

LESReady!

DISASTER PLAN



Lower East Side, Manhattan
2017

LESReady!
December 2017

LESReady! is a coalition of community groups and institutions based in the Lower East Side that cooperatively coordinates our response, resources, preparedness planning and training in the event of disasters. Our work focuses on Manhattan's Community Board 3 area and the immediately adjacent neighborhoods that our groups may serve.

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Made Possible By:
The New York Community Trust
New York Governor's Office of
Storm Recovery

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I. PURPOSE



PURPOSE

The purpose of the LESReady! Disaster Plan is to aid LESReady! in providing a coordinated and efficient response to disasters impacting the Lower East Side. The plan underscores the four core elements that LESReady! addresses as a community coalition:

- 1 Preparedness**
- 2 Communications**
- 3 Community Response**
- 4 Short- to Mid-term Resiliency**

This Plan will be revisited on an annual basis to include updates to ensure the relevancy of the information contained herein. The Plan suggests steps that will help preemptive planning for navigating natural, climate-driven and man-made major disasters. The Plan outlines strategies for how LESReady! member organizations will work collaboratively to respond to disasters. It is designed to complement the City and County of New York's larger Emergency Operations Plan.

Experience has shown that after a major disaster, police, fire, rescue and other emergency response and support agencies experience a tremendous demand on services, and thus often focus on the areas that officials deem most in need. Consequently, First Responders may be able to respond less robustly and with more limited resources to calls for assistance from individuals, buildings or neighborhoods. LESReady! exists to fill this gap, collecting local resources to address our neighborhoods' immediate needs.

We encourage local residents to build their familiarity with how the City and LESReady! plan to communicate with local residents during disasters, as well as the particular resources city agencies and LESReady! provide. In addition, we strongly encourage local residents to become actively involved in the New York City Office of Emergency Management's Community Emergency Response Team (CERT) / Citizen Corps and/or to join LESReady!'s team of trained volunteers.

A prepared community will be more resilient and better equipped to respond at all phases of a disaster.



II. HOW TO USE THIS PLAN

HOW TO USE THIS PLAN

The Disaster Plan includes sections to support the coalition in planning and carrying out a coordinated response to disasters. The Plan succinctly communicates action steps and related resources to support effective immediate preparation and response to disasters.

The main body of the plan references additional resources, listed within the appendix. It also includes fillable templates and fields for each user to customize the plan to their role(s), in addition to a flow chart to highlight the main steps at each time interval.

I. PURPOSE:

Succinctly explains the history and purpose of the Disaster Plan. For background information on the LESReady! coalition, please see Appendix A: LESReady!, section i: Background info.

II. HOW TO USE THIS PLAN:

Outlines the different section of the Disaster Plan and their uses.



III. THE PLAN:

At the core of the LESReady! Disaster Plan, this section defines the various roles involved in LESReady!'s response to disasters and outlines the concrete sequence of events and responsibilities (dependent on each LESReady! member's assigned role) in preparation to and immediately following disasters. The plan includes a chain of actions for 72 Hours Pre-Disaster, 24 Hours Pre-Disaster, three separate Contingency Plans after assessing the disaster, and 12 Hours After the disaster.

IV. APPENDIX:

The Appendix includes background information on LESReady!, information referenced throughout the Disaster Plan, and resources to support LESReady! member organizations in activating the Disaster Plan. In addition, it provides useful templates, documents, and further resources to support the various constituencies in the Lower East Side.



III. THE PLAN

A. ROLES & TERMS

B. PRE-DISASTER

C. IMMEDIATE

D. CONTINGENCY PLANS

E. 12 HOURS AFTER

AI. DISASTER ROLES



Executive Committee Chairs

Initiate the Disaster Plan



Disaster Coordination Team

Executive Chair determined body that coordinates execution of Disaster Plan



Coalition Coordinator

Communicates with City Agencies



Liaison Officers to LESReady!

Communicate with LESReady! on behalf of their respective city agency



Point of Contact

Member Organization primary point of contact for Disaster Coordination Team



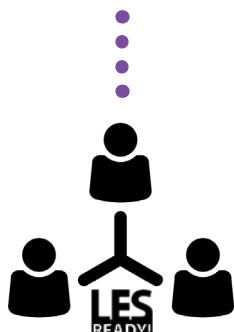
Communications Coordinator

Manage LESReady! disaster communications to public



Operating Site Manager (DRC, POD, VRC)

Manage and coordinate LESReady! Operating Sites



Coalition Members

LESReady! Member Organizations activate internal disaster plans and plug into larger LESReady! operations

*For full descriptions of roles, please see Appendix page xii.

Aii. DISASTER TERMS



Operating Sites

Sites that LESReady! activates to provide one or more of the following services. LESReady! Operating Sites may be co-located at a site the City activates.



Disaster Resource Center (DRC)

Information on disaster recovery services and resources.



Point of Distribution (POD)

Emergency supplies following a disaster, such as food, water, and other critical items.



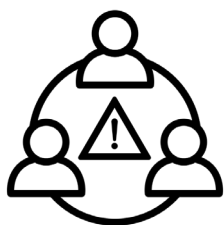
Public Information Center (PIC)

Information on disaster recovery services and active operating sites



Volunteer Reception Center (VRC)

Volunteer reception, training, and dispatch to address disaster recovery needs.



Disaster Coordination Center (DCC)

Executive pre-determined meeting location for LESReady! to communicate and coordinate disaster response should normal communication channels shut down.

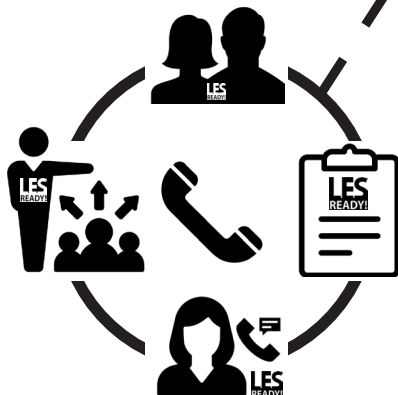
***For full descriptions of operating sites, please see Appendix page xvi.**

B. PRE-DISASTER RESPONSE

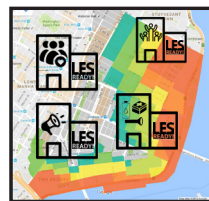


1. **Executive Committee Chairs** initiate LESReady! pre-disaster planning process.

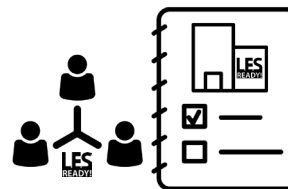
2. **Coalition coordinator** will establish LESReady! liaison officers and communication to be used pre-disaster.



~~24-hour pre-disaster conference call~~



Verify
Operating Sites



Verify LESReady!
Disaster Role



Determine 2 potential
DCC locations

1. **Executive Committee Chairs** initiate 24 hour pre-disaster conference call with the **Disaster Coordination Team** and LESReady! members.

2. **LESReady! members** will confirm their capacity to staff and/or open Operating Sites. If opening, they will share their emergency hours of operation and type of services provided (i.e. DRC, POD, or VRC).

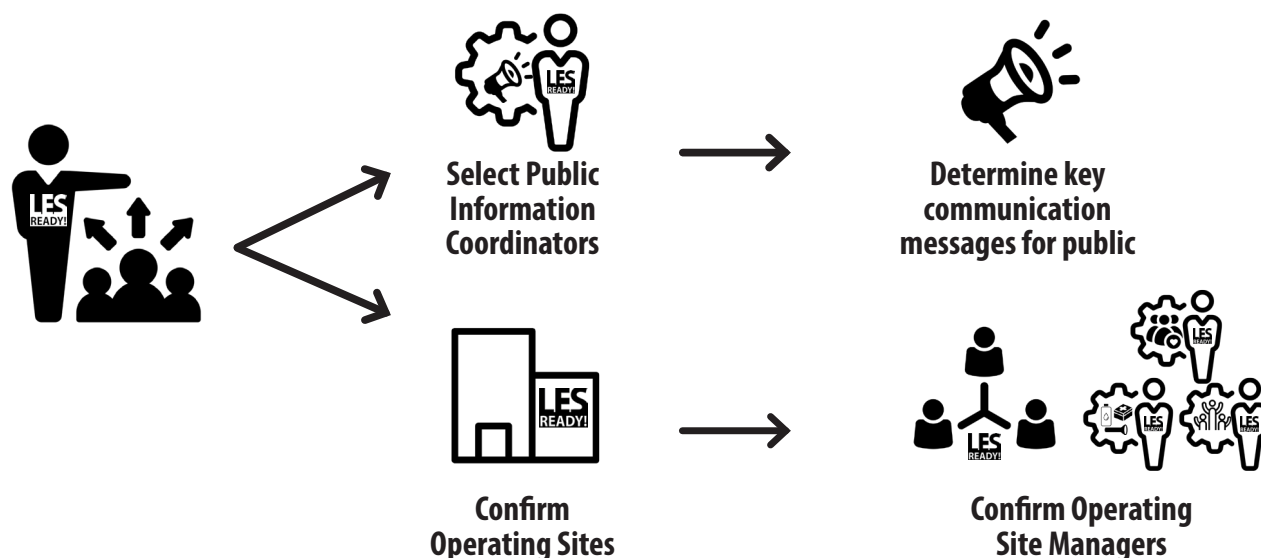
3. **Executive Committee Chairs** and the **Disaster Coordination Team** will identify potential locations for **LESReady! Operating Sites**, and 2 potential locations for the **Disaster Coordination Center**, to be activated in the post-disaster period if necessary.

See Appendix page xvii for "Active Operating Sites" template to fill in.



Establish contact with
confirm channels of
pre- and post event.

3. **Coalition members** should initiate their internal plan, verify their LESReady! Disaster Role (see Appendix page xiv), and make sure radios are fully charged.



4. The **Disaster Coordination Team** will identify **Communications Coordinators** to serve as spokespeople for LESReady!

5. **Communications Coordinators**, working with the **Executive Committee Chairs** and the **Disaster Coordination Team**, will develop pre-vetted key messages to be communicated to the public via social media platforms at the time of the event.

6. **Coalition members** will be selected and assigned to manage LESReady! Operating Sites upon activation post-disaster.

7. After the conference call, if communications allow, the **LESReady! Coalition Coordinator** or another designated LESReady! member will email minutes to all **member organization POCs**.

