

# Community Emergency Plan

Use this plan template to capture and organize the ideas and decisions made during your community planning process. (Note that some decisions may have to be made at the time of event.)

For help filling out this plan, refer to the Community Emergency Planning Workbook, which is available on the New York City Emergency Management website ([NYC.gov/emergencymanagement](https://nyc.gov/emergencymanagement)), along with a fillable PDF version of this document.

## PART 1: PLANNING AND PREPAREDNESS

1. Plan Maintenance and Roles/Responsibilities
2. Community Overview and Maps
3. Resource Directory

## PART 2: RESPONSE

4. Emergency Communications
5. Community Needs Assessment
6. Community Resource Assessment
7. Response Operations — Connecting People to Resources  
(Emergency Staffing, Volunteer Operations, Communications/Distribution Center)

# Preparedness and Planning

## CONTENTS:

### PLAN MAINTENANCE

Identifies leadership structure, member information, and process for regularly updating your plan.  
(Refer to modules 1 and 6 of your workbook for assistance.)

### COMMUNITY OVERVIEW

Includes information about your community that should inform your plan.  
(Refer to module 2 of your workbook for assistance.)

### RESOURCE DIRECTORY

Organizes information about resources in your community that may be leveraged during an emergency.  
(Refer to modules 3, 4, and 5 of your workbook for assistance.)

# PLAN MAINTENANCE - MISSION AND LEADERSHIP STRUCTURE

## EMERGENCY NETWORK MISSION

[Insert name, description of goals, and/or history of Community Emergency Network]

## LEAD TEAM MEMBERS

The lead team will:

1. Convene its members in order to continually improve upon this plan: communicate any necessary changes or updates; complete disaster exercises; discuss lessons learned from exercises or actual disasters.
2. Ensure that resources, information, plans of actions are up-to-date.
3. Educate and include all members of the community in preparedness efforts.
4. Register the network with NYC Emergency Management at [NYC.gov/communitypreparedness](https://nyc.gov/communitypreparedness).

## LEAD TEAM MEMBERS

Lead Team Member	Affiliated Organization (if applicable)	Contact Information



# PLAN MAINTENANCE - ROLES/RESPONSIBILITIES

ROLE/TASK	PERSON/ORGANIZATION RESPONSIBLE
Examples: Communications <ul style="list-style-type: none"> <li>• Send updates to network members</li> <li>• Notify network members during emergencies</li> <li>• Update social media/website</li> </ul>	
Examples: Organization <ul style="list-style-type: none"> <li>• Schedule lead team meetings</li> <li>• Develop meeting agendas</li> </ul>	
Examples: Plan Maintenance <ul style="list-style-type: none"> <li>• Coordinate plan distribution</li> <li>• Maintain resource directory</li> </ul>	
Examples: Outreach/Partnerships <ul style="list-style-type: none"> <li>• Develop partnerships</li> <li>• Set up outreach events</li> </ul>	

## PLAN UPDATES

Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_  
 Next Update led by: \_\_\_\_\_ On [date]: \_\_\_\_\_

# COMMUNITY OVERVIEW

NAME OF COMMUNITY/LOCATION: \_\_\_\_\_

(Attach map) See modules 2 and 3 in the workbook for guidance.

## KEY DEMOGRAPHICS

Total Population		Faiths Represented/ Percentages	
Median Age		Types of Businesses/ Industries	
Percentage of Families Below Poverty Level		Means of Transportation (car versus public)	
Median Household Income		Coastal Storm Evacuation Zones (attach map)	
Percentages and Languages of Individuals Speaking Language(s) Other Than English		Areas of High Population Density	

## ELECTED REPRESENTATION

	Member	Staff Representative	Contact Information
Community Board			
City Council District			
Borough President			
State Assembly District			
State Senator			
Congressional Representative			

# COMMUNITY RESOURCE DIRECTORY

## COMMUNICATION

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart).
Orgs with Outreach Capacity			
Translation/ Interpretation Capacity			
American Sign Language and/or Audio Resources			
Other			

## HUMAN / SOCIAL SERVICES

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)
Child Care Organizations			
Immigrant Services			
Housing Services			
Food Services			
Financial Services			



## HEALTH MAINTENANCE

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)
Healthcare Facilities			
Pharmacies			
Mental Health Services			
Medical/ Assistive Equipment			

