure that all of your stakeholders are receiving a consistent message?

How do you reach different audiences, like personnel, local government, neighbors, customers, suppliers, and news media?





# Establish a Communications Plan: Group Activity





# Establish a Communications Plan: Resources

**Want to learn more about establishing a communications plan for your CBO? Check out these resources!**

- Ready.gov's [Crisis Communications Plan](#)
- Other CBOs like yours

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# Cross-Train Key Individuals

Identify key individuals in your CBO and develop backfill strategies.



# 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.





# Cross-Train Key Individuals: Example

A local food bank requires personnel trained in food acquisition, storage, distribution, and public outreach.



A flood has placed stress on the critical missions of a local food bank and their public information officer is out of town on vacation.



The food bank planned for emergencies and cross-trained individuals. The food bank had one of their other employees step into the public information officer's role and talk to the local media.





# Thinking About Cross-Training

Which positions at your CBO do you think should be cross-trained?

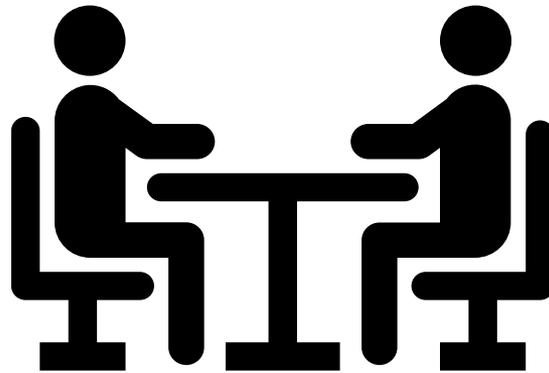
How do you keep track of staff trainings, certification, and qualifications in your CBO?

Does your CBO regularly offer opportunities for employees to train in different areas of your organization?





# Cross-Train Key Individuals: Group Activity





# Cross-Train Key Individuals: Resources

**Want to learn more about cross-training individuals at your CBO? Check out these resources!**

- FEMA's [Continuity Resource Toolkit](#)
- Ready Business' [Training](#) page, for ideas of positions in which to train

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# Formalize Plans

Formally document and distribute  
your CBO's emergency plans.



# 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.





# Formalize Plans: Example

A local soup kitchen received a donation of new kitchen equipment to prepare meals for community members.



Their kitchen equipment manual mentions that there is a risk that electrical wiring can catch on fire.



To prepare for emergencies, kitchen management devised an evacuation plan and shared fire extinguisher locations with staff.





# Thinking About Formalizing Plans

Where are your emergency plans?

Who is responsible for updating your plans?

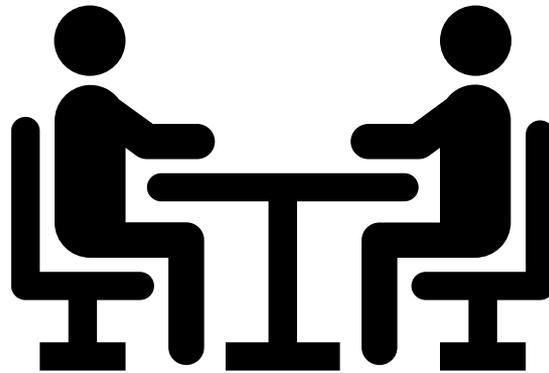
Can your plans or instructions be understood by everyone?  
Are the actions in your plan accessible to people with access and functional needs?

When were your plans first developed?





# Formalize Plans: Group Activity





# Formalize Plans: Resources

**Want to learn more about formalizing your CBO's plans? Check out these resources!**

- Ready.gov's [Emergency Response Plan](#)
- Centers for Disease Control and Prevention's [resources](#)
- U.S. Census Bureau [data](#)

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# Regularly Test and Update Plans

Regularly test and update your CBO's emergency plans to prepare employees for real-time incidents and to identify any gaps.



# 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.





## Regularly Test and Update Plans: Example

A local day care center just renovated their space and now have a new floor plan.



Teachers realize they have not yet identified a place to evacuate in the case of an emergency.



The day care center developed a fire drill schedule, testing the plan once a quarter. The day care center also designed posters for each classroom, displaying the evacuation route.





# Thinking About Testing Your Plans

What is the purpose of an emergency exercise?

How can you incorporate what you have learned from an exercise into your plans?

When is the best time to train employees on plans, policies, and procedures?

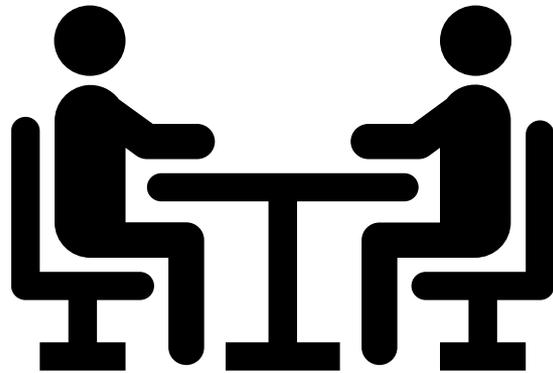
What are the kinds of emergency exercises?

How often should you update your plans?





# Regularly Test and Update Plans: Group Activity





# Regularly Test and Update Plans: Resources

**Want to learn more about testing and updating plans for your CBO? Check out these resources!**

- [Ready.gov](https://www.ready.gov)
- Ready Business [Testing & Exercises](#) page
- [CPG 101, Developing and Maintaining Emergency Operations Plans, Version 2](#)

[Return to Overview](#)



# Unit 3: Questions?





# Unit 4: Before You Go

# Unit 4 Objectives

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

- Restate the objectives of the course.



