MOPD Disaster Resilience & Resource Network

Quarterly Meeting: November 9th 2017
100 Gold St 2nd Floor, NY 10:00AM to 12:00PM
1-800-832-0736
Conference Room Code: 6137908
http://oemnyc.adobeconnect.com/disasterresilience/

www.nyc.gov/mopd
NYC Accessible Webinars

- Technical Assistance & Questions:
  - Send a chat to the co-host “Eli MOPD”
  - Email MOPD_DSF@cityhall.nyc.gov
Webinar Basics:

- Join a meeting room by URL: http://oemnyc.adobeconnect.com/disasterresilience
- Each room exhibits a number of screens referred to as “pods”
- Captioning, screen readers (menu navigation, keyboard shortcuts)

www.nyc.gov/mopd
NYC Accessible Webinars

- For Screen Reader Users:
  - CTRL + Space (home)
  - CTRL + F6 (navigate pods)
  - Arrow buttons

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

- Display controls: All users can control font and color of fonts

www.nyc.gov/mopd
Closed Caption:

- Playback controls
- Hide and show menu

www.nyc.gov/mopd
Today’s Network Agenda

1. Welcome: Commissioner Victor Calise
2. MOPD Updates
3. Partner Updates: (Red Cross, FEMA, ORR)
4. NYCEM Updates: (Puerto Rico, Service Center, Opps)
5. DOHMH Updates: (PECO, Social Media)
6. ADAPT Community Network

www.nyc.gov/mopd
MOPD Updates

- New Website
- AssessibleNYC
- NYC: At Work

www.nyc.gov/mopd
MOPD Updates

- MOPD Website and MOPD: Disaster Resilience and Resource Network

www.nyc.gov/mopd
NYCEM Updates

- Puerto Rico
- NYC Service Center
- Ready NY App

www.nyc.gov/mopd
PECO Plan

- PECO Plan was submitted on September 8, 2017
- Waiting for plaintiff feedback by mid-December 2017
Over 35 training sessions held since June 2017

Over 1,300 individuals trained to serve as PECO canvassers
  - Includes City employees, Medical Reserve Corps volunteers, and AmeriCorps members

Trainings are continuing throughout the fall; setting Spring 2018 training schedule
Began operational planning with geographic disaster coalitions in neighborhoods near PECO Canvassing Assembly Points

Goal is to integrate City-led and community-led canvassing operations for increased efficiency
Social Media is now a critical component of emergency preparedness, response and recovery

Government MUST use Social Media…Everyday

Not just OUTBOUND information…but also INBOUND
After an Emergency…

Outbound Official Information is Critical

1. Provide Public Situational Awareness
   • *What you know and do not know*
   • *Control the story as quickly as possible*

2. Build Public Credibility/Trust
   • *Establish audience before emergency*

3. Direct Engagement with the Community
   • *Two-way communication*
Inbound Information

Social Media Monitoring / Listening is just as Critical

1. Situational Awareness
   - Latest developments, Pics, videos, Public Commentary

2. Assess How Well / Poorly Message Getting Across
   - Unanswered questions or confusion
   - Reach of public messaging

3. Rumor, Misinformation, Reputation Control
   - Identify and dispel false information
   - Respond to questions and mentions
   - Opinions on agency response operations/services
**Halloween 2017 Truck Attack**

*Before official information…*

1. Oh my god I just heard gun shots and ran with my dog. Downtown. Fuck.
   
   josh goblin �INED: @joshgroban

2. Three to four gunshots just went off by my job. Think they came from Stuyvesant high school…
   
   Mike @el_dorado91

3. Multiple People shot Downtown Manhattan near Chambers street. At a high school. West side Highway being closed
   
   Buffing Actions News @BuffingActions

4. Jesus! A car just ran over 2 people and then crashed into a school bus. I see two dead bodies and citibikes on the floor destroyed.
   
   Moe @Moe_NYC

5. @EmaJ85 @NBCNews Hi, I work on chambers street. Shots came from Chambers and West Street. Someone who was eyewitness said cab driver fired shots
   
   Mike @el_dorado91

6. Per PD sources, a fight between two truck drivers lead to one truck hitting multiple pedestrians, and one truck driver opened fired
   
   New York City Alerts @NYCityAlerts

7. SOURCES: man driving box truck hits multiple people while going wrong way in bike lane near West & Chambers St. He crashes & exits w/ what is believed to be BB gun. He was shot by police & is in custody.
   
   Marc Santia @MarcSantia4NY
Halloween 2017 Truck Attack

Official Information from NYPD
(~15-20 minutes after incident)

Due to police activity, avoid the area of Chambers Street/West St. One person is in custody. Expect many emergency personnel in the area.

Currently there is one person in custody. No others outstanding. All information is preliminary as the investigation is ongoing.
Earlier a vehicle entered the West St. pedestrian/bike path a few blocks north of Chambers St.

