

RMPE 352 Risk Management for Public Entities

Presented by:
Erike Young, MPPA, CSP, ARM-E

1

Chapter 10

Public Sector Disaster Planning/Emergency Response

2

Educational Objectives

1. Explain why community disaster planning and emergency response are special concerns of public sector as opposed to private sector risk management.
2. For each of the four basic loss control strategies underlying disaster planning and emergency response in the public sector—mitigation, preparedness, response, and recovery—describe:
 - a. The public sector resources needed to support that strategy.
 - b. The specific actions that public sector employees should take to implement that strategy for specified types of disasters.
3. Describe what actions should be taken in applying the response strategy appropriate for each

of the following activities or resources in a community:

- a. Emergency operations center
 - b. Alert and notification
 - c. Communications
 - d. Evacuation
 - e. Transportation
 - f. Shelter
 - g. Equipment and supplies
 - h. First aid
 - i. Search and rescue operations
 - j. Security
 - k. Public utility services
 - l. Health-care facilities
 - m. Volunteers
 - n. Employees
 - o. Schools
 - p. People with disabilities
4. Define or describe each of the Key Words and Phrases for this chapter.

3

Disasters

- ▶ Disaster – defined as an accidental or intentional event that causes significant disruption to an entity’s operations for an extended period of time
 - Often viewed as fires, floods earthquakes; however broken water mains, loss of power, or network failure can also be deemed a disaster
- ▶ Community – in terms of emergency response, a geographic area in which loss exposures of more than on public entity or private entity exist.

4

Disasters

- ▶ Disasters are public entity concerns for three reasons:
 - Disaster is likely to cause losses to property, liability, personnel, and net income loss exposures
 - Likely to interrupt, threaten, or complicate one or more essential activities of governance
 - Law enforcement, public safety, education, etc..
 - Effective pre-loss and post-loss risk control/financing measures for dealing with a disaster are beyond resources or powers of any private organization

5

Disasters

- ▶ Three primary goals of public entity emergency management programs
 - Protect lives and to reduce property loss for a community
 - Provide for the rapid resumption of affected businesses and community services
 - Provide accurate documentation and records required for cost recovery efforts when dealing with insurance carriers, FEMA, and other offices of emergency services

6

Disasters

- ▶ Public entities perform the following functions
 - Police department handles traffic, crowd control, rerouting traffic, and public safety
 - Fire depts dispatch firefighters, paramedics, and assist in search and rescue
 - Building/Safety Dept provide equipment and guidance to address repairs and address hazardous situations
 - Waterworks (public works) help with debris clean-up
 - Public transportation provide vehicles and transportation
 - Parks and Rec serve as a liaison to coordinate services and volunteers
 - Risk manager can serve as an advisor, part of mgmt team, or as person directly responsible for mgmt and coordination of planning and emergency response

7

Disasters

- ▶ Public entities usually have broad but not total immunity from liability for their emergency response as they are designated public safety operations
- ▶ Four basic loss control strategies underlying disaster planning and emergency response
 - Mitigation
 - Preparedness
 - Response
 - Recovery

8

Mitigation

- ▶ Hazard mitigation (reduction) – deals with long term, general hazard reduction issues
 - Emergency management focus is on improving community capabilities to withstand future disasters
 - Location of buildings and community planning can help prevent major disasters (homes near landslide areas or near flood area)
 - Location of public sector facilities – separation/duplication of loss exposures
 - Deconcentration – reduction of population, density of population –
 - Greenbelts can help with drainage and areas of refuge for fires
 - Location of roads, pipelines and cables can help reduce the risk of failure
 - Landuse and development plans are part of mitigation efforts

9

Preparedness

- ▶ Preparedness is about make preparations to suffer as little damage as possible
- ▶ Public entities should have plans in place to take appropriate actions based on the type of emergency (p 484–485)
- ▶ Emergency Response Plan – intended to allow an entity to mitigate the effects of a disaster and permits timely response for the entire community and the facilities and operations of the public entity itself

10

Preparedness

- ▶ Emergency Response Plan
 - Level of Planning
 - Community Emergency Response Plans
 - Intended to address the needs of the community as a whole
 - Public Entity Response Plan
 - Plan should be in writing
 - Specific to each building
 - Specific to each type of emergency
 - Designated responsibilities
 - Update and review
 - Availability of training

