Central Florida Commission on Homelessness (CFCH FL-507) Disaster Guide for Homeless Service/Shelter Providers

Reviewed May 2021

Purpose

The purpose of this guide is to provide the Central Florida Commission on Homelessness network, comprised of homeless service providers, advocates, and other community partners, with an overview of the protocols to be activated in the event of a natural disaster or any emergency related event affecting the Central Florida region.

The Central Florida Commission on Homelessness (CFCH FL-507) includes the counties of Orange, Osceola and Seminole, and the cities of Kissimmee, Orlando, and Sanford. There are over 100 member agencies within the CFCH. These members provide a spectrum of services to those experiencing homelessness, including Emergency Shelter, Food, Clothing, Employment Assistance, Case Management, and Housing Assistance—for individual adults as well as families and youth. On any given day Central Florida Emergency Shelters provide services to over 1,600 people. A regional coordinated process for prioritizing limited resources to those with the greatest need annually assists over 5,000 persons and families experiencing homelessness. The total CFCH Permanent Supportive Housing caseload currently includes over 1,321 individuals who were formerly homeless. The region also provides housing via the Rapid Re-Housing Program to over 800 families and youth.

During a disaster, Local and State emergency plans struggle to meet the needs of people experiencing homelessness—who are particularly vulnerable when systems of care are stretched for resources and are sometimes unable to operate at full capacity. People who are homeless have limited resources to evacuate, stockpile food, store medications and shelter in place. Individuals experiencing homelessness may have limited literacy, compromising their access to risk reduction information. They may be unable to engage in self-protective activities such as choosing early evacuation once a threat to safety is evident or find an appropriate location to shelter-in-place. Homeless individuals who are undocumented or have a history of detention or incarceration may be hesitant to participate in disaster services for fear of deportation or arrest. Factors associated with mental illness and substance use disorders may interfere with the ability of an individual to cope with the trauma of disaster.

As a result, special attention must be given to assisting persons through targeted communication, lowering entry barriers to shelter, equipping organizations tasked with serving these populations prior to the onset of an event.

This guide recognizes that individuals and organizations vary greatly in disaster readiness. Disaster planning begins with an awareness of what is already happening, identifying stakeholders, analyzing potential barriers for access to services, starting we what resources are currently available, and finally looking to improve and expand preparations. The task of planning for a disaster can feel overwhelming. So, you must start right where you are. Don't let the perfect be the enemy of the good.

Our goals:

- Strengthen the efforts of individual homeless service providers in the event of a disaster.
- Prepare homeless and newly housed community members within CFCH FL-507 to promote disaster preparation and mitigation.
- Insure coordination and linkage between CFCH member agencies and government/communityleaders during a disaster; and,
- Promote incremental process improvement in disaster planning within member agencies and for the whole CFCH.

Homelessness in Central Florida

As in most communities, the condition of homelessness has many expressions. Homelessness impacts families and individuals. It may be the result of economics and/or illness. Homelessness affects individuals of all ages. Its prevalence is the result of individual circumstances and societal trends. The complexity that is homelessness requires a multifaceted response. However, the common denominator is lack of a stable and permanent residence, a safe and secure dwelling, a home.

In 2020, according to Central Florida's Homeless Management Information System (HMIS), 4,848 individuals sought service amongst participating homeless service providers. Over the past three years, there has been a steady decrease in the number of individuals connected with the system of care (**2018:** 6,015, **2019:** 6,115, and **2020:** 4,848). While that steady decline is encouraging, everyone would agree that over four thousand individuals experiencing homelessness in our community over the course of any year is unacceptable. Annually in January, Homeless Services Network assists CFCH in conducting a Point-in-Time (PIT) Count. A PIT Count is a one-day snapshot of the number of people experiencing homelessness in our community. This count combines the data collected via providers through HMIS with a street survey of those who are unsheltered on that night. Over the past four years that count has remained relatively steady (**2017:** 2,074, **2018:** 2,053, **2019:** 2,010**, 2020:** 2,007). A more detailed analysis of the Point-in-Time data and System Performance Measures can be found via the HMIS Community Snapshot: www.hmiscfl.org/community_snapshot/

Scope of Service

The scope of individuals and families referenced in this guide include those who are unsheltered in situations not suitable for human habitation (woods, parks, streets, automobiles, etc.); those who are sheltered in homeless emergency shelters; as well as those formerly homeless participants in Continuum of Care funded Permanent Supportive Housing and Rapid Re-housing programs.

Definitions

Prevention and **preparedness** both refer to pre-disaster planning. Prevention is about taking steps to stop

disasters before they occur. Preparedness means getting ready for cases when disaster strikes anyway. **Response** refers to your actions during a disaster scenario. Every disaster has two possible responses: sheltering in place or evacuating.

Recovery refers to the post-disaster period. You will spend this time repairing damaged infrastructure, replacing supplies, and revising your response plan to take into account lessons learned.

Pre-disaster Personal Preparedness

Pre-disaster Personal Preparedness is the most critical component of emergency planning. Efforts should be deployed by all service/shelter providers to ensure all individuals under their care are informed about the dangers associated with natural disasters- including Severe Thunderstorms, Hurricanes, Cold Weather, Extreme Heat, etc.

Central Florida Commission on Homelessness partner agencies provide case management and services to over 2,000 formerly homeless individuals and families who remain vulnerable to the impact of natural disasters. These newly housed individuals may need assistance from CFCH partners concerning preparation for the impact of a disaster. Whenever possible, case managers should assist clients with developing their own disaster preparedness plan, as part of an ongoing effort to support housing stability. See the appendixfor a disaster preparedness tool kit. When a known weather event or disaster is predicted additional efforts need to be explored, including but not limited to insuring clients are aware of the impending event, creation of disaster preparedness kits, as well as providing "what if" guidance.

Outreach to Unsheltered Homeless will be made by RRH case managers and Outreach Team members (Homeless Outreach) in the lead up to any known disaster. It is expected that homeless individuals and families be informed of impending event and provided with information about shelters (both homeless and community-wide), options for transportation and where post-disaster assistance may be available. Effort should be made to speak directly with clients via phone, text, or in person at least 48 hours prior to any known event. Case managers are encouraged to go through a disaster preparation checklist with their clients and assist them with planning to obtain un-acquired resources. Agencies are encouraged to:

- o participate in scheduled CFCH disaster preparation calls; and,
- o perform widespread distribution of pertinent information such as shelter locations and transportation options as soon as they are made available to the public.

Organizational Preparedness

Central Florida Commission on Homelessness encourages all service providers and emergency shelters to maintain organizationaldisaster preparedness plans. A strong commitment from organizational leadership is necessary to successfully prepare for disasters. Unless organizational leadership invested in disaster preparedness and promotes it as a priority to all staff, preparedness efforts rarely succeed. Additionally, plans should be reviewed at least annually prior to June 1st (beginning of hurricane season).

Steps for Organizational Preparedness

1. <u>Identify an Internal Champion</u>: The champion's role is to build buy-in and keep staff motivated. Ideally, this person should be a senior staff member of the organization or someone who has been delegated clear authority to encourage and maintain participation from the entire team.

2. <u>Form a Disaster Committee</u>: The Disaster Committee should include key individuals within the leadership team who are knowledgeable and who manage critical areas. The Disaster Committee should develop the Disaster Mission Statement and the Disaster Plan as a collaborative effort, not with the champion working in isolation. The champion should provide a written agenda and clearly stated objectives for all meetings. Afterwards, the champion should create minutes from all planning meetings, including central discussion topics, and any decisions made or assignments accepted.

