



*Emergency Preparedness It's Not Just A Phrase*

**Emergency Preparedness Planning  
for  
Housing Counseling Agencies**



# Emergency Preparedness Planning for Housing Counseling Agencies

**Audio is available only by conference call.**

**Please call: (800) 260-0712**

**Participant Access Code: 386386**

**to join the conference call portion of the webinar**

# Webinar Logistics

- Audio is being recorded. The playback number will be available along with the PowerPoint and a transcript available on the HUD Exchange at [www.hudexchange.info/programs/housing-counseling/webinars/](http://www.hudexchange.info/programs/housing-counseling/webinars/)
- An OHC LISTSERV will be sent out when the Archives are posted.
- Attendee lines will muted during presentation.
- Handouts were sent out prior to webinar. They are also available in the Control Panel. Just click on document name to download.

# Questions & Comments



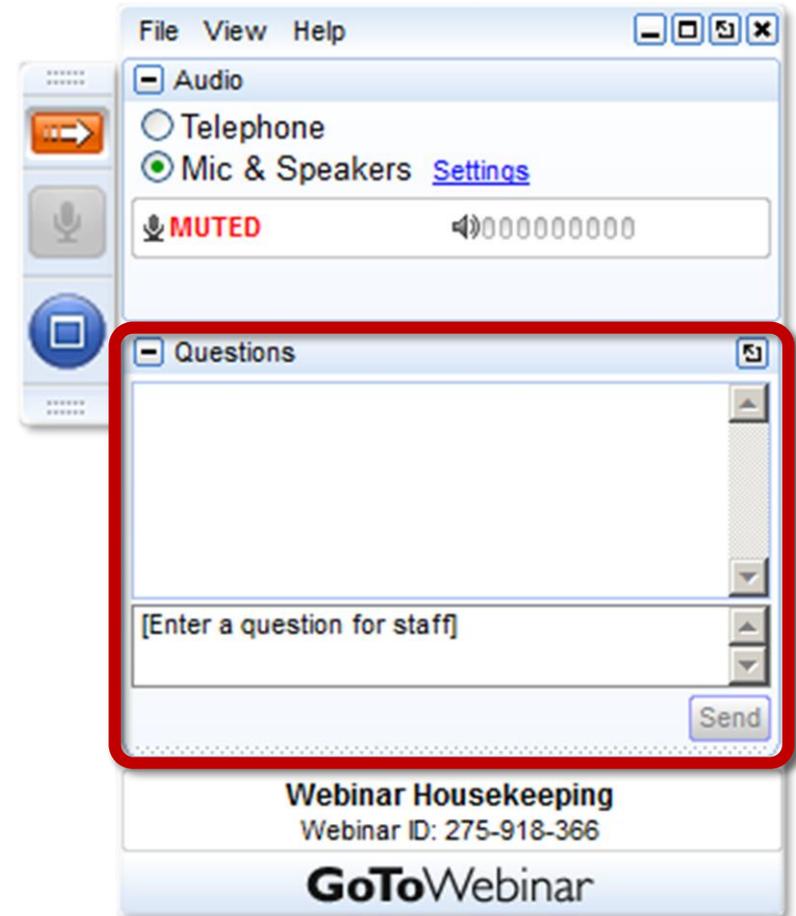
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  - If so, The operator will give you instructions on how to ask questions or make your comments.
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# Other Ways to Ask Questions

## Your Participation

Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.

You can also send questions and comments to [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov) with **webinar topic is subject line.**





# Please Mute Your Phones During Discussions

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- It is critical that you mute your phone during these discussions.
  - Most phones have a Mute function so please use it.
  - \*6 will also mute and unmute your phone.

# Brief Survey

- Please complete the brief survey at the end of this session.
- Your responses will help OHC better plan and present our webinars.



# Certificate of Training

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# Opening Remarks

**Jerry Mayer**

**Director**

**Office of Outreach and Capacity Building**

**Office of Housing Counseling**

# Opening Remarks

**David R. Ziaya**

**Chief, Disaster and National Security Officer  
U.S. Department of Housing and Urban  
Development**

# Who is ODMNS?

- The Office of Administration, Office of Disaster Management and National Security (ODMNS):
  - This HUD office advises the departmental leadership on all aspects of disaster and national security preparedness response and recovery, and works with others in the department to identify and mitigate national risks to employees, public resources, and critical infrastructure.
  - ODMNS works with inter-agency, state and local partners, VOADs and other stakeholders to facilitate national preparedness.

