

# Disaster Preparedness Training for Community Organizations

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**SAMHSA**

Substance Abuse and Mental Health  
Services Administration

# Bringing Recovery Supports to Scale Technical Assistance Center Strategy

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# Presenters

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## **Conni Wells**

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# Housekeeping Items

- Phone lines will be MUTED. Please participate using the “Comments and Chat” box.
- You can post questions any time during the presentation.
- The session is scheduled for 90 minutes and is being recorded. The recording link, which reflects today’s chat, will be shared with all registrants.

# BRSS TACS Overview

- Awarded in September 2011; renewed in October 2016
- Co-funded and co-managed by the Center for Mental Health Services (CMHS) and the Center for Substance Abuse Treatment (CSAT)
- Awarded to C4 Innovations and its partners
- BRSS TACS web pages: <https://www.samhsa.gov/brss-tacs>

# Training Overview

- Juan and Conni will present the training and materials today
- We will hold a brief Q & A immediately following their presentation
- We will hold a more extensive Q & A session

July 16 from 1:00 -2:00 p.m. EDT

To get the most out of this training, please take time to try out the templates and resources between now and the 16<sup>th</sup>, and send any questions to [vwronski@c4innovates.com](mailto:vwronski@c4innovates.com).

# Training Goals

This training is designed for leaders from community organizations.

It will help you build the organization's capacity to meet the needs of the people you serve with mental health conditions or substance use disorder before, during, and after a disaster by

1. familiarizing you with disaster policies, programs, and services;
2. explaining the role of your organization in disaster planning, response, and recovery;
3. outlining ways to improve organizational disaster resilience; and
4. presenting strategies for protecting organizational assets.



# Assisting Others

- Develop a targeted plan to assist those being served.
- Help your community be better prepared
- What will be needed?
  - Non-electronic information
  - Materials in several languages
  - Information on evacuation options





# Outline

1. Planning
2. Response
3. Recovery

# Planning

*“Emergency preparedness is a team sport.”*

- Eric Whitaker

# Disaster Planning Phase

- Mitigation
  - Reduce vulnerability
- Preparation
  - Education
  - Outreach
  - Training



# Disaster Training

- Training is necessary for organizational preparedness.
- Organizations must be trained to prepare.
- Working with local emergency and disaster partners is essential.

# Organization Disaster Policy

- Potential threats:
  - What are they?
  - What is the organization's response to a watch versus a warning?
  - What are the staff and contractors' responses?
- As with all efforts during times of disaster, be flexible whenever necessary to protect the safety of individuals, families, and communities.

## Organization Disaster and Emergency Sample Policy

This is a sample policy to guide the office, staff, and contractors on operational procedures during periods of emergency and disasters. The priority is to protect the safety and well-being of our community.

### Potential Threat

***WATCH:** Alerts have been posted of a potential threat, such as storm warnings, hurricane and tropic storm warnings, fires, or floods.*

#### *Contractors and staff:*

Contractors are to let the main office know if the watch itself requires that they change their work schedule. Examples of this would be to secure their home or prepare for an oncoming event. They should try to assist others in accessing resources for preparation, planning, and response to the potential threat.

#### *Organization offices:*

The office will operate as usual during watches. If contractors or staff report a change in their work schedule, any area-level partners affected will be notified.

***WARNING:** Alerts have been posted of an impending threat, such as storm warnings, hurricane and tropic storm warnings, fires, or floods.*

#### *Contractors and staff:*

Contractors and staff are to ensure that they have their own home and family secure. If they have the capacity and desire, they *may* assist others in preparation for the oncoming event. If possible, they should alert the organization office of changes to their work schedule, advise of needs, and where they will be in the event that the threat causes extensive damage to their area. All staff and contractors will be provided with an out-of-area contact number in case check-in's are required.

#### *Organization offices:*

Offices will close. All contractors, staff, funders, board members, and partners will be notified of closure and subsequent reopening. Designated staff will check phone messages and respond when capable.

### During a Disaster



# Vulnerability Assessment

- Understand and address vulnerable areas.
- Recognize that everyone is vulnerable.
- Consider who may be the most vulnerable
- Ask and look for assistance.

## Organizational Vulnerability Assessment

The checklist below includes areas that make an organization vulnerable. Use it to identify areas that you need to address to be prepared for disasters common in your geographic area. Consideration of these areas should be included in your organizational disaster planning.

