Disaster Preparedness & Resilience:
Positioning Our Organizations and Communities for a Prompt Recovery

AIRS Conference 2017

Image: FEMA
About SBP

WHO WE ARE
• National nonprofit organization founded in St. Bernard Parish, LA following Hurricane Katrina
• Mission: Shrink time between disaster and recovery

WHAT WE DO
• Partner with communities to strengthen resilience before disaster, and to rebuild promptly and efficiently after disaster
• Rebuilt more than 1,200 homes in disaster-impacted areas around the US since 2006
In times of disaster, the community will look to you for help. Are you prepared?
Session Objectives

Leave the session today with ideas on:

- Practical actions to strengthen organizational preparedness and speed recovery
- Ways to encourage greater preparedness and proactively address recovery challenges in our own communities
Session Agenda

• Preparedness & continuity planning basics
• Recovery resources & considerations
• Peer discussion & brainstorming: opportunities in our communities
in your community

Past experiences with disruption or disaster?

If your organization had an emergency or continuity plan in place, what impact did it have?
Why It Matters

Preparedness and continuity planning:

• Protects lives, property and operations
• Improves coordination and speeds decision making
• Accelerates the recovery process
• Enables you to better serve the community in times of need
PREPAREDNESS BASICS

Identify your risks

Make plans to protect your:
- People
- Operations
- Information
- Finances
- Property

Test, Train, and Update
IDENTIFY YOUR RISKS
What kinds of risks do you envision could potentially impact your organization?
Types of Risks

- Natural Hazards
- Technology
- Human Related
- Other
What if tomorrow...

- A fire destroys all of your paper files
- You lose power, water, or sewer for days
- Your computer system crashes
- An important partner or provider closes suddenly
- Several employees are out sick for days
- A key employee leaves unexpectedly
Get Local Risk Info

Hazards in your area:
• Zip code hazard check
• Flood risk by address
• Local emergency management office

Emergency information:
• Sign up with local notification systems
• Emergency apps and notification tools
• NOAA Weather Radio
## Know When to Act

| Severe weather threat | • Monitor location information sources  
|                       | • Make any necessary pre-storm preparations for your operations, property  
|                       | • Consider any partner coordination needs, appropriate client notifications |

### Watch issued

**Conditions are favorable for a hazard to occur**

**“Be Prepared”**

- • Review your emergency action plan & disaster supplies kit—be prepared to act  
- • Monitor local road conditions

### Warning issued

**A hazard is imminent or occurring**

**“Act Immediately”**

- • Immediately follow any official directions, sheltering or evacuating as instructed
Key Actions

• Identify your organization’s key risks

• Look up your flood zone

• Know and regularly check key information sources

• Sign up for local alerts & download emergency apps

• Know actions to take if alerts are issued
MAKE YOUR PLANS

Contributions from:
Getting Started

Identify your planning team

Inventory your assets

Analyze risks & impacts
Protect Your People

Protecting life safety of employees, clients, and others at your facilities is the first priority in an emergency.

An emergency action plan (EAP) outlines how you’ll do this.

- Evacuation
- Sheltering
- Site security
- Providing for any special needs of clients and employees
- First aid & medical service
- Disaster supplies kit
Protect Critical Operations

“Business Continuity” or “Continuity of Operations” (COOP)

- Prioritize your most important functions
- Develop mitigation, workaround and recovery strategies
  - Backups *(cross-trained staff, data)*
  - Alternates *(work sites, service providers)*
  - Emergency procedures *(purchasing, service contracts)*
  - Coordination with network & community partners
Plan for Financial, HR Needs

Preparations in order to:

• Have sufficient insurance coverage
• Access cash and credit
• Make and accept payments, donations
• Handle payroll
• Manage employee leave and overtime
• Support your staff
Protect Your Information

You need to be able to access copies of your vital records even if you can’t access your facility. These may include:

- Organizational operations & policies
- Employee information
- Client and vendor records
- Leases, titles, mortgages, contracts and other legal records
- Licenses & permits
- Insurance records
- Financial, tax and audit records
- Asset inventory
Protect Your Property

- Inspections & Maintenance
- Securing for Emergencies
- Property Improvements
Crisis Communication Plan

- Why
- What
- Who
- How
- When

Maintain
Encourage Staff Preparedness

Your organization is only as well prepared as your people.