3. <u>Identify Resources to Initiate the Planning Process</u>: Get connected with the CFCH DisasterWorking Group and CFCH Point of Contact for Disaster Planning. Explore disaster-planningresources available through Department of Housing and Urban Development (HUD).https://www.hudexchange.info/homelessness-assistance/disaster-recovery-homelessness- toolkit/

4. <u>Build Organizational Buy-In</u>: Insure adequate messaging from leadership conveying the importance of disaster planning, training, and practice. Working with internal champion to identify specific and delegated roles. Create a line item for disaster preparedness in your annual budget that underscores this work as a critical priority.

5. <u>Review or create disaster personnel policies and procedures</u> that clearly state expectations for staff when operating in a disaster situation.

6. <u>Engage in "Table Top Drills" or "What if scenarios"</u> with staff to evaluate your organizational preparedness.

7. Start where you are at and <u>seek continued improvement</u>. Do not let the perfect be the enemy of the good.

Sharing Your Plan

In an effort to understand both the capacity and risk as a system of care for those experiencing homelessness, the CFCH Disaster Working Group encourages organizations to share their disaster plans with the Emergency/Disaster Preparedness Point of Contact at Homeless Services Network. It is strongly encouraged that plans at a minimum include the following:

- Contact/Communication Tree;
- List of organizational roles and responsibilities;
- Inventory of emergency assets;

- Emergency hours of operation;
- Extended capacity limits;
- Disclosure of all barriers that may impact service to those seeking shelter/services (pets, sobriety, etc.).

Communication

A seasonal communications strategy will be implemented prior to June 1st of each calendar year.

- CFCH- with assistance from HSN- will facilitate the gathering of the Disaster Working Group to review and update this strategy.
- A flyer containing hurricane season information will be published (in concert with local jurisdictions) and distributed to homeless service providers, outreach teams, and advocates. This flyer will contain information about transportation pick-up points, pet vaccination programs, shelter locations, notification regarding reduced entry barriers, etc.
- HSN will conduct a hurricane season kick-off call in May to update providers and advocates of any changes in from the previous season

Guidelines for Communication to Persons Experiencing Homelessness
- Use short sentences and plain language
- Write at a sixth-grade reading level or lower
- Provide written materials in multi-lingual format representative of the community
- Include visual aids (maps, pictures, images) to highlight key messages
- Repeat key information
- Use large font size
- Identify preferred media routes for delivery of messages (radio, community paper, face-to-face)

Notification of service providers

HSN shall notify all Continuum of Care partners regarding potential disasters and weather emergencies via mass email and website within 12 hours of a State or Federal alert. In the event of a tropical storm/hurricane, HSN will schedule an emergency preparedness conference call at least 96 hours prior storm to disseminate critical information to partner agencies.

Deployment of Outreach Teams

Homeless Outreach Teams will be deployed widely in the lead-up of any known disaster to notify unsheltered homeless of the risks and the need to take shelter in a secure location. Outreach Teams will focus on known locations where homeless individuals gather, including parks, encampments, and other congregate gathering sites. An active list of encampment and known locations used during annual Point-in-Time Count will be maintained by HealthcareCenter for the Homeless, ASPIRE Seminole, Hope Community Center and Covenant House of

Central Florida. Emergency notification flyers will be distributed. Volunteers will be deployed as necessary to assist outreach teams.

211

When in doubt, call 211. 211 will maintain a list of shelter options and transportation instructions prior to a known weather event. When flyers are lost or unavailable encourage people to "Call 211."

Sheltering

Orange County/Orlando

In the event of an emergency the following shelters have agreed to extend capacity and hours.Additionally, barriers to entry will be waved.

Provider	Typical Capacity	Additional Disaster Capacity	Barriers to Entry
Coalition for the Homeless 639 W Central Blvd. Orlando, FL 32801	250 men 200 family/women/children	100 men 25 women/children	Illegal Trespassing, service animals only
Orlando Union Rescue Mission 911 W Central Blvd Orlando, FL 32805	120 Men 150 family/women/children	150 Men 150 Families & Children	Service animals only
Salvation Army 416 W Colonial Dr Orlando, FL 32804	116 Men 62 Women & Children	65 Men 30 Families & Children	Service animals only Illegal Trespassing
Covenant House Florida 5931 E Colonial Dr Orlando, FL 32807	12 women or youth with children 12 male youth	14 women or youth with children 14 male youth	Youth 18-24 Illegal Trespass or on No Entry/No Services Service animals only

Seminole County

Seminole County has published a [Disaster Preparedness Guide for Persons with Special Needs](#) that lists emergency shelters to be opened during a disaster event. General emergency [preparedness information for Seminole County](#) can be found at https://www.seminolecountyfl.gov/departments-services/county-managers-office/prepare-seminole/

Listed below are permanent emergency shelters designated for persons experiencing homelessness in Seminole County.

Provider	Typical Capacity	Disaster Capacity	Barriers
Rescue Outreach Mission 1701 W 13th St, Sanford, FL 32771	48 men's shelter, 51 bed women's (1 dorm 10 beds and 9 family rooms)	Dining room area can house up to 25 cots	No medical needs capacity. Service animals only

Osceola County

Osceola County utilizes designated public buildings as shelters for vulnerable populations during disasters and does not operate any ongoing emergency shelters for those experiencing homelessness. Prior to a known weather event County staff will announce the opening of shelters. You can find a list of these shelters and locations [here](#). https://www.osceola.org/agencies-departments/emergency-management/shelters.stml

General information regarding emergency management and preparedness in Osceola County can be found [here](#). http://www.osceola.org/agencies-departments/emergency-management/

Transportation to Evacuation Centers (Shelters)

Orange County: LYNX buses will provide transportation to designated shelters prior to a known weather event. Pick-up locations will be listed on flyers to be distributed to homeless service providers, outreach teams, and advocates. Under normal shelter closure conditions individuals will be returned to pick-up points, as appropriate. CFCH Disaster Working Group will review pick-up location with Lynx and Orange County staff on annual basis prior to June 1st.

Seminole County: LYNX buses will provide transportation to all identified special needs residents requesting transportation. Additionally, any resident can call into the Citizens Information line (407-665-0000) to access this transportation if they are unable to get themselves to a shelter. The Sanford HOPE Team works to transport homeless clients from the streets and camps to either the Rescue Outreach Mission or any county shelters.

Osceola County: LYNX buses will provide transportation to designated shelters prior to a known weather event. Pick-up locations will be listed on flyers to be distributed to homeless service providers, outreach teams, and advocates. Under normal shelter closure conditions individuals will be returned to pick-up points, as appropriate. CFCH Disaster Working Group will review pick-up location with Lynx and Osceola County staff

on annual basis prior to June 1st.

Disaster Response Coordination Calls

Once a State or National Emergency Alert is declared, HSN will coordinate CFCH-wide informational conference calls. Notification of these informational calls will be made via email, announced verbally at all CFCH/HSN meetings and posted on at https://www.cfch.org/.

HSN will also coordinate a collaborative preparedness/response calls between all City of Orlando shelter providers and outreach providers prior to, during and after a disaster or severe weather event. HSN is contractually obligated to coordinate shelter/outreach collaboration/communication by the City of Orlando during a disaster—and report back to the Mayor's Homelessness Liaison.

Responsibilities

Service Providers (non-shelter):

- Provide efficient and effective communication to clients regarding impending disasters.
- Ensure internal disaster planning process.
- Notify CFCH Disaster POC regarding availability of services pre/during/postdisaster event.

