Resiliency Training for Public Housing Authorities
November 3rd: Developing your Plan
Moderators

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PHA Disaster Readiness and Preparation Guide

• Key Points
  – Risk Assessment
    • Determine risks, and what risks can be mitigated
  – Communication
    • Coordinate with local government and first responders
    • Use FEMA’s National Disaster Housing Strategy
  – Insurance
    • What’s covered, what’s not?
  – Training
190 PHA’s on Call Today

- Texas
- Florida
- North Carolina
- Missouri
- West

- Virginia
- Louisiana
- Ohio
- Colorado
- New York
- Georgia
Are You Ready to Respond?

TAKE OUR SHORT SURVEY: ARE YOU READY TO RESPOND?
What are we preparing for?
Climate Impacts a Growing Threat
Ready to Respond

Reduce Risk

- Property
- Residents
- Business
- Community
Getting Started

**Identify your hazard exposure**
Understand your previous experience with climate and emergency hazards, the location and climate zone of your site and your community, and your future anticipated risk. See the Hazard and Risk matrix on page X to identify your hazard exposure.

**Assess your risks**
Assess potential threats, and anticipate their impact on infrastructure and residents to determine where to focus your attention. See the Hazard and Risk matrix on page X to identify your hazard exposure.

**Determine your resilience strategies**
Once you understand the hazards and risks, you can assess which resilience strategies make sense for your building. The chart on page X will guide you.
Assessing Your Risk

- Flood
- Extreme Temperature
- Storm and Wind
- Fire
- Failing Infrastructure
Include your Residents and Staff in Assessment
Understanding your Impacts

Residents

Business Continuity

Buildings

Community
Disaster Staffing Toolkit

Ready to Respond Tabletop Exercise

Your Go Bag Checklist

- Water
- Food
- Survival kit
- First aid kit
- Flashlight
- Battery
- Gloves
- Matches
- Whistle
- Tie-Rope
-多能工具
- Hand saw
- Nursing kit
- Camp stove
- Money
-火柴
- 防御
- 医药包
- 户外
- 多功能工具
- 铁锹
- 水
- 食物
- 生存
- 绳子
- 手电
- 电池
- 手套
- 火柴
- 首页
- 应急
- 多功能工具
- 铁锹
Toolkit Materials

- 6 Emergency Preparedness Coordinator Tools: User Guide and more

- 6 Videos: Overview and roles

- 9 Job Action Packets: PDF Guides and Customizable Word Documents

- All accessible online and printable
Toolkit Goals

- **Building Protection**: Minimize damage and ensure quick return to service
- **Resident Engagement**: Support the safety, preparedness and recovery of residents
- **Business Continuity**: Maintain key business operations throughout a disaster
Coordination

The organization works in a unified manner across departments and with external stakeholders.
Communication

Staff and leadership stay connected throughout the disaster.
Information Sharing

Vital updates reach staff, residents, leadership and external stakeholders in a timely manner.
Emergency Preparedness Coordinator (EPC)

- Manages development of the plan
- Prepares staff for Disaster Response Roles
- Oversees ongoing maintenance
Job Action Packets

One For Each Disaster Response Role

Job Description

Job Action Sheet

Tools
Incident Commander

Overrides normal operating procedures and protocols to direct organizational resources to disaster preparedness and response and recovery actions.
Directs and approves the organization’s messaging to media, funders, government agencies and other external stakeholders.
Remains aware of the organization’s cash needs and insurance coverage, maintains vital business records, and oversees important financial and operational matters.
This guide will help you access whether your insurance coverage sufficient to protect your organization, buildings and residents in of a disaster.

Planning Phase

1. Review the Insurance Coverage Worksheet
   - Customize the Insurance Coverage Worksheet, which includes recommended policies organization should have in place.
   - Fill in appropriate information. Add policies as needed.

2. Background Information
   - Collect paperwork documenting your organization's current insurance policies.
   - Assemble a list of organization assets which should be covered by insurance. Coord Housing Chief for information and pictures of critical equipment at each building.
   - Review your cash reserves and access to lines of credit and identify funds available: and uninsured losses.

Tips: When assembling a list of assets which should be covered by insurance, be su
   - Addresses and number of units for all buildings.
   - Additional physical assets such as automobiles and business property including office equipment and furniture.

This worksheet gathers important information about your insurance policies to track your existing coverage and identify gaps. Customize this worksheet to fit the needs of your organization and consider filling one out for each building in your organization's portfolio. Make copies of your policies and attach them to this worksheet.

<table>
<thead>
<tr>
<th>Law and Ordinance</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage</td>
<td></td>
</tr>
<tr>
<td>In place</td>
<td></td>
</tr>
<tr>
<td>Policy No.</td>
<td>Exp. date</td>
</tr>
<tr>
<td>Coverage maximum</td>
<td>Deductible</td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Interruption Coverage</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage</td>
<td></td>
</tr>
<tr>
<td>In place</td>
<td></td>
</tr>
<tr>
<td>Policy No.</td>
<td>Exp. date</td>
</tr>
<tr>
<td>Coverage maximum</td>
<td>Deductible</td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
</tbody>
</table>
# Vendor-Partner Contact List

This list provides contact information for vendors and partners key to your organization’s business continuity. Customize this list based on the needs of your organization. Create new contacts and provide additional account numbers as needed.

