

# NEW YORK citizen★corps

2007

## DISASTER VOLUNTEER CONFERENCE PARTICIPANT BRIEFING BOOKLET



# The NYC Citizen Corps Council Welcomes You!



Dear Disaster Volunteer:

On behalf of the entire New York City Citizen Corps Council, I would like to welcome you to the 2007 Disaster Volunteer Conference. Your attendance this weekend demonstrates your commitment to the important emergency preparedness, response and recovery efforts in our great city. The valiant work that you do and the difficult

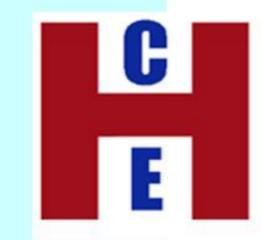
roles that you play in these efforts are greatly appreciated by this Council and the 30+ agencies that are engaged in it.

The purpose of this Conference is to allow volunteer leaders amongst all NYC Citizen Corps Council agencies to interact and exchange volunteer experiences. In these exchanges, the Council hopes that volunteers in all disaster agencies will enlarge their networks and gain a better understanding of the "core competencies" of other agencies' volunteers. To that end, we assembled the most knowledgeable representatives from our Citizen Corps Council member agencies to create the Conference programming and workshops. The workshops that will be presented during this Conference were carefully sculpted to offer disaster volunteers, at any agency, the overarching leadership tools that will enable them to be more effective volunteers during every phase in the disaster life cycle.

As the chair of the NYC Citizen Corps Council, I speak on behalf of the entire Council when I say that disaster volunteers are the cornerstone of New York City's preparedness, response and recovery efforts. We are thoroughly excited to gather such great minds in the same space and we look forward to continuing these learning exchanges as the years progress.

We hope you enjoy today's program!

Sincerely,  
 Herman Schaffer  
 Chair, New York City Citizen Corps Council  
 NYC OEM



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# Acknowledgements

*In addition to extending sincere thanks to all of the member agencies that were involved in the creation of the Disaster Volunteer Conference programming, the New York City Citizen Corps Council would also like to give a special thanks to:*



The American Red Cross for providing food, drink, and the ARC Ready Pouch to help you be better prepared.



New York Disaster Interfaith Services for providing pens.



New York Cares for providing note-pads, web registration and online services.



The NYC Office of Emergency Management for providing staff, technical materials, and meeting space for the Conference.

## Incorporating Special Needs Populations in Volunteerism



It is well documented that as disaster programs practice greater inclusion, there is an overall improvement in individual and community mitigation, preparedness, response, and recovery. This session will highlight how “Special Needs Populations” can enhance overall programs as well as contribute to individual and community safety.

In this session we will look at the issue of special needs populations from an “empowerment model”. This approach recognizes that as special needs populations are brought into programs and begin to participate it empowers the individual members and helps to build stronger, more sustainable communities. It brings awareness to the tremendous resources and expertise special needs populations “bring to the table” as volunteers and participants in their respective communities. Unfortunately, often times, disaster programs focus on special needs populations through a “victim model” lens. This suggests that this population is perceived as group(s) of people who need to be cared for and require a great deal of assistance. We hope to examine these conflicting paradigms and move forward an empowerment model.

In the session, we will discuss the strategies and benefits of including special needs populations in all aspects of Citizen Corps Programs. This will include discussion on the following topics:

- An overview of the concept of inclusion and how to apply this to disaster programs in a positive and effective way
- Defining the term “Special Needs Populations”
- Review assumptions, misconceptions, and myths
- Real-world examples of how special needs populations have been integrated into disaster programs including examples that draw from agencies around the country and are applicable to varying hazards and programs
- Recognizing the universal benefits of practicing inclusion in disaster programs
- Identifying inclusion issues that programs face and creative solutions that are truly effective
- Utilizing a model of individual and community empowerment in your disaster programs

The session will be led by Elizabeth Davis, a nationally recognized subject matter expert who is experienced with integrating emergency management and special needs issues. Ms. Davis will first present key concepts, and then facilitate a discussion with panelists from the disability, emergency management, immigrant, and senior communities. The panel will address its remarks based on questions collected from those in attendance.