**Hazard Identification** - Rate these hazards in terms of potential impact in your area.

|                              | Very Likely | Likely | Not Likely | Not A Threat |
|------------------------------|-------------|--------|------------|--------------|
| Avalanche                    |             |        |            |              |
| Civil Disturbance            |             |        |            |              |
| Coastal Erosion              |             |        |            |              |
| Coastal Storm                |             |        |            |              |
| Dam Failure                  |             |        |            |              |
| Drought                      |             |        |            |              |
| Earthquake                   |             |        |            |              |
| Extreme Heat                 |             |        |            |              |
| Fire                         |             |        |            |              |
| Flood                        |             |        |            |              |
| Freezing Weather             |             |        |            |              |
| Hailstorm                    |             |        |            |              |
| Hazardous Materials Accident |             |        |            |              |
| Hurricane                    |             |        |            |              |
| Landslide                    |             |        |            |              |
| Lightning                    |             |        |            |              |
| Nuclear Power Plant Accident |             |        |            |              |
| Severe Winter Weather        |             |        |            |              |
| Sink Hole                    |             |        |            |              |
| Terrorism                    |             |        |            |              |
| Tornado                      |             |        |            |              |
| Transportation Accident      |             |        |            |              |



# Understanding the Vulnerability Assessment

- Use the assessment to better understand your organization's areas of vulnerability.
- Check the box to identify vulnerability to different hazards:
  - Very Likely
  - Likely
  - Not likely
  - Not a threat
- Look for “Very Likely” and “Likely” areas.
- Have a plan that addresses these issues.



# Possible Disaster Supplies

- Depending on the results of your *Vulnerability Assessment*, needed supplies may include
  - sandbags,
  - fire extinguishers,
  - fireproof lock boxes,
  - boards for windows,
  - a generator, and
  - ...others?





# Disaster Management Team

- Assists in planning the response to disaster
- Considers extra needs for those with mental or substance use disorders
- Made up of key staff
- Assists in developing plans
- Guides organization in a disaster



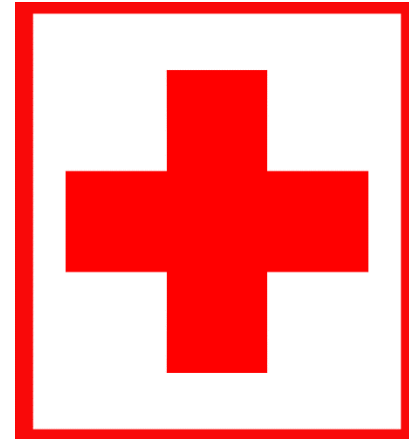
# Disaster Plan

- Every organization needs a disaster plan.
- The plan helps direct the organization's response and recovery.
- The plan helps to organize
  - information,
  - contacts, and
  - details.



# Area Emergency and Disaster Partners

- Meet with disaster partners:
  - Red Cross
  - Emergency Management
- Learn the services and supports offered.
- Build a partnership.
- Do this *before* a disaster occurs.



# Organizing the Organization

- Based on the “Organizational Disaster Planning Assessment”
- A planning chart designed to assist organizations in
  - setting goals, timelines, and direction; and
  - playing a more pivotal role in building their capacity to help others in disaster planning, response, and recovery.

## Organizational Disaster Planning Assessment

This planning chart is designed to assist your organization in setting goals, timelines, and direction as you move toward a pivotal role in building your capacity to help others in disaster planning, response, and recovery.

### Planning

| Activity                                | Discussion   | Assigned Lead Staff | Completion Date |
|---|--|---------------------|-----------------|
| Disaster planning and response training | Most areas depend upon the Red Cross for assistance and coordination of recovery efforts. Your organization should become trained to prepare for and respond to disasters. To ensure you can access those you serve in the most helpful capacity possible, you should check with your local Emergency Management and Red Cross to see what trainings are required in your area. You can learn more at: <a href="https://www.ready.gov/training">https://www.ready.gov/training</a> |                     |                 |
| Disaster policies                       | A disaster policy (included in this training) is developed and included in the organization's guiding records. This is sent out to funders, board members, and others considered critical to the sustainability of the organization.   |                     |                 |