11

Preparedness

- ▶ Emergency Response Plan
 - Plan Documentation
 - Provides individuals with requirements that must be met during planning stages and before a disaster
 - Provides an immediate course of action for response to a disaster
 - Testing
 - Desk check – review of checklists for supplies, telephone tree and other documented items
 - Walk-throughs(tabletops) – small group reviews
 - Simulation – disaster simulation
 - Maintaining and Updating the Plan

12

Preparedness

- ▶ Staff Responsibilities
 - Primary element in plan development is identifying roles and responsibilities of personnel who will play role in response and recovery
 - Main responsibility for Emergency Management will depend on the size of the public entity
 - Can be assigned to risk/safety manager or have a full-time emergency management coordinator

13

Preparedness

- ▶ Staff Responsibilities
 - Emergency coordinators
 - Keep plans up to date
 - Ensure adequate number of evacuation coordinators
 - Coordinate emergency plan training
 - Arrange annual drills
 - Distribute evacuation coordinator uniforms and equipment
 - Identify occupants with special needs
 - Evacuation coordinators
 - Evacuation assistants

14

Preparedness

- ▶ Staff Responsibilities
 - Facilities personnel
 - Managers
 - Risk Management Division
 - Local fire, emergency, and public services
 - Statewide emergency entities
- ▶ Training
 - Employees must receive trained on proper actions to take before, during, and after an emergency
 - Those employee with specific responsibilities must be trained to ensure they can perform their duties

15

Preparedness

- ▶ External Considerations
 - Mutual Aid
 - Mutual aid agreements – two or more local governments provide assistance to neighboring jurisdiction during times of emergency, or they may receive assistance
 - Nonprofit Organizations
 - Vendors and Suppliers
 - Do suppliers have contingency plans
 - Ensure that contracts are in place for critical supplies
 - Public Awareness Programs

16

Response

▶ Response

- Includes all actions taken immediately after an emergency is detected or after an incident occurs and is crucial to minimizing damage or injury and possibly diffusing a potentially volatile situation
- Levels of incidents
 - Level 1 – One or two depts involved. Normal emergency mgmt procedures and local resources are adequate
 - Level 2 – Two or more depts involved that may require commitment of resources. Emergency operations Center may need to be activated
 - Level 3 – Entire organization is involved. Normal operations are not possible due to disaster. EOC is fully activated.

17

Response

▶ Emergency Operations Center

- May be activated for level 2 disaster but intended for a level 3 disaster.
- EOC should be located away from main entity offices and should consider back-up location
- Mobile EOC may be an option for larger entities
- Provides planning, logistic, and operation resources related to disaster response and recovery

18

Response

- ▶ Alert and Notification
 - How do you alert the public, reverse 911 and other methods
- ▶ Communications
 - Public entity must have ability to communicate during a disaster due to power failure or networks going down
 - Radios and satellite phones may be required
 - Emergency contacts
 - Media Relations and Public Information

19

Response

- ▶ Evacuation
 - Notification for Evacuation
 - Evacuation Sweep
 - Evacuation Routes
 - May depend on type of disaster
 - Assembly Areas
 - Accounting for Occupant Safety
 - Report
 - Staging and Instruction areas
 - Re-Entry
 - Release of Employees

20

Response

- ▶ Transportation
- ▶ Shelter
- ▶ Equipment and Supplies
- ▶ First Aid
- ▶ Search and Rescue Operations
- ▶ Security
- ▶ Public Utility Services

21

Response

- ▶ Health–Care Facilities
- ▶ Volunteers
- ▶ Employees
- ▶ Schools
- ▶ People with Disabilities
 - Evacuation Plans
 - Areas of Rescue Assistance
 - Carrying Evacuees
 - Evacuation Equipment

22

Recovery

- ▶ Recovery – considered the long-term restoring of operations and helping communities recover
 - Long-term recovery problems focus on economic recovery in the overall community or region
 - Includes restoration of funds from insurance and other sources
- ▶ Data Recovery
- ▶ Damage Assessment
- ▶ Federal Emergency Management Agency (FEMA) Assistance