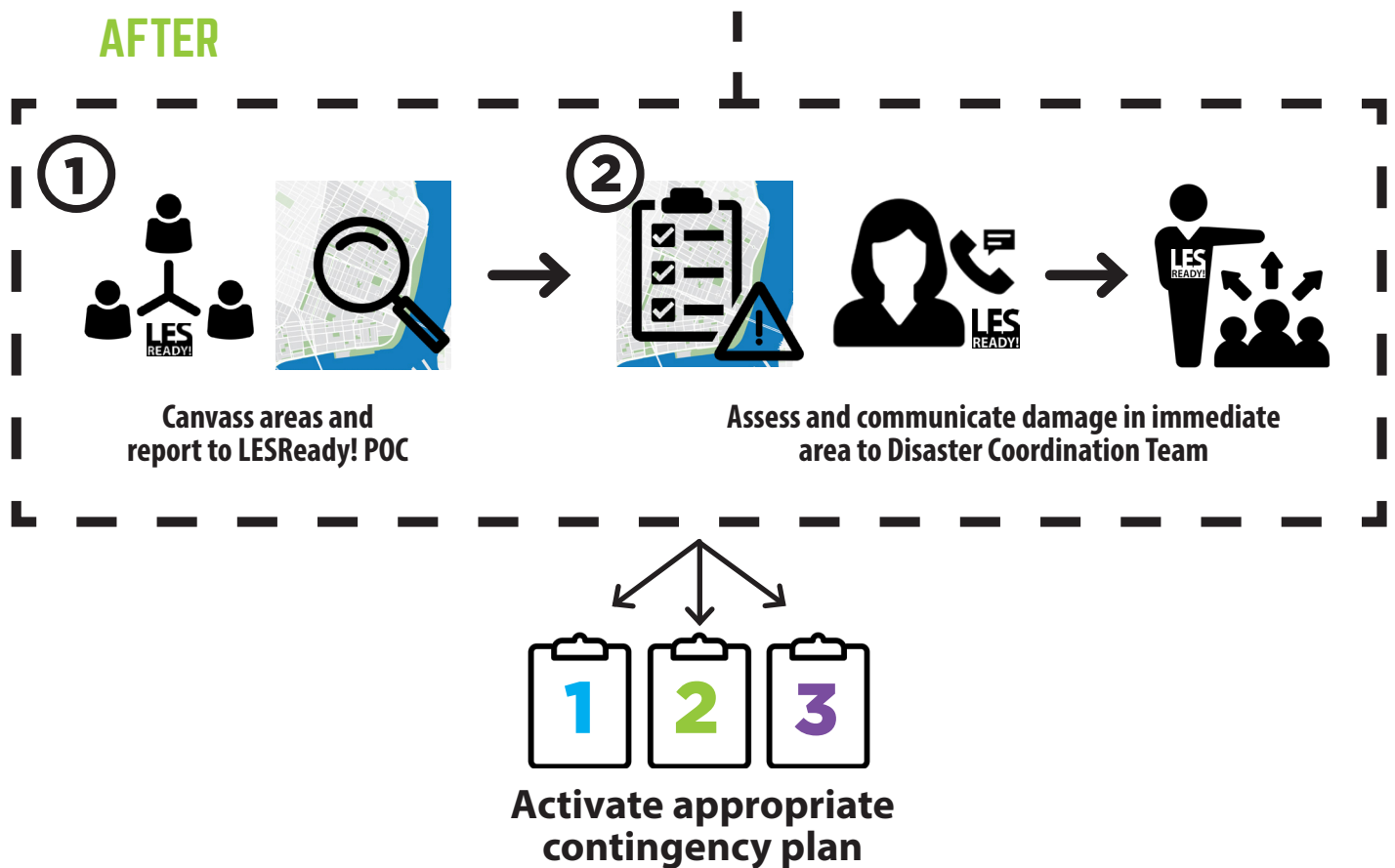
C. IMMEDIATE RESPONSE



**IMMEDIATELY
AFTER**



**Assess
conditions**

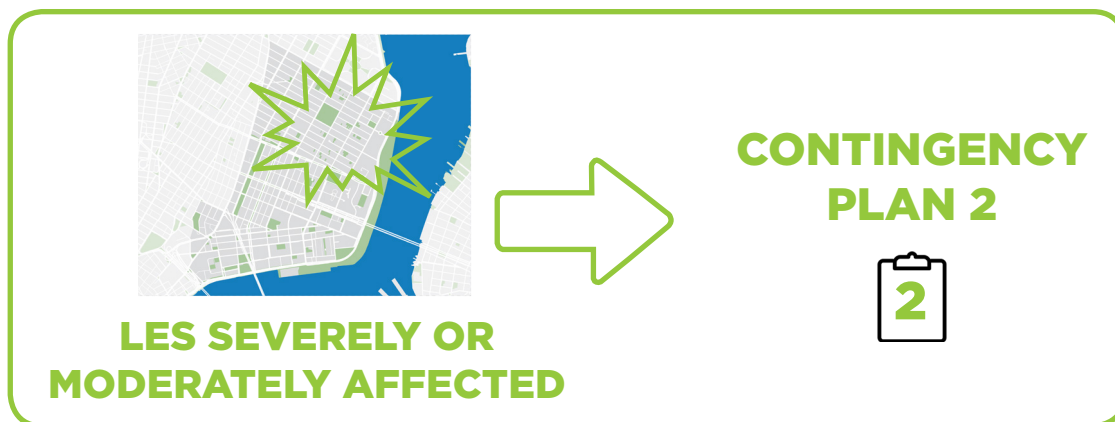
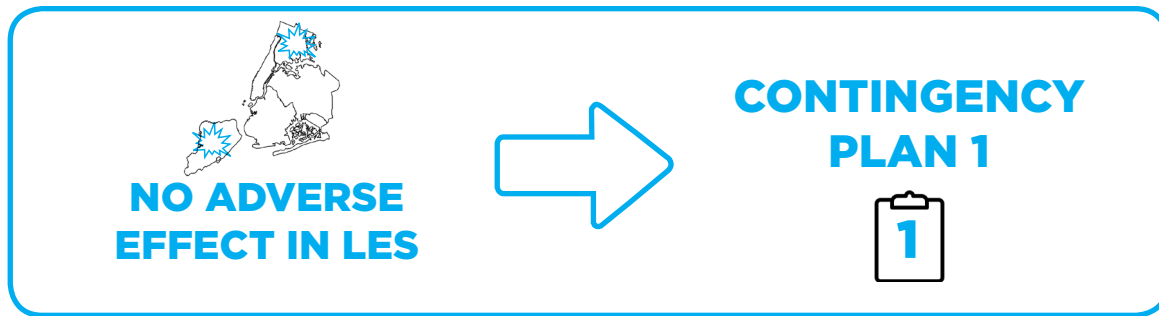


1. **Coalition members** will canvass their respective areas, safety permitting, and report damage to their organization's **LESReady! POC**.

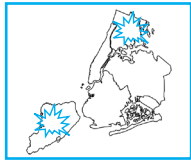
2. **LESReady! POCs** will assess and communicate damage in their specific area to the **Disaster Coordination Team**.

3. The **Disaster Coordination Team**, having received information from different sectors of the Lower East Side, will activate the appropriate contingency plan and will inform **LESReady! POCs** via phone, text, email, radio, BikeReady bicyclists, or runners.

D. CONTINGENCY PLANS



Contingency Plan 1



In the event of a disaster which does not adversely affect the Lower East Side or adjacent neighborhoods, and whereby there are no serious injuries or hazardous local conditions:



&

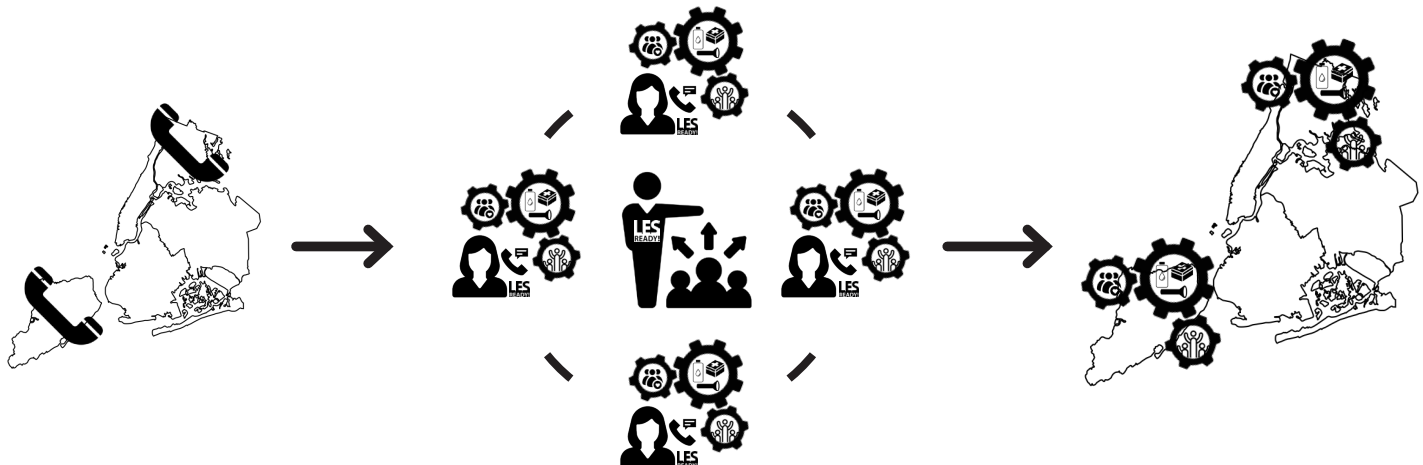


Assess needs of affected areas and **determine LESReady! capacity** to support affected areas.

12+ HOURS LATER

✗ — If **unfeasible to support** affected area: Continue business as usual

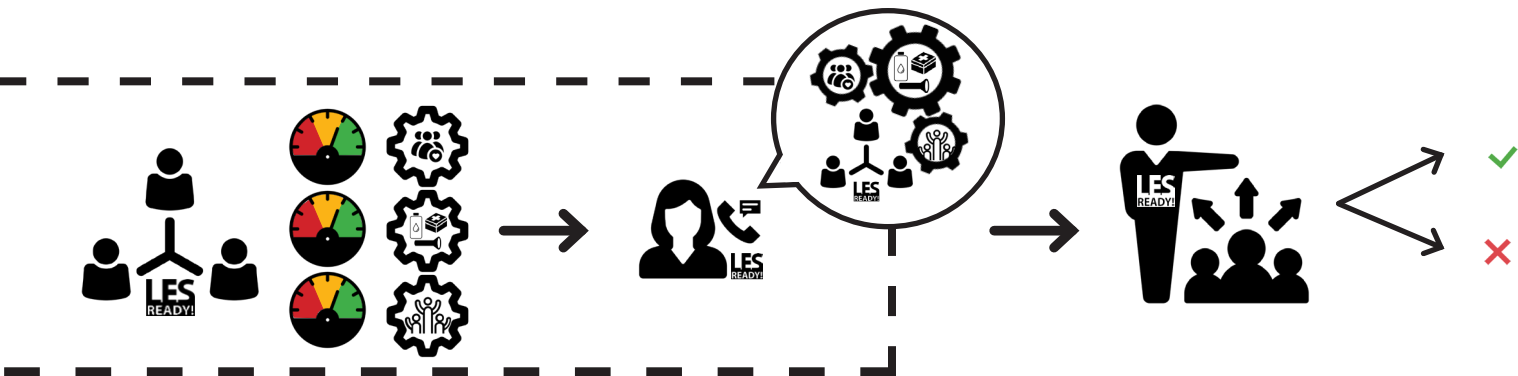
✓ — If **activating support**:



1. Establish communication with affected areas

2. The **Disaster Coordination Team** will coordinate resources and volunteers between **LESReady! POCs** and affected areas.

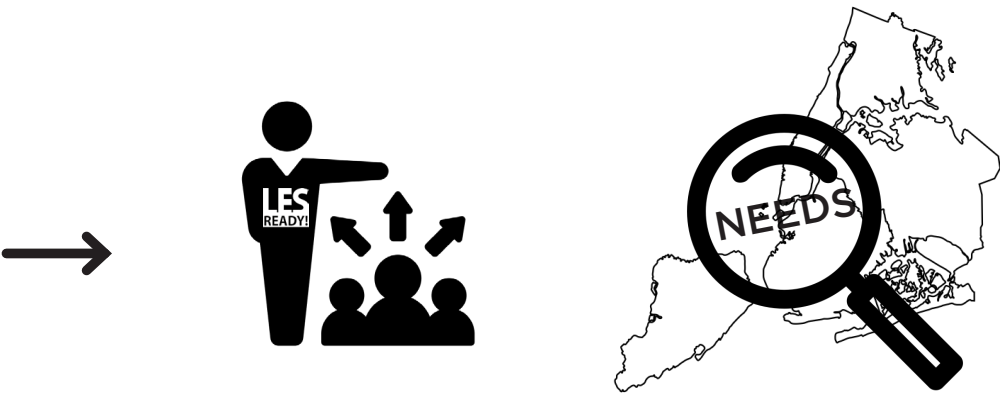
| No Adverse Effects in LES



LESReady! Coalition Members will assess their capacity to coordinate services & communicate with their organization’s LESReady! Point of Contact (POC)

LESReady! POCs will notify the Disaster Coordination Team regarding their organization’s service capacity.

The Disaster Coordination Team will decide whether to assist affected area, or continue business as usual.



3. The Disaster Coordination Team will assess the need for continued support.

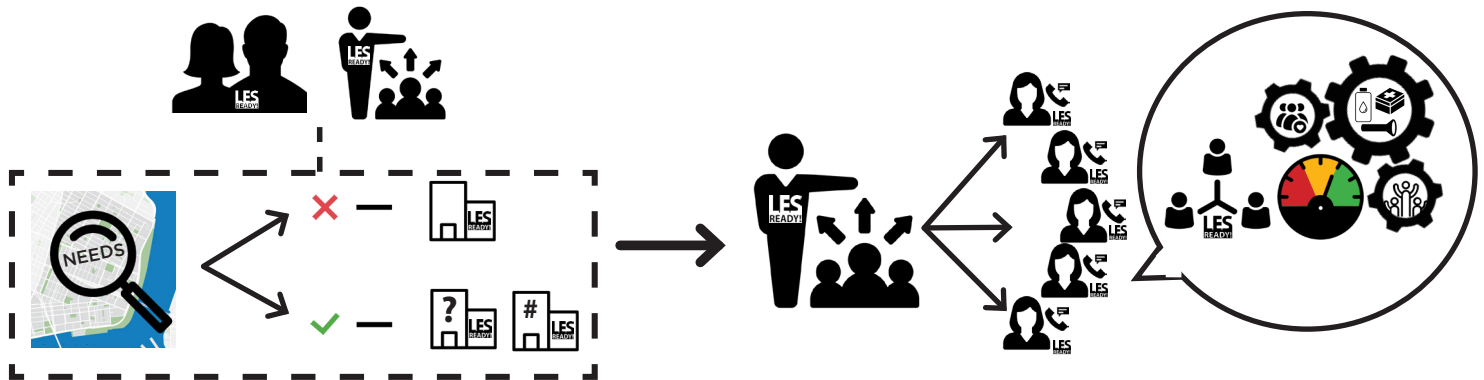
AT THE CLOSE OF CONTINGENCY PLAN 1, THERE IS NO NEED TO CONTINUE TO THE “12 HOURS AFTER” SECTION.

OR

Contingency Plan 2



In the event of a disaster which severely or moderately affects only one section of the Lower East Side:



1. The **Executive Committee Chairs** and the **Disaster Coordination Team** will assess the need to activate LESReady! Operating Sites and what services are required.

2. **Coalition members** assigned to manage these hubs during the 24 hour pre-event conference call will confirm ability to operate centers.

See Appendix page xvii for "Active Operating Sites" template to fill in.



4. The **LESReady! Coalition Coordinator** will reach out to **LESReady! Liaison Officers** who will be monitoring activities throughout New York City and convey information from/to City and State personnel regarding the status of the Lower East Side.

| LES SEVERELY OR MODERATELY AFFECTED



3. The **Communication Coordinators** will communicate the activated contingency plan and information (operating hours, locations, and services) on LESReady! Operating Sites to residents and coalition members via LESReady!'s phone line, website and social media platforms. Member organizations will prioritize communicating important information to most vulnerable community members.

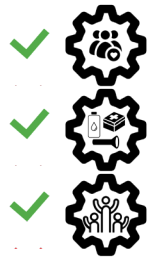
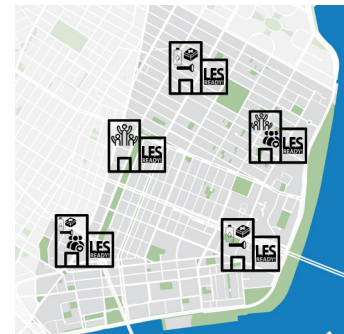
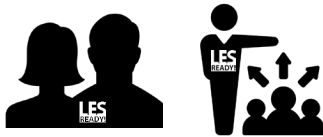
See Appendix page xxxviii for a template handout for residents on disaster services.

