CONN–NAHRO
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*Best Practices for Emergency Planning*

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Thomas Bourque – CHFA
Stacey Hafen – Red Cross
Disasters

It’s When, Not If....
Emergency Planning

- Necessary because emergencies are inevitable
  - natural disasters
  - acts of terrorism
  - chemical or nuclear accidents
  - epidemics

- Everyone has a role to play
  - residents
  - multifamily owners and managers
  - municipalities
  - state and federal governmental agencies
A Quick Survey

- Do you have an emergency preparedness plan?
  - If so:
    - What kinds of emergencies does it envision?
    - How long have you had it?
    - When was it last reviewed and updated?
    - How often is it shared with residents?
    - When was the most recent practice exercise conducted?
    - Was it developed in conjunction with the municipality’s plan?

- If not, have you discussed emergency planning with your municipality?
Public Housing
CT has developed a checklist which we will use until HQ finalizes instructions

Multifamily
• Applies to your PBS8 properties but an excellent resource – Handbook 4350.1, Chapter 38
• Special allowance for FEMA registered applicants for priority access to housing
CHFA Policy

State Housing
CHFA is developing a post emergency reporting format.

Non State Housing
Reporting format consistent with State Housing and HUD Initial Post–Disaster Assessment reporting for PBS8.
HUD’s Mission

One of the most critical elements in HUD’s mission is to ensure that the residents of our properties live in decent, safe and sanitary housing without discrimination.

Difficult but doable to accomplish during times of crisis – in particular natural disaster or emergency.

Our mission is to ensure the residents of our properties can find quality housing in emergency situations and to assist our owners and agents to restore properties to decent, safe and sanitary conditions as soon as possible.
Continuity of Operations

- HUD itself has a formal Continuity of Operations or COOP plan which details how the office will function before, during and after emergencies/disasters

- Each PHA should have such a Plan and periodically update, prepare and train in preparation for emergencies

- Reach out in advance to your Town/City to make them aware of your vulnerable populations as well as residents with special needs

- Coordinate with your Town/City and utilities to include properties serving vulnerable populations as high priority for power restoration

- Sample Plan
Continuity of Operations, continued

- CHFA also has a Continuity of Operations or COOP plan which details how the Authority will function before, during and after emergencies/disasters.

- Housing Authorities and other housing providers should have such a Plan and periodically update, prepare and train in preparation for emergencies.

- Reach out in advance to your Town/City to make them aware of your vulnerable populations as well as residents with special needs.

- Coordinate with your Town/City and utilities to include properties serving vulnerable populations as high priority for power restoration.
Pre-Disaster

- In a well-forecasted event – Respective HUD and/or CHFA staff will reach out to those PHAs and owners of State and other housing which may be impacted or to the entire portfolio if state-wide impact is expected.

- During the last storm we did reach out and were “pooh-pooh’d” by some of you!

- We need to take our pre-disaster preparations seriously to reduce the post-disaster impacts.
1. Assess staff/volunteer availability
2. Properties/Estimated Number of residents who may be impacted
3. Number and location of residents with disabilities and/or special needs
4. Notice to all staff and residents of impending disaster
5. Request to residents to forward location if are leaving temporarily and to do so post-disaster if they leave the property
6. Contact your HCV owners – inform them of your reporting needs
Post–Disaster

1. Account for staff and residents
2. Assess property damage
3. Create a list of affected properties and report to HUD and CHFA
4. During the immediate post–disaster period HUD is often briefing HQ twice daily on impacts – CHFA needs timely information to report to DOH and other State Agencies as applicable

All reporting is required regardless of whether or not your HA has power.
Reporting to HUD & CHFA

PHA, HA & Other Owner Management Office Status

- Is the Office Operational?
- Have State and Local Emergency Management staffs and/or FEMA been notified

Resident Status/Unmet Need

- Have emergency responders been contacted?
- Have residents been evacuated?
  - If yes, from which development to where?
  - Do you have resident contact information?
  - Have any HCV participants been evacuated
    - If yes, how many?
Reporting, continued

Property Status

1. Property Information – AMP/Name, Address, Total Units, Total LIPH units, resident type
2. Status for each property without power, water, heat, vehicle access, presence of standing water
3. Were any buildings flooded
4. Are all properties safely accessible and safe to enter
5. Has PHA, HA or other owner documented damage, contacted insurance
Lessons Learned/Best Practices