# Review: Course Objectives

## In this course you learned 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.



# Review: 10 Preparedness Actions

Use the 10 preparedness actions to assist in establishing and bolstering emergency plans.

 <p>Understand Risks</p>	 <p>Safeguard Critical Information</p>
 <p>Mitigate Risks</p>	 <p>Establish a Communications Plan</p>
 <p>Identify the People You Serve</p>	 <p>Cross-Train Key Individuals</p>
 <p>Determine Essential Activities</p>	 <p>Formalize Plans</p>
 <p>Consider the Supply Chain</p>	 <p>Regularly Test and Update Plans</p>

# Help Your Community Prepare!

Community leaders from the private and civic sectors have a **responsibility to participate** in community preparedness.

- Participate in the **local collaborative planning council**.
- Identify and **integrate appropriate resources** into government plans.
- Ensure facilities, staff, and customers or population served are **prepared, trained, and practiced** in preparedness actions.



# Unit 4: Questions?



# Additional Training and Resources

You Are the Help Until Help Arrives

<https://community.fema.gov/until-help-arrives>

Community-Based Organization Continuity Planning Webinars

<https://www.fema.gov/continuity-webinar-series>

Business and Non-Profit Organizations

<https://www.ready.gov/business>

Educators and Youth Organizations

<https://www.ready.gov/kids/educators-organizations>

DHS Center for Faith and Opportunity Initiatives

<https://www.fema.gov/faith-resources>

Voluntary, Faith-Based, & Community-Based Organizations

<https://www.fema.gov/voluntary-faith-based-community-based-organizations>



# Course Feedback and Certificate

[ready.gov/open-training](https://ready.gov/open-training)





# FEMA

**Contact Us:**

**[fema-prepare@fema.dhs.gov](mailto:fema-prepare@fema.dhs.gov)**





# Optional Activities



# Group Activity: Identifying Risks and Hazards (1/7)

## Instructions:

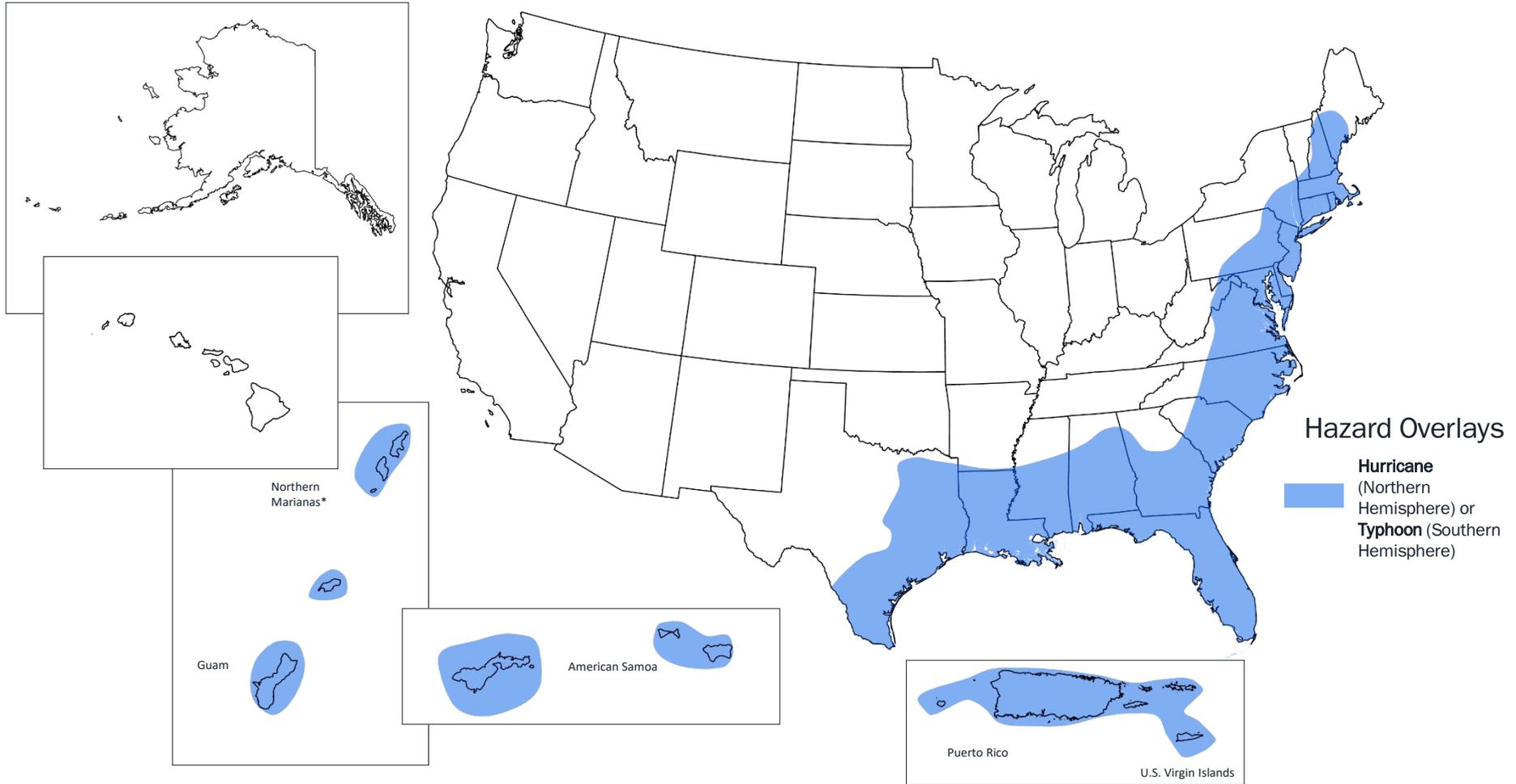
1. Look at the map on the next slide.
2. Study and interpret the map as a group.
3. Note the overlapping risks and hazards that might take place in different locations.