# Today's Presenter

**Celeste L. Washington, MS, CEM**

Office of Administration

Office of Disaster Management  
and National Security

# Training Overview

- Disaster Characteristics and Hazards.
- Personal & Family Preparedness.
- Integrating Preparedness into Pre & Post Disaster Counseling.
- The Big Picture.

# Disaster Characteristics

- An event where you may have to rely on your own resources for an extended period of time.
- Applies to all types of hazards.
- Has a set of basic steps you can take before, during and after the event to protect people (loved ones) and property (home, cherished photos, heirlooms).

# Hazards

- Natural Disasters
- Technological and Accidental Hazards
- Terrorism

# Natural Disasters



- Earthquakes
- Extreme Heat
- Hurricanes
- Severe Weather
- Pandemics and other Public Health Emergencies



# Technological & Accidental Hazards

- Power Outages
- Hazardous Materials Incidents
- Household Chemical Emergencies
- Nuclear Power Plant Accidents
- Home Fires



# Terrorism

- Biological Threats
- Chemical Threats
- Cyber Attacks
- Explosive Devices



# How Likely Is It That You Know Someone Affected By A Disaster?

*“I read somewhere that everybody on this planet is separated by only six other people. Six degrees of separation. Between us and everybody else on this planet. The president of the United States. A gondolier in Venice. Fill in the names. . . . Six degrees of separation between me and everyone else on this planet. . . .”* - John Guare, [Six Degrees of Separation](#) (1990)



# Poll Question

Everyone please participate in this Poll Question:

Have you or someone you know experienced or been affected by an emergency or disaster?

A. Yes

B. No

# Emergencies Can and Do Happen Are You Prepared?

- Water contamination
- Power Outages
- Severe Weather

# Poll Question

Please select the statement that most closely applies to your household:

- A. Developed an emergency plan and each person knows what to do.
- B. Discussed what to do in an emergency but don't have a written plan.
- C. Plan to discuss what to do in an emergency in the next 30 days.
- D. None of the above.

# What Do I Need To Do To Be Prepared?



# Personal & Family Preparedness



# Know Your Hazards

## Tornadoes

- Peak tornado season in the southern states is March through May; in the northern states, it is late spring through early summer.
- Tornadoes are most frequently reported east of the Rocky Mountains during spring and summer months.



Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible.

**Every state is at some risk from this hazard.**

# Know Your Hazards

## Wildfires



“More than 72,000 communities and nearly 45 million homes which are adjacent to or intermingle with wildlands are at risk for wildfires ” (NFPA).

To reduce **your** risk:

- Understand the wildland-urban interface.
- Make your home ember resistant.
- Create a defensible space within the home ignition zone.

# Know Your Hazards

## Floods

- Flooding is an overflowing of water onto land that is normally dry. Flooding may happen with only a few inches of water, or it may cover a house to the rooftop.
- Flooding can happen in any U.S. state or territory and can occur during any season.



Colfax, Iowa  
August 16, 2010 (FEMA)

# Plan for Your Specific Needs

## Considerations

- Infants & Young Children.
- Access & Functional Needs.
- Medical Requirements.
- Older Family Members.
- Pets & Service Animals.

## Why Should You Prepare

- Reduces fear and anxiety.
- Helps to ensure you and your family's health and safety during an emergency.
- Reduces the impact of disasters for the community.
- Because we all have a role. Preparedness is everyone's responsibility!

# Stay Informed

- Radio or TV Stations
- Emergency Alerts
- Emergency Radios
- 211



# Stay Connected



- Text Messaging
- Social Media
- Land line phone
- Cell phone with back-up charger
- Out-of-town contact



# Plan to Go & Plan to Stay

## Evacuate

- Transportation
- Evacuation Routes
- Go Bag
- Reunification



## Shelter-in-Place

- Sheltering area in home
- Utility Shut off Tool
- Emergency Supplies
- Access to transportation in case you have to evacuate



# Plan To Go

- Water for each person and pet in your car.
- Food items containing protein such as nuts and energy bars.
- First aid kit.
- Seasonally appropriate change of clothes.
- Portable AM/FM radio.
- Emergency blankets.
- Cash.

