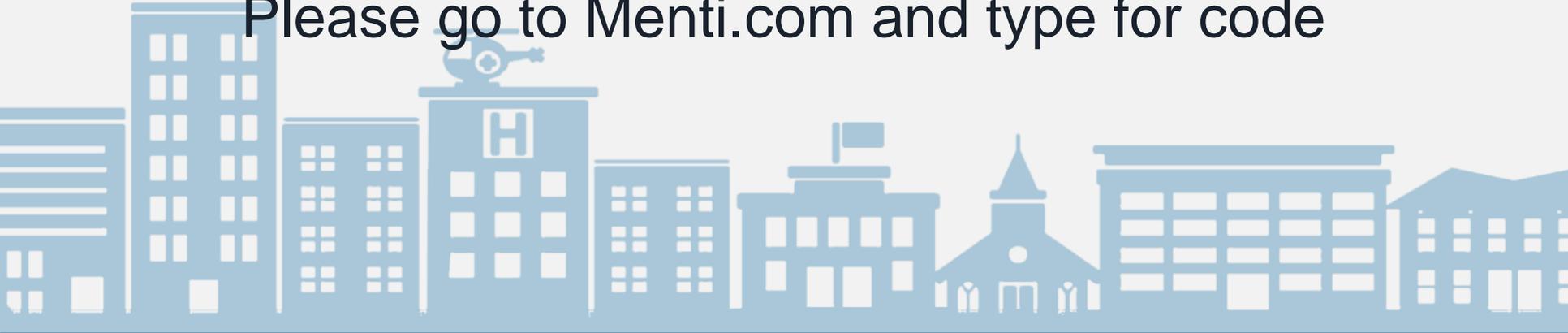




Welcome to Organizations Prepared for Emergency Needs

Please go to [Menti.com](https://www.menti.com) and type for code



FEMA

Housekeeping

- Mute your microphone
- If possible turn on your camera when speaking
- Send questions in chat
- Engage with others in your small groups



Course Goal

The goal of this course is to empower Community Based Organizations to prepare for incidents.

Why Are Community Organizations Important?

Community Based Organizations are organizations that support communities at the local level during blue-sky days.

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



The Community Based Organizations: Part of a Greater Whole

Community Based Organizations 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.
- Linking survivors to local assistance within a network of community organizations



Is Your Organization Ready?

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

94 percent of small business owners believe an incident could seriously disrupt their business within the next two years.*

Unemployment rose, in June 2020, higher in three months of COVID 19 than it did in two years of the great recession.

* 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 incident 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 Community Based Organizations Do to Prepare?

Regardless of the type of incident, important elements of disaster preparedness for Community Based Organizations include:

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

Assembling **supplies** in multiple locations.

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

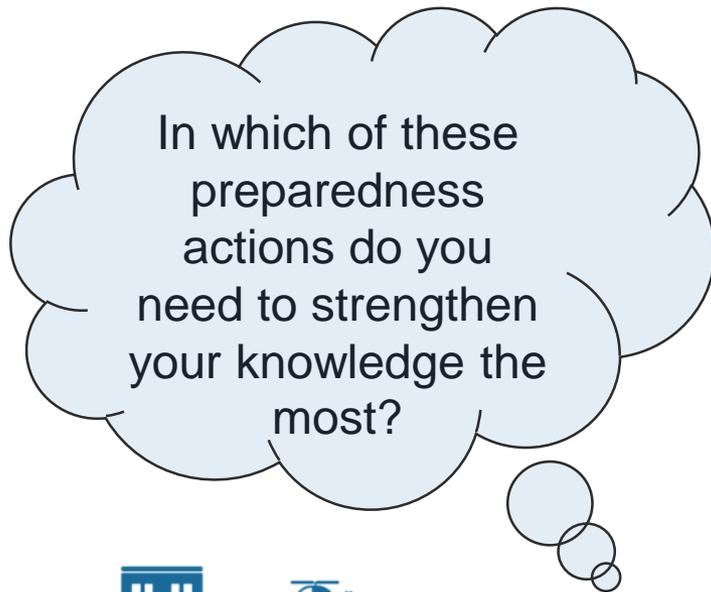
Participating and encouraging employees to participate in **training** and volunteer programs.

Encouraging employees to **prepare financially**.



10 Preparedness Actions

The following 10 preparedness actions can help any Community Based Organization begin preparing for any incident.