This session should be an excellent first step for individual volunteers or agency representatives just beginning to examine their inclusion, practices but also be of use to those further along in the process as new trends will also be outlined. Additionally, handouts, resource lists and other information will be made available.

# Leadership and Volunteer Management Training

As a volunteer leader, you should view yourself as a manager. You will likely be needed to manage the volunteers at your site. Agencies do not always have the resources to make sure volunteers' needs are met, especially in a disaster.

## Determining agency and volunteer needs

- Clarify the work to be done on site
- Assess needs of volunteers

## Managing expectations

- Be clear about the role volunteers will play
- Go through volunteer tasks and responsibilities

## Before volunteering

- Take care of yourself and family first
- Keep messaging consistent
- Discuss potential impact of volunteering

## Communicating with your team

- Keep volunteers informed
- Talk openly and professionally with volunteers
- Compile a list of things volunteers should know, such as length of shift, restroom locations, and where to eat

## Engaging your team

- Sign in Volunteers upon arrival
- Welcome everyone and encourage interaction
- Train volunteers

## Managing your team

- Become familiar with volunteers' skills and experiences
- Treat each volunteer with respect
- Check in with volunteers and offer positive feedback

## Project Closure

- Review accomplishments
- Ask for feedback
- Let volunteers know how to get involved again

## Recognizing volunteers

- Make volunteers feel valued and appreciated
- Delegate specific tasks to volunteers
- Match recognition to the volunteer
- Recognize the individual, not the work

## Motivating your team

- Keep spirits high
- Provide connection between volunteer tasks and greater scope of work
- Model positive behavior

## Contingency planning

- Be flexible and adapt to the situation
- Prepare back-up plans for weather and other potential problems

## Developing leadership among volunteers

- Assign someone as your deputy to train him/her
- Encourage others to take on more responsibility

Understand tasks before you begin. Ask questions before you start volunteering.

Create a system that other volunteers can follow in your absence.

Disaster volunteering may be very stressful. Learn to recognize the signs of disaster-related stress.

Promote healthy behavior among volunteers, including frequent breaks and healthful snacks.

Refer volunteers to sources of help, if needed.

## Sustainable Community Networking: Participatory Leadership on the Local Level

**Consensus Process is...** A creative process which synthesizes the ideas of all members of a group towards a decision that suits the needs of the group, and the comfort level of the individual members. It creates a dynamic of participatory leadership because each member of the group helps to guide the process. **Here's how it works!**

↓ **Introduce the Issue:** Gather and Share all relevant information.

↓ **Clarify the Issue and Context:** What are the key questions? Is this the right time and place to discuss the issue? Do we have enough information to make a decision?

↓ **Explore and Discuss the Issue:** Look at the diversity of ideas and possible solutions, noting areas of agreement and disagreement.

↓ **Synthesize a Proposal:** Try to incorporate all viewpoints.

↓ **Discuss and Amend the proposal:** Discuss the strengths and drawbacks. Identify and request friendly amendments, identify unfriendly amendments and potential blocks.

↓ **Test for Consensus; Decision and Re-Statement:** Before asking if everyone is agreed, ask if there are any **stand-asides** (individuals who do not fully support the decision, but will not stand in the way of it moving forward). Then ask if there are any **blocks** (people who feel that the decision compromises the integrity of the group in terms of its purpose, goals, and values). If there are no blocks, ask if everyone is **agreed**.

↓ **Implement the Decision:** Once everyone is agreed, discuss how the decision will be carried forward and assign roles.

*What if there is a Block? Consider your Options:*

-Ask the person blocking if he/she is willing to stand aside.

-Return to discussion of the issue and develop a new proposal with the block in mind.

-Leave the proposal/discussion for another time; take a break for

reflection.

-Accept the block and do not move forward.

-Use mediation tools or an outside mediator. If necessary develop a reconciliation committee to address frequent blocking.

