

READY TO RESPOND DISASTER STAFFING TOOLKIT

Overview: Why You Should be Ready to Respond



**Disaster Preparedness
for Affordable
Housing Organizations**



Acknowledgments

Enterprise thanks all the affordable housing organizations which were inspired by Superstorm Sandy to improve disaster preparedness. Thank-you too, to these individuals and organizations for helping to develop the *Ready to Respond: Disaster Staffing Toolkit*.

Key Contributors



Sponsors

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Collaborators

Learning Collaborative for Multifamily Housing Resilience: Asian Americans for Equality (AAFE), Bailey House, CAMBA Housing Ventures, Carroll Gardens Association, Community Investment Strategies, Fifth Avenue Committee, Jersey City Housing Authority, Jewish Association Serving the Aging (JASA), Lott Community Development Corporation (Lott CDC), Lower East Side People's Mutual Housing Association (LESPMHA), Services for the UnderServed and Triple C Housing.

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Why do Affordable Housing Organizations need a Disaster Staffing Plan?

Disaster can strike anytime, anywhere. It may take many forms—hurricane, earthquake, tornado, flood, fire, power outage, hazardous spill or act of terrorism.

A disaster can build over days or weeks, or hit suddenly without warning. When a disaster occurs, a poorly managed staff response can put the safety and well-being of housing residents at risk, and expose housing owners to unnecessary costs, difficulties and liability risks. Having the right plan in place before disaster strikes will contribute to a response which is effectively managed and coordinated across staff, departments, partner agencies and sites.

Affordable housing organizations face unique challenges during emergency events. Unable to easily relocate residents, housing organizations depend on the continuous operation of their buildings, or at least a rapid return to service. Many housing organizations also provide vital services to their residents and neighbors, and serve as important anchors in their communities.

In Enterprise's work with affordable housing partners recovering from Superstorm Sandy, these priorities were identified as essential to disaster preparedness:



Building Protection

Minimize damage and ensure a quick return to service.



Resident Engagement

Support the safety, preparedness and recovery of residents.



Business Continuity

Maintain key business operations throughout a disaster.

What is the *Disaster Staffing Toolkit* and how can it support your disaster planning efforts?

The Ready to Respond: Disaster Staffing Toolkit *is based on the Incident Command System (ICS), a planning framework used by federal, state and local first-responder agencies to help structure command, control and coordination of emergency response.*

By modeling a staffing plan on this standard, housing organizations draw on best practices and align their protocols and response timelines with key public agencies, while sharing a common language to describe preparedness efforts.

The ICS model lays out staff roles and responsibilities and the disaster-related protocols and systems needed to support an effective emergency response. By following the modules in this Toolkit, housing organizations will establish the following concepts and capabilities:

Common Operating Picture

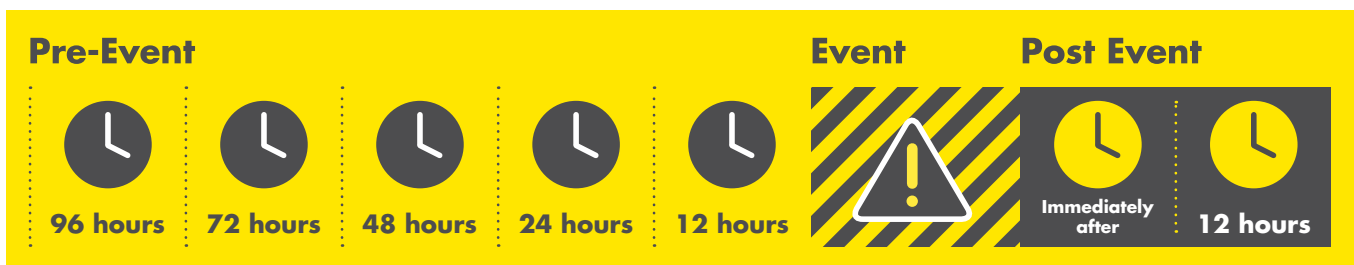
Staff members understand the organization's protocols and procedures.

Situational Awareness

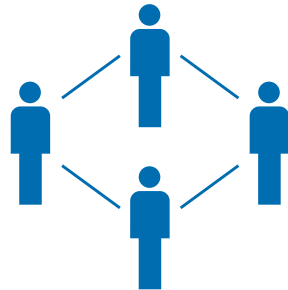
Information about the disaster and its effects is widely shared.

Operational Periods

Eight established times during a disaster when meetings are held and specific tasks are completed.



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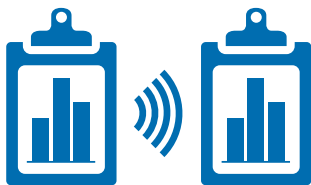
Coordination

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



Communication

Staff and leadership stay connected throughout the disaster.



Information Sharing

Vital updates reach staff, residents, leadership and external stakeholders quickly.

How can you access the *Disaster Staffing Toolkit* to start planning for a disaster?

To access all the Ready to Respond: Disaster Staffing Toolkit materials visit:
www.EnterpriseCommunity.org/readytorespond

Enterprise works with partners nationwide to build opportunity. We create and advocate for affordable homes and communities which thrive because of good jobs, good schools, good healthcare and good transportation. We lend funds, finance development and manage and build affordable housing, while shaping new strategies, solutions and policy. Over more than 30 years, Enterprise has created nearly 340,000 homes, invested \$18.6 billion and touched millions of lives.