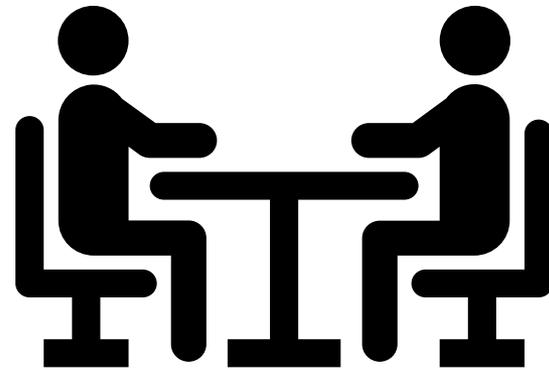


 Understand Risks	 Safeguard Critical Information
 Mitigate Risks	 Establish a Communications Plan
 Identify the People You Serve	 Cross-Train Key Individuals
 Determine Essential Activities	 Formalize Plans
 Consider the Supply Chain	 Regularly Test and Update Plans





Mitigate Risks: Group Activity



Thinking About Preparedness (answer in in Small group

What worked well in
your
organization/business
during the last 13
weeks?





Thinking About Mitigating Risks Breakout group

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

Does your organization have insurance?



Thinking About Preparedness (answer in in Small group

Big Group Report Out





Mitigate Risks

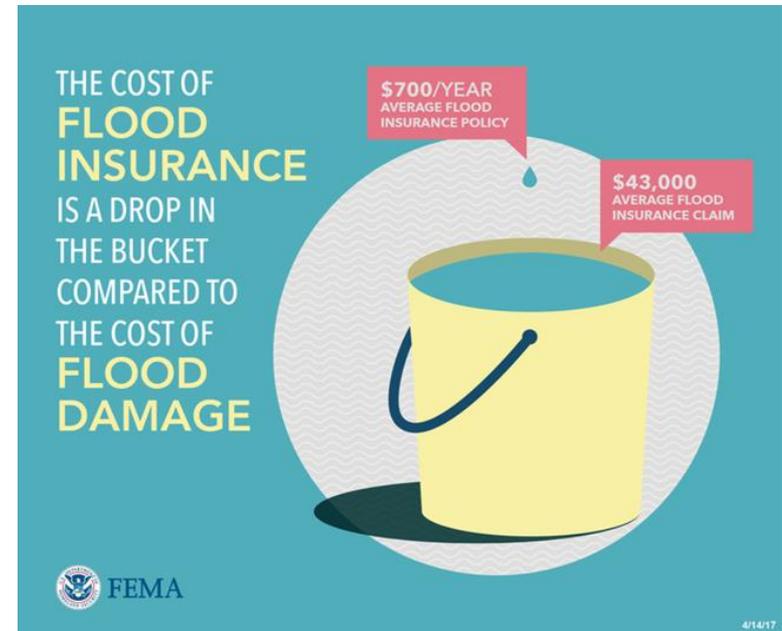
Consider ways to protect your Community Based Organization's physical space.



Mitigate Risks: Key Points

Take steps to reduce risk to your Community Based Organizations 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 an incident; create emergency reserve funds.
- CERT





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, and the nonprofit previously purchased insurance to cover potential damages.





Mitigate Risks: Resources

Want to learn more about mitigating risks to your Community Based Organizations? 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](#)





Safeguard Critical Information

Develop secure networks and data storage and create redundancies for saving information at your Community Based Organizations.

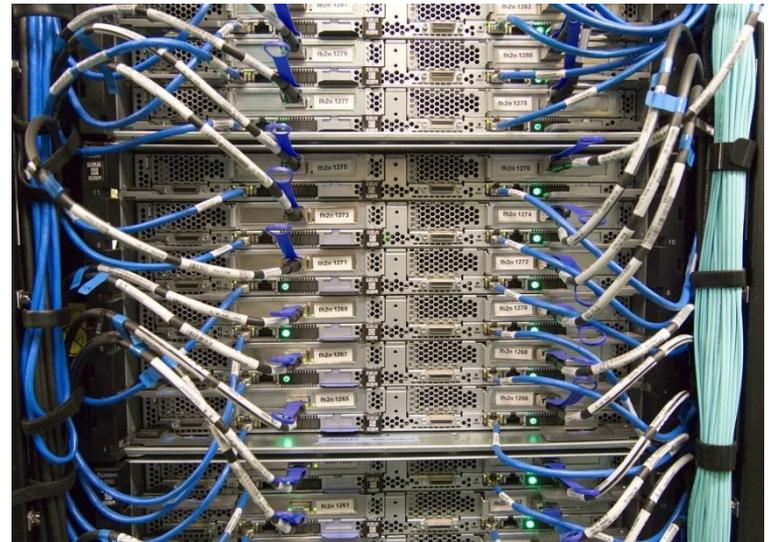


What is Critical Information?