PSH/RRH Providers:

- Ensure internal disaster planning process.
- Appoint representative to CFCH Disaster Preparedness Workgroup
- Notify CFCH Disaster POC regarding availability of services pre/during/postdisaster event
- Ensure PSH/RRH clients have appropriate preparations and information for known disaster/weather events

Shelter Providers:

- Ensure internal disaster planning process.
- Appoint representative to CFCH Disaster Preparedness Workgroup
- Notify CFCH Disaster POC regarding availability of services pre/during/postdisaster event
- Participate in collaborative disaster conference calls as needed

Central Florida Commission on Homelessness:

- Accountable for annual review of CFCH disaster preparedness planning

Homeless Services Network:

- Appoint a Disaster Preparedness Point-of-Contact. Facilitate communication with CFCH partners and between shelter providers during preparedness, response and recovery phases of disasters.
- Facilitate annual CFCH disaster planning/evaluation process
- Acts as convener of Orlando Shelter Group during known weather events

Training

Prior to the beginning of hurricane season (June 1), training will be provided to CFCH partners regarding any changes or updates in disaster planning. Training will be coordinated by Homeless Services Network.

Planning Recommendations

Below are issues of inquiry identified by the CFCH Disaster Preparedness Working Group to be explored for planning improvement.

Community Disaster Table Top Exercise: Work with jurisdictional emergency management personnel to participate in Table Top disaster preparedness exercises in order to discover planning deficiencies and improve collaboration for real time events.

Hurricane prep kits for RRH/PSH Clients: Develop plan to recourse and pack hurricane preparation kits for RRH/PSH program participants. CFCH partner would take advantage of bulk purchasing at the beginning of a storm season to insure proper supplies are available in the event of a storm.

Coordination of early vaccination of pets: Work with county partners to market and host vaccination clinics for pets. The purpose of which is to reduce barriers to shelter for homeless pets during a storm event—making homeless individuals more likely to seek safe shelter.

Evacuation procedures: Work with City/County jurisdictions to plan mandatory evacuation or catastrophic failure of one of our main homeless shelters during an emergency.

Warehousing of Resources: Explore development of shared centralized warehousing for homeless service providers. Warehouse would include basic post-disaster necessities (i.e., water, snacks, staple items, extra clothing, bedding, etc.); climate controlled for post-event delivery to shelters/agencies.

City of Orlando Rec Center as Emergency Shelter: Explore a partnership between providers to offer services at a third-party site during a weather event to reduce crowding and staff attrition due to a weather emergency. Service partners would provide services in shifts and take advantage of collective economies of scale.

Certifications for CPR/First-Aid: Work to ensure all CFCH partners have staff members certified in CPR/First-Aid Training

Evaluation

Within one month post any event the CFCH Disaster Preparedness Working Group will convene to conduct a disaster planning and recovery assessment. This report will then be presented to the CFCH Board of Directors, as well as to the CFCH Shelter Providers and CFCH Planning Committees.

Additional Resources:

Shelter-in-Place: Dangers and recommendations (Stranded)

Many emergencies require individuals or families sheltering in place. An incident resulting from hazardous materials is an example of an emergency which may require one to stay-put. Tin cases suchas these, venturing outside or going anywhere may pose a great risk to the individual/family unit.

Anticipating the possibility of being required to shelter in place increases the necessity for individuals to ensure that they have a disaster/emergency supply kit prepared with the necessary supplies to manage one's daily care. It is recommended that this kit includes food items that do not require cooking, a healthy supply of water and other everyday necessities.

Should an event occur that requires one to shelter in place, officials will let you know at the outset on the best manner to manage the circumstances of the emergency.

Here is a brief list of essentials you may require:

- Plastic Sheeting
- Towels
- First Aid Kit
- Water
- Non-Perishable Food
- Flashlights
- Fresh Batteries
- Duct Tape
- AM / FM Battery-Powered Radio
- NOAA Weather Alert Radio
- Activities for yourself and your children (books, games, etc...)

Red Cross
Red Cross Guide on Preparing for Emergencies

Emergency Preparedness: A Manual for Homeless Service Providers

Appendix A: Hurricane Preparedness

Hurricane Preparedness Checklist for Individuals

- Water – 1 gallon per person per day (at least 3)

- Food (at least 3 days of non-perishable food)

- Baby Supplies (Formula, Diapers, Wipes, Bottles, Baby food)

- Cash ($$$)

- Manual can opener

- Flashlight & extra batteries

- First Aid kit (Band-Aids, gauze, tape, antibiotic cream, alcohol pads)

- Prescription medications

- Eyeglasses

- Pet food, bowls, & extra water for your pet

- Sleeping bag / blankets for each person

- Change of clothing for at least 3 days

- Hygiene items / Feminine products

- Paper cups, plates, silverware, paper towels, garbage bags

- Paper & Pencils

- Books, games, cards, puzzles

Hurricane Preparedness Checklist for Organizations

For adequate disaster planning one is expected to stockpile supplies for emergencies that will allow either sheltering in one place for an extended period or evacuating an area. While this manual has already discussed the importance of supplies such as fire extinguishers and emergency lighting, your emergency stockpile requires much more—medical supplies, food and water, and other critical resources that can help you cope with a disaster and its aftermath.

Emergency Supply Storage: Keep all your emergency supplies in one central location—preferablyyour facility's safe room. The location should be easy to access, but it should also be locked so that supplies won't be tampered with. On-duty staff (especially the disaster preparedness point person) should be able to access the supplies at all times.

Emergency Supply Checklist: What supplies are essential for your emergency stockpile? Here is a listof items that many disaster experts consider essential:

Water: At least 3-day supply per person. Each person should have access to a gallon of water/day. Store water in clean, sealed plastic containers. Date water and replace it every 6 months.

Food: Again, at least 3-day supply per person. Focus on keeping canned food, dry mixes, and other staples that do not require refrigeration, cooking or extensive preparation. Avoid salty foods that make people thirsty! Keep in mind special dietary requirements that are particular to the population you serve (ex. Mothers with infants). Date stored food and replace every 6 months.

Manuel Can Opener: You might also consider including a utility knife (such as a Swiss army knife) with your supplies.

Meal Ware: Enough plastic plates, cups, and utensils and paper towels for your entire population to use. Store plastic plates and cups instead of paper ones so that you can reuse them.

Battery-Powered or Hand Crank Flashlights: You should already have enough on hand so that every sleeping room, office, and common room has its own flashlight. In addition, keep at least two or three flashlights with your emergency supplies.

Battery-Powered or Hand-Crank Radio: Stay abreast of updates on regional disasters, especially during shelter-in-place scenarios, when electricity or television services may be disrupted. Consider getting a NOAA (that's the National Oceanic and Atmospheric Administration) Weather Radio with tone alert.

Extra Batteries: It's impossible to have too many. Be sure that you have extras of every battery type you use.

Whistle: Whistles make excellent signaling devices, especially during situations in which you need to assemble everyone quickly. Your stockpile of emergency supplies should include several.

Matches: Strike-anywhere matches are ideal. Make sure they are stored in a water-proof container.

Sanitation and Hygiene Items: Stockpile several rolls of toilet paper, packs of sanitized hand wipes, and feminine hygiene products. If young babies are present, include diapers as well.

Dust Masks: To help filter contaminated air, dust masks should be available for each person in your facility. They need to be replaced after they're used.

Plastic Sheeting, Duct Tape, Towels: For shelter-in-place scenarios, these items can help.
you further seal off a safe room. Plastic sheeting and duct tape can be used to secure cracks in or around windows, while towels are excellent for stuffing into the space beneath doors. Dampening towels can provide additional protection against fires.

Blankets or Sleeping Bags: Have enough on hand for each person in your facility, both for sleeping and for keeping warm in the event of cold-weather emergencies.

Household Chlorine Bleach, Medicine Dropper: Mix nine parts water and one part chlorine bleach to make an effective disinfectant. You can also use bleach to treat water by adding 16 drops of bleach per gallon of water. Do not use scented bleaches, color-safe bleaches, orbleaches with added cleaners.