# Group Activity: Identifying Risks and Hazards (2/7)

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



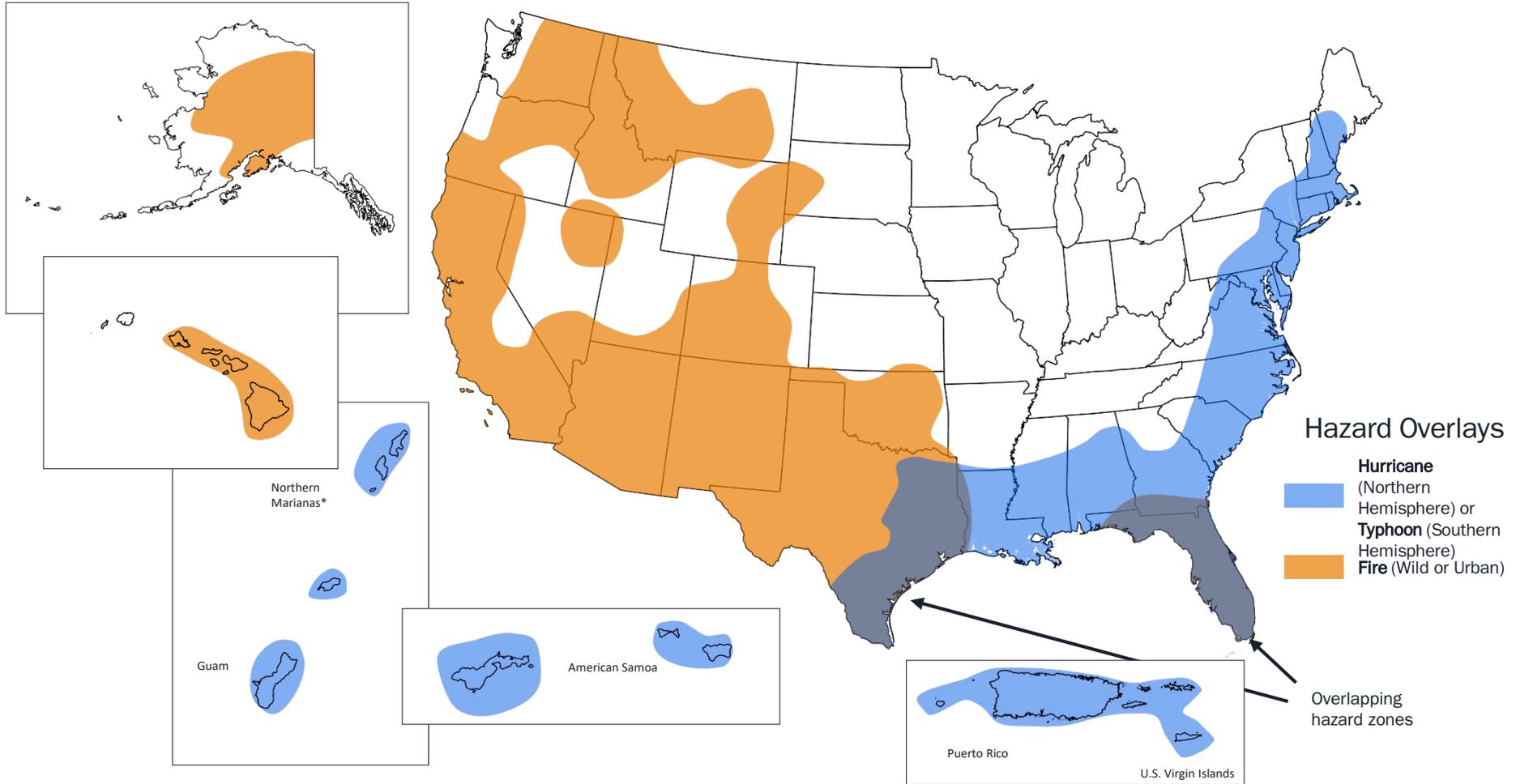
Map Sources: Islands of Northern Marianas north of Saipan not shown; all other hazards generalized from historic Federal Emergency and Disaster Declarations 1964-2020 (FEMA);





