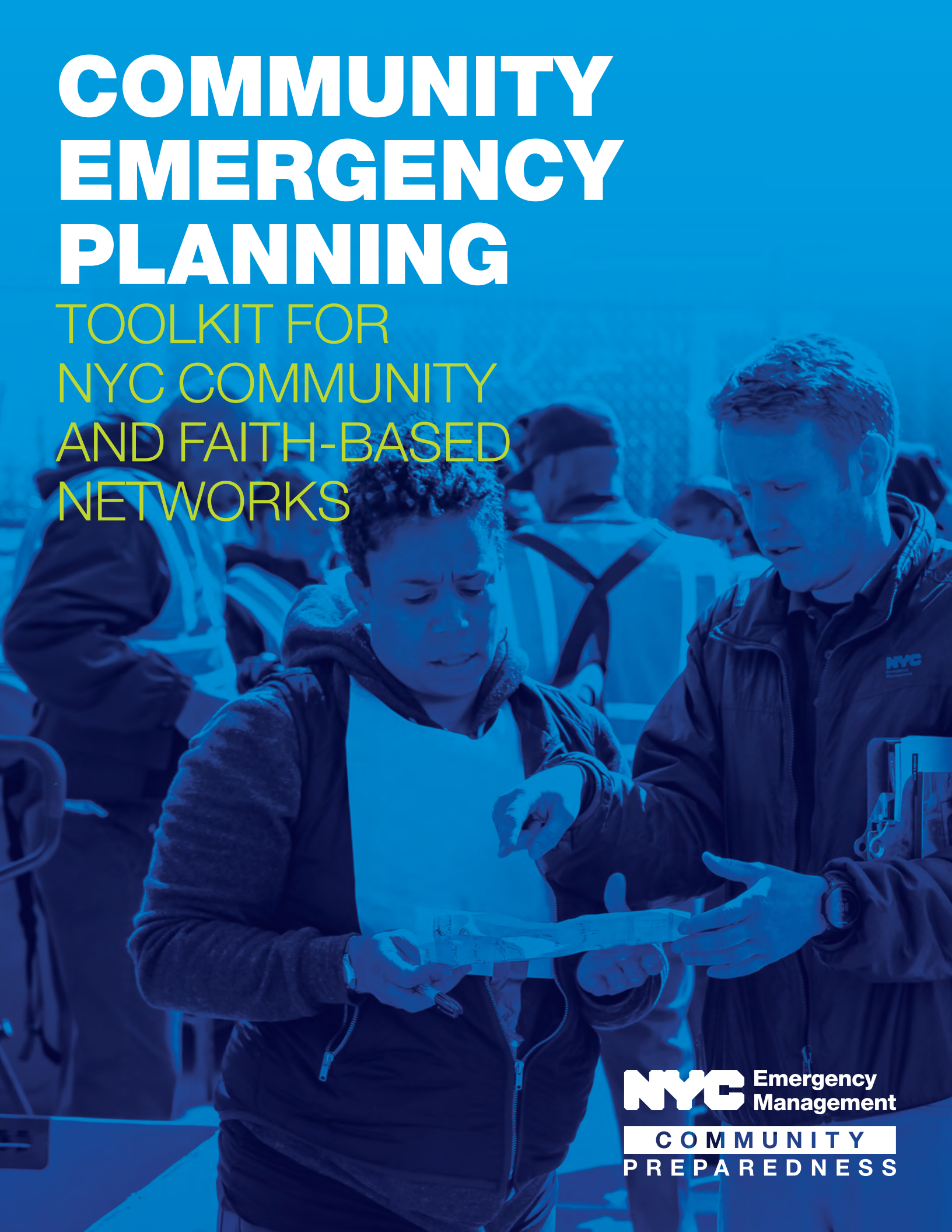
COMMUNITY EMERGENCY PLANNING

TOOLKIT FOR NYC COMMUNITY AND FAITH-BASED NETWORKS



NYC Emergency Management

COMMUNITY PREPAREDNESS

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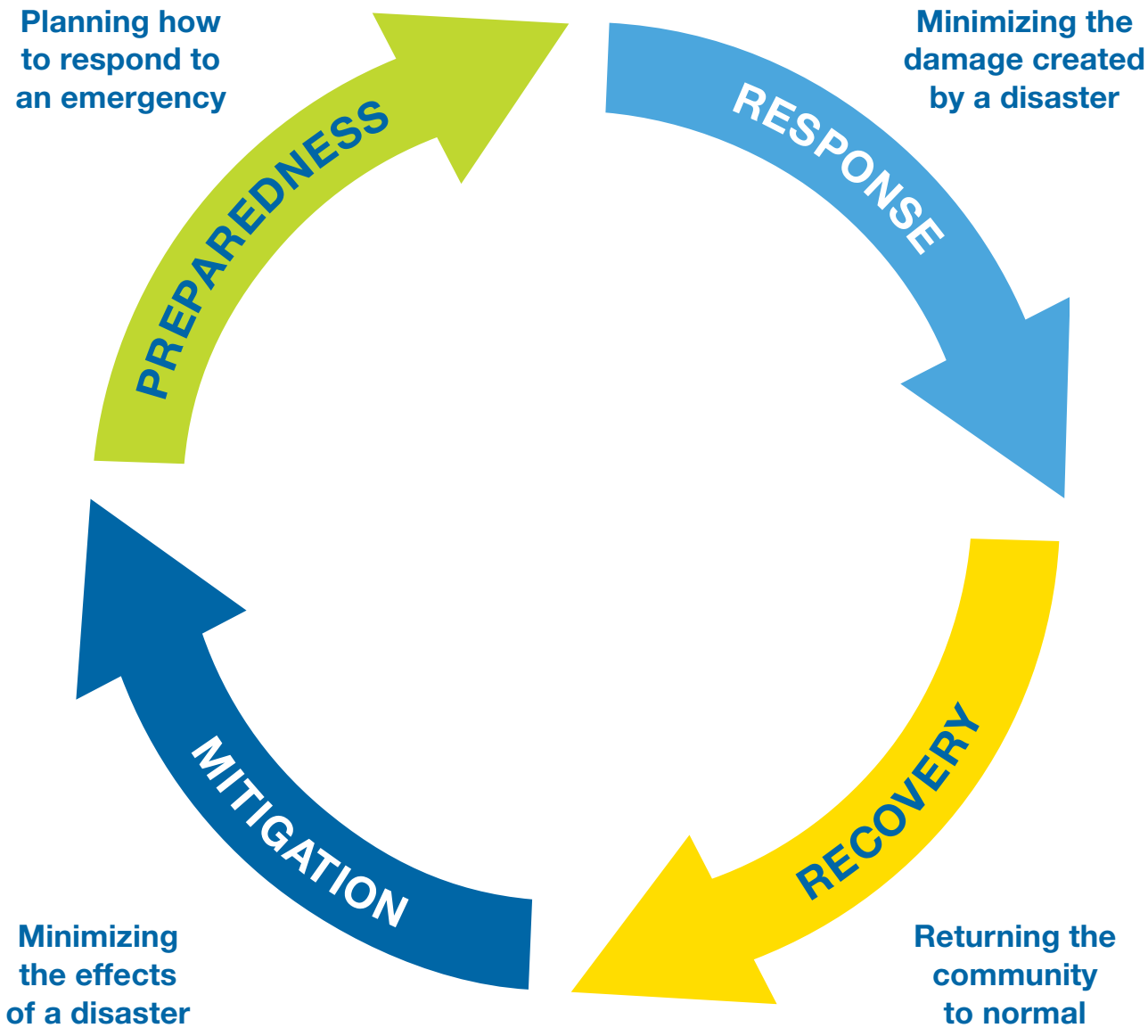
The Cycle of Emergencies



Introduction

Emergencies, such as extreme weather, fires, building collapses, and terrorism, make New York City communities vulnerable to the effects of disasters. Studies have shown that social capital – how connected a community is before an emergency – defines how quickly and successfully it recovers. A connected community better understands its physical and social environment, has established communication networks, and knows how best to use existing resources.

This toolkit provides the resources existing networks need to build an emergency plan to prepare their communities for a disaster.

Create a community emergency plan:

Writing a community emergency plan is done by completing the worksheets in this toolkit. The process of writing this plan is led by local community networks with support and guidance from the New York City Emergency Management Department.