CONTINUE ON TO
“12 HOURS AFTER”

Contingency Plan 3



In the event of a major disaster that affects the majority of our catchment area:



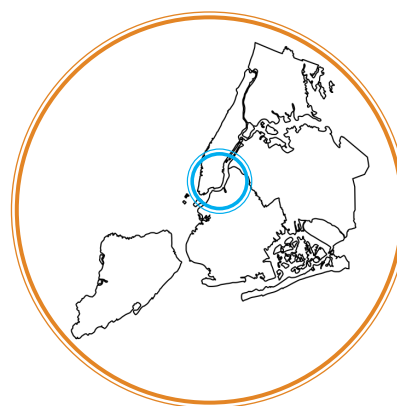
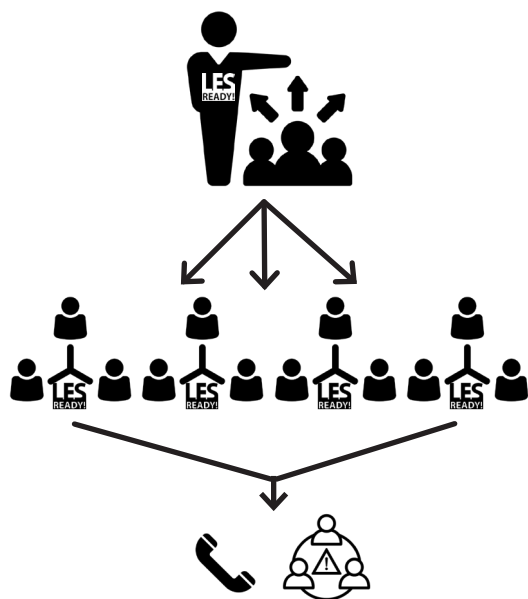
1. If necessary, the **Disaster Coordination Team** will decide which of the pre-identified Disaster Coordination Centers to activate, ideally within 3 hours of the event.

2. **Coalition members** hosting LESReady! Operating Sites will activate these locations and confirm services.



4. The **Communication Coordinators** will communicate the activated contingency plan and information on LESReady! Operating Sites (operating hours, locations, and services) to residents and coalition members via LESReady!'s phone line, website and social media platforms. Member organizations will prioritize communicating important information to most vulnerable community members. See Appendix page xxxviii for a Disaster Services handout for residents.

| LES SEVERELY OR MODERATELY AFFECTED

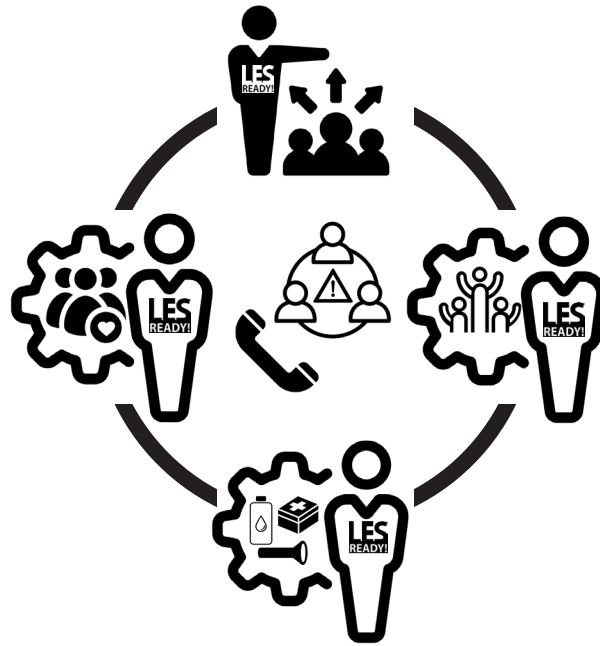


3. The **Disaster Coordination Team** will contact coalition members to set up a meeting via phone, if communications allow, or at the Disaster Coordination Center.

4. The **LESReady! Coalition Coordinator** will reach out to the **LESReady! Liaison Officers**, who will be monitoring activities throughout New York City, and convey information from/to City and State personnel regarding the status of the Lower East Side and resources they can provide.

CONTINUE ON TO
“12 HOURS AFTER”

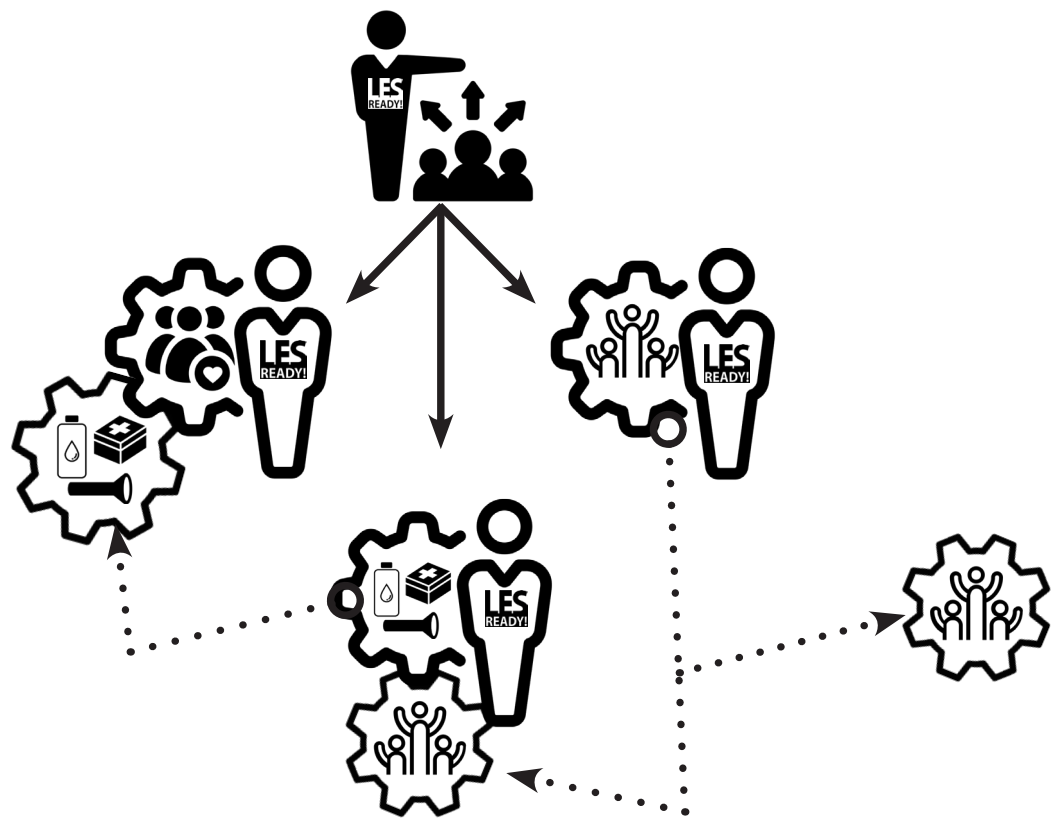
E. 12 Hours After



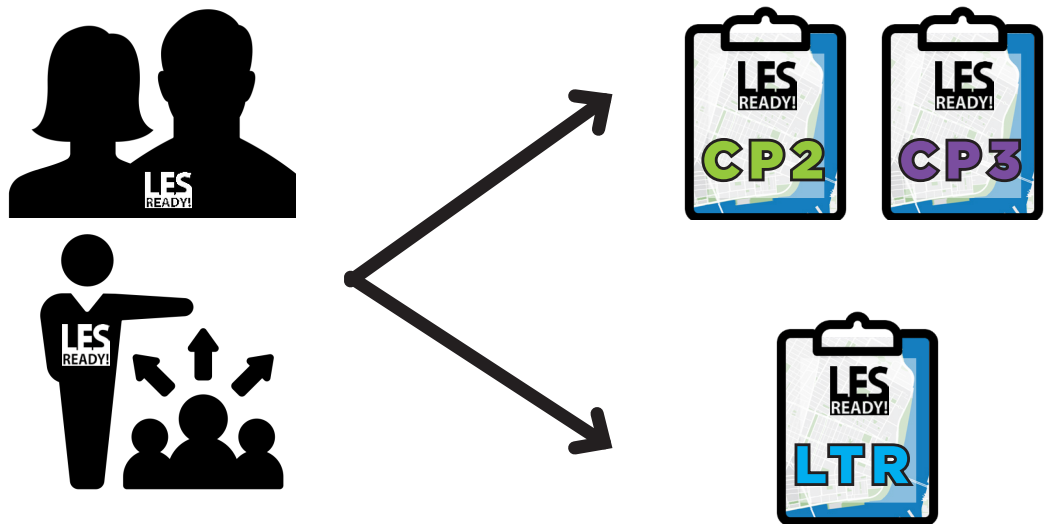
1. **Coalition members** hosting LESReady! Operating Sites will update the Disaster Coordination Team on the status of their respective areas and operating sites.



3. The **LESReady! Coalition Coordinator** will reach out to the LESReady! Liaison Officer to direct First Responders and CERT teams to any areas with unmet needs.

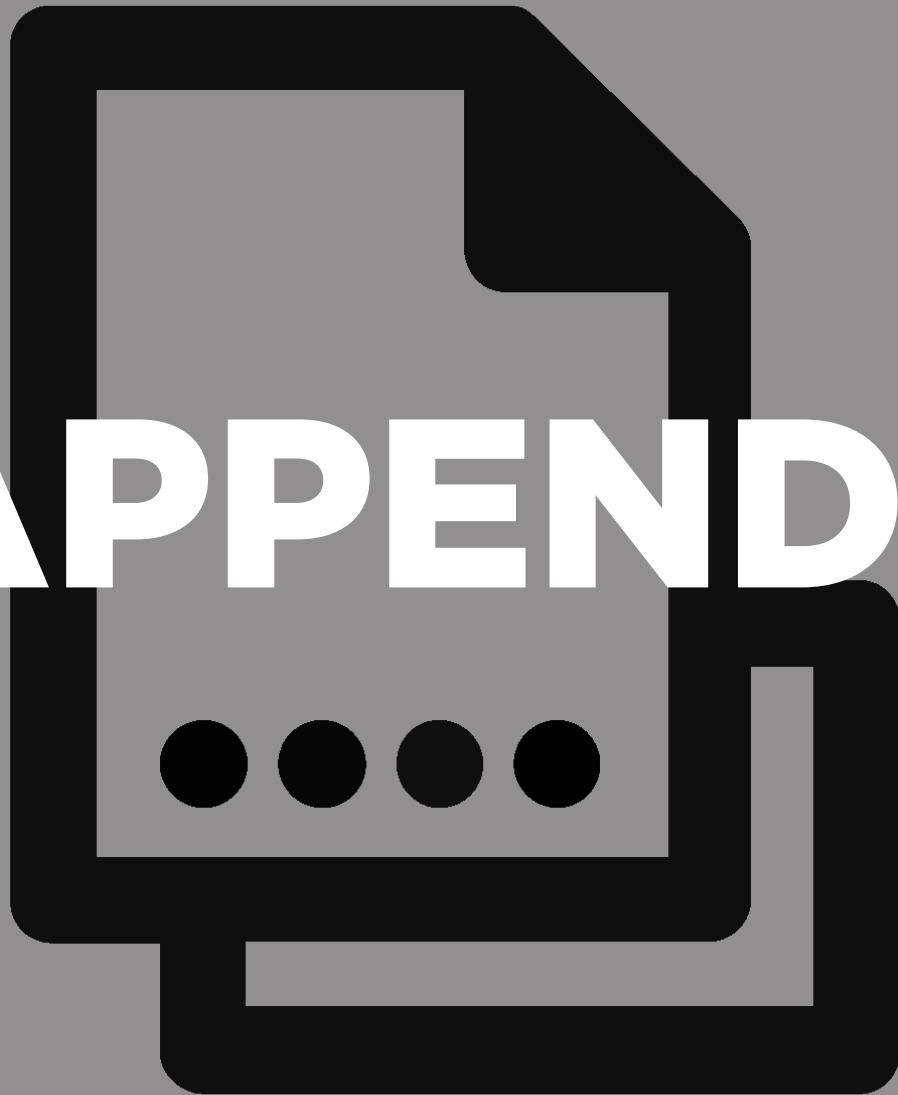


2. The **Disaster Coordination Team** will continue to allocate resources and volunteers where they are needed and as necessary.



4. The **Disaster Coordination Team** and **Executive Committee Chairs** will initiate a meeting to assess the severity of the disaster, discuss next steps and assess whether to continue disaster protocols, or transition into long-term recovery initiatives.

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A1. LESReady!

BACKGROUND

Crises and disasters, whether broad in scope or isolated in a particular area occur each day throughout the city, state and nation. These situations can be natural or manmade disasters, transportation disruptions or system failures in essential services. The disparity of access to resources, technologies, and avenues of communication amongst neighborhoods and communities in New York City amplifies the impact of each disaster. Whatever the nature of the crisis or disaster, personal and community preparedness is the key to survival, effective response and resiliency.

New York City has experienced a multitude of disasters in its history and remains at risk for a major disaster. Any major disaster can bring catastrophic consequences to a community – especially one such as ours, with a large percentage of non-English speakers, seniors, and at-risk families. The Lower East Side (LES) is densely populated, with more than 160,000 people residing in the area of 1.7 square miles. Many of the buildings are multi-story high rises that make evacuation during disasters very difficult. This is especially true for Community Board 3, which has New York City's highest concentration of individuals with disabilities and seniors living alone.

The LES has increased vulnerabilities due to the low-lying topography of the land in combination with the hazardous infrastructure situated there. Much of the LES is actually marshland, which was filled to extend Manhattan into the East River.

