



Overwhelmed by Emergency Preparedness?

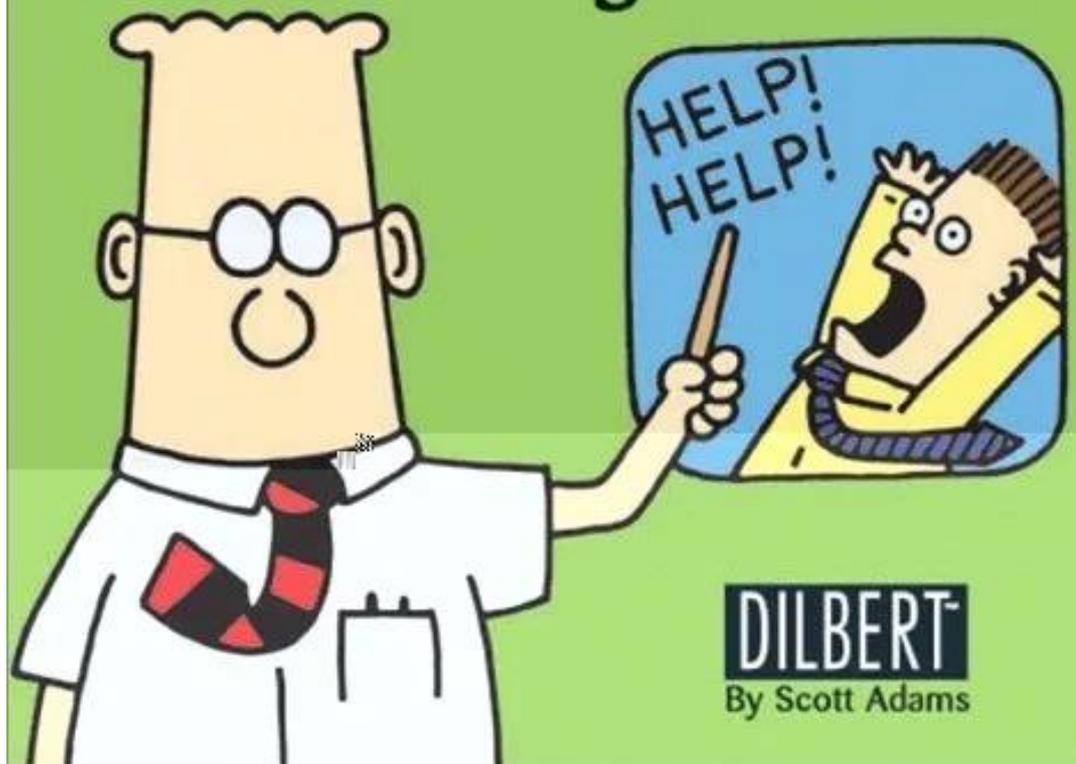
Here's a practical approach



The Arc.

Monroe
New York

Our Disaster Recovery Plan Goes Something Like This...



What we'll cover today

- Objectives
- Introduction
- Basics of emergency preparedness
- Lessons learned
- Table top exercise
- Resources
- Wrap up



Objectives

- You will understand the basic steps to planning for and implementing an emergency preparedness program
- You will understand some unanticipated elements to focus on, based on my experience



OBJECTIVES

Introduction



- Pete Dancer, VP for Quality and Compliance, Arc of Monroe
- Formal education: Psychology
- Oversee Quality and Compliance
- Also oversee emergency preparedness for my organization

Question to start ...

- How many of you have a degree in emergency preparedness?



Where to begin ...

- Get administrative buy-in
- Clarify roles
 - Emergency preparedness runs the crisis
 - CEO runs the business/agency
 - Site leads
 - Medical personnel



Where to begin ...

- Think about what could happen
 - Natural
 - Man-made
 - Accidental
 - Deliberate
 - Localized
 - Widespread



Likelihood and impact

- Evaluate them against:
 - Likelihood: how likely is it to happen to you
 - Impact: if it did, how badly would it affect you
 - Consider different types of impact:
 - Physical injury/death
 - Physical plant
 - Emotional/psychological



Likelihood and Impact

IMPACT	High	Medium	High	High
	Medium	Low	Medium	High
	Low	Low	Low	Medium
		Low	Medium	High
		LIKELIHOOD		

Courtesy of Pivot Point Security

Site-specifics

- Work-site differences
 - Main site:
 - HR and administration
 - Hiring and Firing
 - Represents the organization
 - Other sites:
 - Disgruntled employees
 - Domestic situation spill-over
 - Consider who is at the site:
 - Number and populations
 - Work there vs. visitors



Site-specifics

- Anything that sets a site apart:
 - Proximity to a potential hazard
 - Nuclear power plant
 - Train tracks
 - Cultural considerations
 - Flood zones



Physical plant aspects

- Access points
 - Physical: doors, windows
 - Visual: large windows, open hallways
- General characteristics
 - Multi-story vs. single story
 - Number and location of entrances/exits
 - Basement space: can people look down into



It's time to begin ...

- Goal: a consistent overall approach
- Allow for site-specific differences
- Develop protocols for each location



Low-hanging Fruit

- Tackle the quick-and-easy
- May have lower impact, but an easy win
- Good way to gain some traction



High/High on down

- Look at High Likelihood & High Impact
- Work backwards from there
- Don't work in a vacuum
- Talk with others in the organization
- Consider site-specific info
- Be logical:
what makes sense



Ongoing Learning

- Research: use the web
- Ready.gov
- FEMA
- Webinars
- Seminars
- Conferences



Lessons we've learned



- Practical approach
 - Can't be academic or theoretical
 - Can't sit on a shelf
- Be thorough but concise. See example.
- Balanced and reasonable
- Provide training: Initial and Annual
 - Be creative
 - Focus on the practical

LESSONS
LEARNED



Lessons we've learned



- On-site client base? Work with staff first
- Receptionists: Critical Role
- Drill, Drill, Drill!
- Can you communicate with everyone, everywhere?
 - Bathrooms, conference rooms, break rooms, workout rooms
 - Deaf and hearing-impaired staff



Lessons we've learned



- Think about door locks
 - Key or button lock. Which are best & where
 - Keep doors always locked?
 - Spaces that don't lock (bathrooms?)
- Sharing space with other companies
- Support for guests in the facility



Lessons we've learned



- Evacuation supports for people who can't use stairs/may need other support
 - Higher floors
 - Individualized approach
 - When better to risk evacuation or shelter in place
 - Who will help with evacuation?
 - What training will *they* need?



Lessons we've learned



- Call in the experts: Fire Marshall, Police
- Debrief every situation every time
- Crisis communication plan
 - With PR firm
 - Identify roles and responsibilities
 - An element of emergency response, not a comprehensive plan



Table Top Exercise

- Likelihood/Impact assessment for your organization/work site
 - Think about types of situations that could occur
 - Rank them for your organization or work site
 - Use the worksheet
- From this work, identify:
 - Low-hanging fruit
 - Situations with high likelihood and high impact
- Brief debrief



Resources

- Ready.gov
- Ready.gov/be-informed
 - Information on various disasters
- <https://training.fema.gov/is/crslist.aspx>
 - Free online trainings in various topics
- State, county, local disaster plans
- FBI “Run, Hide, Fight” Videos



Questions?



My contact info



- Pete Dancer
- pdancer@arcmonroe.org
- 585-672-2234
- The Arc of Monroe
2060 Brighton-Henrietta Townline Road
Rochester, NY 14623