SOCIAL CAPITAL

Daniel Aldrich describes social capital as the informal ties that connect us and provide resources during a disaster. "While disaster situations may typically call forth images of trained professionals and formal rescue operations, scholarship has shown that informal ties, particularly neighbors, regularly serve as actual first responders. Neighbors check on the wellbeing of others nearby and provide immediate lifesaving assistance." To read more about social capital in emergency recovery, visit http://bit.ly/socialcapitalrecovery.

Community Emergency Networks

A community emergency network is a group or a coalition consisting of nonprofit, community, and faith-based organizations that are organized around an issue (e.g., gun violence, climate change, housing, disability rights, etc.). They meet regularly, have established communications networks among their member organizations, and have connections with the community they serve. Examples of typical coalitions include tenant or civic associations, faith-based groups, or community-based organizations (CBOs).

The community emergency plan worksheets will:

1. Help you create a community map and engage new organizations and groups to form an inclusive network (page 13).
2. Connect you with the City's Emergency Operations Center (EOC) by taking advantage of additional resources that become available following a large emergency (page 35).
3. Help you understand what emergencies are most common to your neighborhood, which populations are most vulnerable, and what projects your community can take to reduce your risk (page 45).

A community emergency network will:

1. Choose to work on emergency-related issues, such as preparedness, response, recovery, and mitigation, as an overlay and in addition to its primary mission.
2. Name its network and map its member organizations on the NYC Emergency Management Emergency Resource Finder: http://bit.ly/emergencyresourcefinder.
3. Engage with the City's EOC and serve as a communication hub for its community during an emergency (page 35).

What This Toolkit Provides

- New York City-specific guidance and worksheets necessary to build a community emergency plan.
- Scenarios for communities to practice this plan.
- Examples of successful community planning and community-based mitigation projects.
- Additional resources available to your community.

COMMUNITY ACTION HIGHLIGHT

LES READY! is a coalition of community groups and institutions that cooperatively coordinates local emergency response, resources, and preparedness planning. LES Ready! reaches its whole community by holding events in multiple locations and posting information in the three most commonly used languages in the neighborhood: English, Spanish, and Chinese. LES Ready! has radios and a repeater for use by their members. For more information, visit www.lesready.org.

Connecting with NYC Community Preparedness

Wondering how to start your community plan? NYC Emergency Management's Community Preparedness program has resources that can help you and your community. Enroll your network in the Community Preparedness Boot Camp to learn more about community emergency planning.

Community Preparedness Boot Camp

This two-day training supports community networks with their emergency planning efforts. The boot camp takes a network through the steps to build and sustain its community emergency network, and answers questions that arise during the planning process.

Community Preparedness Council

The council provides a forum for community and government leaders to network and share best practices, challenges, and next steps around community preparedness in New York City. The council consists of government partners, community emergency networks, and community and faith-based organizations.

Emergency Response

The City's emergency response is coordinated at the City's Emergency Operations Center at NYC Emergency Management's headquarters. Leading up to, during, and after an emergency, NYC Emergency Management will coordinate calls with community partners to exchange information. To be included, register on the Emergency Resource Finder.

Key Steps

1. Sign up for training classes or host a community preparedness boot camp for your network by contacting us at: communityprep@oem.nyc.gov.
2. Register your network on the Emergency Resource Finder to find resources after an emergency and to receive the community preparedness newsletter at bit.ly/communityprep.

NYC Emergency Management
SERVING OUR COMMUNITIES

Section 1: Before An Emergency

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1 Defining Your Community

Social services, community, and faith-based networks already exist throughout New York City, and work to meet different needs. Some networks are organized to focus on a specific neighborhood, others cover a borough, and some are citywide.

- Start by defining your network's mission and who you currently serve.
- Define community. Communities can be based on shared backgrounds, faith, common interest, or geography.

This is the time to build consensus within your network and commit to the inclusion of building a community emergency plan. This plan will strengthen your current goals and mission and help you serve your community better.

Key Steps

1. Print out a map of the area you currently serve and mark the location of all member agencies. You will be using this information as you build your online network at http://bit.ly/emergencyresourcefinder (page 14), and in this section.
2. Complete the Community Overview section of the plan (page 11). This community overview can be used to help you better understand your community's resources and note possible risks.

SOCIAL VULNERABILITY

Vulnerability is the reduced capacity of a person or group to understand, prepare for, and/or recover from the impacts of a disaster. It may stem from physical, social, health, economic, and environmental factors.

For more information: "Social Vulnerability to Disasters," Second Edition. Edited by Deborah S.K. Thomas, Brenda D. Phillips, William E. Lovekamp, and Alice Fothergill.

Member Organizations

Network Name:		
Network's Mission Statement:		
Name	**Population Served**	**Address**
South Beach Civic Association	The South Beach neighborhood of Staten Island	85 Jerome Ave, Staten Island

Community Overview

Community Demographics	
Total Population	
Average Age	
Percentage of People Above 65 and Under 18	
Percentage of Families Below Poverty Level	
Average Household Income	
Percentages and Language(s) of Individuals Speaking Languages Other Than English	
Percentage of People with Disabilities	
Religious Affiliation/Percentages	
Types of Businesses/Industries	
Means of Transportation	
Hurricane Evacuation Zones	

RESOURCES

Emergency Resource Finder: Join NYC Emergency Management's network at http://bit.ly/emergencyresourcefinder and list your emergency network on the map. Work with your partner organizations to map your entire network on the Finder. This will help you identify what resources are available in your community before, during, and after an emergency.

Community Overview

Governmental Representation			
	Elected Official's Name	**Main Contact's Name**	**Contact Information**
Community Board			
City Council			
Borough President			
State Assembly			
State Senator			
Congress Member			

RESOURCES

The **NYC Hazard Mitigation website** contains NYC-specific demographic information, including data on people with disabilities: https://nychazardmitigation.com/all-hazards/risk/arcgismap/social-environment.

NYC Community District Profiles: This site contains detailed information about each community district in NYC: http://communityprofiles.planning.nyc.gov.

Census Bureau: The American Community Survey fact finder (https://factfinder.census.gov) provides great information about your community's demographics.

Who Represents Me: This website (www.mygovnyc.org) provides a list of all elected officials and their contact information.

NYC's Hurricane Evacuation Zone Finder: Use your organization's address to find out which hurricane evacuation zones are in your area at NYC.gov/knowyourzone.

2 Mapping Community Resources

Mapping your community should be an ongoing process and should involve every organization in your network. You can use the map (page 9) or the Emergency Resource Finder mapping tool (page 14) to visualize your network and help guide your discussion. Below are four steps you can take to map your community:

1. Schedule a meeting with your network to start developing your resource map.
2. Include organizations that serve people with disabilities, older adults, children, and immigrants, as well as groups that serve other vulnerable populations.
3. Encourage each member to note each category and list individuals, organizations, businesses, and accessible community spaces that your network is connected to and could be used during an emergency.
4. Partner with local businesses. They can provide crucial resources after an emergency.

COMMUNITY ACTION HIGHLIGHT

Southern Brooklyn Community Organizations Active in Disaster (Southern Brooklyn COAD) is a coalition of nonprofit, faith-based, and community-based organizations working together to prepare residents of southern Brooklyn for the impacts of emergencies and disasters. The coalition also coordinates local community-based response and recovery efforts. Its members serve six different southern Brooklyn neighborhoods:

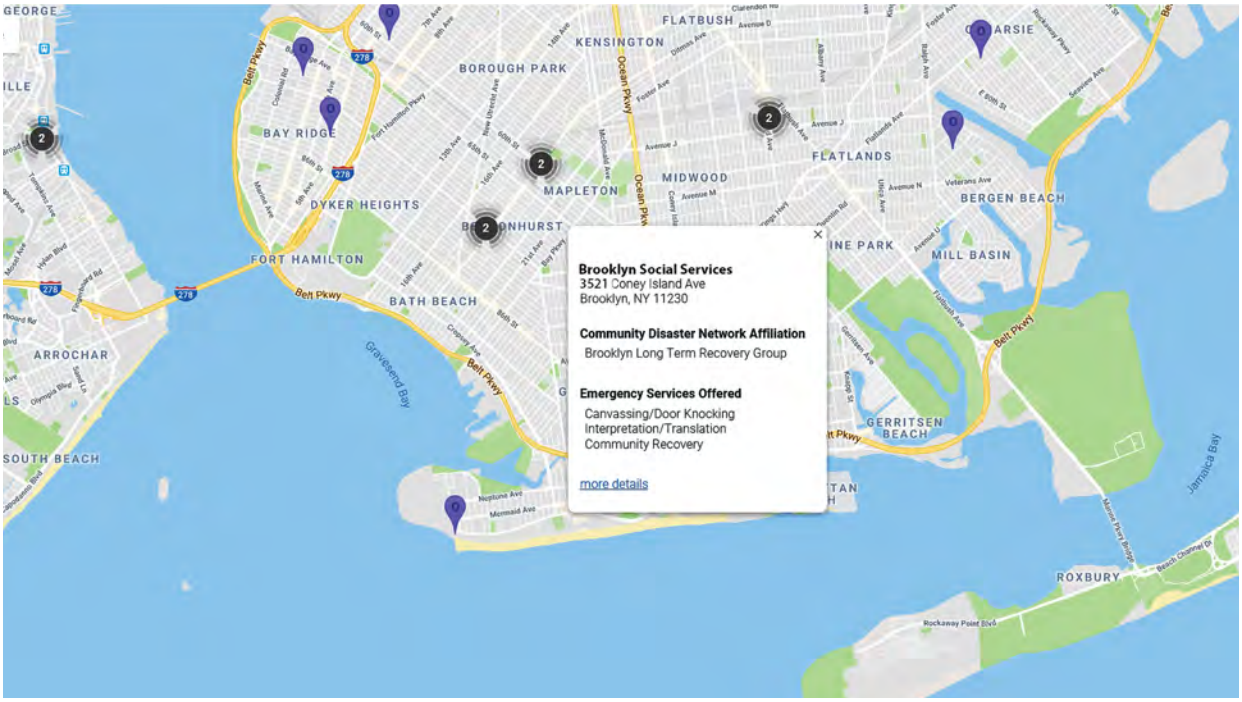
- Sea Gate
- Coney Island
- Brighton Beach
- Manhattan Beach
- Gravesend
- Bensonhurst

For more information, visit http://southernbkcoad.com/.

5. List these organizations and resources in the community resource directory (page 15):
    - Include organizations and groups that may not be in your network but would be useful to build engage with your planning efforts.
    - Review the Emergency Resource Finder online map at http://bit.ly/emergencyresourcefinder to connect to other organizations and networks interested in emergencies.

Key Steps

1. Use the Put Your Plan into Action section (page 44) to identify and rank potential hazards that are most common in your community.
2. Review your directory (page 15). Note where you need to make new connections or where your network needs to be developed. Make sure to refer back to your definition of community (page 9).
3. Review the map and identify any gaps to engaging the whole community, including immigrant and disability communities.
4. Determine next steps to increase your reach and discuss filling any gaps you have identified.



Community Resource Directory

Fill out the worksheet below before an emergency happens:

Communication and Outreach			
Organization Type	**Name and Description**	**Contact Info/ Address**	**In Your Network? (Y/N)**
Interpretation/ Translation services*			
Communication Resources for People who are Deaf*			
Experience with Canvassing or Door Knocking*			
Community Center/ Information Hub*			
Other			

Note: Services marked by (*) can be listed on the NYC Emergency Management Emergency Resource Finder during emergencies at http://bit.ly/emergencyresourcefinder.

Human/Social Services			
Organization Type	**Name and Description**	**Contact Info/ Address**	**In Your Network? (Y/N)**
Child Care Services*			
Immigrant Services (Legal, English Classes, etc.)			
Housing Services			
Financial/Legal Services*			
Case Management Services*			
Other			

Health			
Organization Type	**Name and Description**	**Contact Info/ Address**	**In Your Network? (Y/N)**
Healthcare Facilities			
Pharmacies			
Mental Health*			
Local Clinics			
Other			

Transportation			
Organization Type	**Name and Description**	**Contact Info/ Address**	**In Your Network? (Y/N)**
Accessible Transit Resources			
Car Services			
Paratransit			
Other			

Volunteer Services			
Organization Type	**Name and Description**	**Contact Info/ Address**	**In Your Network? (Y/N)**
Organizations with Trained Volunteers*			
Organizations with Capacity to Manage Volunteers*			
Other			

Note: Services marked by (*) can be listed on the NYC Emergency Management Emergency Resource Finder during emergencies at http://bit.ly/emergencyresourcefinder.

Food and Water			
Organization Type	**Name and Description**	**Contact Info/ Address**	**In Your Network? (Y/N)**
Supermarkets			
Restaurants			
Food Pantries/ Distribution Sites*			

Donations			
Organization Type	**Name and Description (please note if they receive, distribute, or both)**	**Contact Info/ Address**	**In Your Network? (Y/N)**
Houses of Worship*			
Secondhand Stores*			
Businesses*			
Other			

Facilities/Spaces			
Examples	**Name, Indoor/Outdoor, Capacity, ADA Accessible****	**Contact Info/ Address**	**In Your Network? (Y/N)**
Community Spaces			
Recreational Facilities			
Houses of Worship			
Other			

** To determine if a facility is ADA accessible, refer to the accessibility checklist link on page 27.

Faith-Based Groups/Congregations			
Examples	**Name and Description**	**Contact Info**	**In Your Network? (Y/N)**
Houses of Worship			
Community Center within a House of Worship			
Other			
Identified Gaps			
Gaps			
Next Steps			

3 Developing Communication Strategies

Effective communication during emergencies is critical to any emergency response. Incorrect information can lead to bad decisions that put you and your community in danger. As you develop your plan, consider the following:

- Make sure that you are connected to official sources of information, such as Notify NYC and the Advance Warning System. During an emergency, rumors and outdated information can spread quickly. Important communication resources are listed in the resources section on page 23.
- Understand how your community receives information. Community members are most likely to trust sources that they already use.
- Include communication strategies for people with vision or hearing disabilities and those with limited English proficiency. Visit NYC.gov/emergencymanagement for more resources.
- Plan for electrical, internet, or cell phone outages. Identify different types of communication methods that would work without technology. Some networks, like The Point (page 23), have invested in a mitigation project that would provide a back-up Wi-Fi system for their community.

Key Steps

1. Encourage all your network members to sign up for at least two official sources of emergency information.
2. Discuss strategies on how your member organizations can communicate as a group, and to constituents, if there is no electricity, internet, or cell phone service.
3. Include options for communicating in multiple languages, including American Sign Language. Look in your community overview (page 11) for which languages to plan for.
4. Fill in the communication worksheet on page 22.

Communication Methods

Use your group discussion to fill out the worksheet below.

Communication and Outreach		
Type E.g., website, text group, newspaper, community bulletin board, door knocking, communication apps, social media, radio, etc.	**Brief Description** Target population, online, print, radio, accessible to people with access or functional needs, etc.	**Primary Point of Contact** Name, cell, email
Red Hook community bulletin board	Target: community members	Mike Doe Communications Director, Red Hook Hub 333-333-3333 mdoe@redhookhub.org

RESOURCES

Notify NYC is the City of New York's official source of information about emergency events and important City services: NYC.gov/notifynyc

Advance Warning System is for organizations that serve people with disabilities or others with access and functional needs: www.advancewarningsystemnyc.org

Community Preparedness Newsletter is for nonprofits, community and faith-based organizations: NYC.gov/communitypreparedness

NYC Emergency Management:

- NYC.gov/emergencymanagement
- Twitter: @nycemergencymgt
- Facebook: www.facebook.com/nycemergencymanagement
- Call 311 (212-639-9675 for Video Relay Service, TTY: 212-504-4115)

COMMUNITY ACTION HIGHLIGHT

The Point: The Free-Hunts Point Community Wi-Fi project is an initiative that The POINT Community Development Corporation is taking on to provide back-up Wi-Fi to the community when the internet network is down. The project, funded by the NYC Economic Development Corporation, uses nodes on top of buildings to send and receive data and broadcast a free and steady Wi-Fi signal. In addition to connecting residents and businesses to regular free public Wi-Fi, the nodes will connect to one another as an intranet (or standalone mode) during an emergency. This allows people to access critical resources and communicate in a group chat to transfer files and pictures, and coordinate resources and efforts. This network will be powered by local servers located in the Hunts Point peninsula, and will involve residents (the digital stewards) to provide repairs to the network when needed. For more information on this project, visit https://thepoint.org/free-hunts-point-wifi.