# Developing Your Organizational Disaster Plan



## Organizational Disaster Plan

### Organization Information

Organization name:

Address:

City /State/Zip:

Phone:  Fax:

Website:

Directions from a major intersection:

### Disaster Information

Disaster point of contact name:  Title:

Home address:

City/State/Zip:

Phone:  Cell:

Alternate phone:

### Alternate Contact Person

Name:  Title:

Home address:

City/State/Zip:

Phone:  Cell:

Alternate phone:

### Out of Area Contact Person (if necessary)

Name:  Title:

Home address:

City/State/Zip:

Phone:  Cell:

Alternate phone:

### Staff (complete this for each individual)

| Name                 | Address              | City/State/Zip       | Phone & Alt Phone    | Out of Area Contact in an Emergency | Relationship & Phone | Special Needs/ Considerations |
|----------------------|----------------------|----------------------|----------------------|-------------------------------------|----------------------|-------------------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>                | <input type="text"/> | <input type="text"/>          |
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# Documenting Assets

- Take pictures.
- Create an inventory.
- Get estimates on replacement.
- Know the method of documentation required.

# Protecting Confidentiality

- Laws require that HIPAA-protected and other private information remain confidential.
- Preplanning is necessary to protect this information.



# Battery Strips

UL-listed surge protectors or battery backup systems assist in preventing loss of data or function during intermittent, unexpected electrical loss.





# Weather Alerts

- Use a NOAA or Crank Weather Radio.
- Set up cell phones for emergency alerts.
- Delegate a staff person to monitor the weather and keep the entire office updated so they can react in a timely and appropriate manner.

# Data Protection

- All data should be backed up.
- Backup data should not be in the same location as original data.
- Do not rely solely on the cloud.
- An additional storage source could be a thumb drive



# Protecting Equipment

- Store equipment and important files away from windows or pipes.
- Put smaller equipment in garbage or lawn bags.
- Be sure you can move equipment if necessary.
  - Example: Use a trash bin on wheels for easier transport
- Plan ahead.

# Turning Off Utilities

- Staff should know how to shut off utilities to prevent further loss or electrocution.
- Get assistance from local utility companies.
- Keep necessary tools at location of shut-off.

# Important Documents

- All non-electronic documents should be scanned:
  - IRS papers
  - documents signed by lawyers
  - corporate papers
- Keep them off-site with other documents

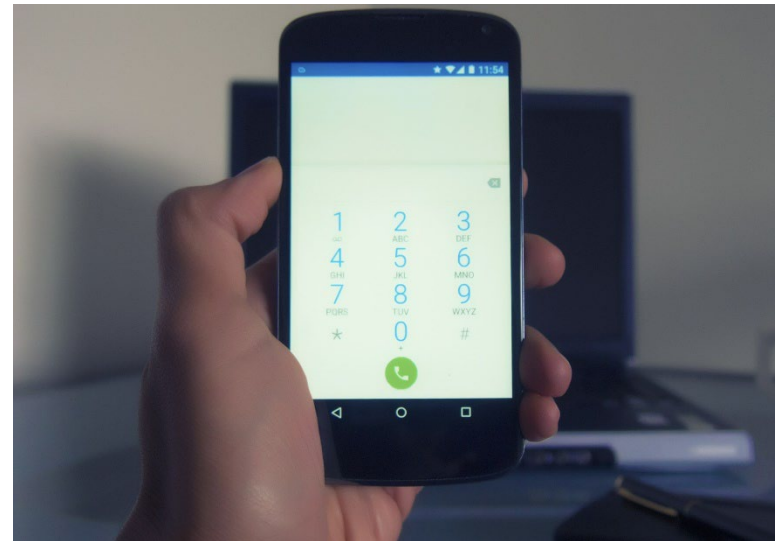


# Contact Lists

- Develop and disseminate staff and partner contact lists with this information:
  - phone numbers
  - street addresses
  - directions to people's homes

# Phone Lines

- Arrange for programmable call-forwarding.
- Forward calls to a safe number belonging to
  - another organization out of the disaster area, or
  - a designated cell phone.



# Staff Line

- Have one line for staff calls only.
- Leave recorded messages for staff to get further instructions.
- Other partners can use these messages to learn the organization's next steps.



