



HSC Emergency Management Plan Template

APPENDIX

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Introduction

This document contains the Appendices listed in the HSC Emergency Management (EM) Plan Template. The purpose of the appendices are to either:

- Provide more detailed information about a section in the EM Plan; or
- Are forms or templates that can be used to support operations or recovery efforts.

Some appendices are listed here, but not included in this document because:

- They are better suited to a different format (i.e., Excel Spreadsheet); or
- They are referred to in the EM Plan, but not developed yet.

Appendix 1: Explanation of Terms

- **Continuity of Operations (COOP) Planning**

Continuity planning facilitates an organization's ability to continue fulfilling its mission during any type of disruption that lasts from a few hours to many months. Continuity planning involves making choices about your activities including which programs are your highest priority to keep running, how they might need to be altered during certain scenarios, and which programs may need to be suspended for some period of time.

- **Emergency/Disaster/Incident**

These are all terms used in the Emergency Response Plan Template to describe events that may cause the activation of the plan. Each can be defined distinctly but is used interchangeably in the template.

- Emergency: A serious, unexpected, and often dangerous situation requiring immediate action
- Disaster: a sudden event, such as an accident or a natural catastrophe, that causes great damage or loss of life.
- Incident: An event or occurrence

- **Emergency Management**

Refers to the coordination and management of resources and responsibilities pertaining mitigation of, planning for, response to, and recovery from, emergencies.

- **Emergency Management Plan**

An adaptable and flexible framework for how an organization mitigates, plans for, responds to, and recovers from a variety of potential hazards to protect life and property.

- **Emergency Management Planning Committee**

Designated staff, from different organizational departments/programs who come together regularly to carry out the organization's emergency management preparedness activities such as plan development, training, exercises, etc.

- **Essential Service Functions**

Services or other activities most critical in fulfilling the organization's mission on behalf of clients or their primary stakeholder such as member organizations.

- **Fire & Life Safety Team**

Team made up of building staff (including Fire & Life Safety Director and Assistant Director and key tenant positions (Floor Wardens and Deputy Wardens) that activates during emergencies and supports the safety and evacuation of tenant clients, staff and guests.

- **Fire & Life Safety Director**

Person on building staff that Leads the Fire & Life Safety Team.

- **Hazard**

A hazard is a process, phenomenon or human activity that may cause loss of life, injury or other health impacts, property damage, or social and economic impacts.

- **Hazard Vulnerability Analysis**

This is a systematic process to identify the direct and indirect effects of different hazards on facility/organization, and to rank the level of risk to the organization. This can help to prioritize planning and to target the most significant hazards resulting in annexes that address unique challenges and considerations.

- **Incident Command System (ICS)**

ICS is a management structure commonly used in emergency management and first response agencies with defined responsibilities, clear reporting channels, and standardized terms. The structure offered in the template is adapted from the National Incident Command System to better address a human services organizational perspective.

- **Incident Management Team**

A hierarchical team structure, based on the ICS command model, which is designed to facilitate all aspects of a response to an emergency, articulates roles and responsibilities, and is flexible to expand or contract (in terms of staffing positions) as necessary.

- **Incident Manager (IM)**

Lead for the Incident Management Team who activates and provides overall strategic direction for an incident during emergency response, ongoing operations under compromised conditions, and recovery. This most likely would be the Executive Director or another executive-level staff member.

- **Other Service Functions**

Services or activities that are not considered essential.

- **Primary Business Functions**

Operations that enable the organization to perform essential services.

Appendix 2: Hazard Vulnerability Analysis (HVA) Tool

If used, place a picture of the completed HVA tool (sheet 3 of the template) which is a separate Excel Spreadsheet: HVA Tool for NYC Human Services Organization.

Appendix 3: NYC Resiliency/Response Collaborations and Resources

Below are descriptions of collaborations, existing groups, and resources for human service organizations that can help improve organizational and community preparedness, response, and recovery.

1. Community Emergency Networks

Working with partners prior to an emergency can help organizations identify ways in which they can strengthen planning efforts and support each other and the community before, during, and after incidents.

Human services organizations can encourage their existing partners and collaborators to form a committee or subgroup to focus on resiliency or start or join an existing emergency-focused

group such as a Long-Term Recovery organization (LTRO) or Community Organizations Active in Disaster (COAD). Though LTROs are typically formed during the recovery phase of a large-scale disaster that affects a particular community, both LTROs and COADs often have similar missions. These groups, comprised of local community partners including community-based organizations (CBOs), Houses of Worship, and small businesses coordinate with each other; provide services; identify, address, and advocate for community needs; and promote equitable recovery. Many of these groups also engage in preparedness activities including resource mapping and preparedness education. Some NYC-based existing collaborations (as of April 2022) are listed below:

- Long Term Recovery Group of Lower East Side of Manhattan: <https://lesready.org/>
Serves MN Community Board 3 and adjacent areas
Contact information: lesreadyinfo@gmail.com
- East Harlem COAD: <https://www.eastharlemcoad.org/>
Serves East Harlem
Contact: eastharlemcoad@gmail.com
- Staten Island Recovery Organization: <https://siltro.org/>
Serves Staten Island
For information about membership: <https://siltro.org/become-a-member/>
Contact: Rev. Karen Jackson at kjackson@projecthospitality.org
- Staten Island COAD: <https://www.facebook.com/StatenIslandCOAD/>
SI COAD is a coalition of the Staten Island Not for Profit Association:
<https://www.sinfpa.org/si-coad>
Serves Staten Island
Contact: Frank Blancero at frank@sinfpa.org
- Southern Brooklyn COAD: <http://southernbrooklyncoad.org/>
The SB COAD is a project of the NonProfit HelpDesk, a division of the Jewish Community Council of Greater Coney Island.
Serves communities of Sea Gate, Coney Island, Brighton Beach, Manhattan Beach, Gravesend, Bensonhurst
Contact: Laura McKenna at lmckenna@jccgci.org
- Queens Recovery and Resiliency and Far Rockaway Arverne Non-Profit Coalition (FRANC): <http://www.farrockawaynonprofits.org/>

2. New York City Voluntary Organizations Active in Disaster (NYC VOAD)

NYC VOAD is City-wide coalition of nonprofit, faith-based, and government organizations committed to working together in the areas of disaster preparedness, response, recovery, and resiliency/mitigation. NYC VOAD's mission is to strengthen capacity by working together to relieve human suffering caused by disaster in NYC. It is part of the National VOAD movement.

