

# → Prepare, respond, and recover



Preparation for an unplanned event, whether it's man-made or a natural disaster, is essential to protecting lives and property. With hurricane season upon us, there is no better time than now to make sure that your organization is ready. Below is a list of tasks that will assist your preparation for, response to, and recovery from unforeseen events.

## Communication plan

### Internal communication plan

- Confirm internal chain of command
- Obtain current contact information for all staff members
- Create a phone tree that allows for quick dissemination of information
- Identify and communicate a contact list of essential personnel, including disaster recovery contractors and alternates
- Develop a phone alert automated notification system that includes confirmation of a person's safety
- Consider purchasing satellite capable and/or battery-operated phones
- Develop a standard response for staff should they be contacted by the media
- Assign a person as authorized to respond to media requests

### External communication plan

- Identify relevant key stakeholders to notify in the event of a disaster
- Obtain current contact information for all key stakeholders
- Obtain current contact list of community partners and emergency support agencies
- Consider alternate community partners list in the event current partners are not accessible
- Create a phone tree that allows for quick dissemination of information
- Develop a Public Relations Media Release regarding service impact and advise the public of the person responsible for addressing media questions

- Consider a means of communication for family members (if applicable) to determine the safety of their impacted relatives such as a hotline or website

## Protection of life

- Identify a place where employees are safe to shelter (internal or external to the building) for a potentially extended period
- Ensure emergency evacuation plans are well publicized, accessible, and practiced
- Consider a pre-positioned transportation contract to assist with moving staff and others to a safe location
- Retain an emergency supply of food, water, first-aid, blankets, flashlights, and battery-operated phones
- Determine how your staff will be paid (including where payroll data will be stored and able to be accessed should critical infrastructures—such as internet and phone service—be impacted)
- Consider alternate sheltering options to support staff impacted by the disaster
- Consider purchasing or renting a generator to assist with electrical outages

## Protection of assets

- Retain a current list of all assets with their physical locations, GPS coordinates, values, including details regarding prior federal funding assistance on any buildings, contents, equipment, automobiles
- Retain current interior and exterior photos of each building
- Store any outdoor movable items or equipment in an enclosed area (if there's enough advance notice)
- Retain a back-up of critical business information in the cloud
- Board any windows or doors, as appropriate

- ❑ Confirm that HVAC, roof vents, and roofs are in generally good condition
- ❑ Move valuables that are stored on lower levels to higher ground and away from doors and windows (e.g., important records should not be stored in a basement or below sea level)

### Insurance considerations

- ❑ Review your insurance policy annually to understand the coverage provided. This should include a review of the valuation method, and a determination of whether or not business interruption and extra expense coverage is provided, in order to make certain that building and content values are current
- ❑ Know how to reach your insurance broker/agent immediately after the event
- ❑ Assess whether or not you have adequate coverage for flood, including consideration of coverage available through the [National Flood Insurance Program](#)
- ❑ Assess whether or not you have adequate coverage for other catastrophic perils, including but not limited to named storm and earthquake coverage
- ❑ Assess whether or not you have adequate coverage to comply with FEMA's Obtain and Maintain regulations for those buildings that have received prior funding through FEMA's Public Assistance Program
- ❑ Contact your insurance broker/agent before construction begins on any owned buildings as these buildings will be extremely vulnerable to damage and loss in the event of a disaster

### FEMA documentation that may be required (not all-inclusive list)

- ❑ Procurement policy
- ❑ Payroll policy (if claiming Force Account Labor)
- ❑ Executed contracts
- ❑ Insurance policy with schedule of property and limits
- ❑ Building maintenance records
- ❑ Asset inventory
- ❑ List of impacted facilities
- ❑ Type of loss (wind, flood, earthquake, etc.)
- ❑ Costs incurred in the emergency period (e.g., generator rentals)

- ❑ Debris clean-up (be sure to follow the federal guidelines)
- ❑ Force Account Labor records\*
- ❑ Force Account Equipment records\*\*

\*Force Account Labor: the use of your employees to perform emergency and/or permanent work. Document the employee, rate of pay, hours worked, and scope of work.

\*\*Force Account Equipment: the use of your equipment to perform emergency and/or permanent work. Document the employee, the equipment used, hours worked, and scope of work.

### General considerations

- ❑ Develop a disaster and business continuity plan that identifies specific events and the steps that your organization should take to respond and recover
- ❑ Identify the hardware, software, space, and other resources that each area of your facility requires to remain operational
- ❑ Ensure individual staff members are trained on what to do during a disaster
- ❑ Consider reciprocal agreements with other organizations that may be able to offer temporary relocation space
- ❑ Consider community partnership agreements with non-profit agencies that may be able to offer food, clothing, medical, and other essential emergency supplies
- ❑ Consider pre-positioned contracts with vendors who can offer emergency restoration support such as tarping, water extraction, moisture testing, tear-out of wet drywall, and disaster management consulting
- ❑ Establish the location where critical staff should report to work each day
- ❑ Store information on the cloud and not on a desktop computer

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