

# Planning ahead for emergencies: Using a toolkit to accelerate your response

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**NETWORK**  
of Jewish Human  
Service Agencies



Background, Expertise  
and Why?



# What is an Emergency?

An emergency is any unplanned event that can significantly affect the security and safety of your organization's clients, staff, image, operations, or pose a significant economic or legal liability.

## Common Examples:

Hurricane

Tornado's

Fire

Public Health Emergency

Active Shooter

Mass Fatality Event

# What is an Emergency?

- Think about what type of emergency you are most likely to respond to as an agency?
- On a scale of 1-10, 10 being the highest how ready do you feel your agency is to respond?
- How did you get to that rating?






# Know your role!

- It is important to recognize what your agency is good at; and most importantly the areas in which collaborations need to be made.
- Understand the strengths of your staff and cultivate an environment for participation and feedback.
- Always engage in Innovative thinking: We often acknowledge what's working but how often do we engage in WHATS NOT WORKING?

Does your role change based on who's impacted?  
How?







# Staff Considerations: All Hands-on Deck??

- At Alexander JFS following an emergency, we follow a policy that all staff that is available fills in to help. Does that work for you?
- Allow Staff to identify Strengths/weakness'
- Survey Staff once a year
- Allow staff to provide feedback on learning lessons from previous response efforts.
- Provide quality leadership, encouragement of self-care, and effective boundary setting.

# Collaboration

- Who are your community partners?
- How are they responding?
- Who are your funders?



# Collaboration

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# Communication

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- Board, donors, funders
- Phone Tree/Communication Tree
- Pre-building messaging
- Providing cheat sheet, scripts for staff/volunteers



# Communication

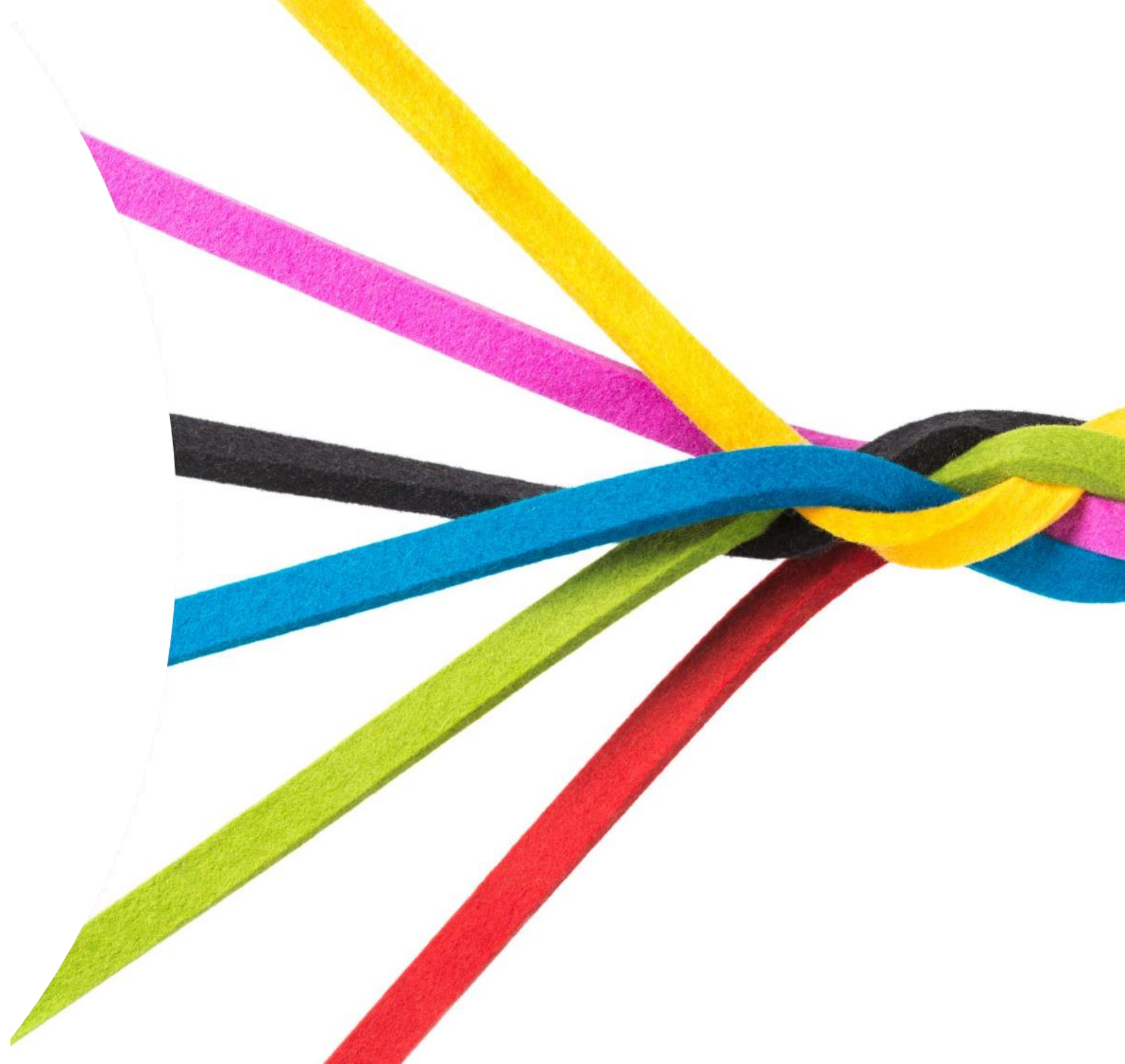
- Media Systems
- Social Media/Marketing
- Donor Information
- NWS
- Local VOAD and response agencies