Toolbox with Tools: Always keep a well-organized set of basic tools. Wrench is often necessary to turn of utilities.

Nonprescription Drugs: keep a supply of nonprescription drugs that include the following: Aspirin or aspirin-free pain reliever, antidiarrheal medication, antacid, syrup of ipecac (for inducing vomiting), laxative, activated charcoal.

First Aid Kit: Keep at least one well-stocked first aid kit with your emergency supplies relative to the number of people you serve: It should be stored in an obvious, easy-to-trach location.

Automated External Defibrillator (Optional): An automated external defibrillator, or AED, is a device that analyzes the heart's rhythm for abnormalities and, if necessary, directs the rescuer to deliver an electrical shock to the victim. This shock, called defibrillation, can help the heart to reestablish an effective rhythm of its own. About 200,000 Americans die from sudden cardiac arrest each year. Up to a quarter of those deaths could have been prevented had an AED been on hand. Ideally, your facility will have at least one AED. However, they are expensive—a single unit can cost well over $2,000.

Portability

In the case of a local or regional evacuation, it may be desirable to take most of the emergency supplies. As such, it is recommended that portability of these supplies be taken into consideration. Having a few durable backpacks (e.g. large fixed-frame hiking packs) or large duffel bags on hand may be a practical solution for allowing quick and efficient transport of most, if not all, emergency supplies during an evacuation. For added efficiency, consider keeping the backpacks or duffel bags preloaded with most of the supplies, so that they are ready to go in the event of a rapid evacuation.

Go-Bags

In addition to your stockpile of emergency supplies for the whole facility, it may be prudent to prepare individual emergency bags (called Go-Bags) for use in an evacuation. Go-Bags allow individuals, both clients and staff, to carry with them important records and other personal supplies. A Go-Bag can be anything easily carried by one person—fanny packs, for example, work very well.

Recovery

Every disaster is followed by a recovery period. During this time, life returns to normal. You restock your supplies, repair damage to your facility, and deal with any emotional or psychological after-effects among staff and clients. This is the time to assess both your general level of preparedness and the disaster response plan that you followed, and to implement changes that might be necessary to ensure a better, more effective response in the future.

> *Restock and repair:* Restock your emergency supplies as quickly as possible after a disaster, to ensure that you are adequately prepared for the next emergency situation. Check everything that might have been used in response to the recent crisis—the first aid kit, Go-Bags, flashlights, fire extinguishers. Replace used batteries, food, and other supplies, and ensure that your stockpile is organized and ready. Your facility may need attention, particularly if the disaster was a fire, tornado, or other destructive event. While your facility's insurance policy will probably come into play for large-scale repairs, you'll want to inspect affected areas to ensure that there are no issues requiring immediate attention. Check smoke alarms, windows, locks, and lighting to ensure that your facility is prepared for the next time disaster strikes.

> *Coping with Trauma:* A disaster can leave those who experienced it feeling frightened and confused. Be aware that those experiencing homelessness may both have more resiliency or more acute post-traumatic stress. Ensuring that your staff is well trained to respond to any disaster situation is one way you can make disaster experiences less traumatic for those you serve. A prepared staff will emote confidence, which will have a calming effect on your clients. Encourage them to have open and honest discussions about their feelings and experiences. Consider hosting a facility-wide meeting as soon as possible after a disaster, giving everyone present—staff and clients—the opportunity to share and listen. This type of meeting can be a valuable way to validate each individual's feelings and perceptions, and can also turn into an effective forum for discussing the disaster response plan itself and how it might be improved.

Assess Your Plan

Continual self-assessment is an essential ingredient of a successful disaster response plan. No single plan can take into account every possible permutation of a disaster; once the crisis has passed, use the experience as an opportunity to refine your plan and ensure that the next time that particular disaster strikes, you're even better prepared than before.

Plan a facility-wide staff meeting as soon as possible after the crisis is resolved. Review the disaster response plan, and discuss what parts of it worked, what parts didn't, and what (if anything) could be done to make the entire plan more efficient. Were there supplies that would have been good to have? Did everybody on your staff know his or her role and act accordingly? Were emergency contact numbers correct? Did youth respond as you'd anticipated?

Don't be afraid to get input from clients as well. Ask them how they felt during the disaster and listen to their ideas about how to improve your overall response. In addition to helping, you update your disaster plan, involving your clients in this way can be an excellent method of getting them to discuss any lingering feelings of trauma stemming from the disaster. When you are ready, revise your old disaster response plan to incorporate your new ideas and procedures. Finally, hold trainings or drills to make sure that everybody understands and is comfortable with the new plan.

Appendix B: Other Hurricane Preparedness Resources

Hurricane Season begins June 1st through November 30th. As with every hurricane season regardless of forecast, knowing the essentials of how to prepare could truly be a life saver.

Hurricane Knowledge

First, know your hurricane facts and understand common terms used during hurricane forecasts. Storm conditions can vary on the intensity, size and even the angle which the tropical cyclone approaches your area, so it is vital you understand what the forecasters and news reporters are telling you.

Tropical Depressions are cyclones with winds of 38 mph. **Tropical Storms** vary in wind speeds from 39-73 mph while **Hurricanes** have winds 74 mph and greater. Typically the upper right quadrant of the storm (the center wrapping around the eye) is the most intense portion of the storm. The greatest threats are damaging winds, storm surge and flooding. This is in part why Hurricane Katrina was so catastrophic when bringing up to 28 foot storm surges onto the Louisiana and Mississippi coastlines.

Here are some important terms you may hear:

- **Tropical Storm Watch**: Tropical storm conditions are possible in the area.
- **Hurricane Watch**: Hurricane conditions are possible in the area.
  Watches are issued 48 hours in advance of the anticipated onset of tropical storm force winds.
- **Tropical Storm Warning**: Tropical storm conditions are expected in the area.
- **Hurricane Warning**: Hurricane conditions are expected in the area.
  Warnings are issued 36 hours in advance of tropical storm force winds.
- **Eye**: Clear, sometimes well-defined center of the storm with calmer conditions.
- **Eye Wall**: Surrounding the eye, contains some of the most severe weather of the storm with the highest wind speed and largest precipitation.
- **Rain Bands**: Bands coming off the cyclone that produce severe weather conditions such as heavy rain, wind and tornadoes.
- **Storm Surge**: An often underestimated and deadly result of ocean water swelling as a result of a landfalling storm, and quickly flooding coastal and sometimes areas further inland.

During a watch, prepare your home and evacuation plan in case a warning is issued. During a warning, carefully follow the directions of officials, and immediately leave the area if they advise it. In the event of an **Extreme Wind Warning/Advisory**, which means that extreme sustained winds of 115 mph or greater are expected to begin within an hour, immediately take shelter in the interior portion of a well- built structure.