4 Coordinating Volunteers

People want to help after an emergency. Understanding what volunteer groups work within your community will allow you to access support. For example, volunteers can check on people with disabilities or others with access and functional needs, help you manage your network's response, or clean up debris. Remember that some response operations require special skills and need trained volunteers.

Follow these best practices for organizing volunteers:

- Have defined roles.
- Make sure volunteers are safe and have personal protective equipment.
- Assemble volunteer groups that are manageable in size.
- Assign team leaders who have experience managing volunteers.
- Provide leaders and their groups with appropriate materials for their task.
- Match projects with volunteer groups' strengths (e.g., language expertise).
- Use T-shirts, vests or some kind of a marker to identify groups.

Key Steps

1. Review local volunteer resources that your network researched for your resource directory (page 15).
2. Brainstorm and fill out the volunteer roles worksheet on page 25.
3. Understand what roles should be played by a general community or unaffiliated volunteer and what roles need specialized training.
4. Find and connect with your local Community Emergency Response Team (CERT). To contact your local CERT, visit the Emergency Resource Finder and choose CERT or email cert@oem.nyc.gov.

Volunteer Roles

Fill out the worksheet below with existing volunteer groups in your community.

Volunteers		
Volunteer Group/ Contact Info	**Volunteer Roles**	**Trained or Untrained**
Health Coalition Outreach	Canvassing/door knocking	Trained in canvassing

COMMUNITY ACTION HIGHLIGHT

NYC Emergency Management's Community Emergency Response Team Program (NYC CERT):
The NYC CERT program is composed of emergency volunteers, trained by NYPD, FDNY, and NYC Emergency Management personnel.

Resources that CERT can provide to a network include:

- Connection to local training classes
- Trained volunteers to:
  - Support your network events or local emergencies.
  - Assist with building out community resource maps.
  - Radio/communication support.

Contact info: cert@oem.nyc.gov, call 311, or visit NYC.gov/cert.

RESOURCES

Help Now NYC: During emergencies, this site provides information about how you can help others. This includes information about volunteers and donations. NYC.gov/helpnow.

Volunteer Coordination Task Force: During emergencies with high volunteer demand, the City activates its volunteer coordination task force to help connect volunteer groups with disaster-related projects. For more information, contact communityprep@oem.nyc.gov or call 311.

Working with Spontaneous Volunteers:
https://www.fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf

Volunteer Safety:
https://www.osha.gov/dts/oohn/disasterrecovery_shchecklist.html

5 Identifying Community Spaces

Use the time before an emergency to understand how your community typically uses community spaces. Note if there are places where your community is more likely to turn for assistance or guidance, where community meetings are held, and where people naturally gather. These may be in community centers, libraries, houses of worship, or business establishments. After an emergency, many of these locations will turn into community hubs used to share information, organize volunteers and distribute resources.

Connect with the organizations that manage these locations. Inform them of the community emergency plan you are creating and ask whether they wish to support your efforts. As much as possible, use these locations to host meetings or training classes so your members become familiar with the locations.

When choosing a location, consider the following:

- Make sure the space is ADA-accessible so that people with physical disabilities can use it.
- Choose a space that people in your community are already familiar with.
- Find out the number of people the space can hold and whether there is room for donated goods.

RESOURCES

Physical Accessibility: The Americans with Disabilities Act (ADA) prohibits discrimination based on disability. Your services should be accessible to all people with disabilities by making your space accessible, providing material in multiple formats, and assisting people by asking them what their needs are. Check out the ADA checklist (www.adachecklist.org), which offers guidance on how to evaluate the accessibility of spaces.

NYC Emergency Management asks communities to identify spaces that can be used during an emergency and submit them through the online Share Your Space Survey: NYC.gov/shareyourspacesurvey.

Key Steps

1. Identify spaces in your community that may be used before, during, and after an emergency.
2. Identify when you may need this space.
3. Check whether spaces are accessible and can be used in response.
4. Determine who owns the space, if there are any restrictions, and if they are in your network.
5. Add these locations to your community resource directory (page 15).

6 Engaging Your Community

Community engagement will help local individuals, organizations, and businesses become aware of your network. Keep your network members engaged through NYC Emergency Management's community outreach programming.

Key Steps

1. Identify places where you can educate individuals, organizations, and faith-based groups about emergency preparedness.
2. Review the NYC Emergency Management preparedness resources on page 31 and schedule a presentation.
3. Identify and assess your community's needs for long-term planning to reduce risk and review community projects listed in Section 3: Put Your Plan Into Action (page 44). Discuss if your network has the capability to engage with these projects or how you can grow such capability.
4. Share your successes with others. This toolkit relies on peer learning. Let other networks know about the work that you have done. Email communityprep@oem.nyc.gov to be featured in the community preparedness newsletter.

NYC Emergency Management's Preparedness Resources

For More Information, Visit NYC.gov/emergencymanagement or Call 311

NYC Community Preparedness helps local organizations build capacity within their community to prepare for, respond to, and recover from an emergency. For more information, visit NYC.gov/communitypreparedness.

Community Emergency Response Team (CERT) members are trained in basic skills needed for fire safety, light search and rescue, disaster medical operations, and traffic management. CERT members are trained to support first responders and help prepare their communities. For more information, visit NYC.gov/cert.

Partners in Preparedness is a program that helps organizations prepare their employees, services, and facilities for emergencies. Once registered, partners gain access to events and webinars and receive other preparedness resources. For more information, visit NYC.gov/partnersinpreparedness.

The **Ready New York** campaign encourages New Yorkers to be ready for all types of emergencies. Anyone can complete a readiness workbook, or request an event or guide (in 13 languages and audio format) to educate their community about preparedness. For more information, visit NYC.gov/readyny.

Advance Warning System alerts organizations that serve people with disabilities or others with access and functional needs to various types of hazards and emergencies in New York City. For more information, visit www.advancewarningsystemnyc.org.

NYC Hazard Mitigation is the City's resource for identifying key features of the city's environment that makes it vulnerable to hazards. The Hazard Mitigation Plan outlines goals, objectives, and specific actions New York City can take to reduce risk. For more information, visit www.nychazardmitigation.com.

AVAILABLE TRAINING CLASSES

Organizational Preparedness: This training is designed to raise awareness for leaders of community and faith-based organizations about the importance of organizational planning in advance of emergencies. The training outlines the three steps organizations can take to ensure that they can continue to provide services following an emergency, and best practices for managing disaster volunteers, donations, and recovery grants.

Disability, Access, and Functional Needs: This training provides best practices for community emergency networks to plan for people with disabilities or others with access and functional needs.

Cultural Awareness: When you encounter cultural differences, do you ask, "Is my view correct?" or "Does my view serve me?" This interactive session challenges biases and assumptions through self-reflection, applies cultural awareness to emergency management practices, identifies culturally appropriate vocabulary, and provides creative strategies to use in cross-cultural situations, all of which can help minimize cultural misunderstandings and enhance collaboration and trust.

Seasonal Preparedness: A member of the Community Preparedness team can deliver preparedness training to your network for specific hazards, such as coastal storms, extreme heat, winter weather, etc.

COMMUNITY ACTION HIGHLIGHT

East Harlem COAD: The East Harlem COAD is a coalition of local organizations and businesses who work to prepare for, respond to, and recover from disasters that affect the lives of East Harlem residents. The COAD works to get residents, organizations and businesses prepared for an emergency by providing training and teaching people how to make Go Bags. For more information, visit www.eastharlemcoad.org.

Section 2: After An Emergency

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1 Connecting with the City's Emergency Operations Center (EOC)

The primary goal of your network, when responding to an emergency, is to provide support to your community. The EOC, managed by NYC Emergency Management, activates when there is a need for interagency coordination during major incidents. As a community emergency network, you have the opportunity to connect directly with the EOC during an emergency response to:

- Receive the most current information and understand available resources.
- Share the needs of your community and what resources you can offer.
- Connect with organizations outside of your network.