-Resort to other modes of decision-making, such as random choice or voting.

**Consensus Process Tools:** Here are a few tools that are useful in facilitating consensus process.

**Facilitation:** Consensus Process works best when one or two individuals in the group facilitate the process, and help guide the group through each stage towards making a decision.

**Small Groups:** When working with a large group, it is often useful to break down into smaller groups as a way of allowing more voices to be heard and more creative ideas to surface.

**Brainstorm/Go-Round/Popcorn:** Easy ways to get a lot of ideas out in the open relatively quickly.

In a *Go-Round*...the facilitator asks a question and each member of a group answers in order, without responding to one another.

In a *Brainstorm*... individuals can respond to and build off of each others ideas.

In a *Popcorn*...the facilitator asks for ideas and everyone in the group is free to respond with whatever comes to mind without any particular order.

**Talking Stick:** Talking Sticks are wonderful for equalizing airtime and preventing interruption. The group selects an object to represent a Talking Stick, and once someone in the group is holding it, only he/she can talk.

**Active & Reflective Listening :** Active & Reflective Listening involves listening carefully to what another person is saying, and repeating back to him/her what you have *heard*, not what you think about what you heard. The idea is to help the other person achieve more clarity about his/her feelings on an issue.

## When Disaster Strikes: Roles of Volunteers in New York City

### Agency Coordination:

- **Coordinated Assistance Network (CAN):**  
After a disaster strikes, volunteers may be asked by their affiliated agency to help identify new services to be entered in the Resource Database or to help with outreach and data entry of new resources for individuals in need. Volunteers can also help with creating and distributing a printable assistance guide. The important thing to remember about CAN is that it is not a 501c3 organization but simply a technology tool for agency collaboration.
- **Casework:**  
Volunteers may help victims develop a plan of action, help to determine unmet needs, and aid them in coping with all the crises and decisions.

### Community Recovery:

- **Cleanup and debris removal:**  
Volunteers will aid in cleanup and debris removal from damaged or destroyed homes and personal property.
- **Mobile distribution units:**  
Volunteers may be needed to help operate mobile distribution units set up to provide food, water, bedding supplies, first aid supplies, cleaning kits, clothing, etc.

### Community Volunteers:

#### Volunteer Leads: Community Emergency Response Team (CERT)

- **Community Assistance:**  
Community volunteers are trained in the basics of emergency response with the understanding that they will be

able to assist in time of emergency. With their training they are able to assist first responders at local events by providing in depth knowledge of their community. Community volunteers work throughout the preparedness, response, and recovery phase.

### Financial Recovery:

- **Employment:**  
Volunteers can also help in the broad spectrum of training and employment initiatives that may be needed in disaster recovery. Some of these specific services include vocational evaluation, career counseling, skills training, job placement.
- **Economic programs:**  
Volunteers may be needed to support agencies who will work to provide long-term development assistance and sustainable economic programs to help disaster-affected people.
- **Faith communities:**  
Faith-based volunteers create and sustain programs that support caregivers, advocate for the rights of victims, and work to ensure short-and long-term financial, mental, and spiritual stability for victims of disaster.

### Mass Care/Sheltering:

#### Volunteer Leads: American Red Cross and Salvation Army

- **Multi-lingual assistance:**  
Volunteers will be needed to assist with non-English languages and sign language interpretation.
- **Logistical assistance:**  
Volunteers will be needed to move goods or to warehouse the supplies and equipment that will be used by other volunteers.

- **Office duties:**  
Volunteers may help agencies meet increased administrative demands by assisting with paperwork, data entry, answering phones, volunteer management, and other administrative tasks.
- **Assist Response Efforts:**  
Volunteers will provide food, water and other services to first-responders, and other support workers.
- **Shelter management:**  
Volunteers will prepare and distribute meals/ refreshments, register clients, provide information, in addition to other shelter support activities. As the disaster progresses past the response phase, congregate shelters will be operational until adequate housing is found for all victims.

