Emergency Planning for Nonprofits

Welcome
Logistics

- This webinar is being recorded.
- All participants are muted.
- Use Chat function for questions.
- Downloadable documents

Emergency Planning for Nonprofits

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Emergency Planning for Nonprofits

What has been our Covid-19 experience?
What can we expect from Covid-19
Were we prepared for Covid-19?
What have we learned and what are we learning from our Covid-19 experience?
How can we prepare for the next Covid-19?
Emergency Planning for Nonprofits

What has been our Covid-19 experience?
Were we prepared for Covid-19?
What have we learned and what are we learning from our Covid-19 experience?
How can we prepare for the next emergency?

Today’s Objectives

- Understand basic concepts in emergency planning
- Understand how to use an Emergency Plan Template.
Several weeks ago, the New York City Department of Health and Mental Hygiene (DOHMH) issued the following information about Covid-19:

It is important that as we address this outbreak, we separate facts from fear, and guard against stigma. There are a lot of things on social media and in the news that are at best not rooted in science and at worst, offensive, demeaning and racist. We need to encourage everyone to keep their attention on the facts.
Communicate Responsibly

Several weeks ago, the New York City Department of Health and Mental Hygiene (DOHMH) issued the following information about Covid-19:

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Why Plan?

- How will you change the way you deliver services when a third of your staff cannot work because they are ill or caring for ill family members?
- What changes will you need to make to reduce the spread of infection?
A blizzard is forecast for two days from now. It will put 24+ inches of snow on the ground, and then be followed by an ice storm that will make snow removal a problem for many days.

What if...?

What do you know now about what this will do to your services?

Do your staff and clients know what you expect of them in this situation?

If the emergency prevents you from providing contracted services, how will that impact your cash flow?
What if...?

A radioactive device (a “dirty bomb”) has been activated by terrorists. Because the force and direction of winds over the next hours are not certain, everyone within 10 miles (including your site) has been instructed that if they are inside they must stay inside for up to three days. Everyone outdoors has been instructed to go to a decontamination site.

What if...?

• How many of your clients have not received the official instructions because of language or other barriers?
• Are you ready to shelter and feed for three days everyone who is in your site at that moment?
Then what?

Before, during, and after the emergency,

- Do you know where and how to get reliable information that you need to make good decisions?

Then what?

After the emergency is over, the effects will still be felt.

- How will the needs of your clients change?
- What new needs in the community will you be asked to address?
Then what?
If an emergency makes it impossible for you to operate for a period of time (whether a week or a month),
➢ Do you and your staff know how you will get back up and running?

Impacts of Disaster on Human Services Organizations

- Interruption in Services
- Changes in Services
- Fiscal risks
- Facility damage
- Emotional health of staff
- Changes in client needs, expectations
Emergency Planning for Human Services Organizations

Basic Concepts

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.
**Disaster**

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

**Hazard**

a “condition with the potential for harm to the community or environment”
Hazards: Examples

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

Hazards: More Examples

- 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**

the probability of a specific hazard occurrence

**Vulnerability**

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

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

Impact

PROBLEMS

caused by the disaster.
Impacts of Disaster on Human Services Organizations

- Interruption in Services
- Changes in Services
- Fiscal risks
- Facility damage
- Emotional health of staff
- Changes in client needs, expectations
The Role of Human Services Organizations after Disaster

Disaster Cycle
- Readiness
- Event
- Mitigation
- Response
- Recovery
Event

Disaster Cycle

- Address Immediate Human Needs
  - First aid
  - Food
  - Shelter
  - Medical and mental health intervention
  - Family reunification
  - Etc.

Mitigation

Response

Recovery

Readiness
Disaster Response

Address Longer-term Human Needs to Return to a Life that is Stable and More “Normal”
- Stable Housing
- Financial Security
- Employment
- Emotional Health
- Etc.
Disaster Recovery

Disaster Distress Helpline

Event

Disaster Cycle

Mitigation

Response

Recovery

Readiness
Disaster Readiness

What You Can Do to Prepare for Emergencies

• Write an Emergency Plan
• Sign up for emergency notifications
• Attend trainings
• Share readiness info with staff & clients
• Reach out in your community
What You Can Do to Prepare for Emergencies

• Write an Emergency Plan

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

Steps in the Planning Process

Step 1: Convene a Planning Team
Step 2. Gather information
Step 3. Draft the plan
Step 4. Review, revise, finalize
Step 5. Distribute and educate
Steps in the Planning Process

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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?
- 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?
Steps in the Planning Process

Step 1: Convene a Planning Team
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Introduction to the Plan Template
How is This Template Relevant? Or Not?