Integrating Community Response In The EOC

During a local emergency:

1. When activated, the EOC will use the Emergency Resource Finder (http://bit.ly/emergencyresourcefinder) to identify local networks and strong community partners in the affected area.
2. Identified network members will receive an email asking them about community-level resources that should be highlighted publicly on the Emergency Resource Finder.
3. The City will work to provide regular communication to all known networks within the affected area and connect them with other active groups.
4. Depending on need, a conference call may be held to provide information about the incident.

RESOURCES

Community Recovery Directors: Community recovery directors are high-level decision-makers appointed by the Mayor to serve as points of coordination for City services for communities recovering from large disasters.

The community recovery directors assess community needs and work in coordination with the EOC to help prioritize delivery of resources and services where they are needed most.

During a citywide emergency:

1. When activated, the EOC will use the Emergency Resource Finder (http://bit.ly/emergencyresourcefinder) to identify all community emergency networks.
2. Community emergency networks will be invited to calls to receive information about the preparedness, response, and recovery efforts.
3. An email will be sent to all networks asking them about services they are offering that they wish to include in the Emergency Resource Finder.
4. Community-level emergency response and recovery information will be highlighted in the community preparedness newsletter for the duration of the emergency.

2 Conducting Needs Assessment

During emergencies, it is important to understand what your community needs most. By understanding what are the biggest issues people face, you can effectively advocate for resources. Note that the needs of the community may not become apparent until days after an emergency.

Communication: Make sure you are reaching out to your network partners. Use the communication strategies that you built earlier in your planning process to communicate regularly and keep people updated on your activities (page 21).

Look for patterns: When receiving information back from your partners, look for common needs. As a network, you should work to provide the larger picture of what is happening in your community as well as address individual needs.

Prepare to request additional help: During emergencies, new resources become available. Prepare your network to request and receive assistance from outside of your community. Be specific and detailed about your request and understand who in your network has available space to house volunteers, receive and store donations, and distribute food, water, or other necessities.

Key Steps

1. Review the needs assessment worksheet on page 38.
2. Work with your network to brainstorm the strategies you will use to conduct a needs assessment before, during, and after an emergency.
3. Connect with NYC Emergency Management or other networks around New York City to see how this has been done in the past.
4. Complete the needs assessment worksheet on page 38 and submit it to NYC Emergency Management's Community Preparedness team to provide awareness about the needs of your community.

Needs Assessment

Fill out this worksheet to understand large-scale or emerging needs in your community after an emergency.

Network Lead (Name/Agency):			
Date:			
Geographic Area/Location(s):			
Identified Need	**Affected Population/ Location**	**Notes**	**Can The Network Fill The Need? (Y/N)**
Food/Water			
Shelter			
Essential Personal Care Items			
Medical Care			
Sanitation/Waste Disposal			
Emotional/Spiritual Care			
Transportation			
Communication			
Volunteers			
Canvassing			
Other			

3 Conducting Resource Assessment

During emergencies, it is important for people to connect back to their local community. Local resources are easier to access, provide a sense of normalcy, and are culturally appropriate. Collect and organize a list of resources available in your community after an emergency. Always begin with your plan, but be open to new organizations that may now have something to offer.

When government, relief organizations, and other outside resources arrive, it is important to immediately connect them with your network. By working together you can reduce the potential of duplicating efforts.

Sample resources include:

- NYC operations such as commodity distribution points, shelters, and service centers
- Volunteers
- Donations
- Equipment

Key Steps

1. Review the resource assessment worksheet on page 40.
2. Work with your network to brainstorm the strategies you will use to track resources that become available after the emergency.
3. Connect with NYC Emergency Management or other networks around New York City to see how this has been done in the past.

Resource Assessment

Fill out this form after an emergency and use it to share available resources

Network Lead (Name/Agency):			
Date:			
Geographic Area/Location(s):			
Resource	**Amount/Type Available**	**Description, Location**	**Within Network (Y/N)**
Food/Water			
Essential Personal Care Items			
Medical Care			
Sanitation/Waste Disposal			
Emotional/Spiritual Care			
Transportation			
Communication			
Volunteers			
Other			

COMMUNITY ACTION HIGHLIGHT

New York City Voluntary Organizations Active in Disaster

Voluntary Organizations Active in Disaster: Voluntary Organizations Active in Disaster (VOAD), an association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination and collaboration, and fosters more effective delivery of services to communities affected by disaster.

To connect with New York State and New York City VOAD chapters, visit https://nycvoad.wildapricot.org/.

COMMUNITY ACTION HIGHLIGHT

The Staten Island Community Organizations Active in Disaster (SI COAD) unites nonprofit organizations that can provide assistance in disasters. After Hurricane Sandy, The Staten Island NFP Association, Inc. saw the need for organizing its members about preparedness and disaster assistance. The SI COAD created a resource directory of its members cataloguing their resources that could be used during emergencies. They promote a culture of preparedness in the borough's not-for-profit community through regular meetings, trainings and community events. For more information, visit http://www.sinfpa.org/si-coad.

4 Managing Donations

If your network is considering either collecting or receiving donations, keep in mind that for many in the emergency management field donated goods are called the second disaster. Organizations can quickly become overwhelmed with donated goods that are not useful to your community.

Used clothes are usually an unnecessary donation. Cash donations are best. Cash allows agencies to make purchases that truly meet survivors' needs or provide vouchers for people to purchase what they need.

Before collecting any donations:

- Connect with your member organizations to identify what is needed, how much is needed, and when it is needed.
- Identify who can transport the items to where they are needed.
- Identify who will receive the items.
- Make sure the recipient has a plan to distribute and/or use the items.

CASE STUDY

After a devastating fatal fire during a cold December in the Bronx, a local donation drive was set up. A coat drive was advertised to meet the needs of the families who were affected. This fire was heavily covered by the media and resulted in over 92 tons of donated goods collected in only a few days. Both the organizers and recipients of these donations were overwhelmed.

Approximately 1.6 tons of contaminated material was thrown away, with the remaining collected by the nonprofit community.

Section 3: Put Your Plan into Action

In This Section

1. Community Engagement and Mitigation Projects — Page 45
2. Sample Emergency Scenarios — Page 55

1 Community Engagement and Mitigation Projects

This chapter provides information about the threats and hazards that could affect your community. Each hazard overview will give you information about the emergency, including how to engage your community and potential projects that will reduce or mitigate your risk. Investing in community resilience projects can help reduce the long-term impacts of emergencies to your community.

For more information about any of these hazards, visit https://nychazardmitigation.com/hazard-specific or call 311.

Coastal Storms

Coastal storms include nor'easters, tropical cyclones, and hurricanes. Coastal storms can cause flooding, structural damage to buildings, transportation service failures, and widespread power outages.

Community Engagement

- Hurricane Evacuation Zones
  - Use the Hurricane Evacuation Zone Finder (NYC.gov/knowyourzone) to find out if your network is in a zone, and if so, which one? (Zones run from 1-6.)
    - Make sure that all members within an evacuation zone have appropriate insurance and a business continuity plan in place.
    - Consider posting your hurricane evacuation zone prominently in your organization so that staff and clients know that the area is in an evacuation zone.
- Provide information to your community about emergency shelters in NYC:
  - The City coordinates transportation to evacuation centers for individuals with disabilities or others with access and functional needs who need assistance evacuating. People who live in an evacuation zone and need assistance evacuating to a center may call 311 to request assistance when an evacuation order is issued.
  - Evacuation centers and emergency shelters are open to anyone, regardless of immigration status.

- Families will be able to shelter together. At shelters, households with children will be separated from households without children and single men and women.
- Information will be available in other languages and formats, such as American Sign Language. Anyone can request interpretation and translation services.
- Service animals are always allowed and will not be separated from their owners. Pets are also allowed, but will be kept in a separate area at the shelter. Owners should bring any relevant paperwork for their pets.

Community Projects

- Create an event in your community to register residents for Notify NYC, the City of New York's official emergency communications program.
- If your organization is in a hurricane evacuation zone, download the virtual Know Your Zone badge and put it on your website. Visit NYC.gov/knowyourzone to get your badge today.

HAZARD MITIGATION

Cost-effective, sustained action taken to reduce the long-term risk to human life, property, and infrastructure from hazards.