**Mass Prophylaxis:**

**Volunteer Lead: Medical Reserve Corps**

- **POD support:**  
The primary role of the medical volunteers is to help distribute antibiotics or vaccines during an emergency requiring mass prophylaxis of a large number of New Yorkers. During an emergency, volunteers might be called on to fulfill any of several functions such as: medical evaluation, patient education, triage, vaccination, or distribution of medication.
- **Surge Assistance:**  
Volunteers will also assist the City with medical surge capacity, for example during a pandemic influenza outbreak.

**Mental Health:**

- **Chaplains/Spiritual Care:**  
Licensed volunteers minister to spiritual needs by providing spiritual and psychological first aid and crisis support. Spiritual care respects the broad nature of each person's spiritual tradition and focus on human meaning in times of loss.
- **Licensed Mental Health Workers:**  
Volunteers who have been specially trained, and are licensed professionals provide critical mental health services to help entire communities regain a sense of control and normalcy after a traumatic event.

**Spontaneous Volunteers: (Volunteer Lead: New York Cares)** All volunteers post-disaster who are unaffiliated with a disaster response agency, will be placed with agencies that need volunteers. Depending on their skill level volunteers will work on a variety of tasks, from client intake to job readiness training, depending on the needs of the emergency.

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# Resources

## NYC Citizen Corps Council Volunteer Agencies

**The American Red Cross**  
www.nyredcross.org

**NYC Medical Reserve Corps**  
www.medicalreserve.org

**The Boy Scouts of America**  
www.bsa-gnyc.org

**NYC Police Dept.– Auxiliary**  
www.nypd.org

**Community Emergency  
Response Team (CERT)**  
www.nyc.gov/cert

**Safe Horizon**  
www.safehorizon.org

**Community Service  
Society/  
RSVP**  
www.cssny.org

**The Salvation Army**  
www.use.salvationarmy.org

**National Citizen Corps**  
www.citizencorps.gov

**World Cares Center**  
www.worldcares.org

**New York Cares**  
www.nycares.org



## PSYCHOLOGICAL FIRST AID

*Remember there is no right or wrong way to feel and react to a disaster!*

### Do

#### Promote SAFETY

- Help people meet basic needs such as food and medical assistance.

#### Promote CALM

- Provide accurate information about the situation and listen to those who want to share their feelings and stories.

#### Promote CONNECTEDNESS

- Help people to contact their loved ones and keep families together.

#### Promote HOPE

- Acknowledge the difficulty of the situation and remind people that the Department is doing all it can to help and to manage it.

#### Promote SELF-SUFFICIENCY

- Give practical suggestion on what people can do.

### Don't

- Don't force people to share their stories.
- Don't say everything will be OK.
- Don't tell people what and how they should feel.
- Don't tell people how they should have acted earlier.
- Don't make promises that cannot be kept.
- Don't criticize services in front of those who are in need of them.

## SELF-CARE TIPS FOR DISASTER VOLUNTEERS

### TAKING CARE OF YOUR BODY

- Get enough sleep and rest. Eat healthy. Exercise as much you can. Avoid drugs and excessive drinking and smoking.

### TAKING CARE OF YOUR MENTAL HEALTH

- Learn about normal and abnormal reactions to disasters. Don't ignore your own emotions. Know when to seek help. Do things you find relaxing.

### TAKING CARE OF YOUR SPIRITUAL SELF

- Make time to reflect. Meditate. Pray. Find spiritual connection or community.

### INCREASING YOUR RESILIENCY

- Do something that will help you to regain a sense of control. Focus on your strengths and positive coping skills.

### REACHING OUT

- Express your feelings. If you feel overwhelmed reach out. Do not be afraid to accept help. For support call 1-800-LIFENET.

### REMAINING ACTIVE

- Go back to your normal activities as soon as it feels comfortable to do so.

### MANAGING YOUR WORKLOAD

- Maintain a healthy balance between your work and rest. Take breaks and time off. Prioritize your tasks.