# Shelter-in-Place Kits

- Shelter-in-place kits can include the following items:
  - medication
  - first aid kit
  - whistle
  - crank radio
  - flashlights
  - water
  - other essential supplies for staying in the office
- Have the disaster team assemble the kits.

## **An Organization's Guide to Shelter-in-Place**

The following tips are helpful for an organization when they are instructed to shelter-in-place. The applicable tips will vary by emergency situation. The response to being trapped by a flood will be different than sheltering-in-place due to toxic fumes. Some tips to consider include:

- Close the office
- Notify partners, board members, or others as agreed to and listed in your organization's disaster planning process
- If there are clients or visitors in the building, provide for their safety by asking them to stay
- Put a sign on your door indicating that there are people inside, including the number of people
- Do not drive or walk outdoors
- Ask everyone in the office to call their emergency contact to let them know where they are and that they are safe
- Write down the names of everyone in the room, and call your organization's designated emergency contact to report who is in the room with you, and their affiliation (employee, visitor, client)
- Turn on call-forwarding or alternative telephone answering systems or services. If the organization has voice mail or an automated attendant, change the recording to indicate that the organization is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- Lock exterior doors and close windows, air vents, and fireplace dampers
- If there is a possibility of outside air being contaminated, turn off all fans, heating and air conditioning systems
- If you are told there is danger of explosion, close the window shades, blinds, or curtains
- Get out your organization's shelter-in-place kit
- Bunker down in an interior room(s) above the ground floor, with the fewest windows or vents
- Avoid overcrowding by selecting several rooms if necessary
- If possible, select a room with a land-line telephone, as cellular telephone equipment may be overwhelmed or damaged during an emergency, and you want a phone available if you need to report a life-threatening condition



# Disaster Grab Bags

- Develop small grab bags, that will fit in a backpack.
- Use them if evacuation is needed.
- Include the office disaster plan.
- Include other items, for instance:
  - sanitizer
  - first aid supplies
  - water
  - flashlight

## Organizational Disaster Grab-Bag Checklist for Evacuation

The following items should be gathered and kept in a backpack or another easy to carry container or carrier for each office employee to grab in the event of a hasty evacuation from the office.

| Important Documents |   |
|---------------------|---|
|                     | A copy of the <i>Organizational Disaster Plan</i>             |
|                     | Photocopies of important documents                            |
|                     | Completed <i>Emergency Information Form</i>                   |
|                     | Phone numbers of family members                               |
|                     | Out-of-state contact person (put phone number in Ziplock bag) |

| Water and Food |  |
|----------------|--|
|                | Water (1 liter per person) <i>Note: Individuals with special medical needs may need to add additional water to their grab-bag based on their personal needs.</i> |
|                | Metal cup or clean metal can for cooking and drinking  |


| Personal Hygiene |  |
|------------------|--|
|                  | Antibacterial wet wipes                    |
|                  | Hand sanitizer                             |
|                  | Seasonal change of clothes                 |
|                  | Soap                                       |
|                  | Toothbrush and toothpaste                  |
|                  | Menstrual products                         |
|                  | Package of tissues or camping toilet paper |
|                  | Deodorant                                  |

| Personal First Aid Kit (keep in a Ziploc bag) |  |
|---|--|
|   | Two pairs of latex or other sterile gloves   |
|   | Sterile dressings to stop bleeding   |
|   | Cleansing agents or soap and antibiotic towelettes   |
|   | Antibiotic ointment to prevent infection   |
|   | Burn ointment to prevent infection   |
|   | Adhesive bandages in a variety of sizes  |
|   | Eye wash solution to flush the eyes or for use as a general decontaminant  |
|   | Thermometer  |
|   | Prescription medications such as insulin, heart medicine, EpiPen, and asthma inhalers. <i>Note: Periodically update these medications to ensure they don't expire and keep a two-week supply on hand of all prescription medications if insurance allows it.</i> |
|   | Prescribed medical supplies, such as glucose and blood pressure monitoring equipment   |
|   | Petroleum jelly or other lubricant to prevent dryness, chafing, or cracking of skin during extreme weather conditions  |

★ More items are located on the checklist for the organizational shelter-in-place kit

# Emergency Information Form (EIF)

Include the EIF in your grab bags and shelter-in-place kits.



