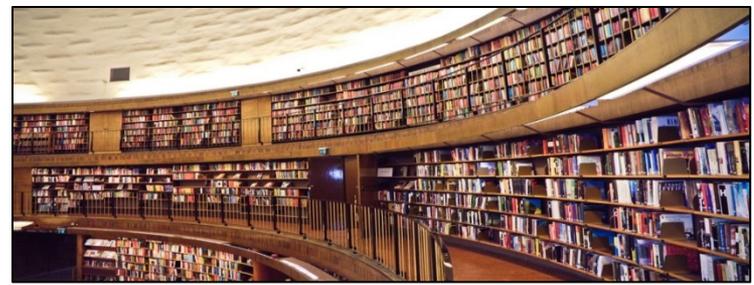


# MOPD Disaster Resilience & Resource Network



Quarterly Meeting: September 24th 2018  
100 Gold St 2<sup>nd</sup> Floor, NY 10:30AM to 12:30PM

- Housekeeping
  - Disaster Resilience and Resource Network
- Visit us at:  
[NYC.gov/disability/DAFN](http://NYC.gov/disability/DAFN)



**NYC** Mayor's Office for People with Disabilities

MOPD Disaster and Resilience and Resource Network  
Presents:

## Coastal Storm Planning & Preparedness For The Whole Community

NYC MOPD  
 100 Gold Street  
 New York, NY 10038  
 Monday, September 24th  
 10:30 AM to 12:30 PM

1. Welcome Remarks - Victor Calise, MOPD Commissioner
2. Question and Answer Session with New York City Emergency Management and Department of Health and Mental Hygiene Staff
3. Learn About:
  - I. Accessible Communications and Alerts
  - II. Accessible Evacuation and Emergency Sheltering
  - III. Post Emergency Canvassing Operation
  - IV. Sheltering in Place and Other Personal Preparedness Tips

Space is limited so please visit our [RSVP page here](#) which also contains additional accommodation information."

**ASL interpreter and CART services will be provided**

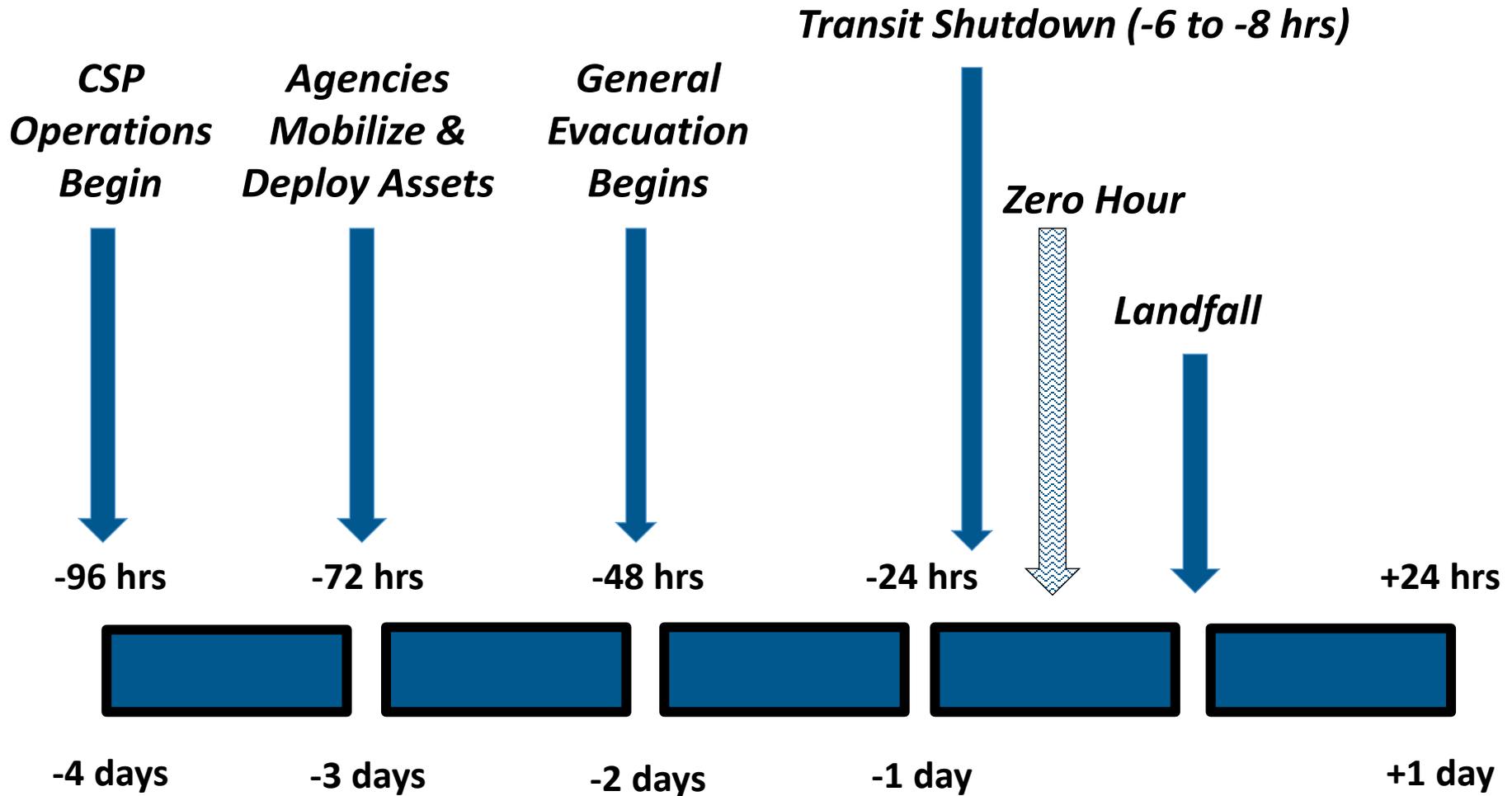
Access:

# Today's Agenda

- 1. Welcome: Commissioner Victor Calise**
- 2. Presentations: New York City Emergency Management**
- 3. Presentations: Dept. of Health and Mental Hygiene**
- 4. Question and Answer: Open Discussion & Closing Remarks**
- 5. We Want Your Feedback**

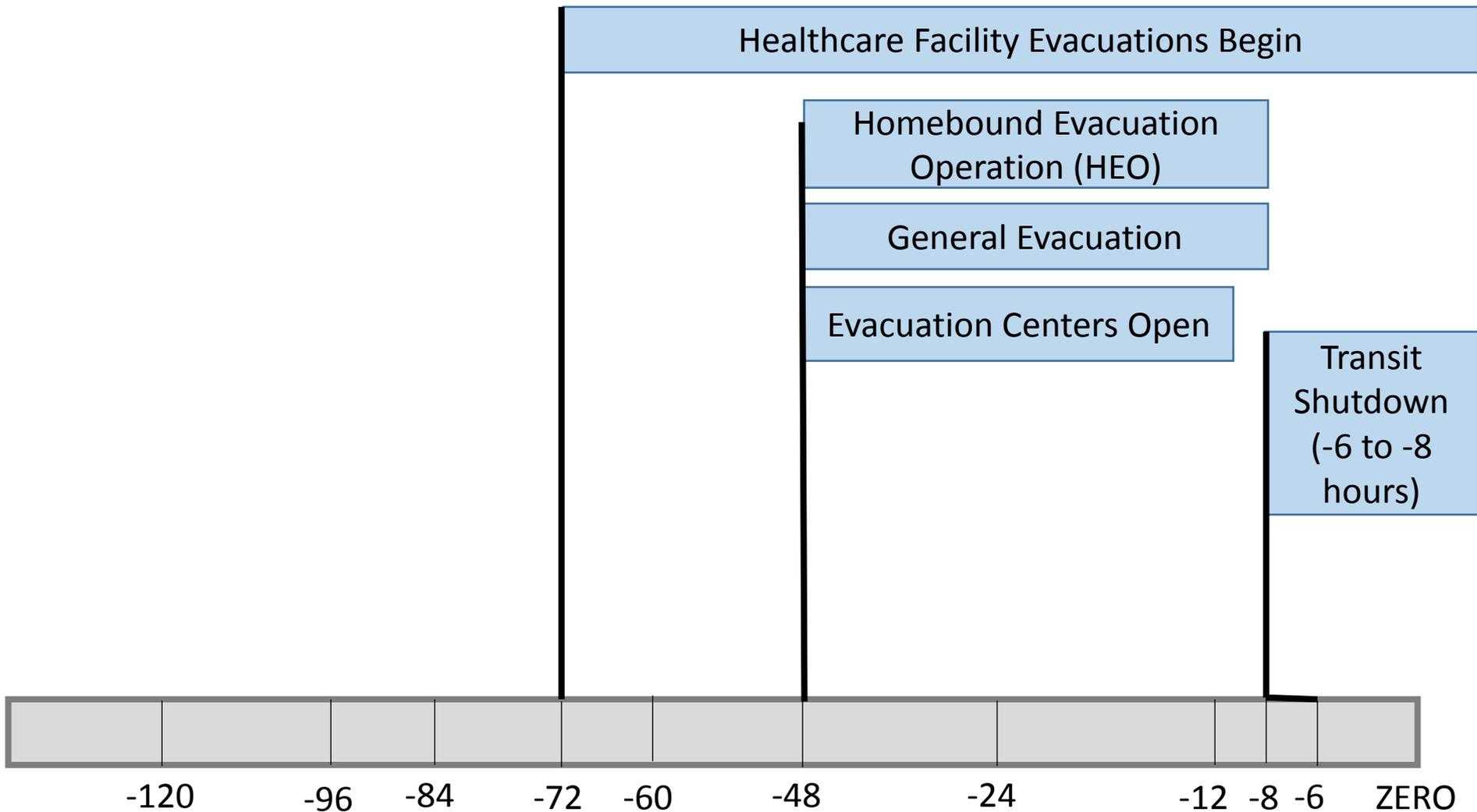


# Example Coastal Storm Evacuation Planning Timeline



\*Please note this timeline is a baseline for coordinating decisions based on expected lead-times for potential operational strategies.

# Example Pre-Storm Timeline



# Homebound Evacuation Operation (HEO) Overview

- Purpose: Use existing agency infrastructure to coordinate evacuation assistance for homebound individuals who have no other option for evacuation.
- Trigger: Issuance of an evacuation order.
- Overview: **Individuals** call 311 who determines the caller's transportation need and transfers the caller to the appropriate agency for evacuation assistance.
- Ambulatory (TAL 3), wheelchair (TAL 2), stretcher (TAL 1)
- Timeframe: -48 hours up to approximately -6 hours.

# Accessible Transportation Options During Evacuations

- **Public transportation (including paratransit)**
- **Service providers**
- **Friends and family**
- **Private transit, including paratransit**
- **Homebound Evacuation Operation**
  - City-provided evacuation assistance

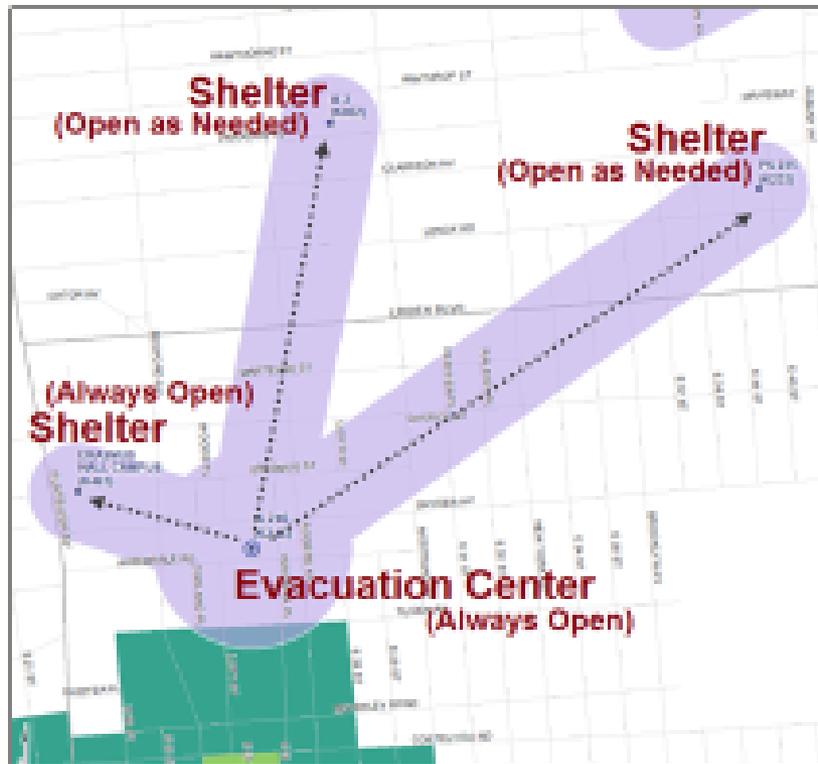
# Homebound Evacuation Operation (HEO)