4:22 PM - 31 Oct 2017

1,382 Retweets 1,072 Likes

NYPD NEWS @NYPDnews

Replying to @NYPDnews

The vehicle struck multiple people on the path. There are several fatalities and numerous people injured.

85 Retweets 2,701 Likes 1,601 Retweets

NYPD NEWS @NYPDnews · Oct 31

The vehicle continued south striking another vehicle. The suspect exited the vehicle displaying imitation firearms & was shot by NYPD

78 Retweets 2,201 Likes 1,700 Retweets

NYPD NEWS @NYPDnews · Oct 31

The suspect is in custody. This is preliminary, more information to follow.

88 Retweets 2,000 Likes 2,100 Retweets
EBOLA in NYC: Value of Listening

- Patient information leaked on Twitter!
- Discovered by SMMT immediately → Reported to PIO and Incident Commander
- Prior to first official press conference and confirmation of lab results
- Changed approach to press conference & COH Bassett talking points
- Required immediate risk communication and community engagement
Legionnaires’ Disease Outbreak

NYC DOHMH Tweeting Early and Often
Confirming Water Safety

It’s safe to drink & wash with the tap water in the #SouthBronx and throughout the city. Read the FAQ: on.nyc.gov/1KBI5Kx #Legionnaires
Confirming Cooling Tower Disinfection

All cooling towers in the #SouthBronx outbreak area have been disinfected, regardless of test results. Updated FAQ: on.nyc.gov/1DTPX6l

7:07 PM - 14 Aug 2015
Summary: Value of Social Media Listening

- Real-time situational awareness
- Get a feel for public sentiment
- Good way to get feedback on public messaging
- Informs your message development
- Combat major rumors and misinformation by public and news media
Questions & Discussion

Contact Information

Tamer Hadi

thadi@health.nyc.gov
@tamer_hadi
http://www.linkedin.com/in/tamerhadi
MOPD DISASTER RESILIENCE AND RESOURCE NETWORK

NOVEMBER 9, 2017

NYC EMERGENCY MANAGEMENT

OPERATIONS SUPPORT TEAM
HAZARDS
OPERATIONS DIVISION

Watch Command

Response
OPERATIONS SUPPORT

• The Need

• The Resources

• The Solution
Complex Infrastructure

Diverse population

Emergencies vs. Disasters
THE RESOURCES

NYPD/FDNY

NYC Emergency Management
Operations Support

Human Services
Vacate of 75 + units

Facility Accessibility Survey

Shelter

Service Center

Evacuation Center

Family Assistance Center
# ACCESSIBILITY CHECKLIST

### Emergency Facility Accessibility Checklist

<table>
<thead>
<tr>
<th>Site Name: and Address:</th>
<th>N/A</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Contact Name and Contact Info:</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>NYC-EM Spif Name and Date:</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

Use this quick check list to assess if a proposed short term emergency site for people has basic accessibility features. This quick check can be used following no notice events and before another facility is identified, surveyed and opened. See picture guidance on the back. Please bring a tape measure. CIRCLE ANSWER.

### Accessibility

<table>
<thead>
<tr>
<th>Item</th>
<th>N/A</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible parking space(s)</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Van access at parking space(s)</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Wheelchair accessible parking space(s)</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Signage shows the way to the accessible entrance</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Sidewalk connects parking area and any drop off area to one accessible facility entrance</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Route from accessible parking and drop off area to one facility entrance with no steps or other obstructions</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Curb cuts are at least 15&quot; wide</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Doorways at least 36&quot; wide when door is open 90 degrees</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Accessible turning radius of 60&quot; at facility entranceway</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Level landings on interior and exterior sides of entry door</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Objects do not protrude more than 4&quot; from the side into the entrance route</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] A sign identifies the location of accessible entrance way</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

### Routes to Service Delivery Areas Inside Site

<table>
<thead>
<tr>
<th>Item</th>
<th>N/A</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] A route without steps is available to each service delivery area (e.g. food, equipment, etc.)</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Objects do not protrude more than 4&quot; from the side into routes to areas</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Except at doorways which must be 36&quot; wide, no part of the route is less than 36&quot; wide</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Route has vertical clearance of at least 80&quot;</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Back up elevator power if a service delivery area is only accessible by an elevator.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

### Rest Rooms

<table>
<thead>
<tr>
<th>Item</th>
<th>N/A</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Area where person in wheelchair can turn around (60&quot; diameter circle or T-shape turn area)</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Doorways at least 36&quot; wide when door is open 90 degrees.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] The sink drain and hot water pipes insulated, or otherwise protected from contact.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Sink is mounted with the counter no higher than 14&quot;</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Toilet seat is 17&quot;-19&quot; high or raised toilet seat is available. Toilet centerline is 16&quot;-18&quot; from the nearest side wall.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Stall is at least 60&quot; wide and 86&quot; deep (wall mounted toilet) or 96&quot; deep (floor mounted toilet)</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Stall door handle usable with one hand and mounted no higher than 48&quot; above the floor.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Two horizontal grab bars in the stall. A 42&quot; long bar on the side walls between 33&quot; and 36&quot; above the floor and a 30&quot; long bar behind the toilet between 33&quot; and 36&quot; above the floor.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Paper towels and soap can be made available on sink counter.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Accessible</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