### REDUCING YOUR STRESS

- Do things you find comforting: exercise, read, listen to music. Be with people whose company you enjoy. Practice stress

## Be Prepared!

### 10 Quick Facts on Emergency Medication ‘Points of Dispensing’

1. If a bioterrorist attack or widespread disease outbreak ever occurs, **New York City will open temporary emergency “Points of Dispensing” (PODs) in every affected neighborhood to provide** emergency medication to protect against the threat.
2. **Medication will be free.** No one will be billed or asked for insurance.
3. **Personal identification will NOT be required.** No one will be asked about immigration status.
4. **PODs will only provide medication** to prevent or treat the disease threat at hand. They will NOT give out other medications or provide medical care.

*For example, if New York City is attacked with anthrax, PODs will only dispense antibiotics for anthrax. They will not give out medicine for other conditions, such high blood pressure or diabetes. For medicines to treat other conditions, people will be told to go to their doctor or a hospital.*

5. **PODs will not treat sick people.** People will be told to go to a hospital if they are sick – not to a POD.
6. **Everyone will need to be patient.** Because in a biological disaster many people will need medicine, lines will be very long at PODs.
7. **Families will stay together** as they go through the POD.
8. We will try to take care of people with infant children, and those who are frail or disabled, FIRST.
9. Every effort will be made to provide interpreters at PODs.

#### 10. Be prepared!

- *Bring a list of the regular medications you and your children take.*
- *Know how much your children weigh (dosages for children are calculated according to their weight).*
- *Dress appropriately for the weather.*
- *Pack food and water in case you need it. (For security purposes, use clear, see-through bags instead of backpacks to avoid delays.)*

## ¡Prepárese!

### 10 Datos rápidos sobre Puntos Dispensarios para medicación de emergencia

1. Si en algún momento ocurre un ataque bio-terrorista o un brote de alguna enfermedad contagiosa, **la ciudad de Nueva York abrirá temporalmente “Puntos Dispensarios” (“Points of Dispensing” o PODs por sus siglas en inglés) en todos los vecindarios que se vean afectados para proporcionar** medicamentos de emergencia como protección contra la amenaza.
2. **Los medicamentos serán gratuitos.** A nadie se le cobrará ni se le pedirá seguro.
3. **NO se requerirá identificación personal.** A nadie se le preguntará su estatus de inmigración.
4. **Los Puntos Dispensarios solamente suministrarán medicamentos** para evitar o tratar la amenaza de la enfermedad en cuestión. NO proporcionarán otros medicamentos ni atención médica.  
*Por ejemplo, si ocurre un ataque con ántrax contra la ciudad de Nueva York, los Puntos Dispensarios sólo distribuirán antibióticos contra el ántrax. No proporcionarán medicina para otras enfermedades como presión arterial alta o diabetes. Para obtener medicinas para tratar otras enfermedades, se pedirá a las personas que acudan a su médico o a un hospital.*
5. **Los Puntos Dispensarios no tratarán a personas enfermas.** Se pedirá a las personas que acudan a un hospital si están enfermas, no a un Punto Dispensario o POD.
6. **Todos deberán tener paciencia.** Debido a que en un desastre biológico, muchas personas necesitarán medicina, las filas serán muy largas en los Puntos Dispensarios.
7. **Las familias permanecerán unidas** mientras están en los Puntos Dispensarios.
8. Intentaremos atender PRIMERO a las personas que tienen niños pequeños y a aquellos que están delicados o discapacitados.
9. Se harán todos los esfuerzos para que los Puntos Dispensarios cuenten con intérpretes disponibles.