# Group Activity: Identifying Risks and Hazards (3/7)

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



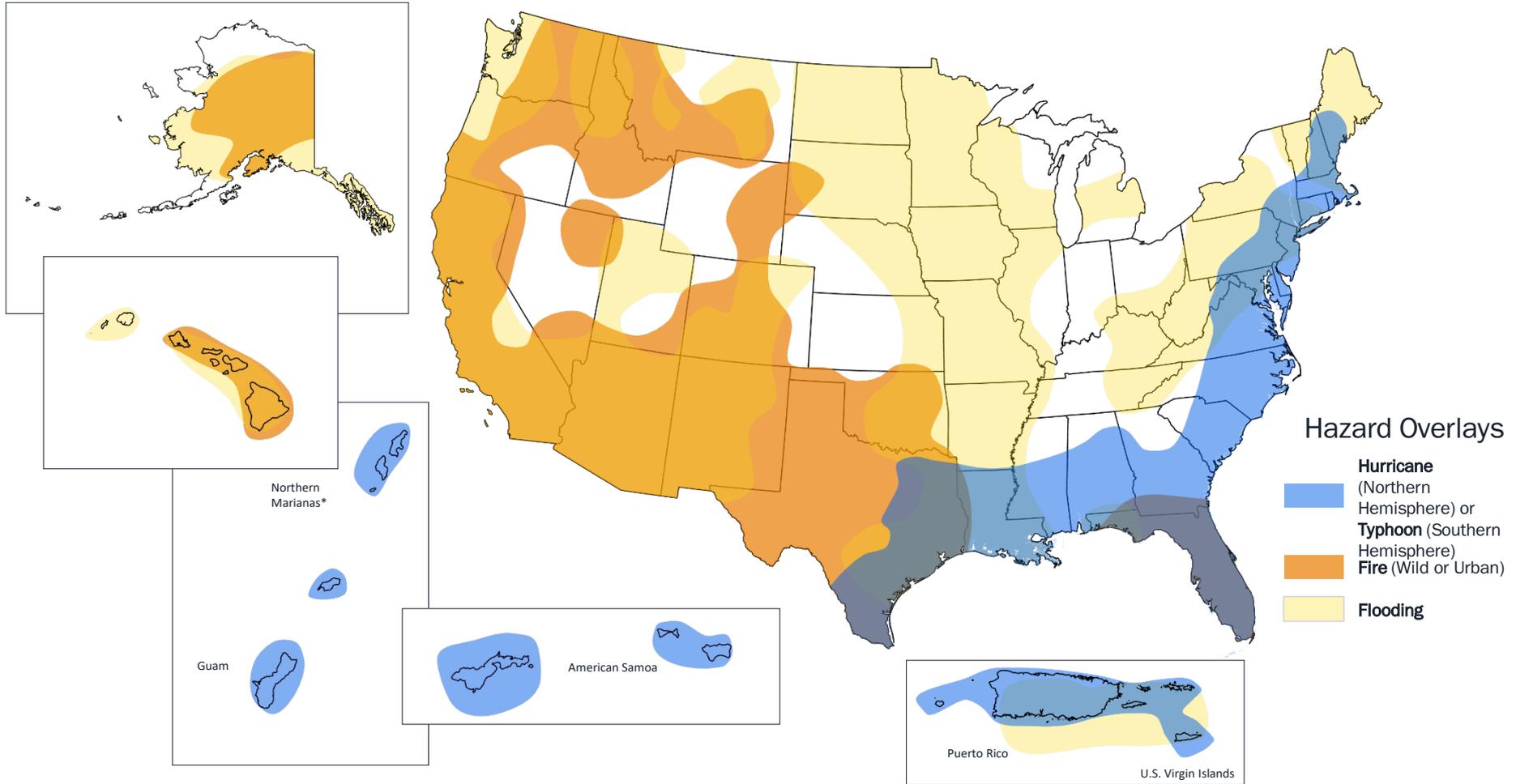
Map Sources: Islands of Northern Marianas north of Saipan not shown; all other hazards generalized from historic Federal Emergency and Disaster Declarations 1964-2020 (FEMA);