## Building Your “Go-Kit”



# Plan To Go

## If You Need a Place to Stay

Text SHELTER + your Zip Code to 43362 (4FEMA) to find the nearest shelter in your area.

Or you can download the mobile app which is available for Apple, Android and Blackberry mobile devices.



# Plan To Stay

## Building Your Shelter-in-Place Kit



- Plan for at least 3-7 days of supplies.
- Water one gallon of water per person per day for drinking and sanitation.
- Non-perishable food items.
- Manual can opener for food.
- Dust mask and plastic sheeting and duct tape to shelter – in place.
- First aid kit.
- Supplies for the specific needs of your family members.

# PLAN TO COMMUNICATE

Make a plan and share it!

# PLAN TO COMMUNICATE

Make a plan  
and  
practice it!

# Reunification Resources

- American Red Cross Safe and Well Web Site:  
<http://www.redcross.org/safeandwell>
- National Emergency Family Registry and Locator System (NEFRLS)
- National Center for Missing & Exploited Children (NCMEC)
  - National Emergency Child Locator Center (NECLC) 1-866-908-9570
  - Unaccompanied Minors Registry (UMR)  
<https://umr.missingkids.com/umr/reportUMR>  
or 1-800-THE-LOST

# Myth Busters

## Myth #1

*Building a kit is too expensive.*

# Myth Busters

## Myth # 2

*Building a kit is a waste of money.  
Why buy items I'll never use?*

# Myth Busters

## Myth # 3

*Many of these items have a “shelf” life. If a disaster doesn’t occur then that is money down the drain.*



# Remember

- Know what to do before, during and after an emergency or disaster.
- Create a communications plan with your family.
- Have emergency supplies at home, work, school and in the car.
- Listen to local officials.
- Check insurance policies to ensure you have enough coverage.
- Evacuate if advised by local authorities.