## TRANSPORT AND ACCESS

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)
Accessible Transit Resources			
Car Services			
Paratransit			
Other			
Other			

## VOLUNTEER ORGANIZATIONS

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)
Local Volunteer Orgs			
City/State/ Nationwide Volunteer Orgs			

## UNAFFILIATED INDIVIDUALS

Name	Assets / Skillsets / Resources	Contact Information

## FOOD AND WATER

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)
Supermarkets			
Restaurants			
Food Pantries/ Distribution Sites			

## DONATIONS (GOODS)

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)
NYC Donations Task Force			
Houses of Worship			
Secondhand Stores			
Private Businesses			

## FACILITIES / SPACES

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)
Public Spaces (Libraries, Schools, Parks)			
Recreational Facilities			
Faith/ Houses of Worship			
Private Spaces (Businesses, Schools, Institutions)			

Remember: Organizations citywide are encouraged to participate in the NYC Share Your Space Survey, which identifies spaces in your community that could potentially support the City’s emergency operations. Learn more at [NYC.gov/shareyourspaceurvey](https://nyc.gov/shareyourspaceurvey).

## FAITH-BASED INSTITUTIONS/CONGREGATIONS

Examples	Community Resource Contact Name + Information	In your emergency network?	Emergency Role (Fill this when you activate your plan; match to your emergency staffing chart.)

# Emergency Response

## CONTENTS:

### COMMUNICATE

Use the emergency communications chart on page 18 of this plan template to organize communications before, during, and after an emergency.  
(Refer to module 7 of your workbook for assistance.)

### ASSESS NEEDS

Use the chart on page 19 of this plan template to organize a team to assess the needs of residents after an emergency.  
(Refer to module 8 of your workbook for assistance.)

### ASSESS RESOURCES

Assess what resources are available before, during, and after an emergency event. Use the chart on page 20 of this plan template to address the needs in your community.  
(Refer to module 8 of your workbook for assistance.)

### CONNECT PEOPLE TO RESOURCES

Organize your response using the information collected about the needs and resources in your community. Use pages 21-24 of this plan template to organize staffing, volunteers, and facility operations.  
(Refer to module 9 of your workbook for assistance.)



# HAZARD-SPECIFIC RESPONSE



## BIOLOGICAL EVENTS

- Communicate emergency information such as locations of Points of Dispensing (PODs).
- Assess needs/resources.
- Connect people to resources. Organize distribution (if applicable).



## COASTAL STORMS

- Communicate emergency information such as evacuation orders.
- Assess needs/resources.
- Connect people to resources. Organize distribution and clean up operations.



## EARTHQUAKES

- Communicate emergency information.
- Assess needs/resources.
- Connect people to resources. Organize distribution and clean up operations.



## EXTREME HEAT

- Communicate emergency information such as available cooling centers.
- Assess needs/resources. Organize community to check on vulnerable individuals (especially those without air conditioning).
- Connect people to resources (e.g., cooling centers, medical assistance, etc.)



## FIRE

- Communicate emergency information.
- Assess needs/resources.
- Connect people to resources. Organize distribution of donations for affected families.



## FLOODING

- Communicate emergency information.
- Assess needs/resources.
- Connect people to resources. Organize distribution and community clean up.



## HAZMAT

- Communicate emergency information.
- Assess needs/resources.
- Connect people to resources. Organize distribution (if applicable).



## TORNADOES

- Communicate emergency information.
- Assess needs/resources.
- Connect people to resources. Organize distribution and donations for affected families.



## UTILITY DISRUPTION

- Communicate emergency information.
- Assess needs/resources. Organize community to check on neighbors and vulnerable individuals.
- Connect people to available resources for long-term disruptions.



## WINTER WEATHER

- Communicate emergency information.
- Assess needs/resources. Check on neighbors and vulnerable individuals.
- Connect people to resources. Assist with shoveling and clear hydrants of snow.