# Group Activity: Identifying Risks and Hazards (4/7)

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



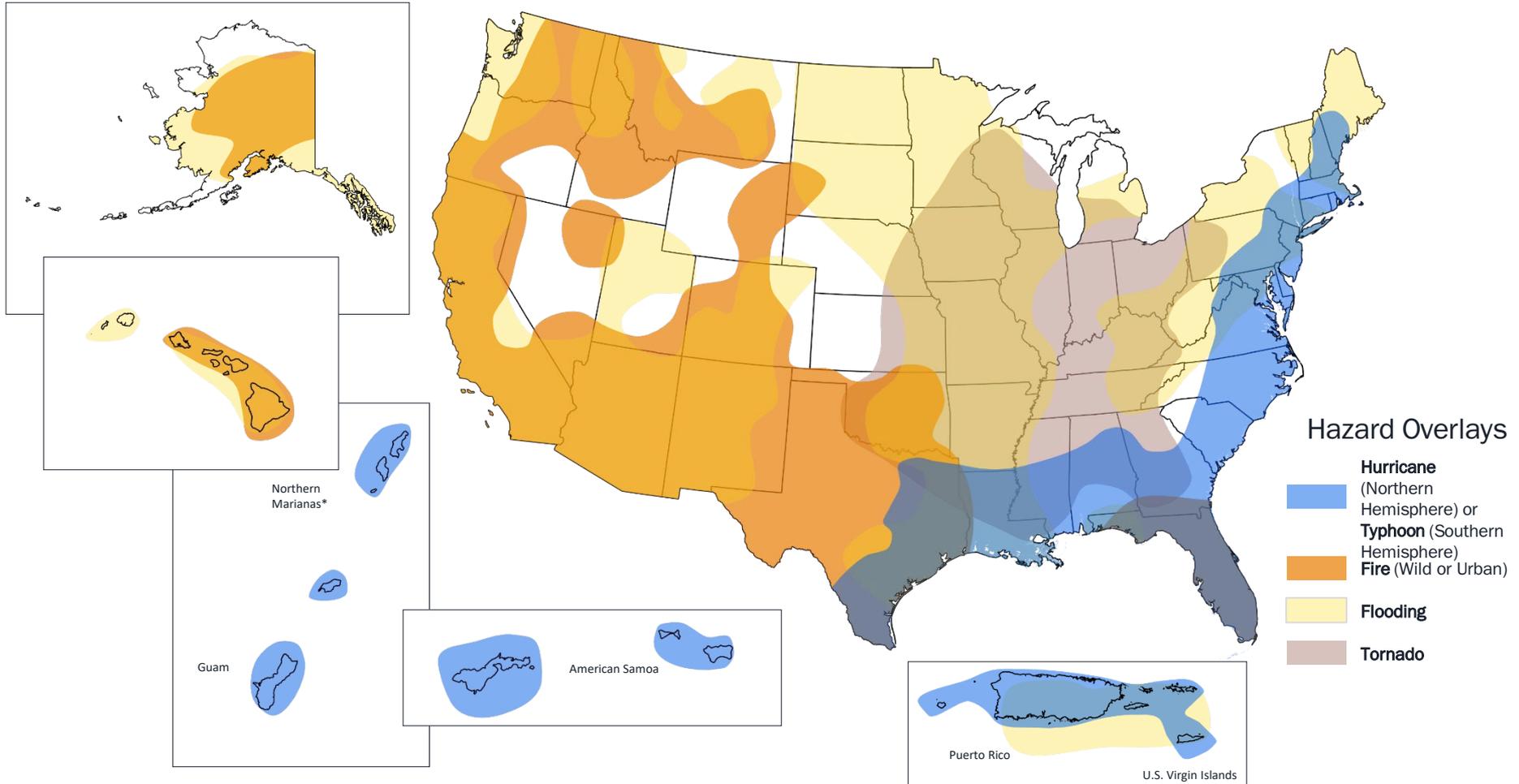
Map Sources: Islands of Northern Marianas north of Saipan not shown; all other hazards generalized from historic Federal Emergency and Disaster Declarations 1964-2020 (FEMA);





# Group Activity: Identifying Risks and Hazards (5/7)

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



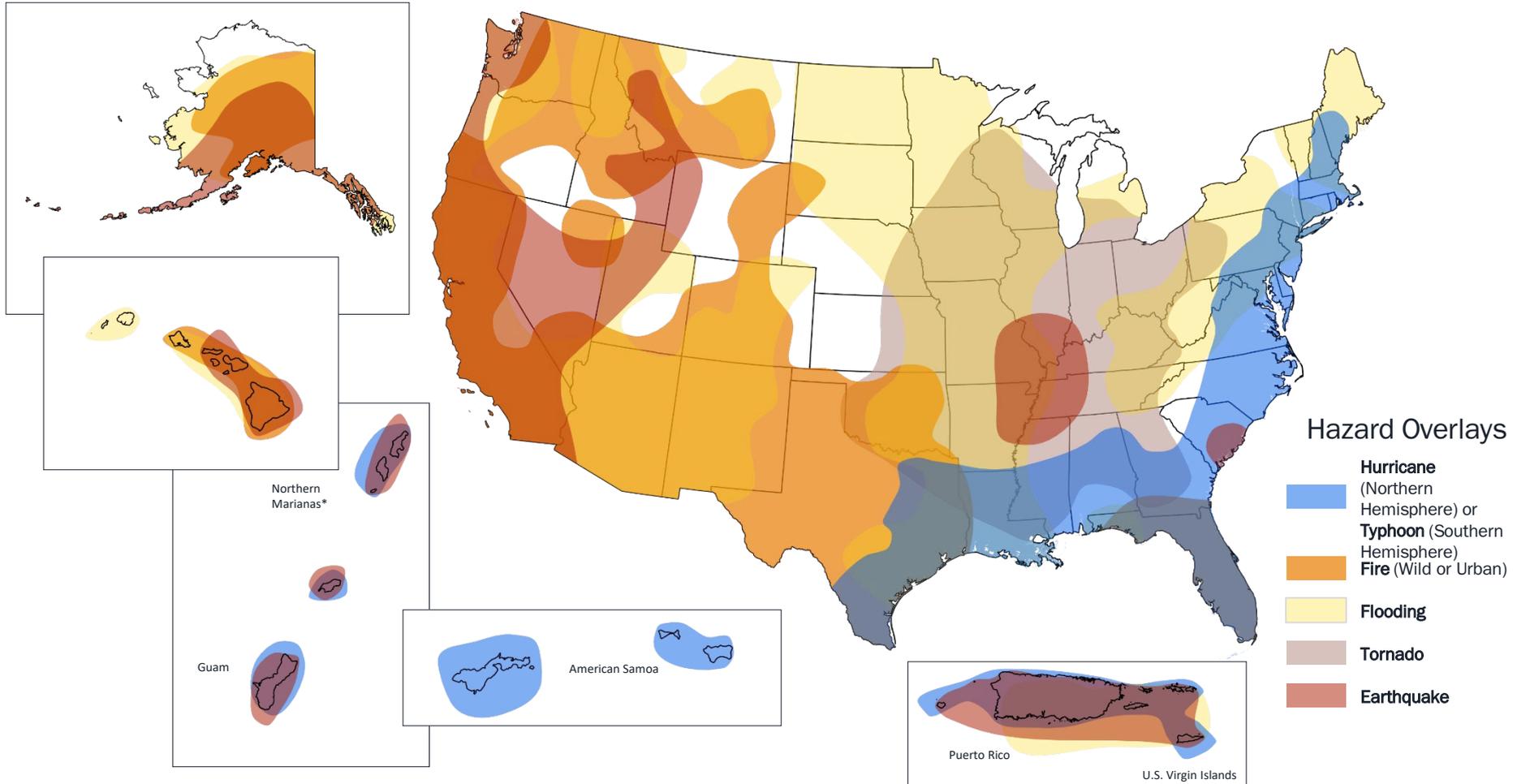
Map Sources: Islands of Northern Marianas north of Saipan not shown; all other hazards generalized from historic Federal Emergency and Disaster Declarations 1964-2020 (FEMA);