**Emergency Information Form**

It is very important to keep information about your needs and those of others in your household handy in the event of a disaster. Fill this sheet out, attach a picture of yourself, and put it in a zip lock bag in the freezer. Update every six months or as necessary and do the same for each member of your household. The freezer is an easy place to store these items, where they will be remembered and are not likely to get lost. You may also wish to keep other important papers in the same place, such as prescriptions for medication, guardianship papers, your psychiatric advance directive, if you have one, home owner's policy, copies of birth certificates, your will, or copies of medical records. They must be in a zip lock bag to prevent damage! If you must leave your home due to a disaster or emergency, just grab the bag out of the freezer and take it with you.

**Personal Information**

Name:

Nickname:

Birthdate:

Age:

Social Security Number:

Parent/Guardian name (if not own guardian):

Spouse/Partner name:

**Contact Information**

Address:

City/State/Zip:

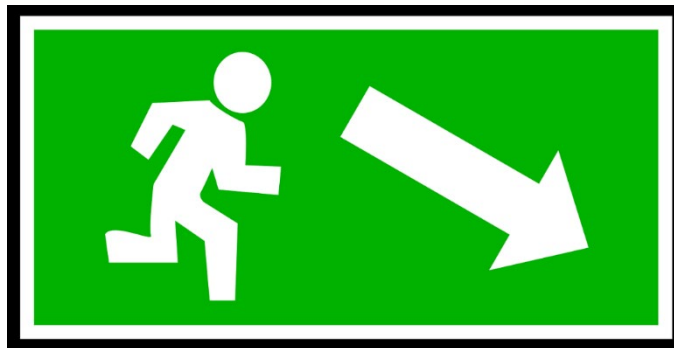
Home phone:

Cell phone:

Email:



# Designated Meeting Place



Post two places for staff to meet.

- Practice getting to the meeting place once a quarter to save time and ensure safety
- Follow the recommendations of emergency and disaster partners.
- Share this information with new staff during orientation.



# Staff Disaster Plans

- Staff members need family disaster plans to ensure preparation for their own families.
  - Keep these plans in their personnel file.
- Staff can use templates and references included in the *Additional Resources* document of the training documents.

## Making a Communication Plan

It is important to have a communication plan in place for your family and loved ones in case of an emergency or disaster. This plan should be reviewed regularly so everyone, including and especially children, knows what is expected. If it is possible for you/your family, it is best if everyone, including children, carry a cell phone, at least during times when an emergency or disaster is expected, even if they are the most inexpensive phones available.

Your communication plan for your family will include designated places for family members to meet as part of your emergency plan.

**Select Two Meeting Places:** One place if you need to leave home in an emergency and another place outside of your neighborhood if you can't get back to your home when an emergency happens.

Meeting Place #1 - \_\_\_\_\_

Meeting Place #2 - \_\_\_\_\_

It is possible that you may be separated from children or other family members during an emergency/disaster and you may be unable to physically get to the designated meeting places. For instance, you may be separated from your children and unable to meet them at the designated place. You should designate a trusted person to go to the meeting place for you and care for your children until you are able to reconnect. Keep in mind that, during an emergency or disaster, that designated person may be unavailable. Have a code word that you can give to someone who is able to meet with your children, so that, even if your children don't know the person, they will know it is safe to go with them.

**Out-of-Town Contact Person:** Select a person out of town to serve as your point person. Make sure each person in your plan has the contact person's name, phone number and email address.



# Check-in

- Designate an out-of-state or out-of-area partner to be the check-in point.
- Check-in points serve as a place to relay safety information, needs, and updates.
- Use another organization if possible.
- Partners can receive calls from staff that are checking in from different locations.



All Staff Check-In Log

| Staff Name | Method of Contact | Location | Complications | Plan (stay, evacuate) | Anticipated Return Date | Impact on Family/Home | Needs |
|------------|-------------------|----------|---------------|-----------------------|-------------------------|-----------------------|-------|
|            |                   |          |               |                       |                         |                       |       |
|            |                   |          |               |                       |                         |                       |       |
|            |                   |          |               |                       |                         |                       |       |
|            |                   |          |               |                       |                         |                       |       |
|            |                   |          |               |                       |                         |                       |       |
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Substance Abuse and Mental Health Services Administration  
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SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.



# Calming Box

- Use self-soothing boxes made up of a variety of items to distract and soothe people during stressful times.
- As part of the planning process, have each staff member develop his or her calming box.
- Keep boxes at the office and distribute them at appropriate times.