# Discussion

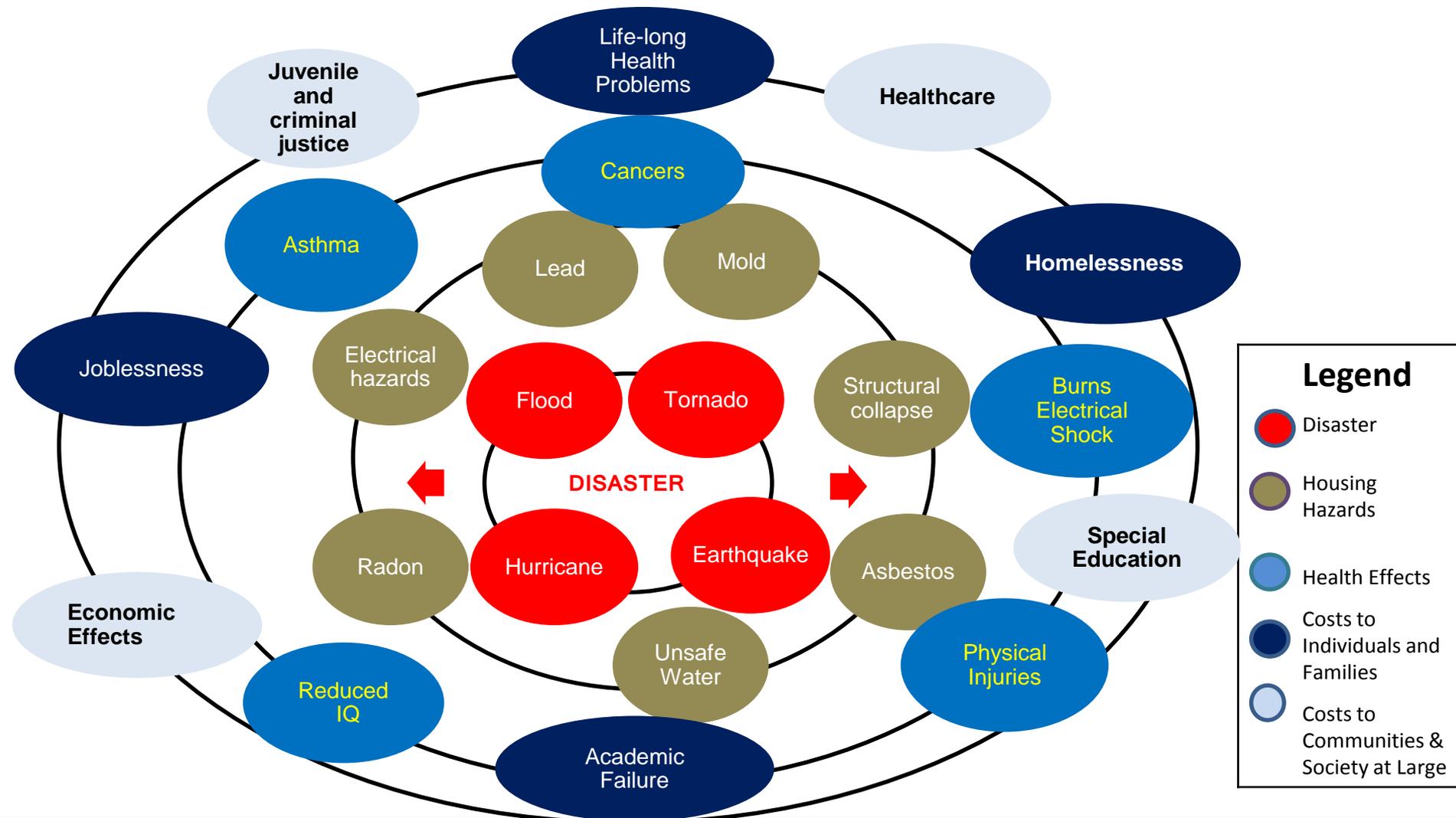
The phone lines are now open. Please share your tips for preparing for emergencies.



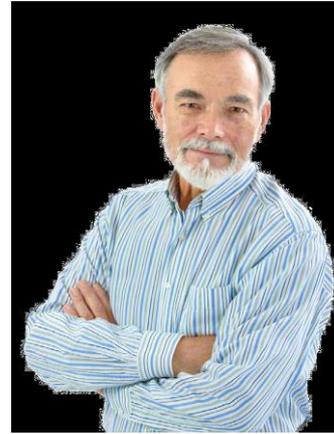
# Integrating Preparedness Into Pre & Post Disaster Counseling



