



Ready Responder

Prepare. Plan. Stay Informed. ®

A Webinar to Introduce the Ready Responder Program

Speaker

- **Alicia Welch**
 - **Captain II, Los Angeles Fire Department**
 - **Previously Assigned to the Los Angeles Area Critical Incident Planning and Training Alliance**
 - **CHDS Alumni Fellow, FEMA NPD**

Agenda

- **Ready Responder Background**
- **Who are Our Customers**
- **Research Findings**
- **Toolkit Overview**
- **Tools and Resources**
- **Organizational Preparedness Best Practice**
- **Question and Answer Session**

Ready Responder Background

- **September 24, 2009**
- **October 1, 2009 Congressional Testimony by FEMA Deputy Administrator Manning on the State of National Preparedness**
- **Citizen Corp and CHDS Research Findings**
- **Los Angeles Fire Department Pilot**

First Responders Defined

Homeland Security Presidential Directive (HSPD-8) defines first responders as:

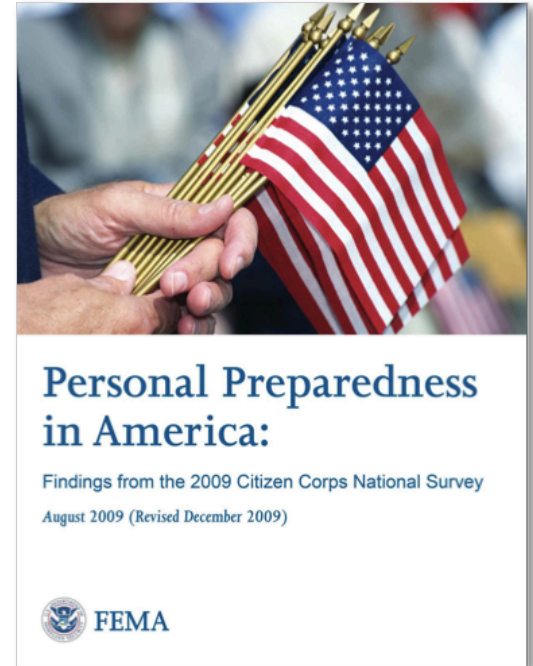
“...Those individuals who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment, including... emergency management, public health, clinical care, public works, and other skilled support personnel (such as equipment operators) that provide immediate support services during prevention, response, and recovery operations.”

Ready Responder Program Audience

- **Ready Responder participation is designed for all public safety organizations including:**
 - Fire Service
 - Law Enforcement
 - Emergency Management Organizations
 - Departments of Public Works
 - Emergency Medical Services
 - Public Health Organizations
 - Medical /Clinical Care
 - Dispatch Organizations
 - Volunteer Organizations
 - IT Services
 - Equipment Operators

Findings from the Citizen Corps National Survey

- **30%** of individuals indicated that a primary reason they had not prepared was because they believed that emergency personnel would help them in the event of a disaster.
- **61%** of participants indicated they expected to rely on emergency responders in the first 72 hours following a disaster.



Philadelphia Police Department 2005

- **Issues Expressed by Officers:**
 - 55 – 66% would refuse recall
 - 73 – 91% officers believe city/departement is not prepared
 - 72 – 81% said the establishment of shelters for employees & families would help
- **Solutions**
 - Inform officers of plan
 - Provide employee & family sheltering
 - Provide education & training regarding threats

Staff Inspector Tom Nestel –
Survey of 75 Officers

Montgomery County (MD) Department of Police 2006

- **Issues Expressed by Officers:**
 - Lack of family plan
 - Lack of departmental preparedness
 - Members' own health and safety
 - Lack of information from department
 - Lack of proper personal protective equipment
- **Solutions**
 - Develop a Family Support Unit
 - Have a plan and share with members
 - Training and practice
 - Educate members and public

Captain Nancy Demme –
Focus Group of 40 Officers

Arlington County (VA) Fire Department 2007

- **Issues Expressed by Fire Fighters:**
 - 30 – 70% of workforce will not respond based on family issues
- **Findings**
 - 83% said they would report if families were cared for
 - 75% believe having a plan is important
 - 98% believe pre-event training is important

Captain John Delaney –
Survey of 875 NCR
Firefighters

Frederick County (MD) Sheriff's Office 2008 Survey of CHDS Students and Alumni

- **Issues:**

- 70% of organizations do not have preparedness programs

- **Findings**

- 52% agree employer should offer preparedness program
- 52% agree employer should assume some responsibility of care for members & families
- 97% agree employee & family preparedness is an essential element to organizational resilience during and following a catastrophe

Sergeant Mark Landhl and
Cynthia Cox – Survey of 97 HLS
Leaders

Based on the survey findings...