Hurricane Forecasts

Predicting a tropical cyclone's path can be challenging; there are many global and local factors that come into play. The storm's size and path can directly influence what sort of wind patterns guide, enhance or hinder its growth, and vice versa! Forecasters have computers that take huge amounts of data and try to predict where the storm will go and usually can calculate 2-3 days out fairly accurately. This is where you hear the terms computer models and spaghetti models being used. Generally the forecast track or path is given with the average consensus of these models. The National Hurricane

Center has the most up-to-date information on tropical cyclone developments, forecasts and weather alerts, discussions analyzing the data and more. http://www.nhc.noaa.gov/

Hurricane Names

Hurricane names are picked randomly, then rotated and recycled every 6 years. If a hurricane was catastrophic or severely deadly and costly (i.e. Irma, Charlie, Katrina, Irene) it is officially retired since use is not appropriate and can be confusing when naming current storms. To view the current list of tropical cyclone names click here: http://www.nhc.noaa.gov/aboutnames.shtml

Hurricane Kits

It is important to create a kit of supplies that you could take with you if you are forced to evacuate. This kit will also be useful if you are able to stay in your home, but are still affected by the storm, such as through the loss of power. One common trend seen when hurricanes are approaching is a wide-spread panic. When this happens, people rush in large numbers to get all the supplies they think they need. However, if you prepare your kit ahead of time, you can alleviate a lot of the potential stress of a very chaotic situation. You should create your kit in a bag that you can easily take with you. Some recommended items to include are:

- Non-perishable food (enough to last at least 3 days)
- Water (enough to last at least 3 days)
- First-aid kit (include any prescription medication you may need)
- Personal hygiene items and sanitation items
- Flashlights (have extra batteries on hand)
- Battery operated radio (again, have extra batteries)
- Waterproof container with cash and important documents
- Manual can opener
- Lighter or matches
- Books, magazines, games for recreation
- Special needs items: pet supplies and baby supplies if applicable
- Cooler and ice packs
- A plan for evacuation and for if family members are separated

Securing Your Home

Know how to secure your home in the event of damaging winds, storm surge and flooding.

- Cover all of your windows, either with hurricane shutters or wood.
- Although tape can prevent glass from shattering everywhere, be warned that tape does not prevent the window from breaking.
- If possible, secure straps or clips to securely fasten your roof to the structure of your home.
- Make sure all trees and shrubs are trimmed and clear rain gutters.
- Reinforce your garage doors.

- o Bring in all outdoor furniture, garbage cans, decorations, and anything else that is not tied down.
- o If winds become strong, stay away from windows and doors and close, secure and brace internal doors.

Power Outages

In the event a storm should leave you without power, there are a few things to consider and help you be ready and stay safe outside of your normal hurricane preparedness.

- o **Gas**: Make sure your tank is full far in advance of an approaching storm. Most people wait until the last minute, rush to get extra gas for cars and generators, and subsequently gas stations can run out early.
- o **ATMS**: Have extra cash on hand in the event no ATMS in your area are accessible or working.
- o **Cell Phones**: Charge your cell phone and limit use after power is out.
- o **A/C**: This can be the most uncomfortable side effect of losing power during a storm. Try to prevent as much light from entering and warming the house by covering up your windows on the inside. If you have back-up or battery-operated fans, don't run them unless you are in the room. Fanscreate a difference in perceived temperature but do not cool the room; instead they create a cooling effect by dispersing the heat off your skin. It is said they can actually add heat to a room just by running.
- o **Water**: Fill bathtub and large containers with water for washing and flushing only.
- o **Food**: Turn your fridge temperature down and/or freeze any food or drinking water that can be frozen if you expect a power outage. Here is a guide on freezing food: Freezing and Food Safety. Have a cooler with ice packs prepared to cool your drinks and snacks after power has been out for more than 4 hours. And importantly, check out this food safety guide for when to discard your perishable food:http://www.foodsafety.gov/keep/charts/refridg_food.html
- o **Health/Safety**: The CDC has a great guide on how to stay safe in the event of a power outage: Power Outages

Remember, any severe storm can be deadly and destructive. If you've survived a landfilling cyclone, you know the inconvenience and distress it can cause. One of the best tips to be prepared is knowing the cycle of a cyclone -**Approach, Arrival & Aftermath**. Prepare ahead of time and listen to the directions of officials for the approach. Secure your home, or find a safe shelter for its arrival, and know how to proceed safely during the aftermath

Links/Contact information

http://www.cityoforlando.net/emergency/prepared/
http://www.orangecountyfl.net/tabid/3761/default.aspx#Wa7d8LKGOCg
http://www.oscoela.org
facebook- facebook.com/osceolaEOC
Twitter @osceolaEOC
https://www.seminolecountyfl.gov/d
epartments-services/county-
managers-office/prepare-seminole/
http://www.floridadisaster.org

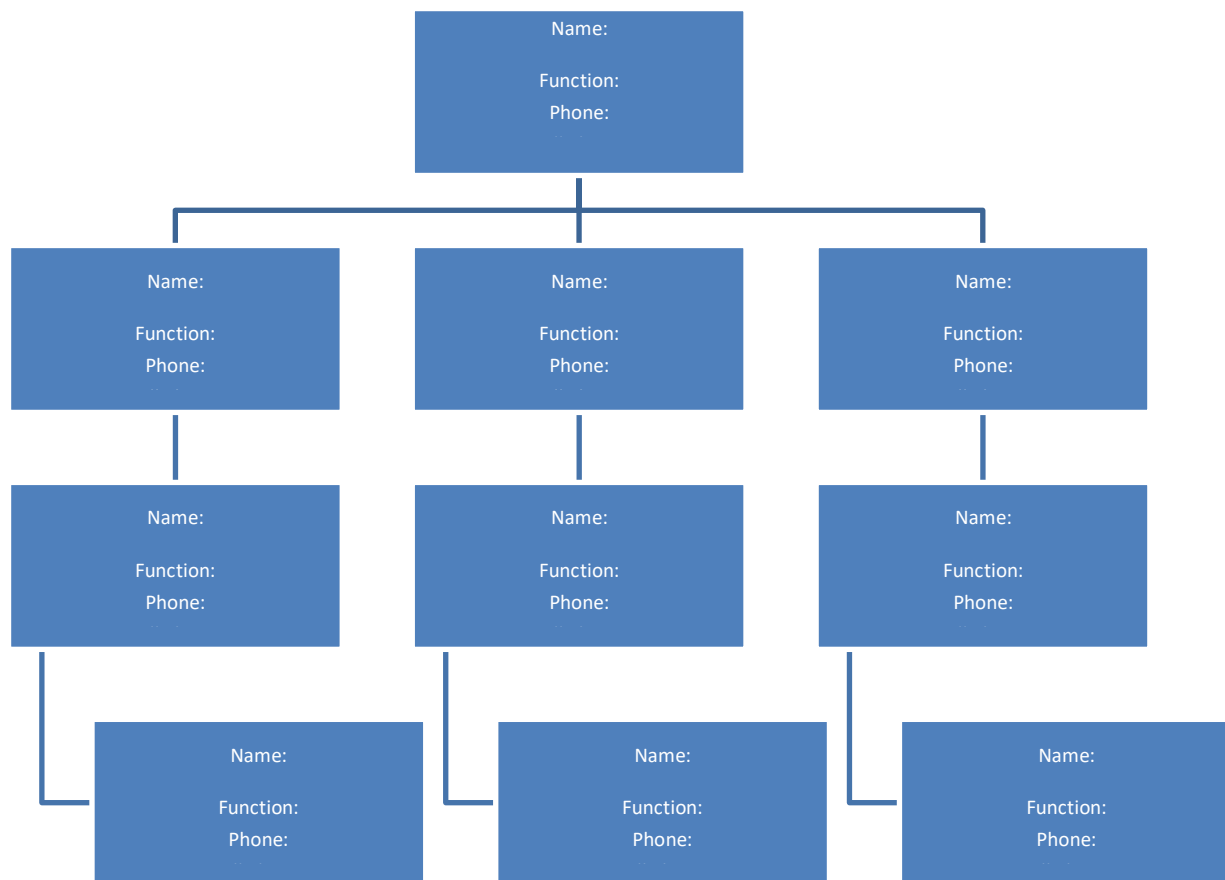https://www.lakecountyfl.gov/hurricane_guide

Call 511 for road closures

Emergency Communication Tree: Template

This template can be used to identify staff you will need to contact how you can contact them. This can be used as an alternative form of communication when a mass notification system is down.