# Group Activity: Identifying Risks and Hazards (6/7)

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



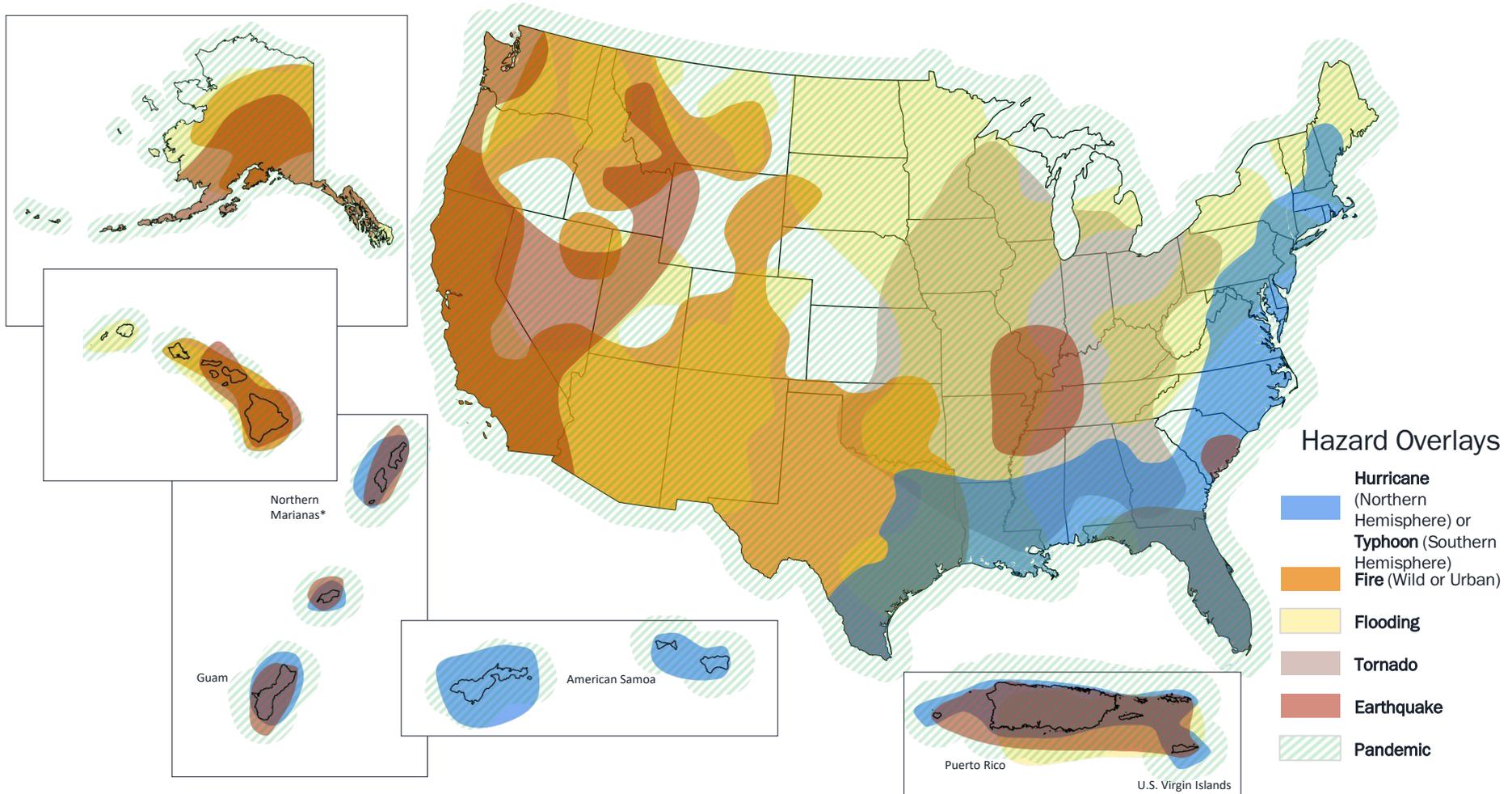
**Map Sources:** Earthquake hazard generalized from the 2018 Long-term National Seismic Hazard Map (USGS), with Puerto Rico, Guam, Northern Marianas\*, and the US Virgin Islands added; \*smaller islands of Northern Marianas north of Saipan not shown; all other hazards generalized from historic Federal Emergency and Disaster Declarations 1964-2020 (FEMA);





# 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 (USGS), with Puerto Rico, Guam, Northern Marianas\*, and the US Virgin Islands added; \*smaller islands of Northern Marianas north of Saipan not shown; all other hazards generalized from historic Federal Emergency and Disaster Declarations 1964-2020 (FEMA);





# Group Activity: Hazard Hunt (1/4)

## Instructions:

1. Look at the photo on the following slide.
2. Identify the ways you can secure your CBO's physical space during an incident.