MEMBER ORGANIZATIONS

9BC Tompkins Square Block Assoc.	Grand Street Settlement
All the Way E 4th St. Block Assoc.	Green Map System
American Red Cross	Hamilton-Madison House, Inc.
Asian Americans for Equality	Henry Street Settlement
Catholic Charities Community Services	LES People's Mutual Housing Assoc.
Chinese American Planning Council	Loisaida Center
Chinese Progressive Association	Lower East Side Power Partnership
Circle of Support	Manhattan Community Board 3
Cooper Square Committee	Middle Collegiate
Disaster Distress Helpline	Nazareth Housing Inc.
East Side Tabernacle	New York Interfaith Services (NYDIS)
Fourth Arts Block / Downtown Art	Occupy Sandy
Good Old Lower East Side (GOLES)	Primitive Christian Church



*Corner of 8th Street and Avenue C during Hurricane Sandy
Photo Courtesy of OntherealNY*

The Lower East Side is host to the 14th Street power facility where a high concentration of open hazardous materials have been reported to the New York State Department of Environmental Conservation as well as the 13th Street wastewater treatment plant. Combined sewage overflows are a continuing issues in precipitation events. In addition, building utilities generally reside on either the first or basement levels in our neighborhood. These conditions contribute to the area's likelihood of being flooded, having sewage backup, and loss of power in the entire area during storms.

The LES is constituted of 86.4% renters with the majority of renters in rent subsidized or public housing. Having such a large rental population also makes it difficult for many residents to access Federal Agency Emergency Assistance programs which are generally geared toward single-family homes.

Ryan-NENA Community Health Center
Salvation Army
Sixth Street Community Center
Two Bridges Neighborhood Council, Inc.
University Settlement
Urban Justice Center
Village East Towers Emergency Preparedness Task Force
WiFi-NY
World Cares Center

AIII. RADIO Use 101

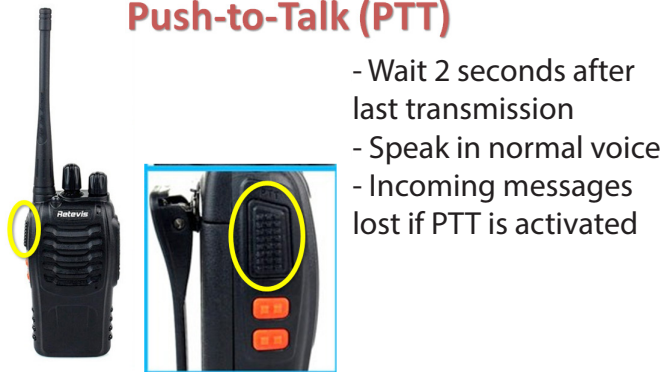
Power/Volume Control



Channels



Push-to-Talk (PTT)



Squelch

- Eliminates noise on analog radios
- Press & hold (Squelch OFF) to hear faint communication
- Release for normal operation



Speaker & Mic

- Speaker & Mic
- Mic when PTT is pressed
- Speaker when PTT not in use



Antenna

- Vertical for best reception
- Not an antenna



Light



Batteries

- When storing:
 - > Turn off radio
 - > Remove/replace with charged batteries
- Have extra battery pack
- Turn off radio when charging batteries
- Make sure fully charged 72 hours before



AIII. LESReady! VEST PROTOCOL

The LESReady! vest is a public symbol of your affiliation with the coalition and your commitment to community resilience and disaster preparedness. When you put on the vest, you become a representative of the coalition and its values. The vest also serves to represent the Lower East Side – in the context of disaster preparedness – within the larger New York City community.

The vest creates awareness of the LESReady! coalition, distinguishes our members from others during disaster response efforts, and fosters a sense of familiarity between the coalition and the community.

WHEN TO WEAR:

The LESReady! Executive Committee will send out notices about appropriate events. These might include:

- Community engagement events and information sessions;
- Community resiliency visioning events (LMCR, ESCR, etc.);
- Press conferences, rallies, or marches condoned by the LESReady! Executive Committee;
- Disaster preparedness workshops you or your organization is facilitating.

The vest should be worn when the LESReady! Community Disaster Plan has been activated and the coalition is in response mode. This includes:

- At Operating Sites (VRCs, DRCs, and PODs);
- While canvassing after a disaster.

The vest should NOT be worn during activities unrelated to LESReady!, and you should NEVER present yourself as a First Responder while wearing the vest.

DO:	DON'T
<ul style="list-style-type: none"> • Ask the Executive Committee if you are unsure if the vest is appropriate for a certain event LESReady! coordinates with first responders • Have a secure, specified location where you keep your vest(s). • Conduct yourself in a polite, appropriate manner while wearing the vest. 	<ul style="list-style-type: none"> • Present yourself in the vest as a First Responder. • Wear the vest during an emergency if the Community Disaster Plan has not been activated. • Lose or misplace your vest. • Fight, argue, or behave inappropriately with clients, residents, First Responders, etc., while wearing the vest.

BI. ORGANIZATION DISASTER PLAN

Prepare Your Staff

- Create disaster tasks and roles customized to organization's needs around building protection, external communications, and continuity of operations (see box on right).
- Designate roles based on skill sets and proximity to site. Determine who will manage the plan. Make sure each role has backup staff members.
- Ensure that staff are familiar with the organization's disaster protocols. Regularly practice activating the disaster plan.
- Update the plan as necessary and ensure that all staff are aware of the changes.
- Ensure staff safety. Have contingency plans that account for disruptions in transportation.

Prepare Your Building

- Identify feasible retrofits and energy efficiency improvements before a disaster.
- Weatherize/stormproof building & infrastructure: Move equipment above ground level; back-up data; set up back-up infrastructure for communications, power, etc.; install storm-proof windows; and have emergency supplies on hand (sandbags, pumps, etc.)
- If evacuating, determine building and utilities shutdown times.
- Take before-and-after photos for insurance.

Continuity of Operations Plan (COOP)

Plan for varied levels of staff & resource capacity. Depending on the organization's type and function, there may be particular considerations. See the following pages for organization-specific resources.

- Assessment & Inventory:
 - >> Risk Assessment: Identify for what your organization is most at risk.
 - >> Identify organization's critical missions.
 - >> Identify strategies to mitigate risks.
 - >> Inventory equipment and identify critical equipment that needs to be backed-up.
- Communications Protocol: Identify chain of communication, on-call staff, protocol for limited communication infrastructure, etc.
- Capacity Contingency Plans: Develop varied response plans contingent on different disasters (type/magnitude) and varied capacity (staff, resources, and basic infrastructure).
- Low-Energy Operations: Plan how to continue operations under low energy availability.
- Evacuation & Transportation Plan
- Leveraging resources: Identify local resources shared among staff, board, and organization affiliates (i.e. sources for back-up financial resources, volunteer capacity, etc.)

External Resources

Contact lesreadyinfo@gmail.com to set up a training for your building!

Responding to Emergencies: A Guide for Organizations and Businesses. This document, created by the NYC Department of Health, provides disaster-specific advice organizations should take to protect their employees, clients, and community members. Available for download at <http://www1.nyc.gov/assets/doh/downloads/pdf/em/organization-business-response-guide.pdf>

NYS Department of Homeland Security and Emergency Services (DHSES) Continuity of Operations Planning (COOP) tools: NYS DHSES offers a series of Continuity of Operations Planning (COOP) planning tools intended to assist the planning teams throughout the development of their COOP. <http://www.dhSES.ny.gov/planning/state/coop.cfm>

- » **NYS COOP Guide and Outline:** <http://www.dhSES.ny.gov/planning/state/documents/NYSOEM-COOP-Outline-7.15.pdf>
- » **NYS COOP Resource Guide:** <http://www.dhSES.ny.gov/planning/state/documents/NYSOEM-COOP-Res-Guide-9.15.pdf>
- » **NYS COOP Evaluation Checklist** <http://www.dhSES.ny.gov/planning/state/documents/Continuity-Plan-Evaluation-Checklist-8.15.pdf>
- » **COOP Workshop:** One day workshop explores COOP methodologies and best practices. For more information, visit the NYS DHSES COOP webpage listed above.

BII. HOUSING ORG DISASTER PLAN

Prepare Your Staff

- ❑ Designate disaster roles to staff around resident safety, building protection, external communications, and business continuity.
- ❑ Customize roles and tasks to your organization's needs. Make sure there are backup staff members for each role.
- ❑ Ensure that staff are familiar with the organization's disaster protocols. Regularly practice activating the disaster plan.
- ❑ Update the plan as necessary and ensure that all staff are aware of the changes.
- ❑ Ensure staff safety. Have contingency plans in place that account for disruptions in transportation to and from work.

Prepare Your Residents

- ❑ Provide frequent updates before, during, and after a disaster. Post updates in lobbies and near elevators.
- ❑ Track high-priority residents and assist with special needs, such as evacuating.
- ❑ Ensure that residents know where they will go in an evacuation.
- ❑ If residents choose to shelter in place, make sure they have enough supplies for at least 3 days.

Prepare Your Building

- ❑ Identify feasible retrofits and energy efficiency improvements before a disaster.
- ❑ Inventory all equipment and move above ground level.
- ❑ Have emergency supplies on hand, such as sandbags, generators, pumps, etc.
- ❑ If evacuating, determine building and utilities shutdown times and communicate to residents.
- ❑ Take before-and-after photos of damage for insurance purposes.

Maintain Communication

- ❑ Establish protocols for communicating with staff, residents, clients, donors, volunteers, and other external stakeholders.
- ❑ Have backup channels of communication in place and ensure that they all function.

External Resources

Contact lesreadyinfo@gmail.com to set up a training for your building!

Enterprise Green Communities Ready to Respond: Disaster Staffing Toolkit is a guide developed for affordable multifamily housing organizations. It is designed to help organizations develop comprehensive disaster staffing plans to protect buildings, engage residents, and continue business operations in the event of a disaster. The entire toolkit can be downloaded at <http://www.enterprisecommunity.com/solutions-and-innovation/green-communities/ready-to-respond/disaster-staffing-toolkit>.

HUD Exchange - Disaster Recovery Toolkit and Emergency Preparedness Toolkit is a housing agency-specific resource for developing a disaster plan, as well as providing disaster recovery services post-disaster. Available resources include "Housing Counseling Disaster Program Guide," "Multifamily Housing Guidance for Disaster Recovery," Emergency Preparedness Guide for Housing Counseling Agencies," and others. Link: <https://www.hudexchange.info/programs/housing-counseling/topics/>

Green Funding and Resources for New York City Affordable Multifamily Housing is a comprehensive guide to green funding programs and resources for affordable housing owners in New York, including weatherization and energy efficiency assistance. Download here: <http://www.enterprisecommunity.com/resources/ResourceDetails?ID=0101034>

Biiii. BUILDING DISASTER PLAN

My Building			
# of floors		# of apts/floor	
Building Height		Water level reached during last major storm	
Flood Zone		Insured under NFIP*	

Prepare Your Building
<input type="checkbox"/> Flood-Proof Storage with On-Site Supplies <input type="checkbox"/> Building Go-Kits and Emergency Kits <input type="checkbox"/> Weatherize and Storm-Proof: Move boilers above flood level, install storm windows, etc. <input type="checkbox"/> Back-up Infrastructure for communications, power, etc. <input type="checkbox"/> Know how to stay informed (follow LESReady, Notify NYC, & NYC Emergency Management)

Vulnerability Assessment
Identify basic needs and make an inventory of potential resources to maintain basic operations. <ul style="list-style-type: none"> <input type="checkbox"/> Critical Infrastructure: Assess availability of Telecommunications, Electricity, Gas & Oil Facilities, Transportation, Food, and Water <input type="checkbox"/> Community Mapping: Know which residents are more vulnerable during disasters, their particular conditions and what support they need. Also make a list of building residents who can share skills and resources. <input type="checkbox"/> Neighborhood resources: What resources are available from neighboring buildings and institutions?

Make a Disaster Plan
Including different scenarios and: <ul style="list-style-type: none"> <input type="checkbox"/> Communication Plans: for communicating among disaster response committee members and to all residents. Include scenarios i.e. the loss of power, internet, service, etc. <input type="checkbox"/> Contingency Plans: Different response plans based on the capacity of residents, availability of resources and basic infrastructure. <input type="checkbox"/> Low-Energy Operations Plan: to maintain basic operations using minimal power. <input type="checkbox"/> Evacuation & Shelter-In Place: Develop building-wide evacuation plan, know nearest shelters and how to support residents' safety. <input type="checkbox"/> Transportation: Include scenarios for limited public transit and shut-offs.

External Resources

Contact lesreadyinfo@gmail.com to set up a training for your building!

My Emergency Plan is a workbook created by NYC Emergency Management to help New Yorkers create an emergency plan. The workbook guides users through establishing a support network, evacuation planning, and gathering emergency supplies. Download here <http://on.nyc.gov/1Gzhw6R> (available in other languages <http://on.nyc.gov/1L0g9uL>)

NYC Special Initiative for Rebuilding and Resiliency: Chapter 4 - Buildings. Learn about the city's goals and infrastructure suggestions to prepare buildings for increased climate change impacts. <http://on.nyc.gov/1v1bYpZ>

Weatherization Assistance Program: See if your building is eligible for NY State weatherization assistance funding. nyshcr.org/Programs/WeatherizationAssistance/ | WAP Albany Office: 518-474-5700 | weatherization@nyshcr.org

***National Flood Insurance Program (NFIP)** offers flood insurance to homeowners, renters, and business owners if their community participates in the NFIP. Participating communities agree to adopt and enforce ordinances that meet or exceed FEMA requirements to reduce the risk of flooding. For more information, visit floodsmart.gov

Life Sustaining Equipment: If you rely on electrical-powered medical equipment, register with your utility to be contacted in an emergency. Con Edison: 1-800- 752-6633 (TTY: 1-800- 642-2308). w National Grid NYC: 718-403- 4050
For more information, visit <https://www1.nationalgridus.com/PaymentAssistance-NYM-RE>

NYC Office of Emergency Management: nyc.gov/oem

Ready New York Preparedness Info: nyc.gov/readynyc

NYC Community Emergency Response Team (CERT) Program: nyc.gov/cert

NYC Citizen Corps Council: nyc.gov/citizencorps

BIV. HOUSEHOLD DISASTER PLAN

Prepare Your Home

- ❑ Emergency Kit: Water; Nonperishables; Flashlight; Battery-Operated Radio; Batteries; Whistle/Bell; Metrocard; Medications and Medical Equipment; Manual Can-Opener).
- ❑ Back-up Infrastructure for power, communications, etc.
- ❑ Weatherize and Storm-proof: Move boilers above flood level, install storm windows, insulate your apartment, etc. See the Weatherization Assistance Program below.