- Limit the number of people each person must call
- Leave a message for unavailable contacts and continue down the tree. Continue trying to contact the unavailable person.
- The last person called should report back to a designated person to signal the end of the contact process.
- Keep messages short and concise. Only give the facts stress confidentiality if the situation calls for it.

Update the tree annually to ensure accurate contact information and inclusion of staff

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Emergency Preparedness Asset Mapping

Mapping the assets available to you during disaster is an important part of the preparedness planning process. Asset mapping is an internally focused, relationship based community development approach. Mapping builds upon and uses local capacities, skills and assets; helps identify skills and talents of local people; as well as locate and engage groups of volunteers and other organizations. Internally focused does not mean that additional resources are not needed—rather, that outside resources will be more effective if the local and organizational resources are fully engaged and mobilized. You have existing resources both within your organization, relational networks and wider community that may be available to you during an emergency situation. Aligning those resources prior to an unknown disaster will greatly enhance your responsiveness.

There is no one-best way to do Asset Mapping. Start by gathering a broad group of stakeholders and brainstorm what capacities and resources are available to you that can be leveraged during an emergency situation. Here are a few areas of exploration to get started.
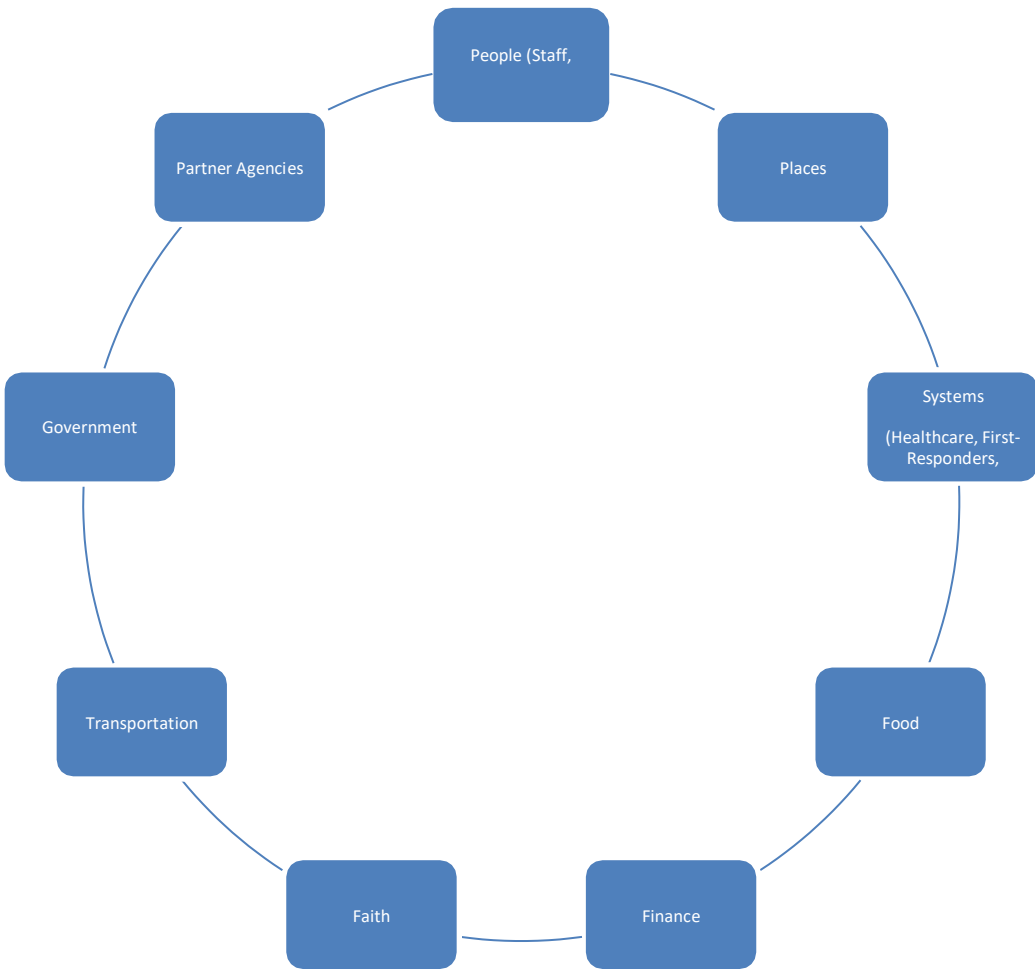
Appendix C: Sample Organizational Plan

Emergency Disaster Plan

Purpose: To protect the Men's Service Center, the Center for Women and Families and the Women's Residential Counseling Center, its residents, the staff and its visitors during a disaster incident.

Date Written: June 25, 2016

Date Implemented: **10-31-16**

Date Revised: October 31, 2016, August 2017

Revision Number: **2**

Campus: Main, WRCC

Cooperating Positions: All

Attachments:

POLICY

To protect the Men's Service Center, the Center for Women and Families and the Women's Residential counseling Center, its residents, its staff and its visitors during a disaster incident.

Definition of disaster: A man made or natural occurrence that affects the normal provision of services.

Examples of disasters: Hurricane, Tornado, Chemical Spill, Earthquake, Structure Fire, Hazardous Material Incident, etc.

PROCEDURE

The Safety Committee Chairperson will communicate prior to, during and after an event with the City of Orlando's Office of Emergency Management to insure that all the agencies needs are met and its residents and staff are protected from harm.

The Coalition for the Homeless will respond to a disaster incident by:

- Prioritizing the safety of the residents, staff and visitors
- Safeguarding the property and assets
- Reestablishing normal operation quickly after the disaster

- Assuring self- sufficiency to operate for a minimum of 72 hours after a disaster begins
- Prioritizing staff and supplies
- Delineating responsibilities and tasks to be completed
- Collaborating with all local Emergency Management Teams

Identifying an Incident Response Leader

During the length of the emergency the Director of Program Services, Director of Facilities or the Chairman of the Safety Committee (who will be determined by their availability), will be responsible for making all decisions with administration to react to the emergency.

Incident Response Leader Responsibilities

- Stop, resume and continue provision of all services, as appropriate
- Coordinate with the appropriate government agencies
- Approve evacuation of buildings
- Coordinate and approve activities of the response staff
- Approve strategies to meet the emergency
- Determine overall objectives to meet emergency
- Monitor weather condition
- Coordinate security measures:

    o Communicate responsible functions to all Coalition locations
    o Control affected area until, if necessary, relieved by appropriate first responders
    o Provide radio and telephone communications
    o Conduct any appropriate searches
    o Preserve law and order
    o Maintain security of building
    o Provide initial first aid to injured, sick

Additional responsibilities the Incident Response Leader will designate a staff member to perform:

- Coordinate contacting of vital personnel.
- Maintain a list of equipment, supplies, tools and machinery on hand as well as special needs to meet a particular emergency, including phones, radios, and other communication devices.
- Coordinate staff to assist in dealing with preparation, response before, during & after an emergency.
- Secure control of gas, water sanitation and power supply.
- Have access to floor plans, schematics and mechanical drawings of the building.
- Provide emergency power supply and accessories to appropriate areas of the building.
- Determine extent of any damages.

- Assist in preparing and securing building and surrounding property.
- Assist with any rescue efforts.
- Coordinate cleanup effort after emergency.
- Provide appropriate vehicles and maintenance of vehicles as necessary.

Critical Employees (Response Staff):

Critical employees are individuals designated by the Coalition Administration, who perform essential functions during a disaster or emergency situation and after an event.

These include but are not exclusive to, Program Directors and supervisory staff, Resident Assistants, Case Managers, Kitchen Mangers, and Maintenance Technicians.

These staff are split into two teams when possible.

Team A works during a disaster and Team B works after the disaster to give the members from Team A the opportunity to rest and take care of personal responsibilities.