- Create and practice a family emergency plan
- Have a disaster supplies kit
- Protect important documents
- Protect finances and property

See SBP’s Preparedness at Home Checklist & Resource Guide
Action Check
Key Actions

• Develop emergency and continuity plans that include:
  – Asset inventory
  – Risk assessment
  – Emergency action plan
  – Provisions for critical operations
  – Plans to meet financial and HR needs
  – Protection for vital records
  – Property protection plans
  – Crisis communications plan

• Regularly test, train on, and update your plans
• Encourage staff preparedness
TEST, TRAIN, UPDATE
Keep Plans Current

Regularly test, train staff on, and update your plan

• Mock disruption exercise
• Part of staff onboarding with regular refreshers
• Update as the organization changes
INSURANCE & FINANCIAL PREPAREDNESS
Why it Matters

• Insurance coverage is a critical part of financial protection against disasters, both for organizations and for households.

• Proper insurance coverage can be the difference between being up and running quickly to provide services in the community or shutting down for an extended period of time.
What to Know: Property Insurance Policy

Forms: • Named perils • “All risk”

But even “all risk” policies have exclusions…

Common exclusions:
• Pipes freezing
• Natural wear and tear
• Earthquake
• Drain/sewer backup

• Flood
• Collapse
• War
• Ordinance or law
Flood Insurance

- Flood insurance is **not** part of in your property insurance policy
- Offered through the National Flood Insurance Program (NFIP)
- **Strongly recommended** for moderate-to-low risk zones
  - nearly 25% of all NFIP claims come from outside mapped high risk zones

**EXAMPLE:**

$294  
Annual Premium - $150K Contents Above Ground Level (Preferred Risk)

$240  
Monthly Payment – $50K Disaster Loan, 30 years @ 4%

1” = 10,000

NFIP Policy Rates: https://www.fema.gov/media-library-data/1490888520317-9bc86c84a606d2721a6cbbf2a0b026ef/09_prp_508_apr2017.pdf
SBA Disaster Loans Program: ww.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs/disaster-loans/types-disaster-loans/business-physical-disaster-loans
## What to Know: Coverage Options

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sewer/Drain Backup</td>
<td>Damage caused by sewer or drain backup</td>
</tr>
<tr>
<td>Inflation Guard</td>
<td>Automatically adjusts your coverage over set periods of time to reflect increases in cost due to inflation</td>
</tr>
<tr>
<td>Ordinance/Law</td>
<td>Cost for rebuilding to new building code requirements</td>
</tr>
<tr>
<td>General Commercial Liability</td>
<td>Financial loss should your organization be liable for property damage or personal and advertising injury caused by your services, operations or your employees</td>
</tr>
<tr>
<td>Tenant</td>
<td>Physical assets in a rented or leased building <em>(know your obligations according to your lease)</em></td>
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What to Know: Auto Insurance

**Liability**
Bodily injury, property damage: medical expenses, damage to others caused by you or your vehicle

**Collision**
Damage to your vehicle as a result of collision

**Comprehensive**
Damage to your vehicle as a result of something other than collision, such as theft, hail, or natural disasters

*Know if your policy covers actual cash value or replacement cost*
What to Know: Filing a Claim

• You’ll need to prove what you lost with inventory and damage records
• Importance of protecting your facility from further damage
• Your insurance rights and resources
• Time matters
Have a Record of Your Assets

• Take pictures, video of your facility and contents
• Save blueprints, high value receipts, ownership papers
• Know the total value of your assets
• Store your inventory safely

TIP:
• Check out asset inventory and management programs and apps, OR
• Consider using a free home inventory apps for small inventories, such as: myHOME, UPHelp Home Inventory, or Know Your Stuff
Review Insurance Policies

Review and discuss key insurance topics with your agent:

- PERILS (especially flood)
- BUSINESS INTERRUPTION
- FILING CLAIMS
- VALUES
- OTHER NEEDS

Resource Guide: p.26
Improve Coverage

- Improve your coverage where needed, especially coverage for flood risks
- Make sure your coverage limits are high enough for the value of your assets
- Shop around:
  - Compare coverage, price, and customer reviews
  - Check carrier ratings, complaint reports
  - Ask about discounts for risk reduction steps