## Transportation Assistance Levels

Transportation Assistance Level	Description	Responsible Agencies	Vehicle Asset	Additional Personnel	Destination
<b>TAL 3 Ambulatory</b>	Able to leave home with assistance; disabilities prevent use of public transportation for evacuation	MTA Paratransit	MTA Paratransit	N/A	Accessible Evacuation Center
<b>TAL 2 Wheelchair</b>	Unable to leave home on one's own; able to sit for an extended period of time (can travel on a bus)	DOE FDNY	DOE school bus	FDNY Firefighter Transport Team	Accessible Evacuation Center
<b>TAL 1 Stretcher</b>	Unable to leave home on one's own; unable to travel in a sitting position (require stretcher transport)	FDNY-EMS	Ambulance	N/A	Hospital

# NYC Emergency Shelter System

**1 solar system = 1 EC (sun) + 1+ HS/AS/SMNS (planet)**



EC is always open.

At least 1 HS or AS is always open.

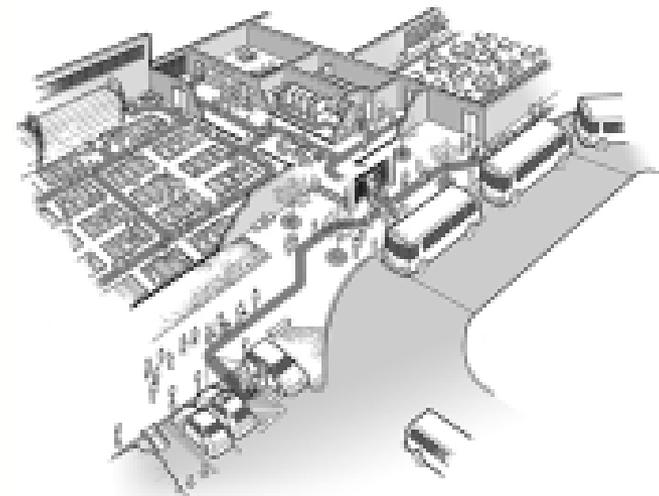
Additional HS or AS open as more sheltering space is needed (i.e., SCALABLE).

EC may or may not be collocated with a shelter facility.

# NYC Emergency Shelter System

## I. Areas within the Accessible Shelters:

- Facility Entrance
- Dormitory (gymnasium)
- Restroom(s)
- Eating Area (cafeteria)
- Pathways (hallways)
- Auxiliary/Ancillary rooms (ex. pet rooms, quiet rooms) and
- Refrigeration



# ACCESSIBLE COMMUNICATION AND ALERTS

2018

**NYC**™ Emergency  
Management

**OEM**

# Communication Strategies

- NYC Emergency Management pursues two broad strategies for communicating emergency messaging
  - Strategy 1: Communication to Individuals
    - Notify NYC – text and e-mail alerts
    - Wireless Emergency Alerts
    - Press Releases / Press Conferences
  - Strategy 2: Communication to Organizations
    - Advance Warning Systems (AWS) – communication to organizations that serve people with disabilities and other access and functional needs

## Advance Warning System (AWS)

### How does the Advance Warning System Work?

- Emergency Messaging is delivered to agencies and organizations that have developed trusted relationships with their clients
  - Agencies and organizations can tailor communication and support to their client's specific needs
- E-mails, text messages or mobile app alerts delivered simultaneously
- Conference calls are held with pre-identified umbrella service agencies (eg DSS, DFTA, OPWDD, End Stage Renal Disease, etc.)
- Preparedness Information is posted on the AWS website.