## Bank

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact</th>
<th>Account No.</th>
<th>Phone</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
</table>

## Payment Card Vendor

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact</th>
<th>Account No.</th>
<th>Phone</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
</table>

## Hosting Account Manager

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact</th>
<th>Account No.</th>
<th>Phone</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
</table>
Housing Chief

Directs the Building Protection and Resident Engagement Team Leaders to focus their efforts on emergency preparedness and response and recovery actions at each of the organization’s properties.
### Resident Engagement Team Leader Job Description

**Tools**

- [Resident Engagement Team Leader Job Description](#)
- [Resident Engagement Team Leader Job Action Sheet](#)
- [Additional Tools](#)
  - [Resident Flyer Guide](#)
  - [Your Go Bag Checklist](#)
  - [Resident Survey](#)
  - [Evacuation Tracking Sheet](#)
  - [Resident Services Contact List](#)
  - [Emergency Preparedness Flyer Template](#)
  - [Floor Captain Guide](#)
  - [Emergency Update Flyer Template](#)
### Resident Survey

This survey gathers information to support your household in the event of an emergency. Part One gathers contact and special needs information; Part Two gathers information about communication preferences. All information will be kept confidential and used only for emergency preparedness.

#### Part One: Basic Household Information

<table>
<thead>
<tr>
<th>Primary contact</th>
<th>Apt no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthdate</td>
<td>Email address</td>
</tr>
<tr>
<td>Home phone</td>
<td>Cell phone</td>
</tr>
<tr>
<td>Languages spoken</td>
<td>Preferred language</td>
</tr>
<tr>
<td>Children's names/ages</td>
<td></td>
</tr>
</tbody>
</table>

#### Emergency contact (within 20 miles)

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relation</td>
<td>Email</td>
</tr>
</tbody>
</table>

#### Do you or anyone in your household rely on any of the following?

- [ ] Car
- [ ] Wheelchair
- [ ] Walker
- [ ] Oxygen
- [ ] Powered medical device
- [ ] Refrigerated medications
- [ ] Special services animal
- [ ] Assistant caregiver – (Full name and number)

### Additional questions (check if these apply to you or anyone in your household):

- [ ] Are you deaf or blind?
- [ ] Do you hear pets?
- [ ] In the event of a power outage, would you need help using the stairs?
- [ ] Do you have special skills useful during an emergency? (Please list)
- [ ] Do you have dietary restrictions? (Please list)
- [ ] Do you provide care to someone outside your household?

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### Resident Services Contact List

This list provides contact information for emergency contractors and agencies to aid in residents' disaster recovery. The list should be customized to the needs of your residents and resources in your community. Update the list once a year and post it in a location accessible to all building staff. Call 911 for immediate emergency assistance.

#### Pharmacy

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Address</td>
</tr>
<tr>
<td>Contact name</td>
<td>Last contact date</td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
</tbody>
</table>

#### Local Hospital / Local Health Clinic

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Address</td>
</tr>
<tr>
<td>Contact name</td>
<td>Last contact date</td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
</tbody>
</table>

#### Medical Equipment (replacement or repair)

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Address</td>
</tr>
<tr>
<td>Contact name</td>
<td>Last contact date</td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
</tbody>
</table>

#### Mental Health Services

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Address</td>
</tr>
<tr>
<td>Contact name</td>
<td>Last contact date</td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
</tbody>
</table>

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Enterprise Community Partners, Inc.
Evacuation Tracking Sheet

This sheet allows you to track the evacuation of your residents. It includes information including the date and times of sign-in and sign-out and locations to which residents will go.

Name
Phone
Day/time out
Day/time in
Evacuation Location
Address
Contact person
Phone
Email

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Email</td>
</tr>
<tr>
<td>Day/time out</td>
<td>Day/time in</td>
</tr>
<tr>
<td>Evacuation Location</td>
<td>Address</td>
</tr>
<tr>
<td>Contact person</td>
<td>Phone</td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

Emergency Update

Tenant notice:

Address:

Emergency update:

Electricity:

Elevator:

Heat/hot water:

Evacuation:

The next update will be posted at:

If you have questions, contact:

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READY TO RESPOND

Your Go Bag Checklist

A Go Bag contains what you'll need if a disaster leads to an evacuation. The bag can be any portable, durable container like a backpack, duffle bag or suitcase on wheels. Make sure you can grab them quickly in case of an emergency.

Go Bag Checklist | Customize this list to your own needs.

- Copies of important documents in a waterproof container (insurance cards, birth certificate, driver's license, photo IDs, proof of address, etc.)
- Extra set of car and house keys.
- Credit, debit, or a small amount of cash.
- Bottled water—at least three days’ worth, if possible.
- Non-perishable food, such as energy bars or granola bars.
- Flashlight.
- Backup battery or charger for phone.
- Extra batteries.
- Laptop.
- A list of allergies and medications each member of your household takes, including conditions and dosage.
- Extra medications.
- Part for stove.
- Hand sanitizer.
- Contact and meeting place information for your household, and a small regional map.
- Lightweight raingear.
- Warm clothing.
- Extra shoes.