- **A comprehensive organizational preparedness program consists of four interrelated phases:**
 - **Pre-incident awareness, education, and training**
 - **Facilities and equipment assessment**
 - **Procedure and policy assessment**
 - **First Responder Organizational Preparedness Plan**

Ready Responder Toolkit Overview

- **An assembly of documents including informational materials and resources**
- **Web based guidance document for response agencies on organizational preparedness tips**
- **Customizable for any discipline type or size**
- **Built from familiar FEMA resources**
 - **Preparing Makes Sense**
 - **The Technical Assistance Program**

Ready Responder Toolkit

- **Readiness Survey for Members**
- **Organizational Preparedness Program Work Plan Guidance**
- **Organizational Preparedness Plan Template**
- **Grant Guidance Section**
- **Preparedness Presentation**
- **Preparedness Training Ideas**
- **Media Information and Templates**

And More

- Event Flyers
- Preparedness Posters
- Web Banners
- Bill Stuffers
- Ready Responder Brochure

Select & Zoom

Considerations for Response Personnel in an Emergency Situation:

- You may have special concerns as a single parent, pet owner, or care provider for a dependent loved one.
- Lack of preparedness at home will impact your ability to do your job effectively and safely.
- Your family members will likely have to survive on their own without your help to make important decisions.
- Preparing with your family ahead of time will reduce stress and uncertainty on all of you in the event of an emergency.
- Families where both parents are responders have special circumstances. You will need to have a family support network that can care for your children, pets, property, dependents or those with special needs. You should notify your supervisor of your family situation.
- Communications with your loved ones may be difficult.
- You may be separated when an emergency occurs and may be unable to care for your family.
- You may be working in very stressful conditions for extended periods of time.
- You may be required to work extra shifts without knowing where or how your family is.
- You may not know the condition of your home or other property.

Considerations for Agency's Preparedness:

- Members may not respond if they are unsure of the safety of their families.
- Agencies should determine disaster policies and clearly communicate them to members so there is a clear understanding of what will occur.
- Past experience and recent studies have enforced the importance of organization sponsored programs for their members.

Make a Plan

You and your family may be separated when disaster strikes, and you may be away from your family for an extended period of time while you do your job. Plan in advance to make sure your family is well prepared by making an emergency plan now.



Develop a Family Communications Plan.

Designate an emergency contact out-of-area, and make sure each family member knows the phone number. You may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations. Consider a plan where each family member calls or emails the same friend or relative in the event of an emergency. It may be easier to make a long-distance phone call than to call across town, so an out-of-town contact may be in a better position to communicate among separated family members. Be sure each family member knows the name and phone number of the designated emergency contact and that that person has all the information they need to reach you and your family to coordinate communication.

Discuss When to Stay and When to Go. Make sure your family understands your community's designated alert system, the most likely emergencies in your area, and when it's best to shelter-in-place or evacuate. Have information about the emergency radio/broadcasting system for your area in case television information is unavailable.

Explore Escape and Evacuation Routes. Plan in advance how you will assemble your family and where you will go. Designate at least two meeting places, one near your home and one farther away so you have options. Become familiar with alternate routes as well as other means

The Ready Responder Program has been created specifically for emergency responder personnel and their agencies.

Responders serve a critical role in emergency operations whether preserving lives, protecting property or providing other essential services. As you and your agency plan and prepare for emergency response efforts, plan to support responders, staff and their families as everyone does their job. When agencies and responders have plans in place to support their families and the families of response personnel during emergencies, responders can turn their full attention to the life-saving missions that support the community. Ensure the safety and comfort of your family. Take care of them while you take care of your community.

Preparing Makes Sense ready.gov/responder

Work with your agency, co-workers, neighbors, relatives, and friends to improve your ability to care for your loved ones when you can't be with them. Before going out to secure the homeland, take a few minutes to ensure you have secured your family and your home. Make your personal and family readiness plans. As you know, when every second counts, being prepared makes all the difference.



Planning now can make a big difference in ensuring the safety and well-being of you and the ones you love.

Don't lag. Prepare your family.



DHS Office of Infrastructure Protection

of transportation out of your area. Take your emergency supply kit with you and lock the house when you leave.

Understand School and Workplace Emergency Plans. Talk to your children's schools and family member's workplaces about their disaster planning. Find out how they will communicate with families during an emergency.