RESOURCES

NYC Community Health Profiles: The New York City Community Health Profiles contain more than 50 measures of neighborhood health. This website highlights disparities among neighborhoods and can be used by community groups to encourage community engagement and action. For more information, visit https://on.nyc.gov/communityprofiles.

Extreme Heat

Extreme heat is one of the most common hazards facing New York City. People most at risk during heat emergencies are laborers or individuals who spend time outdoors, older adults, children, and people with health issues or without adequate cooling in their homes.

Community Engagement

- Inform your community about the availability of spray caps at your local firehouse.
  - Explain to your community that opening hydrants without a spray cap results in a drop in local water pressure and threatens firefighting capabilities.
  - Encourage your members to call 311 to report open hydrants without spray caps.
- Encourage your community members to check on their neighbors, especially if they are older adults, children, or people with disabilities or others with access and functional needs.
- When active, promote the Cooling Center Finder (page 63) on your website. A cooling center is a facility, such as a older adult center or community center, where people may go to enjoy air-conditioned comfort during a heat emergency. There are many cooling centers around the city, most of which are open during regular business hours throughout a heat wave.

Mitigation Projects

- Maintain or plant a community garden. Replacing asphalt lots with gardens reduces the absorption of the sun's heat by dark surfaces.
  - If you are interested in starting a community garden, contact NYC Department of Parks and Recreation's GreenThumb program.
- Request a street tree from NYC Parks.
  - If you are a property owner, you can have a tree planted on your street for free. Submit a service request through the tree service request system or by calling 311. You can learn more about the program at NYC.gov/parks.

- Install an NYC CoolRoof.
  - NYC CoolRoofs offers cool roof installations at no cost or low cost to select buildings with priority given to nonprofits and affordable housing. To learn more, visit https://www1.nyc.gov/nycbusiness/article/nyc-coolroofs.

Fires

Fire is the most common emergency in New York City. Install smoke and carbon monoxide alarms where you sleep and on every level of your home. Check the batteries at least twice a year. Brush fires can also occur when temperatures climb and vegetation dries out, which puts the city's grassland at risk.

Community Engagement

- Request a presentation from the FDNY Fire Safety Education Program at: https://www.fdnysmart.org/safety/.
- Make sure that your community knows about the Sound the Alarm home fire safety and smoke alarm installation events. To learn more about the American Red Cross in Greater New York's Home Fire Campaign, visit https://www.redcross.org/local/new-york/greater-new-york.html.

Community Projects

- Create an event during National Fire Prevention Week, typically observed the second week of October, to educate your community about fire safety.

COMMUNITY ACTION HIGHLIGHT

The Seagate Association created an incident action plan in 2018 for use during coastal storms and nor'easters. The plan includes sections on communication, medical, and evacuation issues. The community manager is directed to maintain a list of residents who may need assistance during evacuations. For more information, visit https://seagatebrooklyn.com/.

- Conduct a risk assessment in your community. Older buildings that are not fireproof are at greater risk for fires. Does your community consists of mostly older buildings, new buildings, or houses? Include this information in your community emergency plan. Survey residents if they have working smoke alarms. Connect those who do not have smoke alarms with the Sound the Alarm program.

Flooding

Floods account for more than $1 billion in property loss in the United States each year. There are many types of flooding: flash flooding caused by intense rain and thunderstorms; inland flooding from heavy rain; and coastal flooding from storm surge. Flooding can cause structural damage to buildings, disrupt transportation services, and lead to power outages.

Community Engagement

- Speak to your community about the importance of getting the correct flood insurance.
  - Protection against loss due to floods is not covered under a homeowner's policy. Contact your property/casualty agent or broker about eligibility for flood insurance.
  - For more information, visit the National Flood Insurance Program at www.floodsmart.gov and FloodHelpNY at www.floodhelpny.org.

Mitigation Projects

- Create a rain garden.
  - Rain gardens are composed of deeply rooted plants, which collect and direct rainfall away from sewer systems. Rain gardens provide many benefits to the city by diverting water from the sewer system, reducing the urban heat island effect, and improving air quality. You can learn more about how to get and install a rain garden at: NYC.gov/dep.
- Clean catch basins.
  - Ask residents in your building and your network members to help keep storm drains clear of debris or call in problems to 311.
- Create environmental stewardship programs with local residents.

- These programs can help the community learn more about environmental challenges and take an active role in mitigation practices at the local level.
- Install rain barrels to capture water.
  - See Rain Barrel Giveaway Program here: on.NYC.gov/rainbarrel.

Winter Weather

Winter weather, including snow, ice, and freezing temperatures, can cause traffic accidents, disruption of services, fires from improper heater use, overexertion (usually from shoveling snow), hypothermia and frostbite. Nor'easters—coastal storms that combine typical winter storm hazards with high winds and coastal flooding—can knock out power, flood homes and roads, and cause structural damage.

Community Engagement

- Heat and hot water
  - Promote the Home Energy Assistance Program (HEAP), www.ny.gov/services/apply-heap, which provides emergency heating and cooling assistance to people with low incomes.
- Homeless outreach
  - Anyone who sees a homeless individual or family out in the cold should call 311 and an outreach team will assist them.

Community Projects

- Remember to avoid overexertion when shoveling, and assist neighbors with clearing their property.
- Clear hydrants of snow so that they are visible to the fire department.
- Promptly remove ice and snow from tree limbs and other structures.
  - If snow/ice accumulates, safely remove it by using a snow rake with a long extension arm. If you do not have appropriate snow removal tools, consider hiring a contractor.
- Be aware that winter weather conditions may blow down tree limbs, trees, and power lines.

Power Outage

Prolonged power outages are potentially life-threatening and can cause major economic losses. Power outages occur most often during the summer, when there is a high demand on the power grid or as a result of storm damage or system failure.

Community Engagement

- Life-sustaining equipment customers
  - If people in your community rely on life-sustaining equipment, encourage them to register with their utility provider(s). Encourage residents to plan for their specific medical needs and have backup power ready. If someone is in immediate danger, call 911.
- During periods of intense electrical usage, such as on hot, humid days, encourage members of your community to conserve as much energy as possible to avoid power disruptions.

Community and Mitigation Projects

- Conduct wellness checks.
  - Develop a system for your members to check on neighbors that may need assistance during an outage.
- Install emergency generators for community hubs.
- Invest in a micro grid project.
  - A micro grid is a localized network of energy that can be connected and disconnected from a city's main power grid. Micro grids allow for decentralization of power sources, and are particularly useful in the face of a power loss.
- Invest in a community internet network (page 23).
- Consider using radios. Amateur radio is a great backup method for communication. For community groups looking to use amateur (ham) radio, sign up at www.community.aresnyc.org to learn more about the New York City Amateur Radio Emergency Service.

- Invest in and build alternative energy projects/energy storage. For more information visit Sustainable CUNY, visit http://www1.cuny.edu/sites/sustainable/energy-resiliency/.

COMMUNITY ACTION HIGHLIGHT

In the wake of Superstorm Sandy, **WE ACT for Environmental Justice** worked with Northern Manhattan residents to identify priorities relating to resiliency in the community, including the need for alternative energy sources that are both renewable and affordable, with rooftop solar installations being the primary target. WE ACT partnered with Solar One and the Urban Homesteading Assistance Board to create Solar Uptown Now (S.U.N.), a program that is installing rooftop solar installations on 11 affordable housing buildings across northern Manhattan.

These installations will be used to power the common areas of these buildings, such as hallways and elevators. They will also offset an estimated 1,749 tons of greenhouse gases while saving residents an estimated $59,000 on electricity annually. For more information, visit: https://www.weact.org/.

The Community Microgrid project is an initiative spearheaded by **Resilient Red Hook (RRH)**. After Hurricane Sandy hit, parts of the neighborhood lost power for weeks. Recognizing the need for a more sustainable and resilient power system, RRH formed the Red Hook Community Microgrid (RH-CMG) team that consisted of local nonprofits, private building owners, and government entities. The team improved power resilience for critical facilities and operations to sustain the community both on a day-to-day basis and during emergencies by using clean distributed energy and innovative micro grid controls that are financed through pioneering infrastructural investments. The outcome of the study acknowledges challenges to the creation and benefits to the community, but RRH believes that this project is a positive direction for Red Hook in the future. For more information, visit http://bit.ly/microgridredhook.