# Group Activity: Hazard Hunt (2/4)





# Group Activity: Hazard Hunt (3/4)

**4** Trim branches and trees

**5** Store flammable materials in a secure place

**6** Secure solar panels, satellite dishes, and water systems with anchors

**3** Seal and **secure the roof** and make sure it is in good condition



**7** Check and **clean drain system**

**2** Secure or **reinforce windows and doors**

**8** In case of storms, **move cars** to higher ground if in a flood zone

**1** Reevaluate your **flood insurance policies**

**9** Remove any **debris**

**10** **Secure outdoor furniture, tools, and equipment**





# Group Activity: Hazard Hunt (4/4)

## Discussion:

What hazards exist within your community?

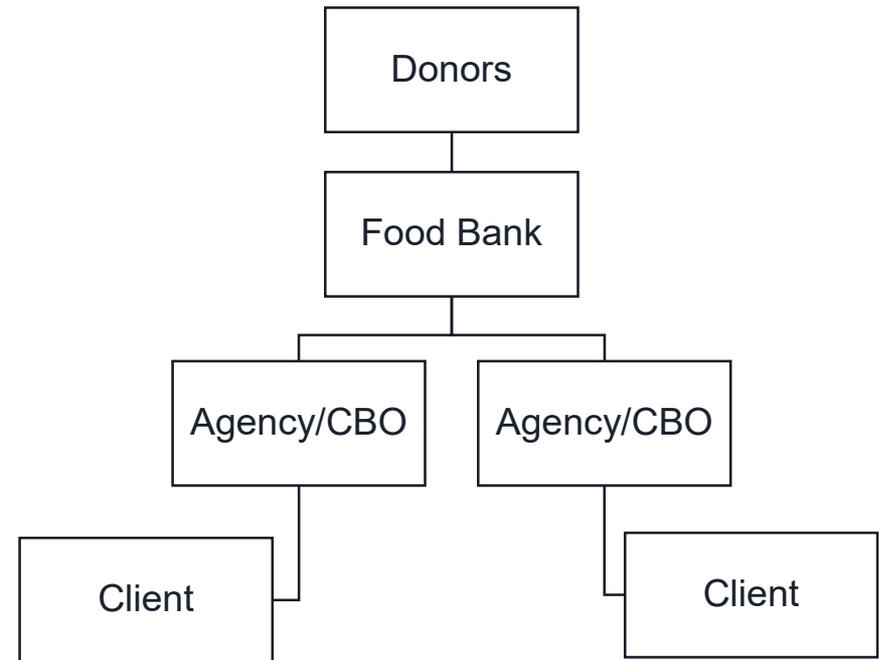




# Group Activity: Role Play

## Instructions:

1. Partner with someone in the room.
2. One person will act as the food bank manager.
3. One person will act as an agency representative.
4. The food bank manager will work with the agency representative to find ways to deliver food to their clients during a pandemic.





# Group Activity: Fill in the Blanks (1/3)

## Instructions:

1. Identify the possible impacts to infrastructure during an incident in the table on the following slide.





# Group Activity: Fill in the Blanks (2/3)

Infrastructure at Risk	Possible Risks
Transportation	<ul style="list-style-type: none"><li>▪ Roads are closed and/or impassable</li><li>▪ <i>What else?</i></li></ul>
Structures	<ul style="list-style-type: none"><li>▪ Damaged critical facilities unable to function</li><li>▪ <i>What else?</i></li></ul>
Communications Systems	<ul style="list-style-type: none"><li>▪ Survivors unable to phone for help or reach service providers</li><li>▪ <i>What else?</i></li></ul>
Utilities	<ul style="list-style-type: none"><li>▪ Loss of service</li><li>▪ <i>What else?</i></li></ul>
Water Service	<ul style="list-style-type: none"><li>▪ Medical facilities hampered</li><li>▪ <i>What else?</i></li></ul>
Fuel Supplies	<ul style="list-style-type: none"><li>▪ Increased risk of fire or explosion from fuel line rupture</li><li>▪ <i>What else?</i></li></ul>
Financial Services	<ul style="list-style-type: none"><li>▪ ATMs do not work</li><li>▪ <i>What else?</i></li></ul>





# Group Activity: Fill in the Blanks (3/3)

Infrastructure at Risk	Possible Risks
Transportation	<ul style="list-style-type: none"><li>▪ Roads are closed and/or impassable</li><li>▪ <b>Responders may be delayed in reaching areas of need</b></li></ul>
Structures	<ul style="list-style-type: none"><li>▪ Damaged critical facilities unable to function</li><li>▪ <b>Increased risk of damage from falling debris</b></li></ul>
Communications Systems	<ul style="list-style-type: none"><li>▪ Survivors unable to phone for help or reach service providers</li><li>▪ <b>Families and friends cannot communicate</b></li></ul>
Utilities	<ul style="list-style-type: none"><li>▪ Loss of service</li><li>▪ <b>Increased risk of fire or electrical shock</b></li></ul>
Water Service	<ul style="list-style-type: none"><li>▪ Medical facilities hampered</li><li>▪ <b>Inadequate water flow, resulting in boil water notices and hampered firefighting capabilities</b></li></ul>
Fuel Supplies	<ul style="list-style-type: none"><li>▪ Increased risk of fire or explosion from fuel line rupture</li><li>▪ <b>Flow of fuel is interrupted by impassable roads</b></li></ul>
Financial Services	<ul style="list-style-type: none"><li>▪ ATMs do not work</li><li>▪ <b>Credit card systems inoperable</b></li></ul>





# Group Activity: Both Sides of the Issue

## Instructions:

1. Split into three groups.
2. Your instructor will read a scenario out loud.
3. Your instructor will assign each of the three groups a different possible response to the scenario.
4. Write down the pros and cons of your group's response to the scenario on the piece of paper provided.
5. Present your group's findings to the class.