#### 10. ¡Prepárese!

- *Traiga una lista de los medicamentos habituales que usted y sus hijos toman.*
- *Sepa cuánto pesan sus hijos (las dosis para niños se calculan de acuerdo con su peso).*
- *Vístase adecuadamente para el clima.*
- *Lleve comida y agua en caso de que lo necesite. (Por seguridad, use fundas transparentes en lugar de mochilas para evitar retrasos).*

*Website Resources for Emergency Planning Regarding Persons with Special Needs*  
*Individual Planning Level:*

- National Organization on Disability's Emergency Preparedness Initiative [www.nod.org/emergency](http://www.nod.org/emergency) is a repository of continuously updated information for both the disability community and the emergency professional and will provide links to specific preparedness information, checklists and guidelines for people with disabilities and information about disabilities and disaster planning.
- The Federal Emergency Management Agency (FEMA) in conjunction with the American Red Cross (ARC) has published many documents for individual disaster preparedness. Those most helpful for people with special needs are listed and may be obtained from your local Red Cross chapter or the FEMA Distribution Center 1-800-480-2520 or [www.fema.gov/library](http://www.fema.gov/library); alternate formats are also available.
  - Disaster Preparedness for People with Disabilities (ARC – 5091)
  - Preparing for Disaster for People with Disabilities and other Special Needs (FEMA 476 A 4497) *note:* replaces ARC – A4497
  - Disaster Preparedness for Seniors by Seniors (ARC – A5059)
  - Your Family Disaster Plan (FEMA/ARC – A4466)
  - Your Family Disaster Supply Kit (FEMA/ARC – 4463)
- U.S. Department of Homeland Security's Disability Preparedness Resource Center <http://www.disabilitypreparedness.gov/>. This disability preparedness website provides practical information on how people with and without disabilities can prepare for an emergency. It also provides information for family members of, and service providers to, people with disabilities.
- Center for Disability Issues and the Health Professions [www.cdihp.org/evacuationpdf.htm](http://www.cdihp.org/evacuationpdf.htm) Emergency Evacuation Preparedness: Taking Responsibility For Your Safety – A Guide for People with Disabilities and Other Activity Limitations
- Prepare Now [www.preparenow.org](http://www.preparenow.org) is a California site but links information about disaster preparedness for specific special needs
- [www.EmergencyEmail.org](http://www.EmergencyEmail.org) is one of several free sign-up services that will forward customized geographic emergency information to subscribers via e-mail or alpha pager systems as the information breaks.

*Research Resources for Emergency Planning Regarding Persons with Special Needs (04/07)*

- Project Safe EV-AC, a three year development project based out of West Virginia University and in its final phase, will improve evacuation from buildings, vehicles, and other settings during emergencies by providing training materials on the **EV**acuation and **AC**commodation of people with disabilities. Project Safe EV-AC materials will be **Sound, Accessible, Free, and Effective**. Project Safe EV-AC is targeting specific audiences, including people with disabilities and emergency responders. The project site can be found at <http://evac.icdi.wvu.edu/>.
- With funding from the U.S. Department of Commerce, the WGBH National Center for Accessible Media (NCAM) is conducting The **Access to Emergency Alerts for People with Disabilities Project**, a three-year initiative coming to a close now to research and disseminate approaches to making emergency alerts and information accessible to people with disabilities. The project's goal is to encourage adoption of standardized methods, systems and services to identify, filter and present emergency information in ways that are meaningful to people with disabilities. This will be accomplished by development of an information model that provides recommended accessibility extensions to emergency system protocols and technologies; end-user testing that will identify key usability factors that must be addressed to serve people with sensory disabilities; and a repository of replicable practices. This project can be found at: <http://ncam.wgbh.org/alerts/>.

# Publications

## **American Red Cross**

First Aid Fast  
HIV/AIDS Fact Book  
Pet First Aid  
Community Disaster Education Materials  
[www.redcross.org/pubs/](http://www.redcross.org/pubs/)

## **Citizens for NYC**

New York Self Help Guide  
Intergroup Relations Manual  
The Neighborhoods of Brooklyn  
Become a Neighborhood Opinion Leader  
[www.citizennyc.org](http://www.citizennyc.org)

## **Community Service Society**

Policy Briefs on Education; Health; Housing, Homelessness and Community Development; Work & Poverty; Surveys; and Welfare and Public Benefits

Urban Agenda is a bi-weekly newspaper column by David R. Jones, CSS President, on current issues affecting the lives of low-income New Yorkers.  
[www.cssny.org/pubs/index.html](http://www.cssny.org/pubs/index.html)