# Planning Considerations

- Know your identity/mission: What will your agency's role be after an emergency?
- Prepare media/public messaging ahead of time: Manage expectations
- Have all training materials online AND on paper
- Service forms should be loaded into Credible and attached to services/Billing Matrix
- Know who is in charge and in what order
- Intake people-re-routing calls/case manager of the day

# Importance of Mental Health Services: Staff

- Primary and secondary trauma
- Teach, model, and promote selfcare
- Care order: self, family, staff, clients
- Be flexible! Stay Connected!!!
- Don't force a square peg into a round hole.
- Take care of staff before, taking care of clients



# Self-Care for Staff

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- Encourage Self-Care

- Cultivate an environment where it is ok to talk about burn-out

- Encourage staff to utilize EPA

- Practice Self-care as a supervisor

- Help your staff create a routine that allows for personal time/reflection



# Importance of Mental Health Services

- Have a clinical staff member available for emergency calls
- Mobilize immediately; incorporating support groups and offering clinical support
- Activate a hotline: The faster that you are able to put resources in place, the better
- Provide material for clients related to symptoms and resources related to PTSD.

# Resources

- Emergency Plan: Written and easily accessible
- Emergency Kit: Supplies needed in case staff or others are stuck in the building for an extended period — lots of bottled water!
- Recovery Kit: We keep all disaster plans, intake and consent forms, pens, flyers, etc. in a plastic tub.
- Train twice a year!

# Training

- How often?
- Who is getting trained?
- What's an ERT?
- Who could be on a ERT at your agency?

## **Training**

Training is the means of  
Acquisition of knowledge  
Training has specific  
basic training requirements  
continue training

# The 3 E's

Have everything (all plans, workflows, forms, resource guides, contact lists, vendor lists, etc., for disaster recovery)...

- everywhere (paper-based, online, and in Credible where applicable)...

- where everyone can find it (you don't know who will be available following an emergency).