# Group Activity: Quiz Bowl (1/9)

## Instructions:

1. Split into two teams.
2. Pick one person from your team to walk up to the desk/podium.
3. Read the question and answers on the screen.
4. Clap your hands if you know the correct answer choice.
  - The player who guesses the correct answer first receives one point.
5. Send a new person from your team to the desk/podium to play the next round.





# Group Activity: Quiz Bowl (2/9)

## 1. What is critical information?

- A. Top secret intelligence
- B. Personal or business-related data that is secure from public knowledge
- C. Gossip you *have* to tell your coworker
- D. Movie critic reviews





## Group Activity: Quiz Bowl (3/9)

### 2. What does PII stand for?

- A. Proactive Improvement Inquiry
- B. Personal Internal Injury
- C. Pretty Important Information
- D. Personally Identifiable Information





## Group Activity: Quiz Bowl (4/9)

3. **What are two places you can store critical information?**
  - A. Under your bed AND on the kitchen counter
  - B. In a folder on your desk AND on your laptop
  - C. Offsite from your CBO in a secure location AND on the cloud
  - D. At a public library AND at a shared office space





## Group Activity: Quiz Bowl (5/9)

### 4. Why should you back up your data?

- A. To get a raise at work
- B. To create redundancies
- C. To improve your physical health
- D. To partner with other CBOs





## Group Activity: Quiz Bowl (6/9)

**5. Who can help my CBO safeguard critical information?**

- A. Your CBO's IT expert, if you have one
- B. Your local library
- C. Your local technology retailer
- D. All of the above





## Group Activity: Quiz Bowl (7/9)

- 6. What are two examples of PII?**
- A. Social Security Number AND date of birth
  - B. Pet's name AND favorite food
  - C. Local baseball team name AND hair color
  - D. Shoe size AND pillow firmness preference





## Group Activity: Quiz Bowl (8/9)

- 7. What is a benefit of securing your information?**
- A. Allows your family to access CBO data when they want to
  - B. Lets you share information to the public more easily
  - C. Helps your CBO protect its exterior windows
  - D. Keeps your client's personal information safe





## Group Activity: Quiz Bowl (9/9)

- 8. What could happen if you do not secure your data?**
- A. Your CBO could face legal consequences
  - B. You could jeopardize the safety of your employees
  - C. You could damage your CBO's reputation in the community
  - D. All of the above





# Group Activity: Who's Who?

## Instructions:

1. Your instructor will give you an index card with the name of a group of people who are impacted by an incident – **do not read the index card.**
2. Place the index card on your forehead with the text facing outwards so your classmates can read what it says.
3. Walk around the room and try to discern which group of people you are by using context clues and asking other participants questions.
4. Once everyone figures out the group they belong to, you will be given a scenario.
5. Write a scripted message to the group of people you had on your forehead in the first part of the activity.





# Group Activity: Master of Many

## Instructions:

1. Split into pairs.
2. Your instructor will assign each partner in your pair a different, hypothetical job.
3. Write down the *very basic instructions* on how to perform a task someone with that job might perform every day.
4. Read the instructions you wrote to your partner and ask them to guess your job.
5. Swap roles, and try to guess your partner's job.





# Group Activity: Creative License

## Instructions:

1. Your instructor will describe the characteristics of an office building and its surrounding environment – listen carefully.
2. Draw what the instructor is describing as they speak.
3. Your instructor will lead the class in a discussion about the outcomes of the activity.





# Group Activity: A Closer Look (1/3)

## Instructions:

1. Read Scenario A on the following slide.
2. Discuss ways to improve the preparedness efforts described in the scenario.
3. Repeat steps one and two for Scenario B.





## Group Activity: A Closer Look (2/3)

### Scenario A:

Your CBO's emergency evacuation plan is posted on an 8½"x11" paper on the wall of the reception area. It is a bulleted list that describes, in great detail, what to do in the event of an evacuation. All of the various steps and details of the evacuation plan are condensed onto one page. The plan is only in the one location. The last time this plan was updated was 2 years ago. Three employees have left since then and two more were hired. The new employees have never trained in the evacuation plan, nor were they informed of the location of the plan when they first started.





## Group Activity: A Closer Look (3/3)

### Scenario B:

Your CBO has a weekly staff meeting. Once a year, your CBO dedicates five minutes to going over the emergency procedures for your building. CBO leadership communicates this information verbally to you. The fire evacuation plan involves congregating at a coffee shop across the street. Since the last staff meeting safety briefing, the coffee shop was converted to a frozen yogurt shop. You have a fire drill coming up soon, but the next safety briefing isn't scheduled for another few months.