## **Federal Emergency Management Agency**

HAZUS-MH  
Mitigating Potential Terrorist Attacks Against Buildings  
National Flood Insurance Program Summary of Coverage  
Repairing Your Flooded Home  
Building a Disaster-Resistant University  
Recommended Residential Construction for the Gulf Coast

National Flood Insurance Program Flood Insurance Claims Handbook

[www.fema.gov/library/index.jsp](http://www.fema.gov/library/index.jsp)

## **National Citizen Corps Council**

[www.citizencorps.gov](http://www.citizencorps.gov)  
[www.ready.gov/america/publications/](http://www.ready.gov/america/publications/)

## **NYC Department of Health & Mental Hygiene**

<http://www.nyc.gov/html/doh/html/pub/pub.shtml?y=alert>

## **NYC Office of Emergency Management**

*Ready NY for Households:* available in English, Spanish, Korean, Arabic, Russian, Chinese (Simplified and Traditional), Japanese, Polish, Haitian Creole and audiotape.

*Ready NY: Beat the Heat:* available in English, Haitian Creole, Russian, Chinese, Korean, Spanish and audiotape

*Ready NY: Hurricanes and NYC:* available in English, Chinese, Haitian Creole, Russian, Arabic, Spanish, Korean, Polish, Yiddish, Urdu, Italian and audiotape.

*Ready NY for Seniors and People with Disabilities:* available in English, Russian, Chinese, Spanish audiotape and Braille.

*Ready NY Pocket Guide:* available in English, Russian, Chinese, Spanish and Yiddish.

*Ready NY for Small and Mid-Sized Companies:* available in English.

*Ready NY for Pets:* available in English, Spanish, Russian, Chinese and audiotape.

[www.nyc.gov/readynewyork](http://www.nyc.gov/readynewyork)

## **World Cares Center**

Dealing with Disaster: A Self-Care Reference Guide is a pocket-guide for disaster volunteers and responders, containing key self-care information. It is currently available only in English.

[www.worldcares.org](http://www.worldcares.org)

# Trainings

## **The American Red Cross in Greater New York (ARC)**

Client Casework

Collaborating to Ensure Effective Service Delivery

Disaster Mental Health: Overview

Emergency Operations Center– Incident Command Liaison

ERV: Ready, Set, Roll

Fundamentals of Disaster Assessment

Mass Care

Mass Casualty Disaster

Psychological First Aid

Response Center Enterprise

Shelter Operations

Shelter Simulation

([www.nyredcross.org/nextsteps](http://www.nyredcross.org/nextsteps))

## **Citizens for NYC**

Neighbors Caring About Neighbors (Neighbors CAN!) is a training and capacity-building program of Citizens for NYC's Neighborhood Leadership Institute (NLI). The program supports efforts by community- and faith-based groups in New York City to increase their effectiveness in order to improve quality of life for their low-income neighbors.

([www.citizensnyc.org](http://www.citizensnyc.org))

## **National Citizen Corps Council (DHS)**

(<http://www.training.fema.gov/emiweb/>)

## **New York Disaster Interfaith Services (NYDIS)**

Readiness and Resiliency: Faith Communities & Disaster

HOWCALM™: Tracking Community Assets and Promoting Resiliency

House of Worship Ready Receiving Center Training  
([www.nydis.org](http://www.nydis.org))

## **Signals Collective**

The Signals Collective offers training in transformative decision-making, participatory group process, and group facilitation, ranging from several hours to 2 days in length.  
([autumn@rockdovecollective.org](mailto:autumn@rockdovecollective.org))

## **World Cares Center**

Volunteer Responder Self-Care Training Program  
Pre-Deployment Disaster Briefing for Volunteers  
(<http://worldcares.org/dptm/training.shtml>)

# NYC Citizen Corps Council

**The Alfred P. Sloan Foundation**

[www.sloan.org](http://www.sloan.org)