# Advance Warning System Improvements

- **Design Improvements:**
  - Alerts more accessible to anyone that visits (Certificate of recognition by MOPD)
  - Social media tools for sharing alerts
  - Streamlined process for new users to sign up for alerts
- **New Functionalities**
  - Mobile App for Android and iOS
  - Automated Voice Calling capacity (used very sparingly, e.g. mandatory evacuations)
  - Advanced Mapping features

# Advance Warning System Improvements (The Engine Under the Hood)

- **Message Deployment Improvements:**
  - A more intuitive message deployment process
  - The ability to send a text with every AWS alert
  - Better message tracking
  - Safeguards to reduce the risk of accidental deployments
- **Database Improvements: (More subscribers in a better organized database):**
  - New database management tools
  - Connection to Mayor's Office of Contract Services quadrupled the subscriber base and nearly doubled subscribed organizations
    - Over 1,800 Organizations
    - Over 7,900 Individuals



# Post Emergency Canvassing Operations (PECO)

COASTAL STORM PLANNING & PREPAREDNESS  
FOR THE WHOLE COMMUNITY

New York City Department of Health and Mental Hygiene  
Office of Emergency Preparedness and Response



# What Is PECO And When Is It Activated?



# Post Emergency Canvassing Operation (PECO)

- ▶ Citywide operation, with DOHMH as operational lead
- ▶ Rapidly conduct **door-to-door canvassing** in neighborhoods affected by disaster
- ▶ Identify people with critical post-disaster needs who are **unable to access resources** on their own
- ▶ **Connect** these individuals to resources that will address these unmet needs



# PECO Is The Following:

## ▶ Intended for:

- Disasters that significantly disrupt power, water, and/or gas for more than 5,000 households, and
- That disruption is expected to last for more than 48 hours

## ▶ Why?

- The MOU dictated this as the threshold and that the City would employ its standard protocols for emergencies less significant
- Not agile enough and too resource intensive to respond to incidents below this threshold.