Make a Plan

Create a disaster plan with your household for emergencies under different scenarios including:

- ❑ Communications: How will you all find each other and communicate after an emergency? Be sure to plan for scenarios that include loss of power, internet, cellphone service, etc.
- ❑ Transportation: Include plans for limited public transit.
- ❑ Evacuation & Shelter-In-Place: Know when and how to do both. Create household plan.

Prepare for Evacuation

- ❑ Go-Kit: Important documents, Flashlight, Battery-operated AM/FM radio, Batteries, medications and Medical equipment, emergency contact information, cash, notepad and pen, and other necessary items.
- ❑ Evacuation Destinations: Is there anywhere you and your housemates can go outside of NYC? What are meeting places outside of your neighborhood? Where are the closest emergency shelters?

Stay Informed

- ❑ Follow LESReady!
T: @LESReadyNYC W: www.lesready.org
FB: [FB.ME/LESReadyNYC/](https://www.facebook.com/LESReadyNYC/)
- ❑ Register for Notify NYC for emergency notifications. Visit nyc.gov/notifynyc, call 311, or follow @NotifyNYC on Twitter.
- ❑ Follow NYC Emergency Management:
T: @nycoem W: nyc.gov/oem
FB: [FB.ME/NYCEmergencymanagement](https://www.facebook.com/NYCEmergencymanagement)

External Resources

Contact lesreadyinfo@gmail.com to set up a household preparedness training for your building!

My Emergency Plan is a workbook created by NYC Emergency Management to help New Yorkers create an emergency plan. The workbook guides users through establishing a support network, capturing important health information, evacuation planning, and gathering emergency supplies. First responders or caregivers can also use the workbook to help people with disabilities and access and functional needs during an emergency. Download the workbook <http://on.nyc.gov/1Gzhw6R> (available in other languages <http://on.nyc.gov/1L0g9uL>)

Weatherization Assistance Program: See if your home is eligible for NY State funding to assist weatherizing your home. nysshr.org/Programs/WeatherizationAssistance/ | WAP Albany Office: 518-474-5700 | weatherization@nysshr.org

National Flood Insurance Program (NFIP) offers flood insurance to homeowners, renters, and business owners if their community participates in the NFIP. Participating communities agree to adopt practices that meet FEMA requirements to reduce the risk of flooding. For more information, visit floodsmart.gov

Life Sustaining Equipment: If you rely on electrical-powered medical equipment, register with your utility to be contacted in an emergency. Con Edison: 1-800- 752-6633 (TTY: 1-800- 642-2308). National Grid NYC: 718-403- 4050
For more information, visit <https://www1.nationalgridus.com/PaymentAssistance-NYM-RE>

NYC Office of Emergency Management: nyc.gov/oem

Ready New York Preparedness Info: nyc.gov/readyny

NYC Community Emergency Response Team (CERT) Program: nyc.gov/cert

NYC Citizen Corps Council: nyc.gov/citizenccrps

Bv. PRE-DISASTER RESOURCES

ORGANIZATIONAL DISASTER PLAN EXTERNAL RESOURCE

Responding to Emergencies: A Guide for Organizations and Businesses.

This document, created by the NYC Department of Health, provides disaster-specific advice organizations should take to protect their employees, clients, and community members. Available for download [here](#).

CONTINUITY OF OPERATIONS PLAN EXTERNAL RESOURCES

New York State's Continuity of Operations Planning Guide and Outline:

The guide is intended to serve as the framework and starting point for your Continuity of Operations Plan (COOP). It can be used in tandem with the New York State's Continuity of Operations Resource Guidance, or as a stand-alone document. You will find recommendations and prompts that will assist you with the development of your plan in an easy to follow format and layout.

New York State's Continuity of Operations Resource Guide:

The resource guide is designed to educate readers on Continuity of Operations Planning. This guide is a blend of several best practices from noteworthy continuity methodologies, structured in a manner that will guide the reader through the planning process with the use of "Readers Tips" and "Sample Text." COOP Evaluation Checklist: This checklist can be used in conjunction with either of the above referenced guides. This checklist can be a final step in the creation of your COOP or a resource to evaluate the content of your current COOP. After this checklist is complete, your plan will be ready for testing and exercising.

Continuity of Operations Planning Workshop:

This one-day workshop follows the concept of the NYS Continuity of Operations Resource Guide and the NYS Continuity of Operations Planning Guide and Outline <http://www.dhses.ny.gov/planning/state/coop.cfm>

RESOURCES FOR HOUSING ORGANIZATIONS

Enterprise Green Communities Ready to Respond: Disaster Staffing Toolkit.

"A guide developed for affordable multifamily housing organizations. It is designed to help organizations develop comprehensive disaster staffing plans to protect buildings, engage residents, and continue business operations in the event of a disaster." Download [here](#):

HUD Exchange - Disaster Recovery Toolkit and Emergency Preparedness Toolkit.

A housing agency-specific resource for developing a disaster plan, as well as providing disaster recovery services post-disaster. Available resources include "Housing Counseling Disaster Program Guide," "Multifamily Housing Guidance for Disaster Recovery," Emergency Preparedness Guide for Housing Counseling Agencies," and others.

Link: <https://www.hudexchange.info/programs/housing-counseling/topics/>

*(Pre-Disaster Resources Cont'd)***BUILDING DISASTER PLAN EXTERNAL RESOURCES**

Safety Program and Emergency Procedures for High-Rise Buildings.

Steps to take to create an emergency plan for a high-rise building, with a specific focus on fire hazards.

Download here:

Ready to Respond: Strategies for Multifamily Building Resilience.

“A collection of 19 practical strategies for building owners to make their properties more resilient against the effects of extreme weather.”

Download here:

Retrofitting Buildings for Flood Risk.

A New York City-specific guide to retrofitting buildings in the flood plain, including legal considerations.

Download here:

ADDITIONAL RESOURCES AND TRAINING OPPORTUNITIES

Ready Business.

A federal government resource to “assist businesses in developing a preparedness program by providing tools to create a plan that addresses the impact of many hazards. The five steps in developing a preparedness program are Program Management, Planning, Implementation, Testing and Exercises, and Program Improvement.”

Download here: <https://www.ready.gov/business>

Resilient Neighborhoods: East Village Lower East Side Two Bridges.

A Department of City Planning study focusing on resiliency issues and opportunities in our community. LESReady! assisted in the creation of this study.

Download here:

C. GLOSSARY - ROLES



Executive Committee Chairs

The acting Chair and Co-Chair of LESReady!. Primary responsibilities include activating the Disaster Plan, guiding the Disaster Coordination Team through the various operational periods, confirming the locations of LESReady! Operating Sites and deactivating the Disaster Plan.



Disaster Coordination Team

Individuals particularly active in the LESReady! coalition, for instance, Executive Committee members or committee chairs. The Executive Committee Chairs identify team members. The team can also adapt to include additional members based on the disaster's context and geography, as well as LESReady! member activation. This team selects Public Information Coordinators, identifies potential LESReady! Operating Sites, advises on which contingency plan to activate, and guides coalition members through the operational phases of the Disaster Plan.



LESReady! Coalition Coordinator

This person acts primarily as a liaison between the LESReady! coalition and other city, state, and/or federal agencies involved in disaster response, particularly NYC Emergency Management. They also provide administrative support to the Executive Committee Chairs.



Liaison Officers to LESReady!

Representatives of relevant city agencies tasked with communicating information between their respective agency and LESReady!, in order to coordinate resources, direct First Responders and CERT Teams to high-need areas, etc. They interface primarily with the LESReady! Coalition Coordinator, establishing appropriate channels of communication.



Communications Coordinators

LESReady! representatives selected by the Disaster Coordination Team to serve as organizational spokespeople. They are responsible for developing and disseminating key messages to the public before, during, and after an event.

**Member Organization**

An organization that has signed a Memorandum of Understanding (MOU) to join LESReady! and actively participates in its meetings and trainings.

**Point of Contact (POC)**

A Member Organization representative designated in their organization's MOU as LESReady!'s point of contact. POCs will communicate information between their organization and LESReady! before, during, and after an event.

**Disaster Resource Center (DRC) Coordinator**

A staff person assigned by the DRC host organization to coordinate the flow of services and oversee activity at the facility.

**Community Point of Distribution (POD) Coordinator**

Two to three staff persons per site assigned by the POD host organizations to coordinate the flow of services and address the resource needs of the community.

**Volunteer Reception Center (VRC) Coordinator**

A staff person assigned by the host organization to oversee the VRC. They should be familiar with the facility and capable of managing a team to register volunteers, deploy volunteers as needed, and attend to volunteers' wellbeing.

**First Responders**

People or agencies designated or trained to respond to an emergency, such as police departments, fire departments, medical personnel, the National Guard, etc. LESReady! and its members are NOT first responders.

**Community Emergency Response Teams (CERT Teams)**

Teams of local volunteers trained by the Office of Emergency Management in basic disaster response skills, such as light search and rescue and disaster medical operations. The LESReady! Liaison Officer may direct CERT Teams to the community as needed.

CIII. OUR ORGANIZATION'S DISASTER ROLE

IMPORTANT DISASTER INFORMATION ABOUT OUR ORGANIZATION

Organization Name: _____

Primary Location: _____

Primary Point of Contact during an Emergency:

Name: _____

Office Phone: _____ Mobile Phone: _____

Email: _____

LESReady! Point of Contact (POC):

Name: _____

Office Phone: _____ Mobile Phone: _____

Email: _____

Spaces we have agreed to manage as LESReady! Operating Sites:

Name: _____

Type (VRC, DRC etc): _____

Address: _____

Hours of Operation: _____

Point Person(s): _____

Office Phone: _____ Mobile Phone: _____

Email: _____

Spaces we have agreed to manage (cont'd):

Name: _____

Services Provided (VRC, DRC etc): _____

Address: _____

Hours of Operation: _____

Point Person(s): _____

Office Phone: _____ Mobile Phone: _____

Email: _____

Immediate disaster response resources we have agreed to provide:

- | | | |
|---|--|--|
| <input type="radio"/> Food | <input type="radio"/> Clothing | <input type="radio"/> Sheltering/Housing |
| <input type="radio"/> Showers | <input type="radio"/> HUB | <input type="radio"/> Volunteer Coordination |
| <input type="radio"/> Vehicles | <input type="radio"/> Generators | <input type="radio"/> Critical Supplies |
| <input type="radio"/> Medical Support | <input type="radio"/> Medical Supplies | |
| <input type="radio"/> Mental Health Support | <input type="radio"/> Communications | |
| <input type="radio"/> None/ N/A. | <input type="radio"/> Other: _____ | |

Our language capacity:

- | | | | |
|----------------------------------|------------------------------------|--|------------------------------|
| <input type="radio"/> Spanish | <input type="radio"/> Mandarin | <input type="radio"/> Cantonese | <input type="radio"/> Hebrew |
| <input type="radio"/> Russian | <input type="radio"/> French | <input type="radio"/> American Sign Language | |
| <input type="radio"/> None / N/A | <input type="radio"/> Other: _____ | | |

CIII. OPERATING SITES OVERVIEW



Operating Sites

Sites that the LESReady! coalition activates to provide one or more of the following services:



Disaster Resource Center (DRC)

Location where community members from the affected area can go to receive information on recovery services and direct case management support.



Point of Distribution (POD)

Location where community members from the affected area go to pick up emergency supplies following a disaster, such as food, water, and other emergency supplies.



Public Information Center (PIC)

Location where LESReady! volunteers and members provide information to the community on disaster and recovery updates, disaster resources, and LESReady! Operating Sites.



Volunteer Reception Center (VRC)


Location where neighborhood residents can go to volunteer with local community organizations and LESReady! coalition members. They will be selected by the Executive Committee Chairs and Disaster Coordination Team during the 24 hour pre-disaster conference call, and activated at the onset or immediately after the event, depending on the contingency plan.





Disaster Coordination Center (DCC)


A point of communication allowing organizations to share needs, information, and gain a better picture of what areas have been affected, where current resources are available and what service sites are open. LESReady! Executive Co-Chairs and the Disaster Coordination Team pre-determine possible locations for the Disaster Coordination Center. The Disaster Coordination Center is only activated when the coalition cannot communicate via phone or e-mail.


ACTIVE OPERATING SITES


 DISASTER RESOURCE CENTER		
NAME		
ADDRESS		
HOURS	MANAGER	


 POINT OF DISTRIBUTION		
NAME		
ADDRESS		
HOURS	MANAGER	


 DISASTER RESOURCE CENTER		
NAME		
ADDRESS		
HOURS	MANAGER	

 POINT OF DISTRIBUTION		
NAME		
ADDRESS		
HOURS	MANAGER	


 DISASTER RESOURCE CENTER		
NAME		
ADDRESS		
HOURS	MANAGER	


 POINT OF DISTRIBUTION		
NAME		
ADDRESS		
HOURS	MANAGER	


 DISASTER RESOURCE CENTER		
NAME		
ADDRESS		
HOURS	MANAGER	


 POINT OF DISTRIBUTION		
NAME		
ADDRESS		
HOURS	MANAGER	


ACTIVE OPERATING SITES


 PUBLIC INFORMATION CENTER	
NAME	
ADDRESS	
HOURS	MANAGER


 VOLUNTEER RECEPTION CENTER	
NAME	
ADDRESS	
HOURS	MANAGER


 PUBLIC INFORMATION CENTER	
NAME	
ADDRESS	
HOURS	MANAGER

 VOLUNTEER RECEPTION CENTER	
NAME	
ADDRESS	
HOURS	MANAGER

 PUBLIC INFORMATION CENTER	
NAME	
ADDRESS	
HOURS	MANAGER

 VOLUNTEER RECEPTION CENTER	
NAME	
ADDRESS	
HOURS	MANAGER

 DISASTER COORDINATION CENTER	
NAME	
ADDRESS	
HOURS	CONTACT INFO

 DISASTER COORDINATION CENTER	
NAME	
ADDRESS	
HOURS	CONTACT INFO



NOTES



DISASTER RESOURCE CENTER (DRC)

OVERVIEW



Disaster Resource Centers (DRCs) are locations where community members from the affected area(s) can go to receive information on recovery services and direct case management support. Ideally, staff members from a variety of organizations will be present to offer assistance in various fields (health, housing, financial, etc.). They are also a space for community members to interface with first responders, such as fire, police, and other emergency personnel.