**All Together Now Program; The Empowerment Institute**

[www.empowermentinstitute.net](http://www.empowermentinstitute.net)

**The American Red Cross in Greater New York (ARC)**

[www.nyredcross.org](http://www.nyredcross.org); 1-877-Red Cross

**The Boy Scouts of America– Greater New York (BSA-GNY)**

[www.bsa-gnyc.org](http://www.bsa-gnyc.org); 212-242-1100

**The Bronx Borough President's Office**

[www.bronxboropres.nyc.gov](http://www.bronxboropres.nyc.gov); 718-590-3500

**The Brooklyn Borough President's Office**

[www.brooklyn-usa.org](http://www.brooklyn-usa.org); 718-802-3700

**Building Owners and Managers Association (BOMA)**

[www.boma.org](http://www.boma.org)

**Citizens for NYC**

[www.citizensnyc.org](http://www.citizensnyc.org); 212-989-0909

**Community Emergency Readiness/Response Team (CERT)**

[www.nyc.gov/cert](http://www.nyc.gov/cert)

**Consortium for Haitian Empowerment**

[www.haitianconsortium.org](http://www.haitianconsortium.org)

**The Community Service Society/  
Retired Senior Volunteer Program**

[www.cssny.org](http://www.cssny.org); 212-254-8900

**Council on Senior Centers and Services**

[www.cscs-ny.org](http://www.cscs-ny.org); 212-398-6565

**U.S. Department of Health and Human Services:  
Office for Civil Rights**

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

**The Fire Department of New York City**

[www.nyc.gov/fdny](http://www.nyc.gov/fdny)

**Federal Emergency Management Agency**

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

**Human Services Council**

[www.humanservicescouncil.org](http://www.humanservicescouncil.org)

**The Mayor's Community Assistance Unit**

[www.nyc.gov/cau](http://www.nyc.gov/cau)

**The Mayor's Office for People with Disabilities**

[www.nyc.gov/mopd](http://www.nyc.gov/mopd)

**The Mayor's Office of Immigrant Affairs**

[www.nyc.gov/immigrant](http://www.nyc.gov/immigrant)

**Manhattan Borough President's Office**

[www.mbpo.org](http://www.mbpo.org); 212-669-8300

**National Citizen Corps Council**

[www.citizen corps.gov](http://www.citizen corps.gov)

**Neighborhood Housing Services of NYC**

[www.nhsnyc.org](http://www.nhsnyc.org)

**New York Cares**

[www.nycares.org](http://www.nycares.org)

**NYC Department of Health & Mental Hygiene (DOHMH)**

[www.nyc.gov/health](http://www.nyc.gov/health)

**NYC Department of Youth and Community Development (DYCD)**

[www.nyc.gov/dycd](http://www.nyc.gov/dycd)

**New York Committee on Occupational Safety and Health (NYCOSH)**

[www.nycosh.org](http://www.nycosh.org)

**New York Disaster Interfaith Services (NYDIS)**

[www.nydis.org](http://www.nydis.org)

**NYC Police Department– Auxiliary Police (NYPD)**

[www.nyc.gov/nypd](http://www.nyc.gov/nypd)

**NYC Office of Emergency Management (OEM)**

[www.nyc.gov/oem](http://www.nyc.gov/oem)

**Nonprofit Coordinating Committee of New York**

[www.npccny.org](http://www.npccny.org); 212-502-4191

**NY State Emergency Management Office (SEMO)**

[www.semo.state.ny.us](http://www.semo.state.ny.us)

**The Real Estate Board of New York (REBNY)**

[www.rebny.com](http://www.rebny.com)

**Safe Horizon**

[www.safehorizon.org](http://www.safehorizon.org)

**The Salvation Army-Greater New York Division**

[www.use.salvationarmy.org](http://www.use.salvationarmy.org); 845-620-7200

**World Cares Center**

[www.worldcares.org](http://www.worldcares.org); 212-563-7570

**Staten Island Borough President's Office**

[www.statenislandusa.com](http://www.statenislandusa.com); 718-816-2000