Enterprise Community Partners, Inc.
Building A Protection Team Leader

Takes all actions necessary to protect the infrastructure of a building, including electrical, mechanical, water, steam, gas and elevator systems.
Building Shutdown and Re-open Checklist

Use this checklist when shutting down a building and site before a disaster and to re-open it when it’s safe to do so. Consult with your engineer and vendors to customize this list to your building and its needs.

<table>
<thead>
<tr>
<th>Task</th>
<th>Initial when complete</th>
<th>Time shutdown</th>
<th>Time re-open</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical service entry points protected</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If no utility power, ensure arrangement for a backup generator with at least three days’ power.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Protect all conduits and connections for switch gear.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building emergency lighting in common areas, such as hallways, utility rooms, fixed lighting and offices.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review proper shutdown procedures on equipment per manufacturer’s specification to prevent surging.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency backup power engaged, with at least a three day supply of fuel in place and safely stored.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disengage emergency door alarm to allow for resistant entry and exit.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engage transfer switch for generator.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Critical Vendor Contact List

This list provides building staff with contact information for emergency contractors and agencies to aid a building's disaster recovery. It should be updated at least yearly and when contracts change, and posted in a location where all staff can access it.

<table>
<thead>
<tr>
<th>Building Protection Team Leader</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I/J Service contract in place</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HVAC</th>
<th>Vendor</th>
<th>Contact person</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I/J Service contract in place</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mechanical</th>
<th>Vendor</th>
<th>Contact person</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I/J Service contract in place</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Plumbing</th>
<th>Vendor</th>
<th>Contact person</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I/J Service contract in place</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Building Emergency Kit Worksheet**

This worksheet includes a list of equipment and supplies a building should have in case of a disaster. Customize and review this list twice a year to make sure the kit is stocked and everything is in working order.

<table>
<thead>
<tr>
<th>Item</th>
<th>In stock?</th>
<th>Quantity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical supplies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal protective equipment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work clothing (boots, overalls, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hard hats</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety glasses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hearing protection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gloves</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust masks and/or respirators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flashlights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Headlamps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-electronic wheather</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanup</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Garbage bags</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bleach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning agent Birex</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vinegar</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buckets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mops</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Building Emergency Kit Guide**

This guide will help you assemble, maintain and review your Building Emergency Kit — a collection of tools and supplies vital for responding to a disaster.

**Assembling the Kit**
- Review the Building Emergency Kit Worksheet which includes a list of recommended items. Customize it to your building.
- For each of the recommended items in the Building Emergency Kit Worksheet, mark what is in stock, quantities and any important notes.
- Acquire additional items as needed for your specific building.
- Store the items in an easily accessible area where they can be protected from potential damage.
- Provide the Worksheet to the Housing Chief to be included in the records.

**Review the Kit twice a year**
- Update the Building Emergency Kit Worksheet twice a year and provide the updated copy to the Housing Chief.
- Compare items on hand with the Building Emergency Kit Worksheet to verify items are not missing and records are accurate.
- Add or remove items based on your changing understanding of risks and threats to the building.
- Check that each of the items is in working order.

**When reviewing your building’s Emergency Kit**
- Check tools for rust, breakage, wear and tear, and replace as needed.
- Operate generators, sump pumps, radios, flashlights, chainsaws and other equipment to ensure they are working.
- Change the oil and perform other regular maintenance on equipment.
- Check expiration dates on batteries. It is recommended to place new batteries in the emergency kit each year and to cycle the older stored batteries into active use.
Resident Engagement Team Leader

Takes all actions necessary to communicate with residents to optimize their disaster preparedness.
Ready to Respond
Tabletop Exercise
Training for real life disaster

Tests our ability to respond.
Includes a simulated disaster scenario.
Tests the strength of our *Job Action Packets*.
Let us practice communication between roles.
Timeline - Planning

Planning Phase

1. Get Oriented
   - Review Toolkit materials.
   - Ensure ongoing coordination.

2. Assign Disaster Response Roles
   - Coordinate a Senior Staff Meeting.
   - Customize your Staffing Chart.

3. Customize Job Action Packets
   - Understand how to read a Job Action Sheet.
   - Coordinate a staff meeting.

4. Hold Tabletop Exercise
   - Plan the Tabletop Exercise.
   - Conduct the Tabletop Exercise.
   - Complete the evaluation and After Action Report.
Timeline – Ongoing Maintenance

Ongoing Maintenance

Hold
Regular Tabletop Exercises
Continually practice your plans and skills.
Use different disaster scenarios.

Incorporate
After Action Reports
Write reports after every training or after an actual disaster.
Make revisions to Job Action Packets.

Re-assign
Roles as Staff Changes
Re-assign staff as titles and locations change.
Assign new staff to fill roles.

Update
Materials Regularly
Update documents and keep latest versions near at hand.
Make sure staff knows where materials can be found.
Questions and Answers
Building Prepared Communities