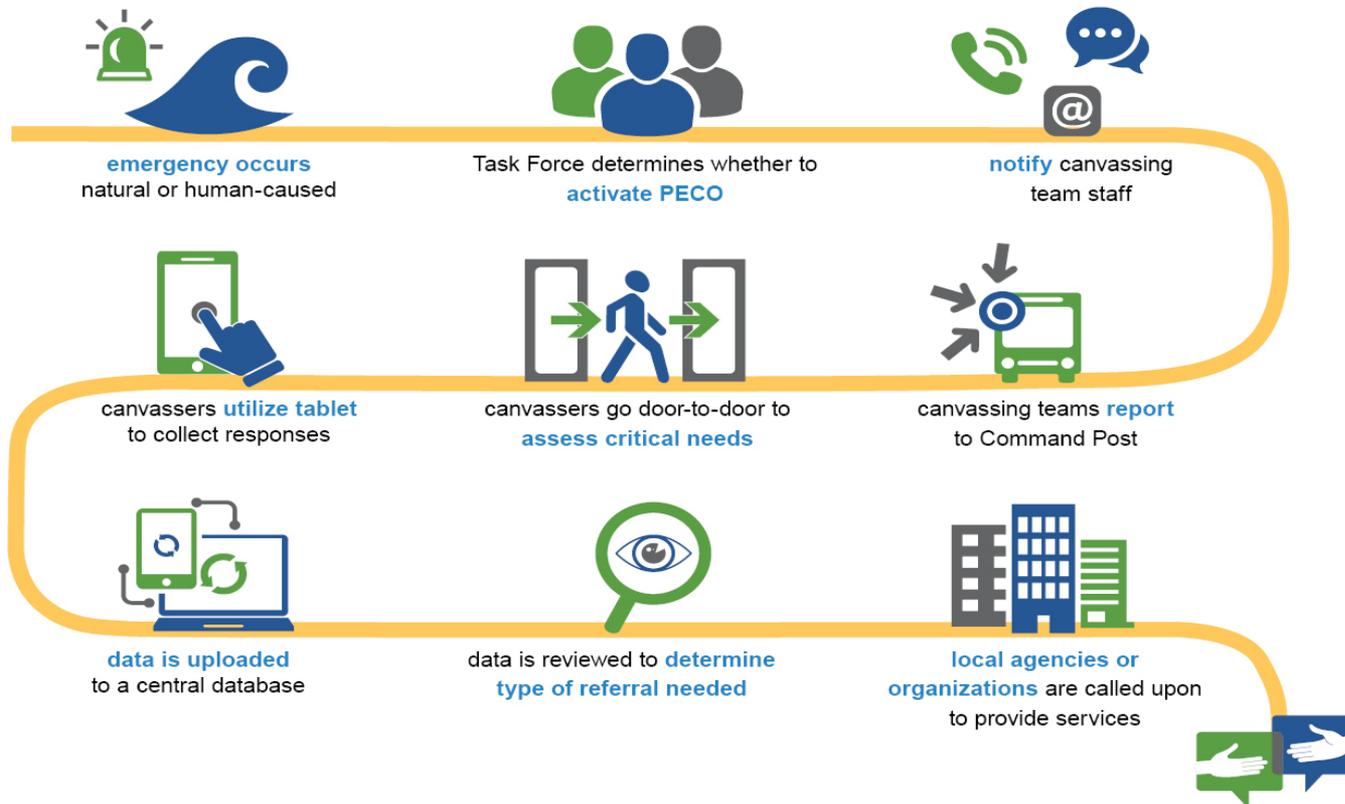


# PECO Is Not The Following:

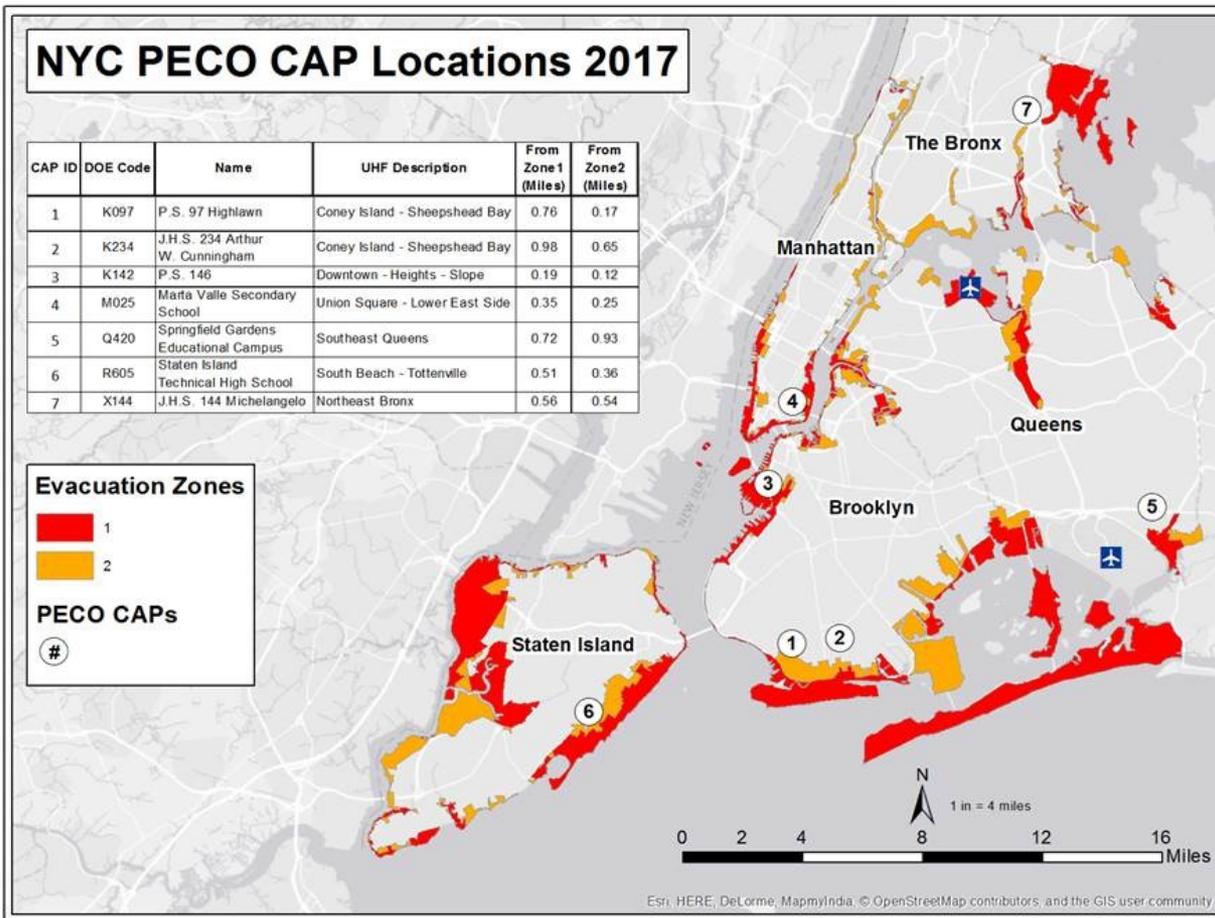
## PECO is **NOT**:

- ▶ A life safety operation
- ▶ Ongoing wellness check-ins on residents
- ▶ Building-level repairs
- ▶ An attempt to fill underlying pre-disaster needs of vulnerable populations
- ▶ Designed for small-scale emergencies

# The PECO Process



# CAP Locations





# PECO Referrals

Referrals for residents identified with critical needs:

## Transportation

Relocation from impacted homes to a shelter or medical facility

## Food and Water

Door-to-door delivery via tiered approach with partner agencies

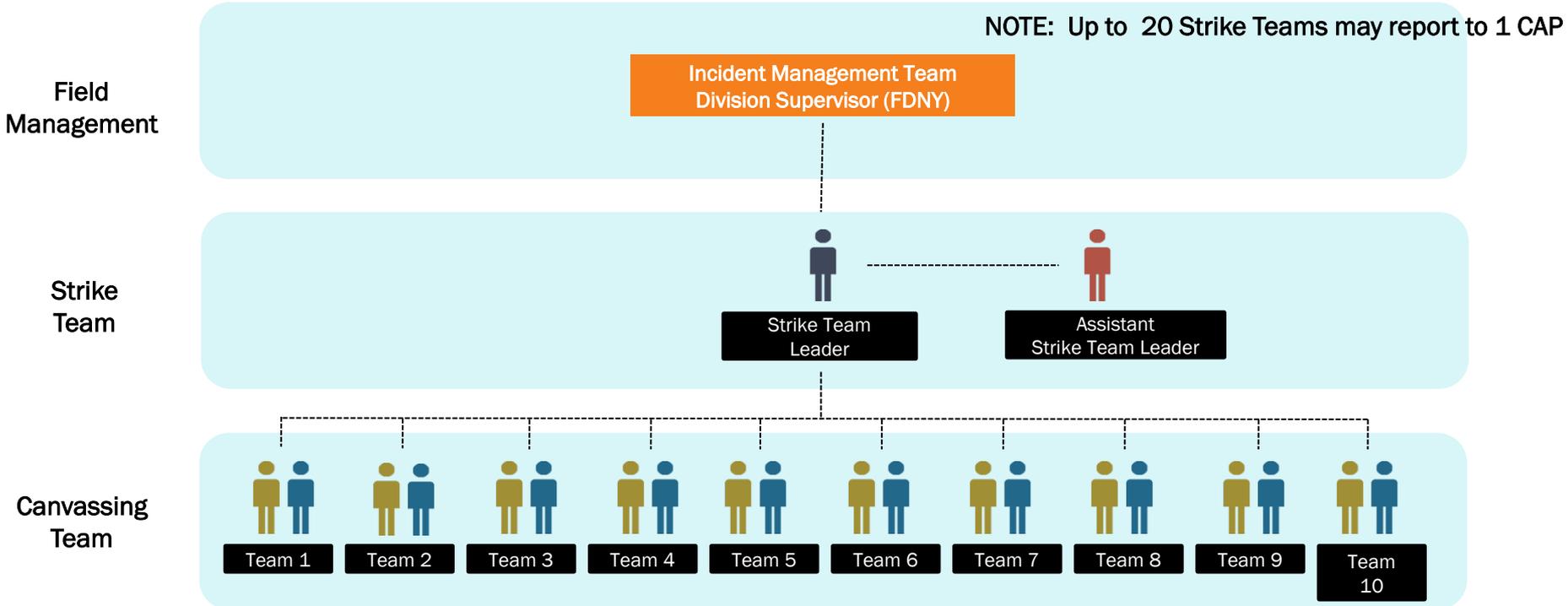
## Medical Care

Medical assessment, Prescription medications, Medical supplies

## Essential Services

Repair requests for buildings lacking power, heat, water

# Strike Team Structure



1<sup>st</sup> canvasser –  
Enters data in tablet



2<sup>nd</sup> canvasser –  
Manages resident interaction

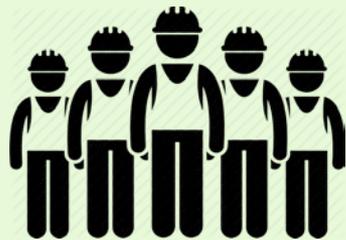
# Communication Flow

Field Command Center

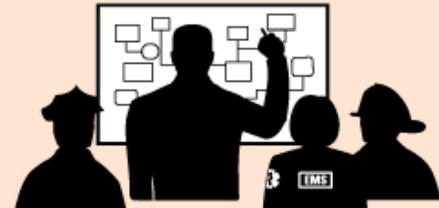
Field

Strike Teams

Division Supervisor



CAP



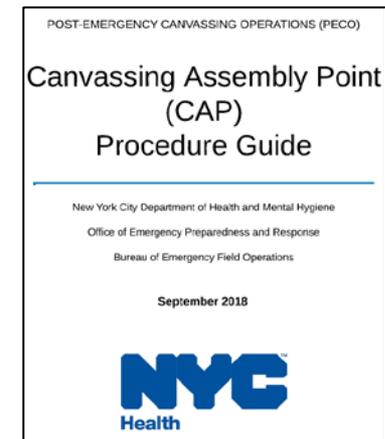
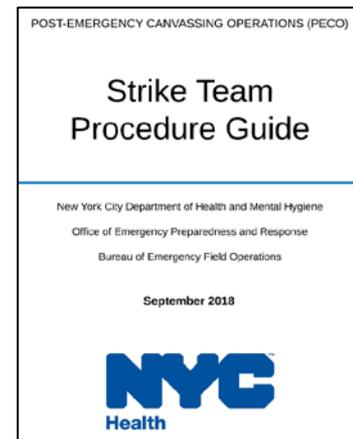
# Procedure Guide and Training

## Two PECO Procedure Guides

- ▶ Strike Team Operations
- ▶ CAP Operations

## PECO Training

- ▶ Facilitates 15-20 trainings per year
- ▶ Over 1,600 people trained



### RESIDENT INTERACTIONS

General Overview on Disability – SD-P-PC-001.....	86
Interacting and Communicating with Residents – SD-O-PC-052.....	93
Interacting with Residents Exposed to and Affected by Disasters – SD-O-PC-062.....	95
Interacting with Residents with Mobility Disabilities – SD-O-PC-053.....	97
Interacting with Residents who use a Wheelchair or Scooter – SD-O-PC-054.....	98
Interacting with Residents who may have Dexterity Disabilities – SD-O-PC-055.....	99
Interacting with Residents with Service Animals – SD-O-PC-056.....	100
Interacting with Residents with Speech Disabilities – SD-O-PC-057.....	101