Plan Community Mitigation Projects

Step 1: Assess Your Community's Needs				
Hazard	**Impact**	**Location**	**Key Partners**	**Primary Contact**
Flooding	Main Street floods whenever there is a rain event, gutters overflow	Main Street	Residents and businesses on Main Street	Block captains: Jane Doe & John Roe

Step 2: Plan Community Projects to Reduce Risk				
Hazard	**Community Project**	**Partners Involved**	**Cost**	**Funding**
Flooding	Rain gardens	Main Street residents and business owners	$5,000	Grant from resource list, Parks

2 Sample Emergency Scenarios

These scenarios have been developed to help you practice your plan. Each scenario can be used multiple times to discuss different aspects of your network's response plan or modified to meet new needs as they come up.

This information should be used to engage all your member organizations in a stress-free environment. Use this as a problem-solving or brainstorming session where your network can talk through how you would manage your response, build your capacity, and identify potential gaps in your plans. Use the feedback to revise your policy, plans, or procedures.

Each of these discussions should take one to two hours. You should assign one member of your network to moderate the discussion and another one to take notes. All other participants should be active players. Before you begin, discuss what you would like to get out of the exercise. Build objectives that are clear, concise, and focused on what aspects of your plan need to be reviewed or practiced.

Coastal Storm

It is a sunny Wednesday at the end of October. It has been a busy hurricane season. You have been watching news reports all summer about storms that have been damaging other parts of the United States and countries in the Caribbean. New York City is nearing the end of its hurricane season and it seems like the city has been spared for another year.

Five Days Before Landfall

A hurricane is currently making landfall in Cuba as a Category 2 storm with 105 mph winds. This storm is expected to impact the East Coast of the United States. It is too early to say exactly where, however, it is possible that NYC is in the path of the storm.

- How closely are you tracking the storm? Where do you get information about the storm?
- What messaging are you sending to your network?
- Which network members do you contact? How can they help?
- What do you do to help prepare older residents and individuals with disabilities or others with access or functional needs?

Two Days Before Landfall

The hurricane is Category 1 and is moving parallel to South Carolina. It is predicted that NYC is within the impact zone. The Mayor has issued an evacuation order for zones 1-3 and evacuation centers have been opened throughout the city.

- How is your network preparing for this storm? Have you reviewed your Community Resource Directory (page 15)?
- Does the new forecast change your messaging to your network? What are you communicating with your larger community? Who is in charge of messaging to your network and the larger community?
- Have you connected with any organizations outside of your network? Are you in contact with the EOC? Who in your network is in charge of liaising with the EOC?
- What direction are you providing to your network?

Landfall

The hurricane comes ashore near Atlantic City with winds of 90 mph and the storm surge affects much of coastal New York City. Heavy winds and rain continue all night.

- How is your network receiving updates about the storm?
- How did you communicate the message to your community to either evacuate or shelter in place?
- Is there anything that your network can do?

One Day After Landfall

The Mayor bans non-emergency travel and MTA service is suspended. There is widespread damage in your community from wind, rain flooding and storm surge. Many people in your community are displaced from their homes and are in NYC shelters or with friends and family. Power is out and cell phone service is spotty.

- How are you communicating with no power, internet or cell phone service?
- What are you expecting from your network, from the government?
- How do you start assessing the needs of your community?
- Who is checking on homebound, older residents and individuals with disabilities or others with access or functional needs who didn't evacuate?

Three Days After Landfall

The City has opened a commodity distribution point in your neighborhood to give out food and water. Community members are looking for information and resources. Outside organizations are starting to show up in your community. Your neighborhood is still without power or water.

- Review your Community Resource Directory. How do you determine what resources you can provide for your community?
- Spontaneous volunteers and national relief organizations have arrived to help. What do you do?
- How do you connect to government resources offering assistance?
- Donations are starting to pile up in local houses of worship. How do you manage donations, and what is your message?

Extreme Heat and Power Outage

It is August and the summer has been warm, but not overwhelming. The National Weather Service just issued an alert warning of an impending heat wave with temperatures expected to reach 100 degrees, with a heat index (temperature with humidity) making it feel closer to 120 degrees. These temperatures are expected to last through the week, possibly longer.

Day 1

The heat index has exceeded 100 degrees. The National Weather Service predicts these conditions to continue at least for the next four days. Cooling centers are open across the city, pools are open for extended hours and there is extensive messaging in the media warning people about the dangers of extreme heat.

- Where are you getting accurate information from?
- How do you communicate with your network and who do you contact first?
- Who in your community is most vulnerable to extreme heat, how do you reach them, and what is your message?
- What does your community need and what resources does your network have that can help?

COMMUNITY ACTION HIGHLIGHT

Sharing community information
RED HOOK HUB
www.redhookhub.org

The Red Hook Hub uses its website and bulletin board year-round. Because the website is used regularly, community leaders and residents know where to find updates and resources during emergencies. Red Hook Hub is a system of physical and digital community bulletin boards that collect and display community information during both crisis and non-crisis conditions. Anyone can post notices in addition to the official content posted by the Hub coordinator partners. For more information, visit www.redhookhub.org.

Day 2

The temperature hits 106 degrees and the heat index soars to 126 degrees. News reports of fatalities directly related to the heat wave are starting to come out, mostly affecting older adults who live alone. The power in your neighborhood goes out.

- What effect does the power outage have on members in your network and on your community?
- How do you communicate within your community and with the City's EOC?
- How do you understand your community's needs and set your priorities? Which network members do you contact, and how do you organize them?

Day 3

Power outages now are happening throughout the entire city due to increased demand from air conditioners that strains the electrical system. News reports have the death toll continuing to rise. Ambulance responses are delayed up to two hours due to increased demand for emergency services and traffic lights impacted by the power outages.

- Does the continued power outage change the needs of your community? How often will you conduct a needs assessment?
- What actions do you take to support people with disabilities or others with access or functional needs?
- How do you connect available community resources to meet your community's needs?

Day 4

The heat wave is breaking, but the power is still disrupted in your community. You hear that there have been 60 fires caused mostly by candles. In addition, most high-rise buildings do not have access to water due to the power disruption and the overuse of fire hydrants without spray caps.

- How can your network notify your community of the dangers of candles?
- How can your network share resources and address issues around the loss of water?
- Volunteers affiliated with your network members contact you to help. Do you need them and if so, how do you organize them?

HEATER MEALS
CITY OF NEW YORK

Section 4: Additional Resources

In This Section

1. NYC's Community-Based Emergency Services — Page 63
2. Frequently Asked Questions — Page 65
3. Important Resources — Page 69

1 NYC's Community-Based Emergency Services

Commodity Distribution Point

A commodity distribution point is a temporary site set up in affected communities to provide life-sustaining commodities like food, water, ice, and baby formula.

Cooling Centers

During times of extreme heat, the City opens cooling centers to help prevent heat-related illness or death. Cooling centers are air-conditioned spaces such as older adult centers, community centers, public libraries, and other public facilities. Centers typically operate during daytime hours and are free and open to the public. Find out more about cooling centers by visiting NYC.gov/beattheheat or call 311.

Disaster Case Management

Disaster case management is a process by which a skilled disaster case manager, during a federally declared disaster, will be assigned to work with a disaster-affected individual or family in order to achieve realistic goals for recovery.

Emergency Shelter

For displaced people who have no alternative shelter, the City, working with the American Red Cross of Greater New York, will open emergency shelter(s) in an accessible building. These shelters may be set up in schools, municipal buildings, and houses of worship. They provide basic food and water and a safe place to stay.

Family Assistance Center

A Family Assistance Center is set up following an emergency that causes or has the potential to cause ten or more fatalities. This center will provide medical examiner services as well as emotional support and emergency social services to families and friends of the victims.

Evacuation Center

An evacuation center is a safe facility for people ordered to evacuate who can't stay with family or friends in the event of a coastal storm. Evacuation centers are often co-located with shelters. Once at an evacuation center, evacuees will be transported to the appropriate shelter as needed. At evacuation centers, people can access medical screening, animal assistance, and family reunification before being transported to a shelter. To find your nearest evacuation center, use the Hurricane Evacuation Zone Finder at NYC.gov/knowyourzone or call 311.