# What are the Effects of Disasters?



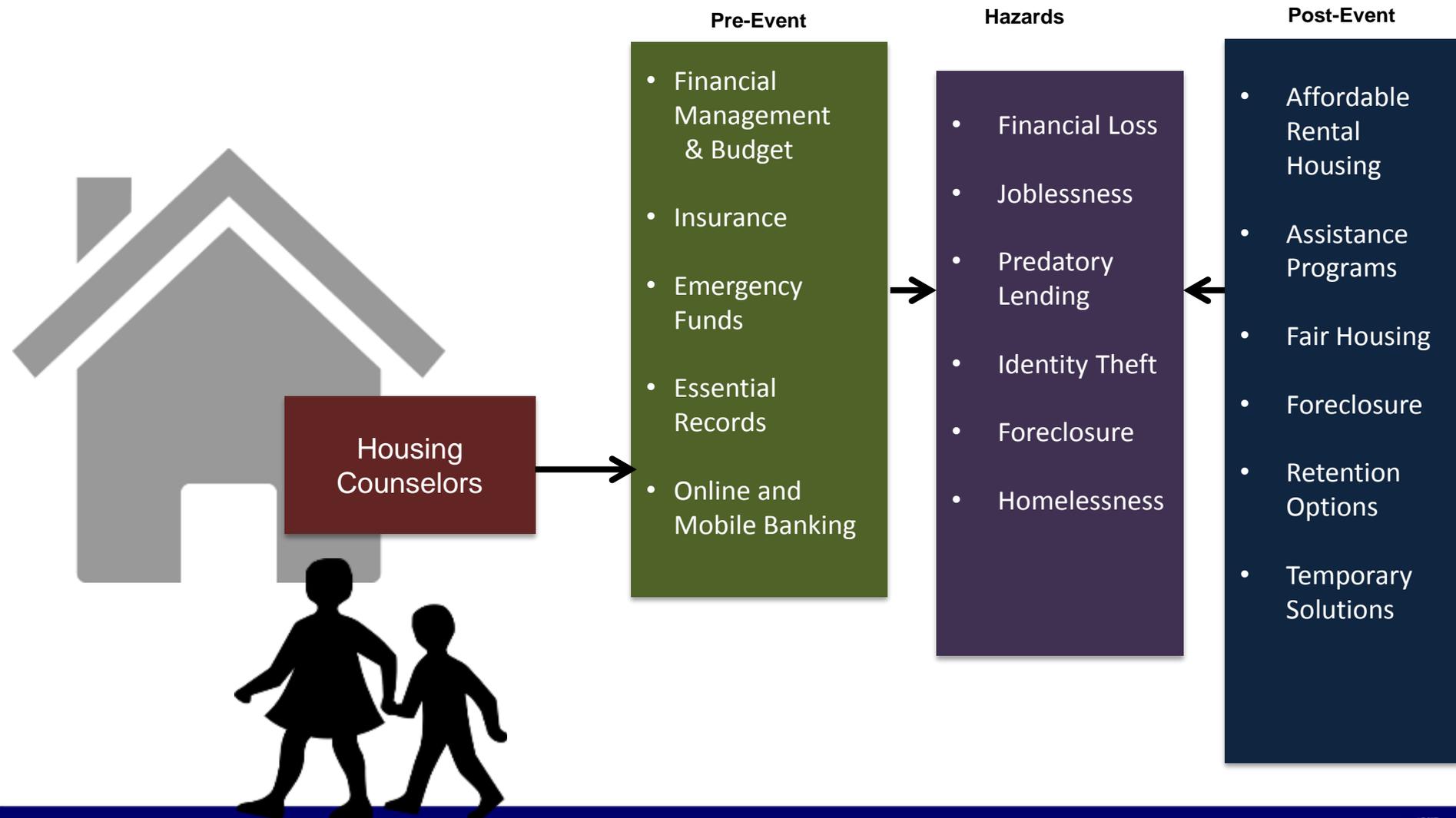
# What Can You Do?



# To Assist Your Clients?



# What Can You Do?



# Essential Records

Driver's License

Social Security  
Card

Proof of  
Residence

Insurance Policies

Wills/Deeds

Property Records

Birth/Marriage/  
Deeds

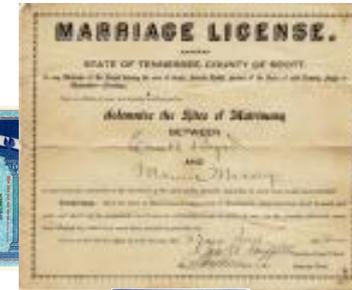
Tax Records

Passports

Immunization  
Records

List of medications

Pet Records



Credit Card  
Numbers

Photos of  
Property/List of  
Valuables

Bank Account  
Numbers

# What Can You Do?

## Pre-Event

- Hazard Insurance Cost/Benefit Analysis
- High Risk Areas and Home Purchase
- Mitigation Strategies
- Inclusion of Emergency Preparedness

## Hazards

### Extreme Weather Events:

- Floods
- Wildfires
- Tornadoes
- Hurricanes

## Post-Event

- Mitigation Strategies
- Inclusion of Emergency Preparedness
- Health Issue Spotting
- Rebuild / Relocate
- Price Gouging
- Rehabilitation Contracts

Housing Counselors



# What Can You Do?

## Pre-Event

## Hazards

## Post-Event

Housing Counselors

- Seller's Repair History
- System Maintenance Plan
- Home Improvements/Maintenance to Increase Safety
- Referral to Partner Organizations

Unintentional Injuries:

- Falls
- Electrical Hazards
- Fire

- Referral to Partner Organizations
- Insurance Options and Advocating for Claims

# What Can You Do?

## Pre-Event

- Seller's Repair History
- Seller's Disclosures
- Area Hazards
- Home Inspection
- Education and Awareness

## Hazards

- Exposure to:
- Asbestos
  - Radon
  - Lead
  - Mold
  - Pests

## Post-Event

- Referral to Partner Organizations
- Short-term Housing Needs
- Repair Assistance/ Loans

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# What Can You Do?