A box might include:

- chocolates
- stress ball/toy
- fidget cube
- small stuffed animal
- soothing pictures or quotes
- bubbles
- scented inhaler, oils
- small play dough
- cards
- coloring books and markers

# Response

*“In times of disaster, basic connectivity is a form of aid that connects people to the resources critical for survival and enables humanitarian organizations to quickly deliver life-saving information.”*

—Tae Yoo



# Your Response Plan in Action

- Organizations should know when and how to implement their disaster response plan.



# Evacuation

- Put the disaster response plan into place.
- Respond according to
  - directions given by authorities,
  - disaster type and threat,
  - time available, and
  - what is safest and most likely to preserve human lives.



# Evacuation

- If there is time, take the following actions:
  - Call the designated check point.
  - Shut off water, gas, and electricity before leaving.
  - Post a note telling others when you left and where you are going.
  - Lock the doors.
  - Use the route recommended by authorities.



# Where will staff go?

Shelter

Special shelter

Hotel

Friends

Drop-in center

Home

Local Churches



# Sheltering-in-Place

- Stay in your home or office during a disaster.
- You must have all of the supplies you need and be able to manage for at least three days.
- Notify the local EMS and your care team if you shelter in place.
- Set up regular check-ins with team members.
- Have someone check on you after the emergency has passed.
- **Never stay if it is recommended that you evacuate.**



# Questions to Ask Yourself

- Are we safer by staying rather than evacuating?
- Can we manage the needs of those in the office for three days with little or no outside assistance?
- Can we meet any crisis or emergency on our own for that period of time?
- Can we make decisions about our needs without consultation or help for three days?
- Do we have the supplies and equipment to meet our special needs for three days?
- If your answer is “No” to any of these, then LEAVE!



# Adjusting Communication

- Adjust communication to serve your community.
- Plans may have to be shifted depending on the situation.
- Use a disaster team to make decisions.
- Print or have pre-printed material ready since many people may not have access to electronic devices.
- What else might you have to adjust?



# Preparing Communication

- Electronic communication, such as internet communication with email and Facebook:
  - Prepare ahead of time.
  - Broadcast how you will communicate.
  - Develop a template.
- Cell phone and text messaging:
  - Keep numbers in an accessible file.
  - Develop the message ahead of time.
- Public service announcements and media:
  - Write PSAs or scripts in advance.
  - Find out what the media will need.



## Preparing Communication, cont.

- Written communications:
  - Develop and print ahead of time
  - Use printed labels
  - Print in the languages of those you serve
- Face-to-face/door-to-door:
  - Travel in groups
  - Carry disaster supplies with you (e.g., batteries, flashlights, wet wipes, sanitizer gel, etc.)
  - Use translators when needed
  - Bring along a community leader

# Locating Resources

- Quickly assess what is available
- Know the limitations:
  - eligibility
  - services offered
  - caps on assistance
- See the *National Resources* document.
- See the *Community Disaster Resources* template provided to locate resources specific to your community or state.

Community Disaster Resources

| Name  | Description   | Local Phone | Local Website |
|---|---|-------------|---------------|
| <b>Emergency Management</b>   | Serves as the central clearinghouse for disaster-related information, and requests for deployment of assistance.  |             |               |
| <b>Red Cross</b>  | Volunteers and staff provide relief and support to those in crisis and help in emergencies. From small house fires to multi-state natural disasters, the Red Cross goes wherever needed, so people can have clean water, safe shelter and hot meals when they need them most. |             |               |
| <b>Feeding America</b>  | When disaster strikes, Feeding America is on the ground and ready to provide food assistance and emergency supplies. An extensive network of food banks reaches every county in every corner of the nation.   |             |               |
| <b>State Disaster Center</b>  | The state program charged with assisting the community in preparing for and recovering from disasters.  |             |               |
| <b>Others:</b><br>[insert resources that specifically pertain to your community or state] |   |             |               |

# Emotional Support for Staff

- Staff may have a variety of reactions to a disaster, all of which may be common responses to difficult situations.
- These reactions can include:
  - Feeling physically and mentally drained
  - Having difficulty making decisions or staying focused
  - Becoming easily frustrated
  - Arguing
  - Feeling tired, sad, numb, lonely, or worried
  - Experiencing changes in appetite or sleep patterns
- Most of these reactions are temporary and will go away over time.