DRCs will be selected by the Executive Committee Chairs and Disaster Coordination Team during the 24-hour pre-disaster conference call, are managed by **Disaster Resource Center Managers**, and are staffed by participating service providers within the coalition. Should the City open a Service Center in the Lower East Side, LESReady! may likely integrate their DRC operations there.

The City opens service centers following an emergency where impacted residents need multiple services. Through both government agencies and community-based organizations, NYC Service Centers may provide any of the following: housing assistance; identification replacement; assistance with personal property replacement; immigration assistance; insurance information; legal services and small business assistance; assistance for pets and pet owners; mental health and/or spiritual care.

DISASTER RESOURCE CENTER MANAGERS



Disaster Resource Center Managers are staff persons assigned by the DRC host organization to coordinate the flow of services and oversee activity at the facility. They might be selected from among an organization's case management staff. They should be comfortable directing volunteers, attentive to staff needs, and knowledgeable about NYC disaster response.

COMMON NEEDS AFTER A DISASTER

In the pre-disaster planning phase, determine which coalition members are best suited to providing these services.

Information: Residents will want up-to-date information regarding the emergency. DRC staff should be in close contact with Public Information Coordinators and the LESReady! Coalition Coordinator, who will be in communication with City agencies.

Communications: Many residents will need assistance contacting loved ones, especially if phone lines and internet are not functioning. A DRC should have a working landline and battery-powered phone chargers, if possible.

Emergency Supplies: Residents in need of food, water, blankets, or other emergency supplies should be directed to the nearest POD. (DRCs and PODs may be colocated, depending on the emergency and at the coalition's discretion).

Food: Disaster Supplemental Nutrition Assistance Program (D-SNAP) provides temporary food assistance for households affected by a disaster. D-SNAP provides one month of SNAP benefits, at the maximum allowed for the household's size, to eligible households not in receipt of regular SNAP benefits. It also can facilitate issuing supplemental SNAP benefits to households that already receive SNAP benefits.

Temporary Housing: A disaster may temporarily force people from their homes. Organizations like the Red Cross and FEMA can provide temporary housing to displaced residents. Coalition members without the capacity to provide housing should refer residents to these organizations.

Advocacy: In the aftermath of a disaster, residents may need assistance navigating various recovery program application processes (such as D-SNAP, for example).

Emotional Support: Service providers with expertise in trauma care and/or mental health support should be prepared to assist residents suffering from the traumatic effects of a disaster.

Medical Attention: Residents seeking medical attention should be referred to a qualified healthcare provider. Depending on the severity of the event and the expertise of the participating service providers, they may be treated at the DRC for minor, non-life-threatening injuries (cuts, scrapes, bruises, etc.).

BEST PRACTICES

- » **Quick Needs Identification:** Quickly identify residents' needs to efficiently direct them to the appropriate services and resources. For instance, if they are in need of emergency supplies, refer them to the nearest LESReady! Point of Distribution.
- » **Basic intake:** An active Disaster Resource Center or Service Senter may have several different response agencies with cumbersome intake forms. Thus, it is best to have a simple form that intakes essential information. See LESReady!'s intake form on the next page.
- » **Refer to other services:** Upon welcoming the resident, refer to services at the DRC that will best meet their needs.
- » **Be understanding & empathetic:** Disasters can bring trauma and despair to those who endure them. DRC volunteers and workers should do their best to be understanding and empathetic.
- » **No promises:** DRC volunteers and workers should not promise services and services they are unable to provide.
- » **Internal & External Communication:** Establish direct communication protocols within the DRC and maintain good communication with other LESReady! Active operating sites.



BASIC INFORMATION

Name (First & Last):	How many household members: Total household members in a shelter:
Pre-Disaster Address (City/State/Zip):	Post-Disaster Address (if different) (City/State/Zip)
Cell Phone: Other Phone:	E-mail:
Primary Language: If primary language is not English, please indicate any family members who speak English below.	Is anyone in your household a senior? Y / N Is anyone in your household disabled? Y / N

INFORMATION ABOUT HOUSEHOLD MEMBERS (FOR ADDITIONAL NAMES, USE BACK OF PAGE)

NAME (LAST, FIRST)	AGE	LANGUAGES SPOKEN
Self		

ADDITIONAL INFORMATION

Do you have any pets? If yes, what type and how many?	Total Annual Household Income:
---	---------------------------------------

NEEDS ASSESSMENT

Food/Water		Shelter/ Housing	
Essential Items		Medical Care	
Sanitation/ Waste		Emotional/ Spiritual Care	
Mobility/ Transit		Communica- tion	
Labor		Other	

LESReady! will keep all information you provided on this form confidential. Below, please initial if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or governmental agencies and/or management companies providing disaster relief. Initial: _____



POINT OF DISTRIBUTION (POD)

OVERVIEW



Points of Distribution (PODs) are locations where LESReady! collects, organizes, and distributes needed post-disaster supplies, such as food, water, blankets, clothing, etc.

Community members from the affected area(s) can go directly to a POD to receive goods. PODs will also coordinate volunteers to take donated items to residents who have mobility impairments.

PODs will be selected by the Executive Committee Chairs and Disaster Coordination Team during the 24-hour pre-disaster conference call, are managed by **Point of Distribution Managers**, and are staffed by LESReady! member organizations and volunteers, who can be trained at POD sites. Should the City open a Commodity Distribution Point in the Lower East Side, LESReady! will likely coordinate their efforts there.

The City may open Commodity Distribution Points (CDPs) when either (1) the access to usual supply chains for food, water, and medical services and equipment is disrupted; or (2) disruption of utilities, such as electricity, cooking, gas or water prevents the public from safely storing and preparing food. CDPs are temporary sites set up in affected communities to provide life-sustaining commodities.

POINT OF DISTRIBUTION MANAGERS



Point of Distribution Managers are staff persons assigned by the POD host organization to coordinate and oversee activity at the facility. They might be selected from among an organization's staff. Ideal POD managers and volunteers will have one or more of the following skills: organization, record keeping, adaptability, team work, communication, operations, big-picture thinking, and management.

COMMON NEEDS AFTER A DISASTER

Basic Needs: Clothes, food, bottled water, baby supplies, hygiene products, medical supplies, furniture, lights, batteries, money, gift cards, disposable plates, cups & utensils, and other emergency supplies.

Weather-related:

Cold: Blankets, sleeping bags, extra newspapers for insulation, mittens, socks, scarves, hats, etc.

Warm: Weather: light, loose-fitting clothing; fans; sunscreen;

Volunteer/Clean-Up Supplies: 100 Masks, gloves, shovels, buckets, trash bags, etc.

Food: LESReady! may coordinate with kitchen spaces in the neighborhood to provide cooked and prepared meals for residents.

COLLECTING DONATIONS

- » **Understand Needs:** Gather items based on needs reflected in initial community assessments. Continue identifying what community members most need and adapt collection to reflect those.
- » **Coordinate Donations:** After understanding what items are most needed (and roughly estimating the amount of each needed), solicit these items via social media and other communication channels. Be clear and concise when communicating needed items. LESReady! can also set up an Amazon wishlist registry for their POD(s); this way, they can better manage the amount and type of items being donated. This was a successful practice following Superstorm Sandy.
- » **Inventory management:** Keep track of items being donated and those being requested/distributed. Keeping track of which items are most requested and distributed will help quickly communicate most needed items to volunteers managing social media channels and active registries.

ORGANIZING DONATIONS

- » **Clear and large signage:** Large and clear signage can facilitate organizing items and directing volunteers and/or residents to the items.
- » **Floor plan layout:** Create a clear floor plan layout that facilitates the flow of POD operations (collecting materials, organizing them, and then distributing them to residents). It is also recommended to group like-items with one another. When designing your POD floor plan, keep in mind whether your POD will be (1) dispatching volunteers with donated items, (2) acting as a site for residents to pick up needed supplies themselves; or (3) doing a combination of both 1 and 2.
- » **Protocol for unsolicited material:** Have a policy for items you intake and those you will turn away.
- » **Quickly removed dumped items:** Quickly removing items that are dropped off without coordinating with the POD's intake system will deter more items being deposited in a similar fashion, and thus avoid an accumulation of (unwanted) items in the improper location.
- » **Volunteer management:** Give volunteers clear tasks and roles. Orient volunteers to different POD tasks in groups for efficiency. It is also a good practice to have volunteers at an end of a shift orient new volunteers to the volunteer task, and sharing best practices. Make sure to check-in on volunteers and work in breaks and shifts so that the POD's operations are sustainable.
- » **Internal & External Communication:** Establish clear roles and direct communication protocols within the POD across the roles; and maintain good communication with other LESReady! operating sites and communications coordinators.



PUBLIC INFORMATION CENTER (PIC)

OVERVIEW



Public Information Centers (PICs) are pop-up locations where LESReady! directs community members to appropriate Operating Sites (PODs, VRCs, etc.) and provides them with up-to-date information on the emergency event. The Disaster Coordination Team selects Communications Coordinators during the 24-hour pre-disaster conference call. Potential PICs are pre-identified by the Disaster Coordination Team. After a disaster, **Communications Coordinators** and the Disaster Coordination Team select sites to set up PICs.

PICs may be digital, physical, or both depending on need. For instance, a digital PIC might simply be regular updates from a Communications Coordinator via LESReady's social media channels. In a more serious emergency, PIC "pop-up" sites might be established in one or more high-traffic areas in the neighborhood, such as a park or place of worship.

COMMUNICATIONS COORDINATORS



Communications Coordinators are spokespeople chosen to represent LESReady! and communicate important information via social media or in person. They might be selected from a coalition member's communications department, and should be comfortable utilizing social media and interfacing with the public. They are responsible for communicating the following information:

- » Basic information and updates pre-disaster (i.e. weather forecasts, preparedness tips, etc.)
- » Contingency Plan being activated post-disaster
- » Locations and hours of LESReady! Operating Sites (if applicable)
- » LESReady! coalition info / purpose (see below)

LESREADY! MISSION / PURPOSE

LESReady! is a coalition of community groups and institutions that work together to prepare for and respond to disasters in the Community Board 3 area. We are NOT first responders. We work at the neighborhood level to augment City, State, and federal response by providing information, sharing resources, and providing services to residents with unmet needs.

BEST PRACTICES

- » **Know Your Audience:** Be aware of the various messaging styles and priorities of different audiences. Communications to elected officials, for instance, will look different from those to volunteers or community members. If possible, disseminate information in a variety of languages.
- » **Coordinate Information Sharing:** Executive Committee Chairs and the Disaster Coordination Team should be aware of all information that is released. Work with them ahead of time to develop pre-vetted key messages.
- » **Define Your Message:** Identify three to five key messages you want to communicate on behalf of the coalition (i.e. location of Operating Sites, important updates from the City, state of the LES, etc.). Make sure Executive Committee Chairs and the Disaster Coordination Team agree on messaging.
- » **Never speculate, and be consistent:** Only release information you know is accurate. Do not give different information to different audiences. Deliver information calmly and respectfully.

SOCIAL MEDIA HANDLES & PASSWORDS



Facebook www.facebook.com/LESReadyNYC/
Admin access granted to personal Facebook users via invite.



Twitter twitter.com/lesreadynyc
Username: @LESReadyNYC
Password: XXXXXXXXXXXXXXXX



Website www.lesready.org
Username: LESReady
Password: XXXXXXXXXXXXXXXX



TEMPLATE

Before an emergency, make copies of the following Operating Sites Location template. As Operating Sites are activated, fill these in with information on active operating sites and distribute to community members seeking information. The backside of the template has a map to highlight locations.

DISASTER SERVICES



Receive information on disaster recovery services & case management support.

DISASTER RESOURCE CENTER	
NAME	
ADDRESS	
HOURS	



Pick up basic/emergency items. Items stocked based upon need.

POINT OF DISTRIBUTION	
NAME	
ADDRESS	
HOURS	



Volunteer with LESReady! and neighborhood relief efforts.

VOLUNTEER RECEPTION CENTER	
NAME	
ADDRESS	
HOURS	

DISASTER SERVICES



Receive information on disaster recovery services & case management support.