# Data Collection

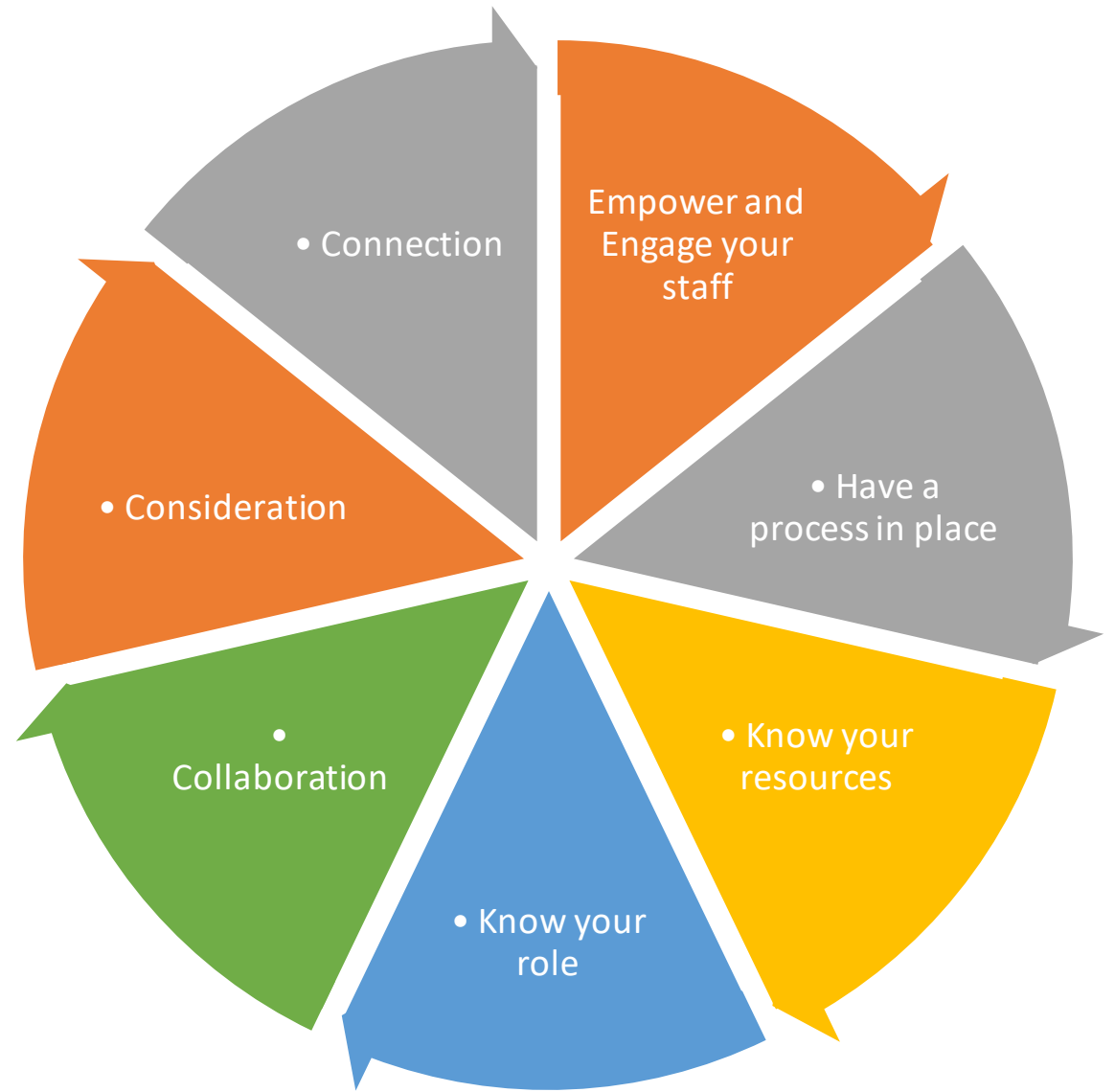
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- Why is it important?
  - What kind of data should I collect:
    - Statistical data (race, religion, income, household size)
    - Level of impact
    - Type of impact/loss
- Who can provide data after an emergency? State, County,



# Best Practices





# Best Practice Activity:

- Think about your agency's needs/priorities based on the chart.
- What is your agencies strength?
- Which area needs the most work?
- What is the first step?



The Network's Center for Innovation and Research

## **JUNE 2023: Emergency Preparedness Toolkit**

Guide: thought-provoking workbook that can be completed by individuals or teams to develop unique emergency plans to ensure the safety and security of their clients and staff along with the maintenance of their operations.

Written in collaboration with the expertise of the Joan and Stanford Alexander Jewish Family Service and more than 15 member agencies shared over 70 sample documents.

# Take-aways

- Have a written plan and train your staff regularly.
- Build electronic and paper tools ahead of time
- Have Everything Everywhere, where Everyone can access it
- Stick to your mission
- Take care of your staff