All agency staff that is not assigned to Team A or Team B should make every effort to make themselves available to work in a labor pool outside of their normal job description as appropriate.

Upon announcement of a disaster/emergency alert, the Incident Response Leader will issue a verbal CODE over the two way radio system and by email. A disaster code is used to announce an event and to formally enter the Disaster Preparedness Plan or Emergency Management Plan. A governmental declaration of disaster in our area will supersede the agencies alert status.

Important Numbers in Event of Emergency

COMMUNITY CONTACTS

Organization	Emergency #	Non-Emergency #
EMERGENCY	911	
Orlando City Hall		407-426-2121
Florida State Highway Patrol	911 or *FHP (347) from mobile device	Cust. Svc. 850-617-2000
Orlando Emergency Management		321-235-5438 or Citizen's Info Line 407-246-4357 or Radio Station 1650 AM
Orange Co. Emergency Management		407-836-9140
Orlando Police Dept.	911	407-235-5300
Orange Co. Sheriff's Dept.	911	407-836-4357
Orlando Fire Dept.	911	407-246-3473
UTILITIES		
OUC (power & water)	Outage 407-823-9150	Cust. Svc. 407-423-9018
AT&T (fax & elevator lines +		Repair 800-247-2020

Organization	Emergency #	Non-Emergency #
WRCC phones)		
Earthlink aka Windstream (main campus phone system)		Cust. Svc. 800-239-3000
MEDICAL		
Florida Hospital Orlando	ER Dept. 407-303-1940	Main 407-303-5600
Orlando Regional Medical Center (Kuhl Ave)		Main 321-841-5111
Ambulance Dispatch	911	Rural/Metro 407-578-3605
Veterans Affairs Benefits		800-827-1000

Examples of Disasters:

There are many types of man-made and natural disasters that can affect the Coalition for the Homeless and its provision of services that include but are not exclusive to the following

Types	Prob.	Impact
Hurricane	High	High
Severe Weather	High	High
Extreme Weather	High	Low
Hazardous Material (spill)	High	Med
Flood	Low	Low
Radiological Accident	Low	Low
Civil / Social Disturbance	Low	Low
Mass Immigration	Low	Low
Fire	Low	Low

Critical Information to consider:

Hurricanes

Anticipated and actual wind strength, precipitation amount, tornadic possibility.
Consider the interruption of EMS, local utilities, mass transportation and building damage.

Severe Weather (Tornado/Thunderstorms/Lightning)

Although likely, the impact from these types of events is low to the Coalition unless affected by a direct path tornadic event. However, the agency and its clients should show strong attention to caution during this type of event.

Extreme Temperature

The agency and its clients will likely experience this type of event. However, the affects can be mitigated by proactively conserving resources, such as, the HVAC system and liquids utilized for hydration.

A general definition is described as three consecutive days of temperatures of 90* which is documented in the shade and temperatures of 40* or lower.

Hazardous Materials (Chemical Spills)
The probability of a Hazardous Material (Chemical Spill) incident is high due to the approximately 49 facilities in the city of Orlando that store, transport or produce extremely hazardous materials.

The impact would not likely be caused by mishandling these chemicals on site but the materials being spilled during an accident while they are being transported on public roads or railways.

The vulnerability to the public will depend on the amount and type of material spilled and the location of the incident.

The Orlando Fire Department is identified as the agency that will coordinate the response to any hazardous material spill.

Flooding
Given that Orlando is inland.

Flooding is very unlikely and would be caused if excessive rain was to fall in a short amount of time that was to cause the ground water systems to be overloaded.

If such a scenario were to occur the delivery of normal services throughout the Central Florida Community might be delayed. This might impact how the agency was able to continue providing normal services.

Radiological Accident
The closest Nuclear Power Plant is over 100 miles away and diminishes the vulnerability of a nuclear accident.

There are, however, several facilities that utilize small amounts of radioactive substances for medical and research purposes making the vulnerability higher in those locations.

The Coalition is located less than three miles from two of those locations. This proximity does not increase the impact but heightens the agencies awareness.

Additionally, the NRC estimates that 3 million packages of radioactive materials are shipped each year in the United States, either by highway, rail, air or boat.

Finally, there is a low vulnerability of an impact to neighboring Orange County during launches from Kennedy Space Center of spacecraft that haul Radioisotope Thermoelectric Generators.

All of these possibilities would result in mass immigration from other neighboring counties.

Civil / Social Disturbances
The city of Orlando does not have a history of Civil/Social Disturbances but historically has seen non-violent demonstrations. Often, these types of demonstrations can often become violent.

They can affect local economic well-being and the safety and security to the city. At times it can impact small portions of the city without affecting the entire jurisdiction. Vulnerable populations such as the homeless who may live in the area where this might occur will likely need services during an event.

Mass Immigration

Mass immigration can be of an international, state or county type. The only likely possibility would be necessary because of a Central Florida located weather related storm. The migration could be related from non-Orange County citizens seeking temporary shelter before, during or after the storm or perhaps a civil disturbance after that storm. This type of migration although possible, can affect the delivery of normal services provided by local government.

A mass immigration can occur after a third world country experiences a national disaster similarly to the recent Haitian migration after the Haitian earthquake. Orange County and part of Orlando were hosts to Haitians seeking disaster relief. This type of event has ancillary effects on the local community and can affect the local communities economy.

Fire

Fire can easily impact the Coalition because of damage to any agency building, from a fire.

The vulnerability, however, is low because of the proactive actions by agency staff and the systems that are employed in the prevention of fire incidents. The agency utilizes a comprehensive Fire Staff Responsibilities policy.

There are other less likely but possible disasters that are not covered in this policy that will be responded to with the cooperation and assistance of local government such as Drought, Sinkholes, Terrorism, Exotic Pests and Diseases, pandemic outbreaks, collapse critical infrastructure, Special Events and Major Transportation Incidents.

GUIDELINES TO EMERGENCY/DISASTER PREPAREDNESS

Response to any critical situation or emergency involves preplanning. The following pages are guidelines covering immediate considerations, necessary notifications, and tactical considerations for preparing and responding to possible disasters.

These guidelines are not designed to be all inclusive and the thoroughness of advance planning and attention to organizational considerations and support may determine the success of emergency response.

Employee/Department Responsibilities
1. Print and have available two copies of the Disaster Preparedness Plan: one for the office and one for home.
2. Print contact pages to have readily available in the event of emergency.
3. The Coalition Administration or the most authorized staff member after hours will assess the urgency of the situation and make the appropriate call:
    a. 911
    b. Supervisor
    c. Security
4. Secure office equipment, files, and furniture.

5. Make a backup of essential electronic data and keep in a secondary location.
6. Unplug electrical outlets.
7. Cover equipment (desktop computers, printers, monitors, copiers, fax machines).
8. Evacuate with laptop computers.
9. Secure hazardous chemicals.
10. Secure materials according to standard industry practices and policies. Each department is responsible for its own materials.
11. Prepare emergency kit, which should contain items necessary to carry on business in event of an emergency.

Disaster Plan Payroll Issues

Should the facility be closed on payday due to a disaster, every effort will be made to make paychecks available as quickly as possible.

The Accounting Manager will perform the following tasks:
- Contact DecisionHR to determine availability of checks.
- Determine distribution of checks
- Contact DecisionHR to determine their ability to deliver paychecks
- Communicate system for tracking hours in the absence of time clocks and website access.
- Secure all HR Files as appropriate to the emergency

PRE-DISASTER PLANNING

The *Safety Committee* will oversee development and education of the disaster plan as part of a training program established by management presented yearly with updates.

Department directors and managers are responsible for ensuring staff members are knowledgeable with the department plans.