## Pre-Event

- Hazard Insurance Cost/Benefit Analysis
- High Risk Areas and Home Purchase
- Mitigation Strategies
- Insurance
- Energy Efficient Strategies

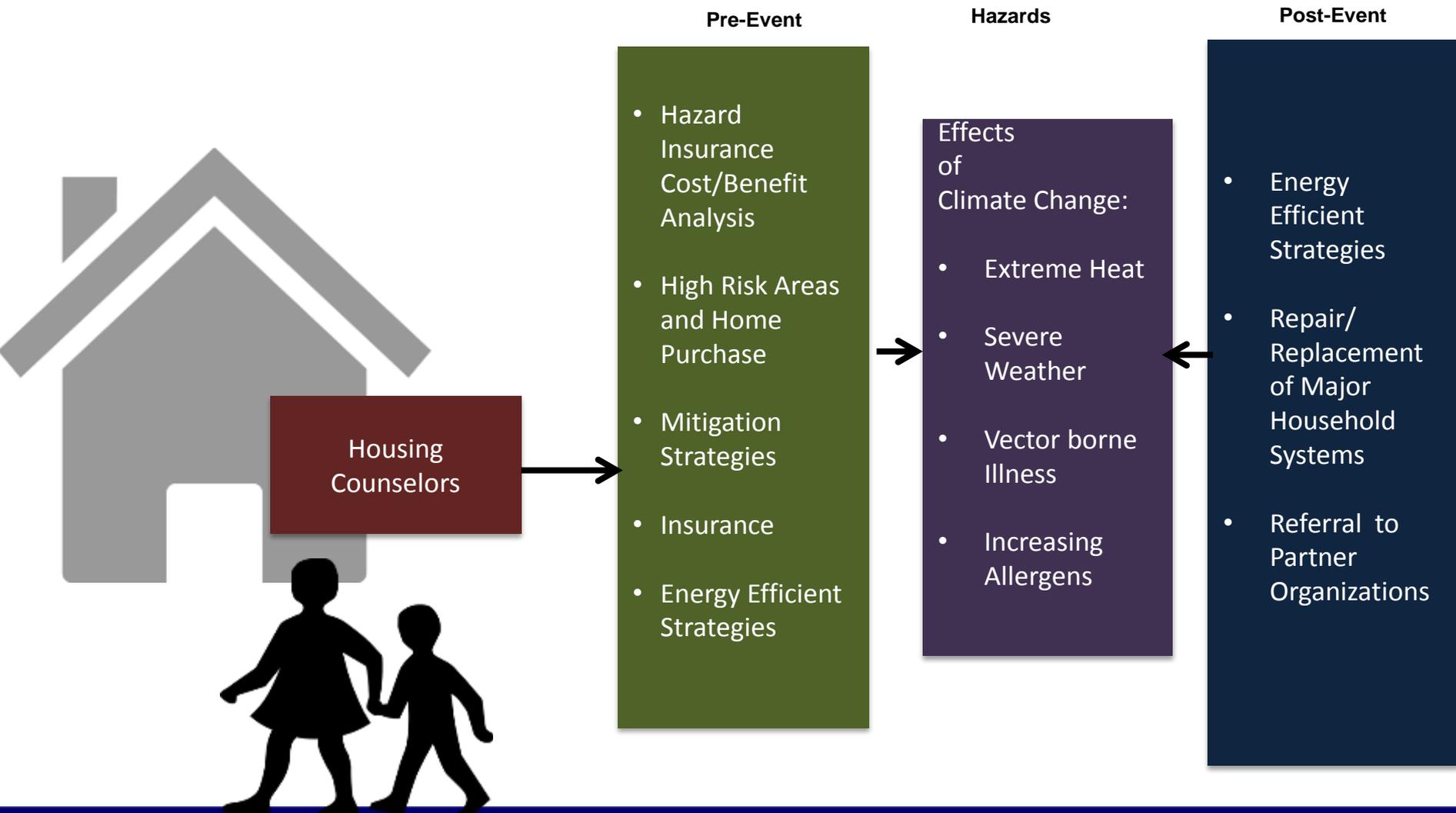
## Hazards

Effects of Climate Change:

