

Overview of community preparedness programs in San Francisco

72hours.org

The Department of Emergency Management's Community Preparedness and Participation program has three primary goals: 1) Educate the public about potential risks and promote all-hazard emergency preparedness activities as a daily responsibility of all San Franciscans; 2) Engage volunteers in activities that support public safety both before and after a disaster; and 3) Build effective partnerships between public and private agencies to coordinate emergency planning and preparedness at the community level. Launched in March 2005, *72hours.org* is the corner-stone of the program and was created to provide disaster preparedness information on-line in a convenient, innovative and easy to navigate manner. The site is provided in English, Spanish and Chinese. Printed outreach materials include the *72hours.org* Brochure and the Disaster Supply Shopping List, both currently available in English, Spanish and Chinese. The *72hours.org* brochure is also available in Russian and Vietnamese. Wallet cards, developed in partnership with the Red Cross, are available in English.

Contact: Amy Ramirez amy.ramirez@sfgov.org

Alert SF

Launched in October of 2006, Alert SF is a text based messaging system that can be used to communicate public safety and post-disaster instruction to the public. This system can be accessed through the Alert SF website at: AlertSF.com

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Business Community programs

SF Ready is a collaboration between the SF Chamber of Commerce, DEM and numerous concerned businesses. SF READY produces roundtables every other month, free to the public, on topics of business emergency preparedness and business continuity. Bay Area Response Coalition (BARC) is an initiative to build public-private cooperation for response to disasters and recover of the economy post disaster. Works closely with Business Executives for National Security (BENS). The Building Occupancy Resumption Program (BORP) is a program of the Department of Building Inspections that helps building owners to pre-certify private post-earthquake inspections by qualified engineers. (558-6009)

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Citizen Corp Council

San Francisco's Citizen Corp Council brings together representatives from the non-profit, faith based, private and government sectors to coordinate outreach and volunteer efforts related to citizen preparedness. Participants include the Red Cross, Salvation Army, Macy's West, First Republic Bank, SFSU, SF SAFE, SF NERT, SFPD, Mayor's Office of Neighborhood Services, SF Ready, Department of Public Health, The Volunteer Center, USF, 211/HelpLink, SFCARD, City College of San Francisco, Fritz Institute, and many others.

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Community Disaster Response Hubs

Hubs are proposed to operate as City-run facilities in each SF Emergency District and will provide local communities with a direct connection to the City's Emergency Operations Center. During a large disaster response, the Hub will help to coordinate and disseminate information within the community, in addition to coordinating requests for resources to meet community disaster needs.

Contact: Rob Stengel; robert.stengel@sfgov.org or Mary Ellen Carroll maryellen.carroll@sfdph.org

Community Preparedness Program Guide

SUASI funded research project to assess current Bay Area public education campaigns, compile data on national best practices and develop recommendations for improving efforts to reach and engage the public in activities that promote community preparedness.

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Disability Disaster Preparedness Committee

A monthly meeting coordinated by the Mayor's Office on Disability. The goal of this committee is to improve disaster preparedness and response services to persons with disabilities in San Francisco. Upcoming issues to address will include: (1) Shelter accessibility for persons with disabilities; (2) Shelter training for CCSF staff on working with people with disabilities; (3) Equipment, medical supplies, and agreements with in-home supportive service providers to assure reasonable accommodations for people with disabilities at shelter sites. The Mayor's Office of Disability has been promoting AlertSF and general disaster preparedness information to people who are deaf and/or hard of hearing.

Contact: Rob Stengel robert.stengel@sfgov.org or Joanna.Fraguli@sfgov.org

Disaster Service Workers (DSW)

All employees of the City and County of San Francisco are designated Disaster Service Workers and in an emergency can be reassigned to duties outside of their regular day-to-day job responsibilities. Providing DSWs with information and training on personal preparedness is a key component of the DSW Program. In partnership with American Red Cross Bay Area Chapter (ARCBA) a Facilitator Guide and DVD have been developed to focus specifically on the actions that each of us should take in order to prepare ourselves and our families for a disaster. This module will be available to Department Personnel Officers and will be available on-line with the other DSW Training materials.

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Fritz Institute Bay Area Preparedness (BayPrep)

Through the Communities of Practice Initiative, the Fritz Institute is conducting a thorough research project to determine how prepared Community-Based Organizations (CBOs) are to respond to a disaster. This project will identify the tools and resources necessary to ensure that community agencies are able to meet certain standards of preparedness. In addition, the Department of Emergency Management (DEM) is a key partner in an initiative called the Disaster Resilient Organization (DRO) Project. Twelve NGOs are participating in the DRO process and are receiving technical assistance to plan for their specific role in an emergency, develop their agency emergency plan and identify how they would become incorporated into the City's overall emergency response system. BayPrep is also working on a project to assess and map the Bay Area's social vulnerabilities.