DISASTER RESOURCE CENTER	
NAME	
ADDRESS	
HOURS	



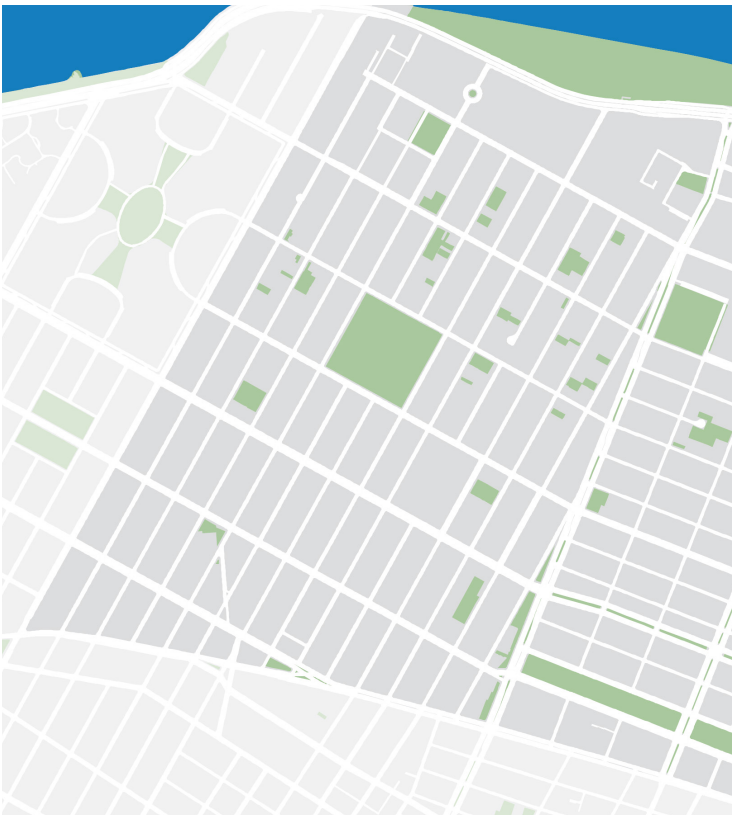
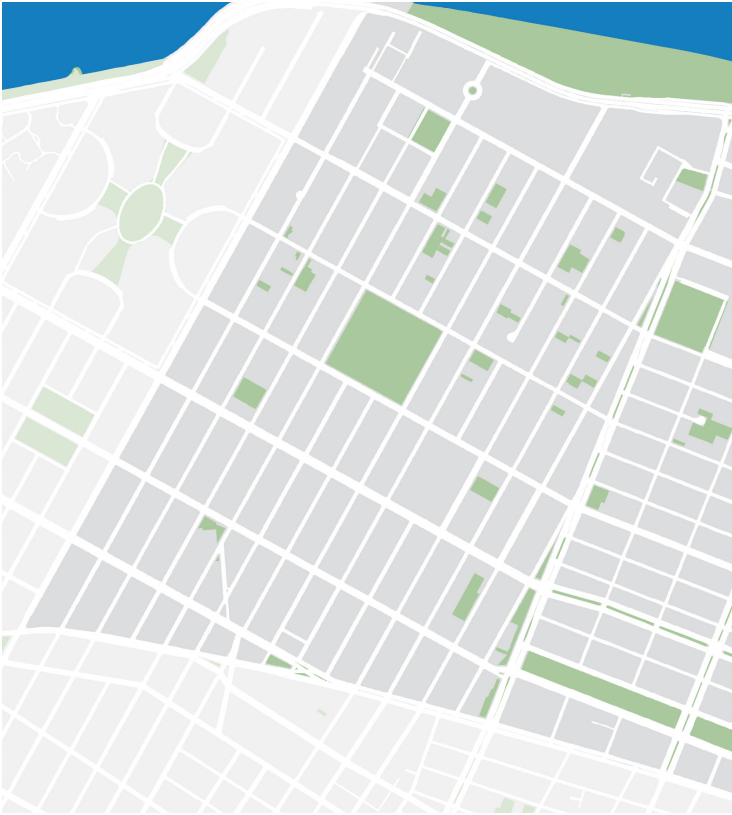
Pick up basic/emergency items. Items stocked based upon need.

POINT OF DISTRIBUTION	
NAME	
ADDRESS	
HOURS	



Volunteer with LESReady! and neighborhood relief efforts.

VOLUNTEER RECEPTION CENTER	
NAME	
ADDRESS	
HOURS	





VOLUNTEER RECEPTION CENTER

OVERVIEW



Volunteer Reception Centers (VRCs) intake, train, and dispatch volunteers. Residents from within and outside of the neighborhood can go to VRCs to volunteer with LESReady! and member organizations. VRCs will be selected by the Executive Committee Chairs and Disaster Coordination Team during the 24-hour pre-disaster conference call, and activated at the onset of or immediately after the event, depending on the contingency plan. They are managed by **VRC Managers**, who are assigned by the VRC host member organization.

At VRCs, community volunteers will sign in, be briefly interviewed by LESReady! staff to assess interests and abilities, and receive an assignment with a community organization involved in the disaster response. Ideally, each VRC will have several bi- and/or multi-lingual volunteers available who can assist communicate LESReady!'s and other relief agencies' disaster resources.

VOLUNTEER RECEPTION CENTER MANAGERS



Volunteer Reception Center Managers are staff persons assigned by the VRC host organization to coordinate and oversee activity at the facility. They should be familiar with the facility and capable of managing a team to register volunteers, deploy volunteers as needed, and attend to volunteers' wellbeing.

BEST PRACTICES

- » Cultural sensitivity training for incoming volunteers to orient them to the neighborhood
- » Assign team leaders who have experience managing volunteers
- » Have defined tasks
- » Make volunteer groups that are manageable in size
- » Match projects with volunteer group strengths (e.g. language)
- » Use t-shirts, vests, or some kind of marker to identify volunteers
- » Train the trainers: For prolonged volunteer activity, make sure to integrate trainings for experienced volunteers to train incoming volunteers
- » Provide awareness of volunteer risks and volunteer waivers
- » Schedule in breaks & arrange food

SUGGESTED MATERIALS CHECKLIST

Consider having the following materials on hand, or develop partnerships with donors to procure them after an emergency.

ITEM	SUGGESTED QUANTITY	QUANTITY ON HAND
Dry erase markers	3 sets of 4	
Dry eraser	3	
Pens	4 boxes of 12	
Highlighters	2 boxes of 12	
Pencils	4 boxes of 12	
Lined Spiral Notebook	2	
Copy paper	3 reams	
Flip Chart	1	
Index Cards (3x5)	200	
Index Card (3x5) File Box	2	
File Folders	100	
Push pins	100	
Clipboards	25	
Tape: Masking	2 rolls	
Tape: Clear	2 rolls	

ITEM	SUGGESTED QUANTITY	QUANTITY ON HAND
Stapler	4	
Staples	2 boxes	
Paper clips	2 boxes of 100	
Post-Its	3 packs	
Scissors	2 pairs	
Pencil Sharpener	1	
Name Tags	500	
Hospital ID Bracelets	500	
Volunteer Form/ Waiver	500	
Volunteer Safety Notice	10	
Name Tags	500	
Employee/ Volunteer Log	14	
Expenses Incurred Log	14	
Volunteer Handbook	100	
VRC Guide	20	

ADDITIONAL MATERIALS

Coalition members hosting VRCs should create the following supporting materials.

- » **Signage:** Should be laminated and large enough to read from across a large room.
- » **VRC Floor Plan:** Having a floor plan designed beforehand will make setting up the VRC on short notice easier.
- » **Volunteer Instructions:** To be handed out to volunteers as they enter the VRC and begin the volunteer registration process.
- » **Volunteer Registration Forms.** To assess volunteer skills and interests.
- » **Waivers / Release of Liability Statements:** Releases the VRC host and LESReady! of responsibility in the event of an accident or other unforeseen event.
- » **Volunteer Referral Form:** Should provide the volunteer with directions to the organization they're being referred to, and note their relevant skills and availability.

Many are available in template form at

<https://www.nationalservice.gov/sites/default/files/resource/hon-cnrcs-vrc-forms-and-instructions.pdf>

VOLUNTEER MANAGEMENT

INCIDENT ACTION PLANS (ICPs)

In the pre-disaster planning phase the VRC Manager, in collaboration with LESReady!, should develop an Incident Action Plan (ICP) for daily operations, taking into consideration operational concerns such as:

- Maintaining site safety and security.
- VRC hours of operation.
- Tracking volunteer hours.
- Communications through social media channels to solicit volunteers and skills needed
- Record maintenance, Security & Inventory: Keeping an inventory of supplies; and replacing supplies used during VRC operations.
- VRC Staffing: VRC staff rotation; Stressed and fatigued VRC staff; and VRC staff accommodation (feeding, rest area, etc.).
- Daily VRC staff meetings.
- Liability / worker's compensation / health insurance coverage of volunteers being processed through the VRC.

VRC Managers and LESReady! should also create an Incident Action Plan (ICP) for demobilization at the close of a disaster, taking into consideration:

- Facility inspection.
- Out-processing of staff assigned to the VRC.
- Evaluation of staff assigned to the VRC.
- VRC site break-down.
- Arrangements to clean VRC host facility.
- Inventory of equipment and consumable supplies.
- Replacement of supplies used during the operation of the VRC.
- VRC staff debriefing.
- Community organization and LESReady! coalition debriefing.
- Financial accountability.
- VRC staff recognition.
- Preparation of final VRC report.



BASIC INFORMATION

Name (First & Last):		
Cell Phone:	E-mail:	
Other Phone:		
What languages do you speak (other than English)?		
<input type="checkbox"/> Cantonese	<input type="checkbox"/> Polish	<input type="checkbox"/> Other (Indic): _____
<input type="checkbox"/> Japanese	<input type="checkbox"/> Russian	<input type="checkbox"/> Other (Indo-European): _____
<input type="checkbox"/> Korean	<input type="checkbox"/> Spanish	<input type="checkbox"/> Other (Slavic): _____
<input type="checkbox"/> Mandarin	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Other: _____

DO YOU HAVE A SPECIFIC SKILL TO OFFER?

<input type="checkbox"/> Canvassing	<input type="checkbox"/> Repair Work	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Childcare	<input type="checkbox"/> Construction	_____
<input type="checkbox"/> Food Prep	<input type="checkbox"/> Social Media/Communications	_____
<input type="checkbox"/> Medical	<input type="checkbox"/> Mental Health	<input type="checkbox"/> Database Management
<input type="checkbox"/> Legal	<input type="checkbox"/> Social Work	<input type="checkbox"/> Organizing materials

AVAILABILITY: DAYS

<input type="checkbox"/> Monday	<input type="checkbox"/> Wednesday	<input type="checkbox"/> Friday	<input type="checkbox"/> Sunday
<input type="checkbox"/> Tuesday	<input type="checkbox"/> Thursday	<input type="checkbox"/> Saturday	

AVAILABILITY: TIMES

<input type="checkbox"/> Day (10AM - 5PM)	<input type="checkbox"/> Evening (5PM-10PM)
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MEDIA RELEASE: Are you comfortable with being photo/video documented while volunteering with LESReady! and consent to this footage being used in our media activities?

ARE YOU WILLING TO OFFER HOUSING FOR EVACUEES?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

MISCELLANEOUS NOTES

LESReady! will keep all information you provided on this form confidential. Please initial below to indicate you have read through the volunteer safety information and adhere to respecting community members while volunteering. LESReady! does not tolerate hate. Initial: _____ Date: _____

SAFETY NOTICE FOR UNSKILLED/NON-TRADE VOLUNTEERS REGARDING DEMOLITION AND CLEAN-UP

Disasters may cause widespread damage. Volunteers that are not part of a licensed trade group such as carpenters, electricians, or asbestos removal workers, or certified laborers, should not attempt demolition work that includes sheetrock removal, tile removal, tearing down or removing building structures, or the removal of any insulation material.

An assessment of potential hazards or conditions is necessary before engaging in Demolition work. here is a

potential for exposure to hazardous substances such as asbestos, lead, silica, mold, and other dangerous substances. Identification of these substances requires certification and extensive training. Demolition work requires professional expertise or OSHA, EPA, or CDC certified training, as well as wearing of personal protective equipment (PPE) such as hard hats, eye protection, protective work boots, P100 High-Efficiency Particulate Air (HEPA) filter respirators, work gloves, and disposable protective coveralls. The use of heavy equipment such as chainsaws to trim and remove trees also requires specific personal protective equipment and training.

Always assume standing water includes biological and chemical toxins such as lead, asbestos, raw sewage, solvents, and petroleum-based substances.

Suggested clean up activities include discarding damaged furniture, surface cleaning and sanitizing, refuse removal, and general yard work. General health and safety training by certified trainers is recommended in advance of such activities.

SAMPLE HAZARD WARNINGS

Trip/fall hazard: Ensure surfaces are sturdy and level without protruding nails and other sharps. Be aware of slippery wet surfaces and obstacles. Wear hard sole work boots (not dress shoes) to protect against toes being crushed and other hazards. Use proper ladder safety (ex: Set on firm and stable ground, maintain 3-point contact, do not stand on top rung).

Handling Chemicals: Do not open and used chemicals that you are not familiar with. Read and follow Material Safety Data Sheets (MSDS available online from manufacturers) before handling all chemicals, even those you are familiar with. Do not mix chemicals, including seeming innocuous cleaning products such as bleach and ammonia. Wear eye protection always!

Noise: When working around loud equipment (generators) and power tools (chainsaw), protect your hearing by wearing earplugs. Clean or replace earplugs regularly.

Head injury: Wear only ANSI/ISEA 107-2004 compliant hard hats while working in areas with low ceilings, in areas with the possibility of falling debris or where accidental contact with electrical hazards are possible. Inspect hard hats to ensure they are in good condition.

Other Skin irritants: Wear long sleeve shirts if there will be handling of fiberglass, concrete, or disposable (tyvek) suits if exposure to sewage contaminated water is likely with nonslip soles.

Respiratory protection: Wear P100/HEPA filtering face piece dust masks since there is the potential for exposure to respiratory hazards, including but not limited to nuisance dust, silica laden sand, asbestos, lead paint, and mold. It is recommended that volunteers perform a respirator seal check each time they don a filtering face piece respirator. The user must adhere to the recommendations of the respirator manufacture as each manufacture may recommend different procedures for ensuring a proper seal. Volunteers with respiratory problems such as asthma must not use tight fitting respirators, and a medical evaluation should be made to determine if an individual is physically able to wear this equipment. Respirators cannot be used with facial hair because it prevents a proper seal between the respirator and face. Respirators are only effective when the seal around your nose, mouth/chin is tight. Training on the use of respirator should include selecting the proper size, proper donning, seal check, proper use, and explanation of the limitations (particles may bypass the seal if not worn properly; don't protect against vapors; not suitable for toxic substances and oxygen deficient environments) of the equipment. <http://www.youtube.com/watch?v=OqL1-nPC88o>

Lifting hazards: Use safe lifting technique to minimize injury to your back. The goal of safe lifting is to maintain your back's natural posture during the lift. Proper technique includes: (1) Squat to lift and lower (2) Do not bend at the waist (3) Keep you low back bowed in while bending over (4) Keep the weight as close to you as possible (5) Bow your back in and raise up with your head first (6) If you must turn, turn with your feet, not your body. (7) Never jerk or twist! (8) Put the weight down by keeping your low back bowed in (9) Keep you feet apart, staggered if possible (10) Wear shoes with nonslip soles.