- Extreme Heat
- Severe Weather
- Vector borne Illness
- Increasing Allergens

## Post-Event

- Energy Efficient Strategies
- Repair/ Replacement of Major Household Systems
- Referral to Partner Organizations



Housing Counselors

# Post- Disaster Counseling Is Different From Standard Housing Counseling...

## Pre- Disaster

Typical counseling tied to a single transaction (home purchase or loan modification).

## Post- Disaster

Much more intensive and long-term engagement with families, more like case management for housing issues.

# Post Disaster Issues

- Additional mortgage challenges.
- Home repair financing and oversight.
- Loss of rental income.
- Lack of information/Lack of understanding.
- Courses of action: rebuild/repair, relocate or wait.
- Budgeting for short and long term living expenses.
- Navigating the claims process.
- Avoiding scams.

# The Big Picture



# Emergency Response Roles



DRC Wellsburg, N.Y., October 5, 2011

# Emergency Response Roles

- Identifying referral resources at the city, state and federal level.
- Providing access to emergency repair loans.
- Designing new programs to address emerging needs.
- Assisting in recovery efforts.

# Resource Bridge

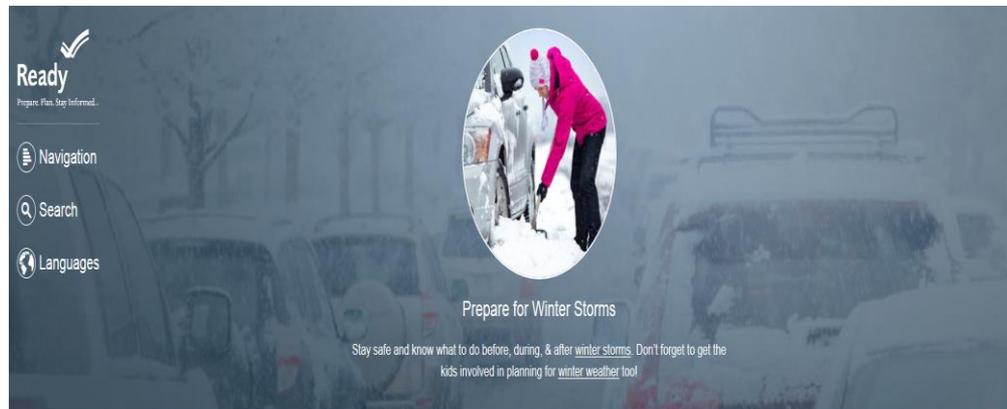


# Community Outreach- Poll Questions

- Does your agency conduct outreach on Emergency Preparedness in your community?
- If so, would a customizable PowerPoint similar to this one be of use to you?

# For More Information on Emergency Preparedness

[www.ready.gov](http://www.ready.gov)



## Plan for 2016

Promote preparedness in your community by checking out the online [2016 National Seasonal Preparedness Calendar](#).

## Follow Ready on Social Media

Get the latest tips. Follow us on [Twitter](#) and Like us on [Facebook](#) today.

## Ready Publications

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# Recap/ Feedback



# For More Information

Questions and Comments can  
be sent to:

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

with the webinar topic

“Emergency Preparedness Is  
Not Just A Phrase in the subject  
line.

Celeste L. Washington, MS, CEM

Office of Administration

Office of Disaster Management

and National Security

[Celeste.Washington@hud.gov](mailto:Celeste.Washington@hud.gov)



For housing counseling program information, grant information, training and events, counselor resources and to sign up for our LISTSERV.

[www.hudexchange.info/programs/housing-counseling/](http://www.hudexchange.info/programs/housing-counseling/)

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Email Questions or comments:

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

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**THANKS**  
for  
**ATTENDING**