Remember to Plan for Your Pets. Talk with neighbors to see if they can care for your pets and animals until you are able to return home. Take pets with you if you are told to evacuate, but have alternate plans if going to a public shelter as pets may not be allowed inside.

Make Plans for the Elderly, Ill and Disabled. Keep in mind they may need special assistance, medications, durable medical equipment, consumable medical supplies, a service animal, communication tools, transportation and more during an emergency. Detailed planning information is available at ready.gov.

Create a Support Network of Co-workers and Neighbors. You, your co-workers and neighbors can help each other. Caring for pets until owners are able to return home, looking in on elderly family members, helping children evacuate when parents are unable to get home to help them - having someone else able to assist if you can't be there puts everyone's mind more at ease. Make sure you and your network participants exchange contact information and put it on your emergency contact list.

Practice makes perfect. Practice your plan, regularly check that everyone remembers the meeting point and the family's emergency contact. Keep all contact information up to date.

Be a Ready Responder
Get a kit. Make a plan. Be informed.

Who takes care of your family while you take care of your community?



You do.



Ready Responder
Prepare. Plan. Stay Informed.®
ready.gov/responder

Make Your Kit

When assembling your kit, start with the basic survival needs of water, food, clean air, and warmth for at least three days.



Remember to include:

- Water, 1 gallon/person/1 day
- Non-perishable food (incl. baby formula, pet food)
- Battery-powered or hand-crank radio, extra batteries
- Flashlight, candles, waterproof matches, glow sticks
- First aid kit, first aid book
- Whistle/strobe light to signal for help
- Prescription/over-the-counter medications, glasses
- Portable waterproof/proof container with important documents (e.g., insurance policies, birth certificates, bank statements, and medical records), cash/change/finder's checks, and local maps
- Sleeping bag/blanket for each person
- Weather-appropriate clothing (long-sleeved shirt, long pants, sturdy shoes)
- Bleach and medicine dropper to use as a disinfectant (3 parts water/1 part bleach), or to treat water in an emergency (16 drops bleach/gallon of water)
- Dust mask, plastic sheeting/duct tape
- Personal hygiene items, moist towelettes, antibacterial wipes, feminine supplies, diapers
- Utensils, manual can opener, paper cups, plates, paper towels, garbage bags
- Wrench or pliers to turn off utilities
- Fire extinguisher
- Books, games, puzzles, activities for children

Ready Responder Best Practices

- Readiness Survey
- Los Angeles Fire Department Media Event 3/30/10
- Resolve to be Ready Static Displays
- Personalized Preparedness Presentation
- DHS & FEMA Employee Preparedness Initiative



January 6, 2010

Dear Member,

As we move into a new year, the Los Angeles Fire Department has committed to increasing individual, family, and organizational preparedness by partnering with the Federal Emergency Management Agency (FEMA) to access their tools and resources to encourage a culture of readiness and resilience – both at home and at work.

As such, it will be necessary to first get an accurate assessment of our current levels of preparedness. Please take a moment to answer the 10 simple questions as honestly as possible so we may determine where we are now, and where we can improve in the future. Thank you in advance for providing this valuable information.

Name: _____ EID Number: _____

Assignment: _____ Sworn or Civilian: _____

Do you currently have school-aged children living at home? _____

Do you currently have pets in your household? _____

If so, what kind and how many? _____

Then Share Your Stories...

- Ready Responder encourages participants to share their success stories
- Some of the best ideas come from best practices shared among members
- Ready Responder encourages regional collaboration
- Visit: ready.gov/responder
- E-mail: ready@dhs.gov



For More Information

Visit: ready.gov/responder

E-mail: alicia.welch@lacity.org

ready@dhs.gov



The screenshot shows the Ready Responder website interface. At the top left, the 'Ready' logo is displayed with the tagline 'Prepare. Plan. Stay Informed.' and a green checkmark icon. Below the logo are three navigation buttons: 'Ready America', 'Ready Business', and 'Ready Kids'. To the right of these buttons is a three-step process flow: 1. GET A KIT. (with a first aid kit icon), 2. MAKE A PLAN. (with a clipboard icon), and 3. BE INFORMED. (with a laptop icon). At the bottom of the page, there are two columns of links: 'Looking For Disaster Response Information?' and 'Interested In Getting Involved?'. To the right of these links is a banner for 'Minor League Baseball and Ready Teaming Up for Emergency Preparedness' featuring a baseball and a player. A progress indicator at the bottom shows '01 02 03 04' with '01' highlighted.

Questions?

Thank You for Your Participation!