### Other

<table>
<thead>
<tr>
<th>Item</th>
<th>N/A</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Relevant areas of the facility are accessible to people with disabilities without adjustments.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Facility has at least one accessible entrance and one accessible restroom; is capable of being made accessible with minor adjustments.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>[ ] Facility would require extensive adjustments to be accessible.</td>
<td>N/A</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>
WHAT DOES OPS SUPPORT ACCOMPLISH?
WHAT DOES IT ACCOMPLISH?
WHAT DOES IT ACCOMPLISH?
WHAT DOES IT ACCOMPLISH?
WHAT DOES IT ACCOMPLISH?
QUESTIONS?

Andrew Perlman
New York City Emergency Management
212-788-2830
aperlman@oem.nyc.gov
Introduction
To TRAID
Announced March 2017:

IT’S THE MOST IMPORTANT THING WE’VE LEARNED IN 70 YEARS

ADAPT Community Network, formerly United Cerebral Palsy of New York City, is the leading human service not-for-profit and a pioneer in providing cutting edge programs and services for people with disabilities. Every day, we build a more inclusive world for thousands of New Yorkers through education, technology, health, residential and recreational programs in all five boroughs.
What is TRAID?

- **Driven by Federal Acts**
  - Technology Related Assistance for Individuals with Disabilities Act (1988)
- **The TRAID Program of NYS**
  - Administered by the NYS Justice Center
  - Partially funded by the Rehabilitation Services Administration
  - Collaborates with the NYS Dept. of Health, (NYC Early Intervention & Money Follows the Person Programs) and ACCES-VR
  - Oversees 12 Regional TRAID Centers
NYS Assistive Technology Act Program: the TRAID Program (Technology Related Assistance for Individuals with Disabilities)

- Provides partial funding, allowing us to provide free public services:
  - to children and adults of any age, with any disability,
  - to enable “individuals with disabilities, service providers and others to learn about, access, and acquire assistive technology (AT) needed for education, employment, and community living.”
- for various types of AT
- Features partnerships with NYC/NYS Dept. of Health as well as ACCES-VR
ADAPT Community Network: TechWorks

Free Public Services

- **Demonstrations**: Try any device in our extensive inventory with someone skilled in its use.
- **60-day Loans**: If you don’t need our skilled assistance, you can borrow many of our devices to decide if they are right for you. Loans may also be available for repair or funding delays, training activities, or for short term needs like recovery from surgery.
- **Open Ended Loans and Reutilization**: May be available for items/devices that have been donated to us.
- **Training**: Covering a wide range of AT topics for both individuals and groups.
- **Public Awareness**: Invite us to your conference or resource fair!
- **Information and Assistance**: Where can you buy something or find an AT service? What do experts say about best practices? Are there free, low cost or make-your-own solutions? You probably have questions. We can answer them. We also provide some technical and troubleshooting assistance.
ADAPT Community Network: TechWorks
Our locations

TechWorks Brooklyn
175 Lawrence Ave.
Brooklyn, NY 11230

TechWorks Manhattan
Coming soon!

TechWorks To Go!
Our fully stocked “TechWorks To Go!” van brings AT to group events in the community! We can come to health and resource fairs, nursing homes, senior day centers, libraries, schools and work places.
ADAPT Community Network’s own lending library for additional:

- Books & videos
- Adapted toys
- Switches
- “Low Tech.” AAC Communication devices

Centers located in the Bronx, Brooklyn & S.I.
SHARE Libraries
To get info or schedule an appointment:

SHARE Brooklyn
160 Lawrence Ave.
Brooklyn, NY 11230
(718) 436-7979, x708

SHARE Manhattan
Coming soon!

SHARE Bronx
1770 Stillwell Ave.
Bronx, NY 10469
(718) 652-9790, x219

SHARE Staten Island
281 Port Richmond Ave.
Staten Island, NY 10302
(718) 442-6006, x277

or by email:
share@ucpny.org
(indicate which borough’s library you wish to visit)
For more information..

Please contact us for information or an appointment:
ADAPT Community Network: TechWorks Centers

New Manhattan site coming soon..

175 Lawrence Avenue
Brooklyn, NY 11230
718-436-7979 x711

techworks@ADAPTcommunitynetwork.org
(email STRONGLY preferred)
Monday, December 11th
9:00 AM – 1:00 PM

NYU Kimmel Center
Contacts & Questions

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