# EMERGENCY COMMUNICATIONS

STRATEGY	WHO	WHEN	WHERE
Select the strategies you will use, and assign details in the columns to the right.	Assign point people, include contact information (predetermined or time of).	Time, frequency, duration	Indicate location (physical or online)
Examples: <ul style="list-style-type: none"> <li>• Update social media and/or website, community bulletin)</li> <li>• Establish communications hub</li> <li>• Canvassing/flyering</li> <li>• Translation/interpretation</li> <li>• Host community forum</li> </ul>			

# COMMUNITY NEEDS ASSESSMENT

Use your outreach and communications strategies to assess needs after an emergency and throughout recovery. Fill in any unlisted needs.

OPERATION/TEAM LEAD:			
Date:			
Geographic area/location(s):			
NEED	AFFECTED POPULATION/ LOCATION(S)	NOTES/ BARRIERS TO ACCESS	ACTION STEPS
Food/Water			
Shelter			
Essential Items			
Medical Care			
Sanitation/ Waste Disposal			
Emotional/ Spiritual Care			
Transportation			
Communication			
Labor			

# COMMUNITY RESOURCE ASSESSMENT

Use your outreach and communications strategies to assess what resources are available to address the needs in your community. Use the blank rows at the bottom of the chart for unlisted resources.

OPERATION/TEAM LEAD:				
Date:				
Geographic Area/location(s):				
RESOURCE	SOURCE/ POINT OF CONTACT	LOCATION	QUANTITY/ CAPACITY	NOTES
Food/Water				
Reception Area / Shelter / Space				
Essential Items				
Medical Care				
Sanitation/ Waste Disposal				
Emotional/ Spiritual Care				
Transportation				
Communication				
Labor				

# EMERGENCY STAFFING (EXAMPLE)

A staffing chart can help you clearly define responsibilities during and after a emergency. It also maps your communications structure so that important information is centralized and distributed in an organized way.

OPERATION LEAD TEAM MEMBER	ROLES/RESPONSIBILITIES TASK LEAD	COMMUNITY RESOURCE POINT OF CONTACT
Operation: Communications  Team Lead: Carlos R.	Flyer Distribution Lead- Paul S.	South Beach Civic Association Ben S.
		Battalion Church of God Jose S.
		Baruch Houses Tenant Association Toni D.
	Network Updates Lead- Nandy R.	Facebook Jill C.
		Twitter Jill C.
		Website Elizabeth A.
Operation: Distribution  Team Lead: Kathryn H.	Food Supply Lead- Tony M.	Red Cross Distribution Site Christina F.
		Costco Food Donations Sonja O.
		St. Luke's Food Pantry Maria G.
	Donations Management Lead - Herman S.	Battalion Church of God Jose S.
		Just Like New Thrift Store Omar B.
Operation: Volunteer Management  Team Lead: Nancy S.	Canvass Naturally Occuring Retirement Communities (NORCs) Lead- Paula C.	"Local Leaders" Volunteer Groups Catherine M.
	Manage Volunteer Reception Center Lead- Robert W.	Roosevelt Playground Maya M.

# EMERGENCY STAFFING

Use this staffing chart to assign team leads to all operations and task leads to all associated roles/responsibilities within those operations. Include any community resources that will facilitate tasks and operations. Refer to the sample chart on the previous page and workbook modules for more guidance.

OPERATION LEAD TEAM MEMBER	ROLES/RESPONSIBILITIES TASK LEAD	COMMUNITY RESOURCE POINT OF CONTACT
Operation:  Team Lead:		
Operation:  Team Lead:		
Operation:  Team Lead:		



# COMMUNICATIONS/DISTRIBUTION CENTER

If your network has the capacity to set up a communications/distribution center, record information about the space here. Use Module 9 of the workbook for guidance.

OPERATION/TEAM LEAD:	
Name of Location	
Address	
Center Manager/ Point of Contact	
Operating Details (point of contact, staff/volunteers, etc.)	
Owner/ Regular Use	
Accessibility	
Description of Capacity	



# IMPORTANT RESOURCES

## NOTIFICATION/PUBLIC INFORMATION SYSTEMS

Notify NYC – [NYC.gov/notifynyc](https://www.nyc.gov/notifynyc)

311 (170 languages available)

Call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115)

[NYC.gov/311](https://www.nyc.gov/311)

Advance Warning System- [www.advancedwarningsystemnyc.org](http://www.advancedwarningsystemnyc.org)

NYC Emergency Management

Facebook - [www.facebook.com/NYCEmergencymanagement](https://www.facebook.com/NYCEmergencymanagement)