Mold and Other Biological Hazards: Hurricane and flood cleanup volunteers should assume that water-damaged buildings, materials or furnishings are contaminated with mold. For protection and safe work practices volunteers should always wear a NIOSH approved respirators when working around mold. The main way that mold gets into people's bodies and affects their health is by breathing it in (inhalation). Porous materials that have been wet for more that 48 hours should by removed and discarded. To clean non-porous surfaces with mold add ¼ cup household bleach to 1 gallon of water for light contamination and 1½ cup of water to 1 gallon of water for heavy contamination. Gloves should also be worn while clean and always work in a well-ventilated area. <http://ny-cosh.org/index.php?page=Biological>

Electrical/Generator Safety: Never run a portable generator indoors, carbon monoxide gas is lethal when it accumulates indoors. Shut off the generator before refueling. Inspect electric cords to ensure they are free from defect and damage. Be sure to store fuel away from possible ignition sources. Use a ground-fault circuit interrupter (GFCI) when using electrical tools near wet surfaces. Maintain a safe distance away from downed power lines. Have a qualified electrician inspect electrical equipment that has gotten wet before energizing it. Only qualified electrician should attempt any work on electrical components.

This safety document comes from Occupy Sandy's disaster volunteer resources.
Before undertaking any projects, refer to:<http://nycosh.org/>

Civ. BIKE READY GUIDE

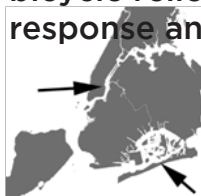


LEARNING FROM SANDY: BICYCLERS, GET ORGANIZED FOR ONGOING EMERGENCIES

Framing cyclists' response in the aftermath of Superstorm Sandy, the Bike Ready film (<https://youtu.be/DzX9LKsaLGU>) has become a springboard for local preparedness. In this Bike Ready Organizing Guide, we introduce four topics that will help you get ready. Be #BikeReady!

ORGANIZING BICYCLISTS FOR EMERGENCIES

To spark local conversations and preparedness, we used a real world example from New York City. We reviewed and re-edited video footage of several post-Sandy bicycle relief rides that illustrate the benefits of organizing bicyclists for emergency response and recovery. Scenes from the flooded streets of coastal neighborhoods from Manhattan's Lower East Side to the devastated Rockaways in Queens in Fall 2012 are featured in the 4-minute video, along with tips for organizing and equipping cyclists and community members for rapid response. We made this Guide to use as reference, together with the



Get organized! This Video and Guide will help you create:

1. List of bike groups & helpful people
2. Ways to communicate when disaster strikes
3. List of available resources, such as bike trailers, etc.
4. Bike repair kit for you and your emergency center

Share your tips & best practices at #BikeReady on Twitter. Contact us at apple@greenmap.org.

Thank you for taking the lead – someday, it may make a big difference to your community! You can get active anytime and review/update when you hear a huge storm is predicted. Some cities have annual preparedness days, and you can bring the Bike Ready video and guide. Of course, you can add other resources you have found handy to your Bike Ready kit.

<http://GreenMap.org/bikeready>

Created in Spring 2016 by Green Map System, this project had the benefit of working with the original videographers of the *Fossil Fuel Relief Ride* and *Sandy Hits Avenue C* – both of which can be seen at Peter Shapiro's website, petershapiro.com. He and Barbara Ross filmed the bicycle relief rides over several days in Fall 2012, with volunteers from the bike group Time's Up and members of Occupy Sandy Relief, which was the first to be organized to reach vulnerable communities. Tony Rodrig o-

1. LIST OF BIKE GROUPS AND HELPFUL PEOPLE

As you start to organize, you will be developing a small core group that will help keep the lists handy and be Bike Ready when the time comes.

Use this List to collect the names and contact information of local bike groups and interested bicyclers.

Many different skills are useful, and being able to ride long distances may not be needed. Walking a laden-down bike a few blocks can be very helpful, too.

Your list should include multiple ways of reaching people because phones or the internet may not work when you are mobilizing to respond to a crisis. Designate 2-3 key people who will have a copy of the list and can help mobilize. Create space to identify these key people, special skills (first aid, bike mechanic, etc.) and what tools they have (bike trailer, bike repair stand, etc.).

You can also create an online survey (free to use: Google Doc or Survey Monkey) or use a spreadsheet to organize the information.

If you collect this information on paper, it's a good idea to type up, then verify that it is correct before you share it with trusted bike group members.

You can give your local Emergency Center a short list of key groups and people to contact who can notify the others.

Name	Bike Group	Address	Skills	Tools	*Note
Phone	Alt Phone	email	hashtag	Celly	other

* Notes can indicate that this is a key person, they know first aid, a second language, etc.

Consider updating the list every so often.

If there's an active Citizens Emergency Response Team (CERT), or other kinds of preparedness groups or agencies that you work with, discuss your Bike Ready efforts with them.

2. WAYS TO COMMUNICATE WHEN DISASTER STRIKES

Though it may seem redundant, it's a great idea to have multiple ways to reach people. There are many options: Email, text message, phone call, Skype, WhatsApp, Messenger, and whatever is popular in your community. It's a good idea to practice if the system is new to some people.

You can set your group up on a service like Celly. As seen at <https://cel.ly/> it's a free app that will notify each of your group members in different ways, including SMS. It has several functions. Of course, use whatever works best in your community – the goal is easier communications.

What is a 'phone tree'? It's a simple phone list made and distributed in advance. Each person calls 5 people. These people each call 5 people, who each call 5 people, and so on. Very quickly, a large number of people are contacted.

Signage also works! Include specific details, including date and time, to be most effective. They can announce a meeting place, bike repair sessions, when the energy bike will be giving charges, etc. Occupy Sandy Relief made eye-catching signs and relied on symbols to include people with different languages.



3. LIST OF AVAILABLE RESOURCES, SUCH AS BIKE TRAILERS, CARGO BIKES, ETC.

You can collect this information more gradually. You can use a survey or your phone's note pad to keep a running list. If you have an office or regular meeting space, you can even keep this list on a bulletin board.

People may have bike trailers, bungees (tie down straps), tools, cargo bikes, kiddie carts, energy bike, a bike rack for a car, a bike repair stand, etc. Ask around. You can transport cargo using almost anything with wheels. While you are at it, note related resources such as a solar charger, good places to set up for repairs, etc.

Collect the locations of bike stores that may want to pitch in or provide a staff member to volunteer, etc. Other businesses may be interested in being on the list too.

Talk to your city's office of emergency response. Find out if bike evacuation routes are in their emergency plan (and if not, lobby for it!). Journalists, mapmakers, planners and community organizers will find value in this effort.

Collect other local emergency information. For example, in NYC, people who are already members can use the NYC Bikeshare system even when the electricity grid is down.

If you are lucky enough to have access to an energy bike, we advise that you practice working with it in advance. Consider getting some spare parts, and learn how to optimize charging (for example, iPhones charge faster in 'Airplane mode'). If you want to build one, there are many videos and other instructions online.

And do check out a very detailed list of support resources in advance at <http://occupysandy.net/resources/> - all sorts of issues appear here. This website is quite

4. BIKE REPAIR KITS: ONE FOR YOU & ONE FOR YOUR EMERGENCY CENTER

Contents of Basic Bike Repair Kit – ideal for fixing flats and minor adjustments

- Tire Levers
- Patch Kits (several)
- Floor Pump
- Hand Pump (small, cheap)
- Duct Tape
- Allen Wrench Set (metric)
- Adjustable Wrench 8 inch
- Adjustable Wrench 6 inch
- Vice Grip (6 inch)
- Chain Lube
- Grease

Supplementary:

- Combination Wrench/Nut Driver (8-9-10 mm)
- Needle Nose Pliers
- Slip Joint Pliers
- Screwdrivers (flat and Phillips)
- Channel Locks
- Hammer
- First Aid & clean up supplies

Mark your tools. Add tape (electrical works well, wrapped around with a little tail) that has your group name and contact, this will help your tool kit last longer.

Recommended for your personal bike repair kit: spare tubes that fit your own bike. Bike lights and extra batteries, possibly even a reflective vest. Consider getting a headlamp and a supply of bungees (tie down straps) and work gloves.

Decide if it's better to make a couple of kits, in case one becomes inaccessible when the emergency strikes. You can 'crowd-fund' to make them (try IOBY.org). Or, you can ask for a tool donation from a local bike shop, too.

Organize the kit(s) and pack everything into a sturdy, waterproof box(s). Talk with your Bike Ready friends about the best place to keep it, such as an emergency center, bike group headquarters, or other community gathering place.

Bike Ready Lower East Side created three kits using the list above, spending about \$100 per kit. We placed them in three neighborhood emergency centers. These locations were shared with the Bike Ready group, and the neighborhood response coalition, LES Ready. We expect to use them during storm-related or emergency outages, transit strikes, or even during times of stress when people need mutual aid to rebuild their sense of community.

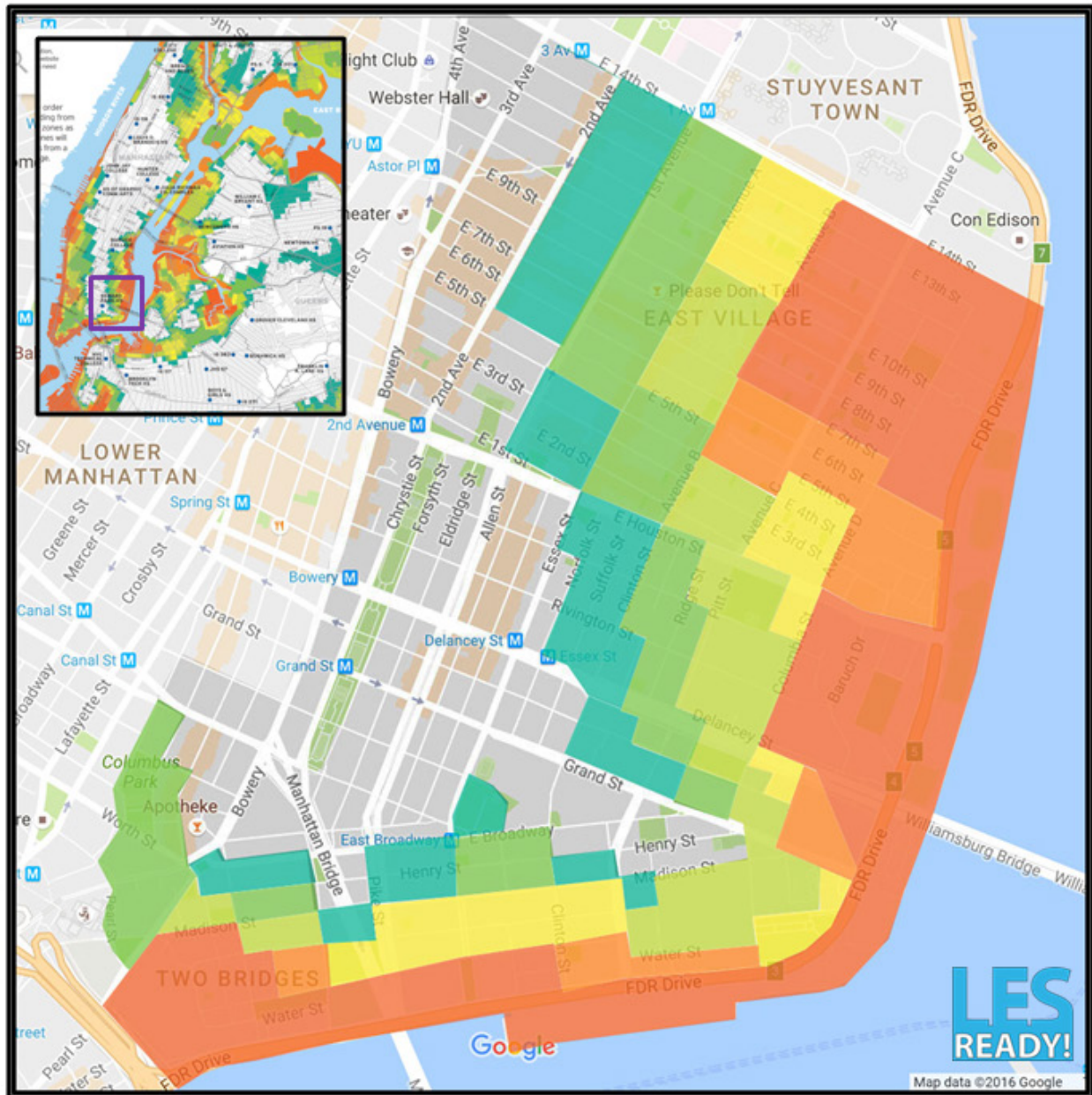
COMMUNITY RESOURCES:

- Evacuation Center

--- Community Board 3 boundaries



DII. LES EVACUATION ZONES



LOWER EAST SIDE

Hurricane Evacuation Zones

When a coastal storm is approaching, the City may order the evacuation of neighborhoods in danger of flooding from storm surge, starting with Zone 1 and adding more zones as needed depending on the severity of the forecast. Zones will be evacuated depending on life safety-related threats from a hurricane's forecasted strength, track, and storm surge.



Source: NYC OEM

LESReady!
DECEMBER 2017