Interacting with Residents with Intellectual &/or Developmental Disabilities – SD-O-PC-058.....	102
Interacting with Residents who are Blind or Low Vision – SD-O-PC-059.....	104
Interacting with Residents who are Deaf or Hard of Hearing – SD-O-PC-060.....	105
Communication Board Sample – SD-O-PC-023.....	107



# Thank you!

Contact Email: [peco@health.nyc.gov](mailto:peco@health.nyc.gov)

# NYC Emergency Management Community Preparedness

# Community Preparedness Council

- **Date:** September, 26, 2018
- **Time:** 9 AM - 1 PM
- **Location:** 265 Cadman Plaza E

communityprep@oem.nyc.gov



Photo of Participants of Emergency Operations Center

# Community Planning Boot Camp

Toolkit Training:  
Southern Brooklyn  
Late October  
(Date and location TBD)

[communityprep@oem.nyc.gov](mailto:communityprep@oem.nyc.gov)



Photo of Participants of June Boot Camp in Harlem

[http://www1.nyc.gov/site/em/community\\_business/plan.page](http://www1.nyc.gov/site/em/community_business/plan.page)

# Ready New York for DAFN

- Information about evacuation and accessible emergency shelters
- Disability-specific preparedness tips
- How to make a plan, include caregivers in your plan, include pets and service animals, and plan with your healthcare provider
- How to gather supplies including Medical Equipment, batteries and instructions, extra medication, and medical information
- How to get informed through Notify NYC and AWS

# To request a presentation contact:

Mathew Puvogel

[mpuvogel@oem.nyc.gov](mailto:mpuvogel@oem.nyc.gov)

718-422-8593

# MOPD Contacts & Questions

Mayor's Office for People With Disabilities

**Eli Fresquez**

212-788-2505

[jfresquez@cityhall.nyc.gov](mailto:jfresquez@cityhall.nyc.gov)

Mayor's Office for People With Disabilities

**Christian Valle**

212-341-3961

[cvalle@cityhall.nyc.gov](mailto:cvalle@cityhall.nyc.gov)