Contact: Jim Turner jim.turner@fritzinstitute.org

HelpBayArea.org

SUASI funded disaster volunteer database. Provides ability to track and manage volunteers in a disaster, both spontaneous and affiliated volunteers. San Francisco is piloting the use of the system to manage Disaster Service Workers.

Contact: William Bass wbass@bayareasuasi.org

In Home Supportive Services Training (in development)

Using 2007 SUASI funds, the Mass Care Workgroup will release an RFP for the development of a training video for IHHS consumers and providers (caregivers).

Contact: Rob Stengel robert.stengel@sfgov.org or Joanna.Fraguli@sfgov.org

Map Your Neighborhood (MYN) (in development)

Developed by the Washington State Office of Emergency Management, *MYN* is a program designed to assist neighbors to organize themselves to be able to effectively respond to disasters. It includes the nine steps everyone should take following a disaster and how to map your neighborhood to identify skills, equipment and vulnerable populations. When launched, the program will be coordinated to compliment NERT's Block Captain Program.

Contact: amy.ramirez@sfgov.org

Mayor's Office of Community Development (MOCD) Funded project with Latino Coalition

Program to coordinate the preparedness and response of nonprofits in the Mission District

Contact: Lariza Dugan-Cuadra lariza.dugan-cuadra@sfgov.org

MOCD Technology project

Project to develop system for distributing recovery funding post-disaster from FEMA and HUD. Not directly related to Citizen Preparedness but should be coordinated with other recovery planning efforts that involve NGOs.

Contact: Alfred Cheung Alfred.Cheung@sfgov.org

Neighborhood Empowerment Network (NEN).

The vision of NEN is to create a collaborative platform that will serve as a central engagement point for community stakeholders to find and share information that empowers them to improve and sustain the communities where they live. By offering both online and event based resources, the NEN will become the primary "hub" for all information regarding what services are out there, who is offering them, when and where to find them and how to connect with others who are trying to solve the same challenges. Focus areas include Disaster Preparedness, Clean & Green, Public Safety, Community Building and Economic Development. Visit www.empowersf.org for more information.

Contact: Daniel Homsey Daniel.homsey@sfgov.org

Neighborhood Emergency Response Team (NERT)

Free training from the Fire Department on how to help yourself and your neighbors after a disaster. The 20 hour training includes personal preparedness, light search & rescue, disaster medicine, shutting off your utilities and how to act as a member of neighborhood response team. Opportunities for advanced NERT training are also available.

Contact: Erica Arteseros erica.arteseros@sfgov.org

NERT Block Captain Training

In collaboration with SF SAFE (Neighborhood Watch), training on how to map your block to identify resource and vulnerabilities and how to report this information to the NERT Staging area. Soon to be coordinated with the MYN. Program. Contact: Erica Arteseros erica.arteseros@sfgov.org

Outreach to Low-income families and Child Care Providers

In 2007, the San Francisco Child Care Planning and Advisory Council (CPAC) formed an Emergency Planning Committee to initiate activities that would better prepare child care centers and family child care providers (FCPs). During the first phase of this initiative, 80 FCPs received a four person disaster bucket and attended a disaster training workshop designed specifically for this audience. Other components of this phase designed to promote emergency preparedness planning included development of a multilingual preparedness poster and production of bilingual radio PSAs. In Phase II, disaster buckets, donated by the Hospital Council, are currently being distributed to FCPs in the Mission, Bayview, Visitacion Valley and Excelsior Districts.

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Prepare Bay Area (PBA)

PBA is a Bay Area-wide Red Cross education and outreach initiative with the goals of preparing one million Bay Area residents for a catastrophic disaster. Through community and workplace trainings, web-based learning, and special events, residents will be encouraged to make an emergency plan, build a disaster kit and get trained. Red Cross is establishing partnerships with individuals and organizations within the six channels of delivery: schools, businesses, communities, governments, nonprofits, and faith-based organizations. A key focus is on preparing the most vulnerable communities, with specialized training and materials for the elderly, children, persons with disabilities, non-native English speakers, and low-income residents. Materials and training are available in English, Spanish, and Chinese.

Contact: Sandi Swiderski SwiderskiS@usa.redcross.org or Madelyn Mackie MackieM@usa.redcross.org

Ready When the Time Comes (RWTC)

RWTC is a Red Cross volunteer involvement program that utilizes the valuable human resources of corporate America. The Red Cross trains employees from partnering corporations to be Disaster Service Workers and mobilizes them when disaster strikes.

Contact: Rita Chick ChickR@usa.redcross.org

Red Cross Cache Program

SUASI funded project to distribute shelter supplies to Community-Based Organizations (CBOs) and Faith-Based Organizations (FBOs) in vulnerable neighborhoods for use in a catastrophic emergency.