Resource Guide: p.29
Encourage Staff Preparedness

Also encourage your staff and clients to think about their insurance and financial preparedness:

- Do a home inventory
- Review insurance policies with their agent to identify and address coverage gaps as make sense with their risk situation and budget

💡 See SBP’s Preparedness at Home Checklist & Resource Guide
Action Check
Key Actions

- Conduct an asset inventory for your organization
- Review your insurance policies with your agent
- Improve insurance coverage if necessary to protect against risks
- Know your insurance company’s process for filing a claim
- Encourage staff and client preparedness
RECOVERY
Federal Disaster Assistance

• In presidentially declared disaster areas, some household and organization assistance programs may become available—there is no guarantee a declaration will be issued

• Federal disaster assistance grants are designed to help meet basic needs and bring homes back to a safe, livable condition—not back to a pre-disaster condition

• Proper preparedness, including financial preparedness, is critical because federal assistance is neither always available nor fully sufficient for families and organizations to recover completely
Small Business Administration (SBA) Business Disaster Assistance Loans

In declared disaster areas, offers low cost loans for eligible losses not fully covered by insurance or other means.

**Business Physical Disaster Loan**
For qualified businesses and private nonprofits, **up to $2 million** to repair or replace:
- Real property
- Machinery
- Equipment
- Fixtures
- Inventory
- Leasehold improvements

**Economic Injury Disaster Loan**
For qualified **small** businesses, agricultural co-ops and private nonprofits, **up to $2 million** to:
- meet financial obligations and operating expenses that would have been met if the disaster had not occurred

(loans can be combined, maximum combined loan amount is $2 million)

Information: https://www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs/disaster/types-disaster-loans
SBA Disaster Assistance: Home and Property Disaster Loans

In a federally declared disaster, SBA offers low-interest, long-term loans for eligible losses not fully covered by insurance or other means.

Loan Types

- Up to $200,000 to repair or replace primary home to pre-disaster condition
- Up to $40,000 to replace damaged or destroyed personal property

Required information:

- Social security number
- Insurance information
- Damage information
- Financial information
- Contact information
- Legal and criminal information
- Supporting documents as needed (such as tax returns, deeds)

Information: disasterassistance.gov
FEMA Disaster Assistance: Individuals and Households Program (IHP)

In a federally declared disaster, FEMA assists with necessary expenses and serious needs that can’t be met through insurance or other forms of assistance.

Types of Assistance

Housing:
- Temporary housing
- Home repair

Other Needs:
- Medical, dental
- Funeral
- Personal property repair/replacement
- Other necessary expenses

Required information:
- Social security number
- Insurance information
- Damage information
- Financial information
- Contact information

Information: disasterassistance.gov
For Organizations

- If you are part of a larger organization, know what resources are available to support your affiliate and who is your first call for assistance.
- Know how to initiate your insurance claims process.
- Know emergency contacts for local partners and government authorities.
- Consider the immediate needs of your stakeholders (basic necessities, shelter, information).
- Consider what operational adjustments you may need to make to accommodate disaster impacts.
For Residents

- After your family is safe, call your insurance agent
- Look into and apply for available assistance (government aid and from national & local assistance organizations)
- Make informed decisions about remediation, repairs and rebuilding
Household Resources

SBP has a guides for households on:

• Insurance claims process
• Navigate the federal disaster assistance process
• Working with contractors
• Mold remediation

sbpusa.org/start-here
Resources

- **SBP:**
  - Preparedness Checklists & Resource Guides
  - Recovery Tools
- **American Red Cross**
- **Insurance Institute for Business & Home Safety**
- **Smart Home America**

- **FEMA**
- **FLASH/FEMA Ready Business**
- **Ready.gov**
- **Disasterassistance.gov**
Questions?
What kinds of preparedness activities are happening already in your community?

If your organization is involved, how so?
Thinking of the populations you serve, what preparedness considerations might be especially relevant to them?
What partnerships do you currently have that could be broadened to support community preparedness?

What new partnerships might be beneficial to cultivate?
Considering your current role(s) and activities in your community, what opportunities might you see or imagine to support preparedness and/or recovery?
What are some actions or resources you might like to see in the future to help support increased community preparedness and resilience?
Remember, planning today puts you in a stronger position to lend a hand tomorrow.
Thank You

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