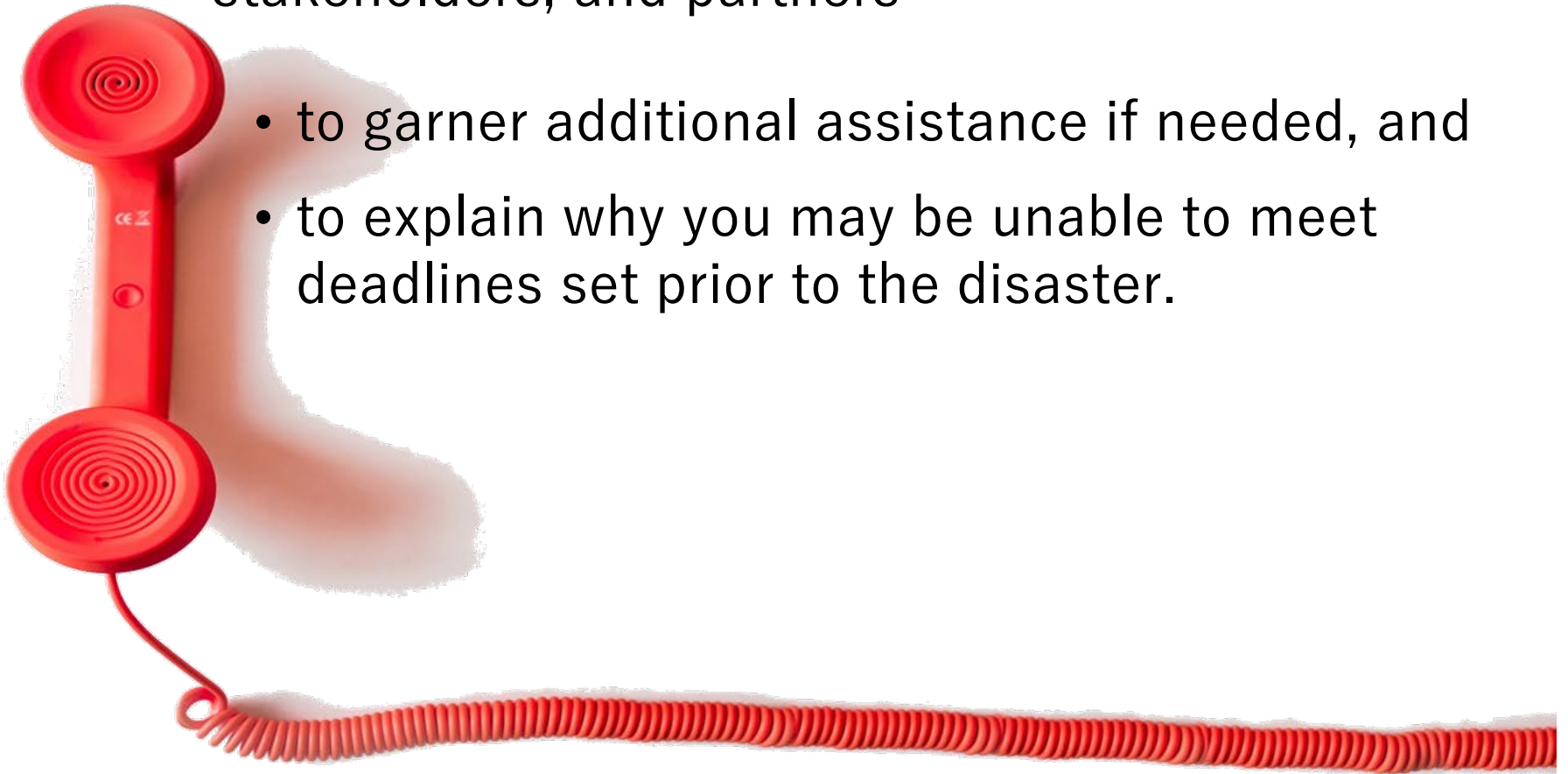


# How You Can Help

- Maintain a dedicated phone line for staff to call, leave updates, or request assistance
- Call staff daily to check in and see how they are doing
- Help staff meet their needs FIRST
- Ensure staff and their families are safe
- Seek resources and support for all staff in need
- Ensure staff are paid

# Communication With Funders and Board of Directors

- Communicate your current capacity to funders, major stakeholders, and partners
  - to garner additional assistance if needed, and
  - to explain why you may be unable to meet deadlines set prior to the disaster.