• When you look at the sections included, does it seem that these cover the things you need to think about?
• Is there anything about your organization’s unique situation that complicates how you could use this template?
• Is there anything you’re concerned about that seems to not be addressed in the template?

What’s in the Plan?

• Readiness
• Emergency Action
• Incident Leadership
• Continuity of Operations
• Maintaining the Plan
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An 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.
### An Emergency Action Plan

<table>
<thead>
<tr>
<th>Event</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Shooter</td>
<td>Medical Emergency</td>
</tr>
<tr>
<td>Blizzard</td>
<td>Medical Emergency</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>Power Outage</td>
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<tr>
<td>Earthquake</td>
<td>Severe Weather</td>
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<td>Extreme Heat</td>
<td>Sinkhole</td>
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<td>Fire</td>
<td>Suspicious Package</td>
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<td>Flood</td>
<td>Threats of Harm</td>
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<td>Gas Leak</td>
<td>Tornado</td>
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<tr>
<td>Hostile Intruder</td>
<td>Workplace Violence</td>
</tr>
<tr>
<td>Hurricane</td>
<td></td>
</tr>
</tbody>
</table>

### What’s in the Plan?

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

• Clear and specific line of authority
• Clear and specific goals & objectives

Clear and specific line of authority

• Roles and reporting relationships are identified.
• Source of decision making is transparent.
Clear and specific goals & objectives

- A concrete Incident Action Plan is in place.
- Implementation of plan is monitored & evaluated.

Clear and specific line of authority

- Incident Lead
- Management roles
- Tactical roles
• **Incident Lead**
  Oversees and manages entire effort
• Management roles
  • Tactical roles

• **Incident Lead**
  • Management roles
  • **Management roles**
    • Communications (including Public Information)
    • Coordination/Liaison (ensuring coordination with external stakeholders)
    • Finance
    • Admin
• Tactical roles
• Incident Lead
• Management roles
• **Tactical roles**
  - **Planning**: create an incident action plan and monitor implementation
  - **Operations**: manage tactical operations to achieve plan objectives
  - **Logistics and Resource Management**
    - Human Resources
    - Infrastructure
    - Equipment
    - Supplies
What’s in the Plan?

• Readiness
• Emergency Action
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• Continuity of Operations
• Maintaining the Plan
Continuity of Operations Plan (“COOP”)

A situation that prevents the organization from pursuing its normal functions. It may or may not occur over an extended period of time and impact multiple functions.

Interruption of Operations

A situation that prevents the organization from pursuing its normal functions. It may or may not occur over an extended period of time and impact multiple functions.
Continuity of Operations

A COOP describes how the organization will restore essential functions as soon as possible after an interruption of operations.

Essential & Primary Functions

- Mission Essential Functions
- Primary Business Functions
Mission Essential Functions

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

Mission Essential Functions Helpful Questions

- 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?
Continuity of Operations

Three parts:
• Activation
• Alternate Site Operations
• Resumption

Continuity of Operations

1. Activation
• Decision Process
• Alert, Notification, and Implementation
• Leadership
• Planning for Service Changes
Continuity of Operations

2. Alternate Site Operations
   • Decision Process
   • Site
   • Alert, Notification, and Implementation
   • Leadership

3. Resumption
   Resuming Individual Functions
   • Description
   • Strategies
   • Staffing
   • Time Frame
   • External Stakeholders
Continuity of Operations

3. Resumption
   Program Specific Considerations
   - Staffing
   - Time Frame
   - External Stakeholders
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Emergency Planning: Covid-19

What is the impact of Covid-19?
What changes in service are needed?
How will normal operations be resumed?

Emergency Planning: Covid-19

Child Care

What is the impact of Covid-19?
What changes in service are needed?
How will normal operations be resumed?
**Emergency Planning: Covid-19**

**Meals on Wheels**

- What is the impact of Covid-19?
- What changes in service are needed?
- How will normal operations be resumed?

**Senior Center**

- What is the impact of Covid-19?
- What changes in service are needed?
- How will normal operations be resumed?
Emergency Planning: Covid-19

Shelter for Homeless

What is the impact of Covid-19?
What changes in service are needed?
How will normal operations be resumed?
If you ever face a significant disaster, do your best to keep up the spirits of those around you, act flexibly and creatively to help, try to sort rumors from truth, and remember that the decisions you make will have repercussions after the disaster has passed.

-Sheri Fink