Contact: Brennan Banks BanksBren@usa.redcross.org

San Francisco Interfaith Coalition (SFIC)

Facilitates disaster planning for faith-based organizations (FBOs) in San Francisco. Following up on the highly successful Congregations Workshop held in May 2006, SFIC, together with SF CARD and DEM, will hold a Conference for FBOs in May 2008. Workshops will provide clergy, lay leadership, clerical and facilities staff with valuable information on preparing themselves, their staff and their facilities for disasters.

Contact: Michael Pappas 425-9631; Michael@sf-interfaith.org

Self Help for the Elderly Client Outreach Project

The purpose of this SUASI funded project is to distribute Chinese language training and materials to clients of Self Help for the Elderly.

Contact: Caroline Ng carolinen@selfhelpelderly.org

SF Community Agencies Responding to Disaster (SF CARD)

Provides training and resources to community and faith-based organizations so they can continue to serve their clients post-disaster. SF CARD recently compiled a database of CBOs and FBOs by Emergency District in support of the Community Hub project. Another key resource available through SF CARD are Emergency Plan templates specifically designed for the needs of CBOs and FBOs. Agencies currently represented on the Steering Committee of SF CARD include: DEM, The Food Bank, Glide Church, Red Cross, United Way, Jewish Community Center, The Salvation Army, the Junior League, and Office of Aging and Adult Services.

Contact: Alessa Adamo alessa@sfcad.org or Brian Whitlow brian@sfcad.org

SF Coordinated Assistance Network (CAN)

SF CAN is a collaborative group working together to strengthen San Francisco's disaster response and recovery systems. The primary purpose is to coordinate and utilize a shared client and resource information database to standardize and improve services to clients after a disaster. In addition, the collaboration works to create joint

response and recovery plans that are integrated into the City's overall response plan and enhance existing community collaboration efforts. The core agencies involved in CAN are: Red Cross, Salvation Army, United Way, The Volunteer Center, VOAD, Catholic Charities, SF CARD, HSA and DEM.

Contact: Alessa Adamo alessa@sfcad.org

SFSU Service Learning Project

This 2006 SUASI (Super Urban Area Security Initiative) funded project consists of three separate initiatives. The first is outreach to In Home Supportive Services clients. SFSU students will conduct home visits and distribute the Vial of Life and personal preparedness information. The second initiative is designed to engage residents of the Sunnydale Housing projects in activities that promote community emergency preparedness. Using a Service Learning model, curriculum has been developed to integrate both of these projects into students' regular coursework throughout various departments at the University. The third initiative is the development of a disaster preparedness module for use by ESL teachers.

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The San Francisco Foundation (TSFF)

The San Francisco Foundation's (TSFF) disaster preparedness program focuses on strengthening the disaster response and recovery capacity of vulnerable communities in the San Francisco Bay Area and the ability of nonprofit organizations' to respond to and recover from a large scale disaster. In conjunction with others working in this field, activities will include training for individual/family and community-level resiliency in specific neighborhoods; strengthening the preparedness capacity of faith- and community-based organizations which will likely be first responders serving vulnerable communities in disaster; and convening faith leaders, community leaders, disaster preparedness and response organizations, and public sector agencies to share lessons about neighborhood-based preparedness work and other preparedness issues.

Contact: Andrea Zussman abz@sff.org

Tsunami Ready

The key outreach activity related to San Francisco's Tsunami Ready initiative was the door hanger distribution project. In October 2007, volunteers distributed information door-to-door to 8000 businesses and residents in the tsunami inundation zone.

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University of San Francisco (USF)

USF has been actively promoting personal preparedness on their campus and engaging their students, faculty and facility in disaster planning efforts. On June 4, 2008, they will hold a full-day seminar to bring together leadership from other colleges and universities to address issues such as disaster preparedness for these "cities within the City", planning for response to active shooter incidents, notification systems and other issues relevant to educational institutions.

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Vial of Life

This program targets seniors and people with disabilities and provides a mechanism for first responders to gain life-saving information about these individuals when responding to an emergency at the individual's residence. Important medical information is recorded on a single form and inserted into a vial that is then placed in the individual's refrigerator. Magnets and window decals are provided along with the form and vial so that responders know to look in the refrigerator upon arriving on scene. This program is distributed in partnership with the SFFD, Walgreens and SFSU Community Involvement Program, among other programs that work with the target population.

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Vulnerabilities Mapping

The SF Department of Human Services is using GIS technology to map the location of their IHSS clients and Foster Care youth. This information has been cross-referenced to the home addresses of DHS Case Workers and could be used to deploy DHS staff to check on the status of DHS clients post-disaster. (See Fritz Institute for additional vulnerability mapping projects).

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Please provide updates, corrections or information on additional community preparedness programs to Amy.Ramirez@sfgov.org