# Recovery

*“While natural disasters capture headlines and national attention short-term, the work of recovery and rebuilding is long-term.”*

—Sylvia Mathews Burwell



# Communication Beyond the Disaster Area

- Continue to communicate with technical assistance centers, funders, board members, and other partners on a regular basis.
- After a disaster, your partners can
  - support your work,
  - gather donations,
  - funnel resources and information, and
  - help with the caseload by adopting some of the work.



# Temporary Operational Plan

- Develop a temporary operational plan.
- Share the plan with your partners.
- Ensure that you meet the requirements of funders.

**BRSS TACS**  
Bringing Recovery Supports to Scale  
TECHNICAL ASSISTANCE CENTER STRATEGY

**Temporary Operational Plan**

**Organization Information**

Organization name: [Redacted]

Address: [Redacted]

City/State/Zip: [Redacted]

Phone: [Redacted] Fax: [Redacted]

Website: [Redacted]

**Disaster Information**

Description of disaster/emergency: [Redacted]

Basic damage assessment:  
[Redacted]

Disaster point of contact name: [Redacted] Title: [Redacted]

Home address: [Redacted]

City/State/Zip: [Redacted]

Phone: [Redacted] Cell: [Redacted]

Alternate phone: [Redacted]

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration





# Utilizing the Temporary Operational Plan

- See the *Temporary Operational Plan* template.
- Be honest and realistic.
- Make it a snapshot of your organization at the date and time that you fill out the form.
- Update the plan if a major change occurs.
- Send the updated plan to critical partners on a regular and predictive basis.

## Insurance

| Type:      | Name: | Phone: | Date Notified: |
|------------|-------|--------|----------------|
| Property:  |       |        |                |
| Flood:     |       |        |                |
| Liability: |       |        |                |

## Status of Operation

| Type:                        | Status: |
|------------------------------|---------|
| Data back up:                |         |
| Off site system location:    |         |
| HIPAA protected information: |         |
| Staff:                       |         |
| Building:                    |         |
| Other:                       |         |

## Program Capacity

| List of programs | Status of capacity to continue effort or obligations: |
|------------------|---|
|                  |   |
|                  |   |
|                  |   |
|                  |   |
|                  |   |
|                  |   |
|                  |   |
|                  |   |
|                  |   |
|                  |   |



# Security and Safety

You need a place of operations where

- work is directed,
- accountability is maintained, and
- everyday office functions are carried out.

# Phone and Communication

- Ensure long-term phone service is in place.
  - Link to out-of-area numbers that are toll-free, such as other non-profit organizations.
  - Set up a new phone line and number just for recovery information and support.

# Adjusting Outreach

- Develop new materials to help reach out to those you serve.
- Explain that the organization is still in operation and can continue to assist with recovery.
- Develop these materials in all of the languages used in the community you serve.
- Utilize additional modes of communication to reach more people (e.g., social media and group texts)



# Touch Base with Disaster Partners

- Register, or at a minimum, touch base with the following partners:
  - Red Cross
  - Emergency management
  - Local health department
- This should not be the first contact. Establish these relationships during the planning phase.
- Connect with your area's Federal Emergency Management Agency (FEMA) team

# Long-Term Planning

- Assist individuals and families served in developing long-term plans for recovery.
- Integrate their needs with the changing environment.
- Consider developing a step-by-step plan on where to go and how to get help.
- Serve as a facilitator for this long-term planning.



# Closing

*“Helping others is easy when everything is calm. The true test is how well you respond to the needs of yourself, your organization, your family, your staff, and those you serve all at the same time, amidst chaos and fear. Hurricanes, fires, and floods—those are what made us our best.”*

—Executive director of a statewide family network

SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.

1-877-SAMHSA-7 (1-877-726-4727) • 1-800-487-4889 (TDD)

<http://www.samhsa.gov>

# Q & A

Please join us July 16 from 1:00 to 2:00 p.m. EDT for an extended Q & A session.

If you have questions before then, please send them to [vwronski@c4innovates.com](mailto:vwronski@c4innovates.com)

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