- Fairfield HA
  - 2 Side–By–Side State Elderly properties
  - Storm hit– power lost
  - Able to shelter in place due to a community room with a generator
  - Fire Department provided fuel for generator
  - Properties were not initially on priority list for power restoration with UI – has since been added
  - RSC integral for dealing with resident challenges/needs
  - Important to have up date resident emergency contacts on and off–site
  - Key to introduce local officials to your properties and the resident groups they serve in advance of needing their assistance
The American Red Cross

*Individual and Community Preparedness*

1. Get a Kit
2. Make a Plan
3. Be Informed
Get a Kit

• A disaster supplies kit should include:
  • Water
  • Food and a manual can opener
  • Flashlight, *alternative powered or extra, fresh batteries*
  • First aid kit
  • Water
  • Food and a manual can opener
  • Flashlights and batteries, or alternative power
  • First aid kit
A disaster supplies kit should also include:

- Battery-powered or alternative powered radio
- Tools
- Clothing and bedding
- Prescription and non-prescription medications
- Pet supplies
- Cash and coins
- Sanitary supplies
- Important papers
- Contact information and a map
The American Red Cross

Make a Plan

• **Talk** – what are the disasters that might happen

• **Plan** – where to meet during a fire, out of town contact, does everyone know how to text

• **Learn** – emergency plans, how to use a fire extinguisher, talk to local emergency management

• **Tell** – all household members about plan, to always carry paper contact info card

• **Practice** – the plan with scenarios that only allow seconds to evacuate
Be Informed

• **Identify** how local authorities will notify you such as emergency outcall systems – call your town or go to their website

• **Download** the free Red Cross mobile apps at www.redcross.org/mobileapps

• Each family member should go through the **Be Red Cross Ready** module found at www.redcross.org/brcr
The American Red Cross

- Top 10 list for preparing on a budget

- **Budget** emergency preparedness items as a “normal” expense. Buy one preparedness item each time you go to the grocery store or discount store.

- **Save** by shopping sales. Make use of coupons and shop at stores with used goods or dollar items.

- **Store** water in safe containers. You don’t have to buy more expensive bottled water, but make sure any containers you use for water storage are safe and disinfected.

- **Share** By sharing preparedness supplies, you can help each other.
The American Red Cross

• **Request** preparedness items as gifts.

• **Think** ahead. You are more likely to save money if you can take your time with focused and strategic shopping. It’s when everyone is at the store right before a storm hits that the selection of items are more scarce and you may pay higher prices for name brand items.

• **Review** your insurance policy annually and make changes. Renters need policies too, in order to cover your personal property.

• **Update** contact records. Have an accurate phone lists of emergency contact numbers.
The American Red Cross

American Red Cross
Ready Rating™

It’s free. It’s easy. The time to prepare is now.

www.readyrating.org
The American Red Cross

Program Overview

- Designed to allow businesses, schools and organizations to dramatically improve their level of preparedness
- Quantifies an organization’s preparedness with a proprietary assessment tool
- Generates customized reports with confidential feedback to help members
- Enables creation of a customized Emergency Response Plan through an easy, on-line, self-paced tool
- Free, thanks to our generous sponsors
A score card is generated each time the 123 Assessment is completed. The score card provides:

- A unique quantification of your organization’s preparedness level
- Enables tracking of your progress
What Do I Do Next?

Improve your Ready Rating score with the following free tools:

- Next Steps Report
- Emergency Response Planner Tool
- Peer Comparison Report
- Resource Center
Member Next Steps Report

- Recommendations customized to your self-assessment
- Detailed feedback
- Ranks the needed implementation actions by the resources required
- Customized for schools and businesses/organizations
Emergency Response Planning Tool

• Makes it simple for you to create a customized Emergency Response Plan for your organization

• Uses easy-to-understand language

• Provides easy access to additional guidance

• Presents best practice guidance to choose from

• Allows addition of your own topics and guidance

• Easy to update
Other Resources:

- [www.nod.org](http://www.nod.org) National Organization for Disabilities
- [www.redcross.org](http://www.redcross.org) Disaster Preparedness for Seniors and hazard checklists*
- [www.readyrating.org](http://www.readyrating.org) Free guide for an emergency plan
- [www.ready.gov](http://www.ready.gov) FEMA
- [www.preparemybusiness.org](http://www.preparemybusiness.org) Small Business Administration

*Available in several different languages