Department directors and managers are responsible for developing and implementing specific departmental plans, including staffing, before, during and after a disaster event. This includes work and sleep cycles.

Supplies - Each department director is responsible for providing a list of supplies needed prior to the disaster to the Chairman of the Safety Committee or the Program Director

PROCEDURES DURING AN EMERGENCY EVENT

The Emergency Operations Center (EOC) will be located *at the Operations Desk on the second floor* in the Men's Service Center, *the Operations Desk* in the Center for Women and Families and *in the Copier Room* of the Women's Residential Counseling Center. The Response Staff will evaluate the situation as it progresses, initiate protective actions, and assign personnel and volunteers to essential tasks. The Incident Response Leader will ensure communication with City of Orlando Emergency Management Center, local police, and local health care facilities, as necessary. The Emergency Operations Center backup area will be *the Reception Area at the Men's Service Center, the Center for Women and Families and the Women's Residential Counseling Center.*

Each Program Director or their designee will be responsible for coordinating staffing.

Additional responsibilities include:

- The *General Service Manager/Resident Coordinator/Intake Coordinator* or designee will coordinate any intakes
- Each Program Director or designee will if necessary, coordinate assignment of non-program staff and housing of families of staff
- Damage assessment and control will be coordinated by the *Director of Facilities or designee*
- Additional supplies not stored on both floors will be coordinated by the Incident Response Leader.

The Emergency Operations Center Team A and Team B will bring with them to the facility:

- personal medications
- money
- Sleeping items (linens, pillow, sleeping bag, etc.)
- towels/soap
- three days of clothing
- flashlight
- snacks
- water

During an event Team B will rest/sleep while Team A manages the event. After twelve hours or the completion of the event, Team B will relieve Team A. Team A will then rest/sleep. If the event continues and twelve hours passes, Team A will then relive Team B. This process will continue until the conclusion of an event.

Emergency Operations Center will be staffed as follows:

- During the disaster, Team A will provide sufficient command, control and leadership prior to and during an emergency situation. It includes:

    o Executive staff as designated
    o Director of Facilities and staff members
    o Director of Program Services
    o Chairman of the Safety Committee
    o Director of Food Services

    After the emergency concludes Team B staff (as designated) will provide command, control and leadership through the recovery phase to resume normal operations. It includes:

    - Incident Response Leader
    - Executive staff as designated
    - Director of Facilities or designee
    - Director of Program Services
    - General Service Manager
    - Resident Assistants
    - Case Managers
    - Kitchen Manager

- Directors and managers are responsible for ensuring that all damage is communicated to facilities department and then to the Emergency Operations Center as they occur for documentation and photographs.

Food Supplies

Food Services will provide meals according to the following priority.

Residents, staff and then families of staff (who may be on-site).

Food Services will continue to provide meals according to the normal meal schedule as long as food supplies and utilities are available.

Food Services should keep on hand a minimum of 72 hours worth of food, water and supplies for a minimum of 500 adults.

Waste Disposal

Alternative waste containers (Porta potties) will be ordered by the Director Facilities if it is anticipated that sewer services will be interrupted.

CFCH FL-507 Disaster Guide Action RACI Matrix

	Action	Responsible	Accountable	Consulted	Informed
Planning Process	Decide scope of planning coverage (Sheltered and Unsheltered literally homeless and participants housing in CFCH partner programs)	CFCH Disaster Committee	CFCH Board	CFCH Membership (includes jurisdictional partners)	CFCH Membership and broader community stakeholders
	Formation of a standing CFCH Disaster Planning Committee to meet once per quarter and as needed	HSN	CFCH Board	CFCH Adhoc Disaster Committee	CFCH Membership
	Annual Disaster Planning Review and Update	CFCH Disaster POC	HSN	CFCH Disaster Committee	CFCH Membership, EOC
	Confirm extended Shelter operations with providers annually	CFCH Disaster POC	HSN	CFCH Shelter Providers`	CFCH Disaster Committee
	Confirm county shelter plans annually	CFCH Disaster POC	HSN	County Emergency Management, EOC	CFCH Disaster Committee
	Confirm transportation arrangements to and from emergency shelters annually	CFCH Disaster POC	County, LNYX	CFCH Service Providers	CFCH Disaster Committee, CFCH Membership
Personal Preparedness	Insure housed RRH and PSH clients are informed and prepared for the impact of disaster and extreme weather events	Case Managers	Housing/Service Providers	CFCH Disaster Committee	CFCH Membership
	Creation and distribution of disaster preparedness tools kit (IBNLT): • Hurricane Preparedness Checklist • CFCH Guide to Hurricane Preparedness • Shelter Fliers	HSN, CFCH Disaster POC	CFCH Disaster Committee	CFCH Membership	CFCH Membership, persons housed in CFCH projects

	• Shelter in place recommendations • Post-Disaster Resources • Web resources for CMs				
	Ongoing outreach to unsheltered homeless individuals and families to inform and insure preparations and shelter arrangements	Outreach Teams, RRH CMs,	Housing/Service Providers	CFCH Disaster Committee	Persons experiencing homelessness
Organizational Preparedness	Create and maintain organizational disaster plans to be reviewed annually (IBNLT): • Contact/Communication Tree • List of roles and responsibilities • Emergency hours of operation • Extended capacity limits • Disclosure of all barriers	Housing/Service Providers	Housing/Service Providers	Emergency Planning experts, Clients, comm. stakeholders	CFCH Disaster Committee, EOC,
	Plans to be shared with CFCH DisasterPreparedness POC	Housing/Service Providers	HSN	CFCH Disaster POC	CFCH Disaster Committee
	Annual Disaster Preparedness Training	CFCH Disaster POC	HSN	CFCH Disaster Committee, EOC, City, County	CFCH Membership
Communication	Seasonal Communications strategy developed and implemented prior to June 1st of each calendar year	CFCH Disaster Committee	HSN, CFCH DisasterPOC	CFCH Disaster Committee, Jurisdictional Partners, LYNX, EOC	CFCH Membership, EOC
	Hurricane season flier published and distributed	CFCH Disaster POC	HSN	CFCH Disaster Committee, Jurisdictional Partners, LYNX, EOC	CFCH Membership, EOC
	Hurricane season kick-off conference call	CFCH Disaster POC	HSN	CFCH Disaster Committee	CFCH Membership

	Disaster Event Notification of Service Providers (Phone, email, website within 12 hours of Federal/State Alert)	CFCH Disaster POC	HSN		CFCH Membership
	Deployment of Outreach Teams to inform persons unsheltered on streets or in camps	Outreach Providers	Outreach Providers		
	"211" Shelter/Service Information	211	HFUW	CFCH Disaster POC	CFCH Disaster Membership
	CFCH-wide informational calls in lead-up todisaster event	CFCH Disaster POC	HSN	CFCH Disaster Committee, EOC	CFCH Membership
	Shelter group coordination calls during disaster prep and recovery	CFCH Disaster POC	HSN	CFCH Shelter Providers	EOC, County, City
Sheltering	Extended CFCH shelter capacity during disaster • Coalition for the Homeless • Covenant House of Central Florida • Orlando Union Rescue Mission • Salvation Army • Rescue Outreach Mission	CFCH Shelter Providers,	CFCH Shelter Providers,	CFCH Disaster Committee, CFCHDisaster POC	CFCH Membership, Community Stakeholders
	Temporary Evacuation Centers Open • Orange • Osceola • Seminole	County Emergency Shelters	County, City, EOC	CFCH Disaster Committee	CFCH Membership
Evaluation	Disaster After Action Reports	CFCH Disaster POC	HSN	CFCH Disaster Committee, EOC	CFCH Membership, Community Stakeholders