Post-Emergency Canvassing Operation (PECO)

The post-emergency canvassing operation works to assess and identify the critical needs of people with disabilities. During this operation, canvassers will go door to door to identify resource requests and refer those requests to appropriate partners for resolution. Resource requests include — but are not limited to — food, water, electricity, medical care, and durable medical equipment.

Service Center

The City opens service centers to provide services to those affected by large-scale emergencies. Depending on the emergency, services at these centers may include — but are not limited to — emergency cash assistance, identification replacement, food stamps, housing assistance, crisis counseling, legal services, mental health services, and small business counseling.

2 Frequently Asked Questions

Coastal Storm Evacuation

How do I know if I have to leave my home?

Use the Hurricane Evacuation Zone Finder at NYC.gov/knowyourzone or call 311 to find out if you live in a hurricane evacuation zone. Stay informed about evacuation orders by listening to the news and registering for Notify NYC, the City of New York's official emergency communications program, at: NYC.gov/notifynyc.

How will I get to an evacuation center?

Evacuation orders will be given around two days prior to landfall. People should use their normal means of transportation to evacuate while it is still safe to travel. People who live in an evacuation zone and need assistance evacuating to a center may call 311 to request assistance.

Do I need to be a U.S. citizen to enter a shelter or evacuation center?

Evacuation centers and emergency shelters are open to anyone, regardless of immigration status.

Can I stay with my family?

Yes, families will be able to shelter together. At shelters, households with children will be separated from households without children and single men and women. Staff will work with those staying in the shelter to resolve any issues or concerns.

I don't speak English. Will there be interpreters on site?

Information will be available in other languages and formats, including American Sign Language. Anyone can request interpretation and translation services as well.

Can I bring my animal?

Yes. Service animals are always allowed and will not be separated from their owners. Pets are also allowed but will be kept in a separate area at the shelter. Owners should bring any relevant paperwork for their pets.

Feeding and Commodity Distribution

How can I get to a commodity distribution point?

Use your usual means of transportation to get to a commodity distribution point (CDP). Stay connected to public information channels to know where CDP sites are located.

What if I can't get to a CDP?

Work with your neighbors or friends to help get items from a CDP. People looking to pick up food for others can work with the CDP site manager to pick up additional commodities. Call 311 for alternative food access options.

Power and Utilities

What should I do if my power goes out?

Report outages to your utility provider(s). Check on neighbors that may need assistance during an outage.

Will the City check on residents?

The City will survey impacted areas after a prolonged power outage to determine critical needs. However, people should have an emergency plan that includes stockpiling food, water, and supplies for up to seven days.

What can I do if I depend on life-sustaining equipment?

Make sure you plan for your specific medical needs and have backup power ready. If you rely on life-sustaining equipment, register with your utility provider(s). If you are in immediate danger, call 911.

Extreme Heat

How can I find my nearest cooling center?

Any New Yorker looking for relief from the heat can use cooling centers. Use the cooling center finder by visiting NYC.gov/beattheheat or call 311 to find a cooling center near you. Before going to a cooling center, call the site directly to find out more details about the center's accessibility and hours.

RESOURCES

Con Edison
1-800-75-CONED, (800-752-6633), (TTY: 800-642-2308), www.coned.com.

Public Service Electric and Gas Company (PSEG Long Island)
1-800-490-0025, (TTY: 631-755-6660), www.psegliny.com.

National Grid
718-643-4050, (TTY: 718-237-2875), www.nationalgridus.com.

NYC Emergency Management would like to congratulate your community network for working together to complete your community emergency plan! This is an important step toward making your community stronger and better prepared for the next disaster.

3 Important Resources

Official Notification Sources

311

- Available in 170 languages
- Call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115)
- NYC.gov/311
- Text: 311-692

Federal Emergency Management Agency (FEMA)

- Protecting Communities - www.fema.gov/protecting-our-communities
- Protecting Houses of Worship - www.fema.gov/faith-resources

NY-Alert (New York State)

- https://alert.ny.gov/

Notify NYC (New York City)

- NYC.gov/notifynyc
- App available for Apple and Android devices

NYC Department of Health and Mental Hygiene

- https://www1.nyc.gov/site/doh/providers/resources/health-alert-network.page

NYC Emergency Management

- Facebook - www.facebook.com/NYCemergencymanagement
- Twitter - @nycemergencymgt
- NYC Severe Weather - NYC.gov/severeweather
- Community Preparedness Newsletter - NYC.gov/communitypreparedness
- Advance Warning System - https://www.advancewarningsystemnyc.org

Funding Resources for Community Projects

Ben & Jerry's Foundation

- https://benandjerrysfoundation.org

Capital Grants

- https://www1.nyc.gov/site/capitalgrants/index.page

Division of Small Business Services' NYC Cool Roofs Program

- https://www1.nyc.gov/site/sbs/businesses/coolroofs-contact.page

Federal Grant Opportunity Portal

- https://www.grants.gov/

Mayor's Fund to Advance New York City

- NYC.gov/fund

Manhattan Community Award Program

- https://www.manhattanbp.nyc.gov/budget/community-grants/

New York State Grants Gateway

- https://grantsmanagement.ny.gov/

North Star Fund

- https://northstarfund.org/

Participatory Budgeting

- https://council.nyc.gov/pb/
- https://www.participatorybudgeting.org/

US Climate Resilience Funding Guide

- https://toolkit.climate.gov/content/funding-opportunities

US Economic Development Administration Funding Opportunities

- https://eda.gov/funding-opportunities/

Community and Faith-Based Organizations

Human Services Council

- www.humanservicescouncil.org/disaster-preparedness-and-coordination/

New York Disaster Interfaith Services (NYDIS)

- www.nydis.org

Voluntary Organizations Active in Disaster (VOAD), NY Chapter

- https://nycvoad.wildapricot.org/

Recovery and Resiliency

EPA Green Infrastructure

- https://www.epa.gov/green-infrastructure

National Flood Insurance Program

- www.floodsmart.gov

NYC Department of City Planning

- https://www1.nyc.gov/site/planning/plans/resilient-neighborhoods.page
- https://www1.nyc.gov/site/planning/plans/resilient-retail/resilient-retail.page

NYC Emergency Management Reduce Your Risk Guide

- NYC.gov/reduceyourrisk

FloodHelpNY

- www.floodhelpny.org

NYC Mayor's Office of Resiliency

- NYC.gov/resiliency

New York State Governor's Office of Storm Recovery (GOSR)

- www.stormrecovery.ny.gov

One NYC - Plan for Sustainability, Resiliency and Equity

- NYC.gov/onenyc

Rebuild by Design

- www.rebuildbydesign.org

Resilient Neighborhoods Land Use and Zoning Studies post-Sandy

- NYC.gov/resilientneighborhoods

Disability, Access, and Functional Needs

Pacific Americans with Disability Act Center

- https://www.adapacific.org/emergency-preparedness-publications-resources

Federal Emergency Management Agency (FEMA)

- www.fema.gov/office-disability-integration-and-coordination#

NYC Emergency Management

- on.NYC.gov/dafn

NYC Mayor's Office for People with Disabilities

- NYC.gov/mopd

Supportive Housing Network of NY

- www.shnny.org/resiliency/green-housing-initiative

United Cerebral Palsy Disaster Preparedness

- https://ucp.org/resource-guide/safety

Disaster Volunteer Opportunities

American Red Cross—Greater New York Region

- www.redcross.org/local/new-york/greater-new-york

New York Cares

- www.newyorkcares.org

NYC Department of Health and Mental Hygiene; Medical Reserve Corps

- NYC.gov/medicalreservecorps

NYC Emergency Management; Community Emergency Response Teams (CERT)

- NYC.gov/cert

NYC Mayor's Office; NYC Service

- www.nycservice.org

Business Preparedness

Corporate Emergency Access System

- NYC.gov/ceas

Federal Emergency Management Agency

- www.fema.gov/protecting-your-businesses

Federal Small Business Administration Disaster Loans

- www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs/disaster-loans

NYC Small Business Services

- NYC.gov/sbs

NYC Emergency Management; Public/Private Initiatives

- NYC.gov/preparemybusiness

This toolkit is a product of the NYC Emergency Management Department. If you have any questions or feedback, please email communityprep@oem.nyc.gov. For screen reading, or to complete this in digital format using a fillable form, this document is available online at NYC.gov/communitypreparedness or by calling 311.

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