Twitter- @nycemergencymgt

NYC Severe Weather - [NYC.gov/severeweather](https://www.nyc.gov/severeweather)

## COMMUNITY AND FAITH-BASED PREPAREDNESS

NYC Department of Health and Mental Hygiene

[NYC.gov/health](https://www.nyc.gov/health)

New York Disaster Interfaith Services

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

NYC Emergency Management; Community Preparedness

[NYC.gov/communitypreparedness](https://www.nyc.gov/communitypreparedness)

Federal Emergency Management Agency (FEMA)

Protecting Communities - [www.fema.gov/protecting-our-communities](http://www.fema.gov/protecting-our-communities)

Protecting Houses of Worship - [www.fema.gov/faith-resources](http://www.fema.gov/faith-resources)

Voluntary Organizations Active in Disaster (VOAD)

NYC Chapter - <https://nyvoad.communityos.org/cms/home>

## RESILIENCY INITIATIVES

Flood Risk Programs

National Flood Insurance Program [www.floodsmart.gov](http://www.floodsmart.gov)

NYC Flood Risk Program [www.floodhelpny.org](http://www.floodhelpny.org)

NYC Build It Back

[NYC.gov/recovery](https://www.nyc.gov/recovery)

NYC Mayor's Office of Recovery and Resiliency

[NYC.gov/resiliency](https://www.nyc.gov/resiliency)

NY State Governor's Office of Storm Recovery (GOSR)

[www.stormrecovery.ny.gov](http://www.stormrecovery.ny.gov)

One NYC - Plan for Sustainability, Resiliency and Equity

[NYC.gov/onenyc](https://www.nyc.gov/onenyc)

Rebuild by Design

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

Resilient Neighborhoods Land Use and Zoning Studies post-Sandy

[NYC.gov/resilientneighborhoods](https://www.nyc.gov/resilientneighborhoods)

**NOTE:** This list is not exhaustive. Please email NYC Community Preparedness ([communityprep@oem.nyc.gov](mailto:communityprep@oem.nyc.gov)) with other resources.

# IMPORTANT RESOURCES (CONTINUED)

## DISABILITY, ACCESS, AND FUNCTIONAL NEEDS

Federal Emergency Management Agency (FEMA)

[www.fema.gov/office-disability-integration-and-coordination#](http://www.fema.gov/office-disability-integration-and-coordination#)

ADA Centers

Northeast ADA Center [www.northeastada.org/pages/accessibility/emergency-preparedness.cfm](http://www.northeastada.org/pages/accessibility/emergency-preparedness.cfm)

Pacific [www.adapacific.org/emergency/](http://www.adapacific.org/emergency/)

NYC Emergency Management

[NYC.gov/emergencymanagement](http://nyc.gov/emergencymanagement)

NYC Mayor's Office for People with Disabilities

[NYC.gov/mpod](http://nyc.gov/mpod)

Supportive Housing Network of NY

<http://shnny.org/resiliency/green-housing-initiative/>

United Cerebral Palsy Disaster Preparedness

<http://ucp.org/resources/health-and-wellness/safety/disaster-preparedness/>

## DISASTER VOLUNTEER OPPORTUNITIES

American Red Cross - Greater New York Region

[www.redcross.org/local/new-york/greater-new-york](http://www.redcross.org/local/new-york/greater-new-york)

New York Cares

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

NYC Department of Health and Mental Hygiene; Medical Reserve Corps

[NYC.gov/medicalreservecorps](http://nyc.gov/medicalreservecorps)

NYC Emergency Management; Community Emergency Response Team (CERT)

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

NYC Mayor's Office; NYC Service

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

## BUSINESS PREPAREDNESS

Corporate Emergency Access System

[NYC.gov/ceas](http://nyc.gov/ceas)

Emergency Preparedness Guidelines for Food Retailers

[NYC.gov/sbs](http://nyc.gov/sbs)

Federal Emergency Management Agency

[www.fema.gov/protecting-your-businesses](http://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](http://www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs/disaster-loans)

NYC Small Business Services

[NYC.gov/sbs](http://nyc.gov/sbs)

NYC Emergency Management; Public/Private Initiatives

[NYC.gov/preparemybusiness](http://nyc.gov/preparemybusiness)