Critical information is **personal or business-related data that is secure from public knowledge** and assists the Community Based Organizations in carrying out its mission.

Examples of critical information may include:

- Personally identifiable information
- Data kept on servers
- Financial records

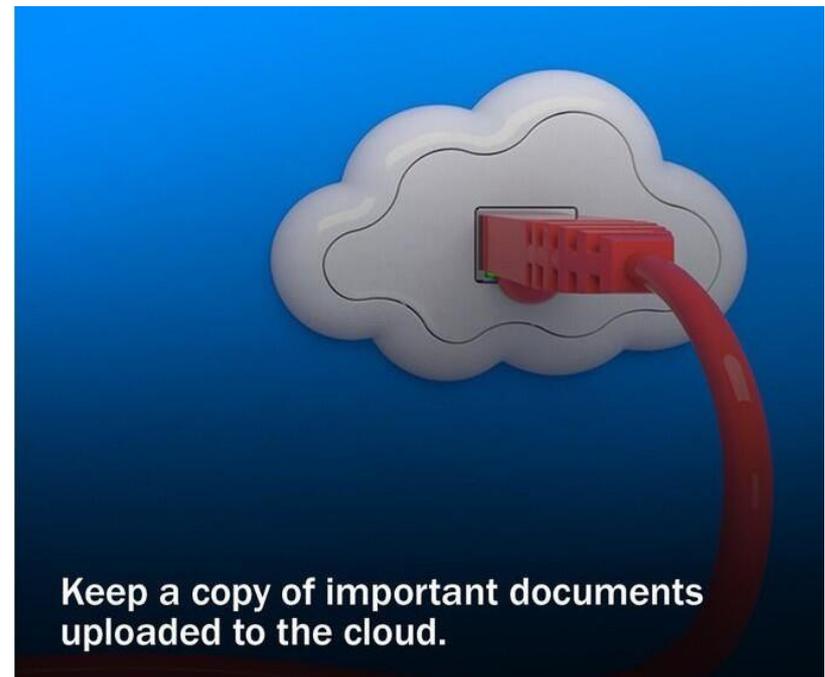




Safeguard Critical Information: Key Points

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

An 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 flood.



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





Thinking About Critical Information (please write in chat)

What kind of critical
information does
your organization
hold?





Thinking About Critical Information (other questions to ask yourself)

What kind of critical information does your organization 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: Resources

Want to learn more about safeguarding critical information for your Community Based Organizations? 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](#)





Cross-Train Key Individuals

Identify key individuals in your
Community Based Organizations
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 Community Based Organizations 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

The food bank of Western MA Inc. requires personnel trained in food acquisition, storage, distribution, and public outreach.



COVID 19 has placed stress on the critical missions of the 176 food pantries and their usual staff and volunteers are not available due to quarantine.



The food bank cross trained nutrition coordinators to assist with SNAP applications and outreach. The warehouse staff assumed other responsibilities such as sorting and picking orders.





Small Group



FEMA



Thinking About Cross-Training (Small Group Conversation)

Which positions at your Community Based Organizations do you think should be cross-trained?

How do you keep track of staff trainings, certification, and qualifications in your Community Based Organizations?

Does your Community Based Organizations regularly offer opportunities for employees to train in different areas of your organization?



Thinking About Preparedness (answer in in Small group

Big Group Report Out





Cross-Train Key Individuals: Resources

Want to learn more about cross-training individuals at your Community Based Organizations? Check out these resources!

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





Formalize Plans

Formally document and codify your Community Based Organizations's emergency plans.



Formalize Plans: Key Points

Consider the following points about formalizing plans:

- **Elect an emergency manager** to oversee emergency planning and response for your organization.
- Make sure your emergency manager is **connected to community authorities** on emergency management and planning.
- **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 an incident.
- **Store and distribute these plans** to relevant stakeholders.
- **Incorporate other organizations** into your emergency 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. They also invested in a food truck for the kitchen to work from, as required.





Thinking About Formalizing Plans Use the Chat

Where are your
emergency
plans?

Who is
responsible for
updating your
plans?

When were your plans
first developed?

35





Formalize Plans: Resources

Want to learn more about formalizing your Community Based Organization'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](#)



Questions?





Unit 4: Before You Go

Hand out for resources and template

Ready.gov

Arlene.magoon@fema.dhs.gov

Sara.Varela@associates.fema.dhs.gov





Back to Menti.com and type for code



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