During recovery operations NYC VOAD working groups such as Disaster Case Management, Donations Management, Housing/Sheltering, and Emotional and Spiritual Care work to increase situational awareness, reduce duplication of services and effort, identify service gaps and client needs, and raise and address barriers to service. Year-round activities include trainings, educational forums, and advocacy.

NYC VOAD membership is open to organizations in New York City or the surrounding areas that have roles in disaster or emergency response and/or recovery and a stated policy of commitment of resources, without discrimination, to meet the needs of individuals living or working in New York City or the surrounding areas. NYC VOAD works in partnership with NYC Emergency Management (NYCEM) and in coordination with local COADs and Long-Term Recovery Groups (see above).

For more information

- NYC VOAD: <https://www.nycvoad.org/>
- For more information contact: info@nycvoad.org
- National VOAD: <https://www.nvoad.org/>

3. New York Disaster Interfaith Services (NYDIS)

NYDIS is a nonprofit faith-based federation of more than 60 service providers and charitable organizations who work in partnership to provide disaster readiness, response, and recovery services to New York City. The mission is to inspire, connect and provide resources for New York City faith communities serving in disaster to create an urban environment of social justice for all. NYDIS offers services for member organizations and partners from mitigation education to preparedness training, to response and recovery initiatives.

In partnership with NYC Emergency Management & the Department of Health and Mental Hygiene, NYDIS has lead agency responsibilities for Emotional & Spiritual Care, Evacuee Services, Faith Sector Community Preparedness, Temporary Housing, Unmet Needs, and Volunteer Group Housing.

Membership is open to all faith-based organizations and congregations that provide disaster-related services.

For more information

- Membership Information: <https://www.nydis.org/members-and-partners/>
- General Information: <https://www.nydis.org/contact/>

4. Community Resiliency Planning Resources

New York City Emergency Management

NYC Emergency Management (NYCEM) helps local organizations, including existing or emerging COADs, LTROs, and other community coalitions, build capacity within their community to prepare for, respond to, and recover from emergencies. This includes training classes and events, preparedness and emergency information, preparedness resources for disability, access, and functional needs populations, and connecting established community networks to the City's Emergency Operations Center during a disaster.

- NYCEM Community Preparedness programming YouTube video: <https://www.youtube.com/watch?v=L250wy3o6r4>
- NYCEM Community Preparedness Resources: <https://www1.nyc.gov/site/em/ready/community-preparedness.page>
- Community Emergency Planning [Toolkit](#) for NYC Community and Faith-based networks:
- Sign up for the Community Preparedness Newsletter: <https://lp.constantcontactpages.com/su/ZpDoWmd/nycemcommunityprep>
- NYCEM's Public Education Campaign Ready New York: <https://www1.nyc.gov/site/em/ready/ready-new-york.page>
- Find National Preparedness Week Presentations: <https://www1.nyc.gov/site/em/ready/national-preparedness-month.page>
- For more information Contact: Communityprep@oem.nyc.gov

New York City Department of Health and Mental Hygiene

To be added

5. Community Emergency Response Teams

Though not a forum for organizational collaboration, CERTs can be an important local resource for organizations or partnerships. In addition, clients and staff can become active in local CERTs.

The New York City Community Emergency Response Team (NYC CERT) program is made up of localized groups of dedicated volunteers who help prepare their neighbors and communities for different types of disasters. NYC CERT members undergo a training program that provides basic response skills needed for fire safety, light search and rescue, community disaster support, disaster medical operations, and traffic management. NYC Emergency Management is responsible for the overall management of the NYC CERT program. NYC CERT has volunteer leadership to support local membership.

For more information: <https://www1.nyc.gov/site/em/volunteer/nyc-cert.page>

6. Mutual Aid Networks

Mutual aid organizations facilitate a direct exchange of resources and services for mutual benefit – neighbors helping neighbors. Disasters often prompt the emergence of additional community and neighborhood-based networks to address specific recovery needs. Throughout COVID-19, hundreds of mutual aid organizations in NYC addressed everything from grocery and prescription delivery to mental health needs. Most are volunteer driven and use social media platforms.

Engaging with mutual aid organizations in an organizations' neighborhood or area of service is one way to support disaster recovery efforts. Because these often emerge and wane with need, organizations should monitor community networks to stay abreast of developing forums.

One resource for tracking and connecting with mutual aid organizations is:

Mutual Aid NYC: <https://mutualaid.nyc/>

Mutual Aid NYC is a multi-racial network of people and groups building support systems for people in the New York City area during the COVID-19 pandemic and beyond. The organization works at a citywide level to help those actively working in communities find the people and resources they need to do their work.

Appendix 4: Annual Emergency Training and Exercises Plan Worksheets

These two charts/worksheets are used to capture information for the Emergency Training and Exercise Programs. These are updated annually to map out the training and exercise goals for the coming year.

TRAINING PLAN [Insert year]						
Name/Topic of Training	Training Date	Training Preparation Timeline	Preparedness Concepts to cover in training	Staff to participate	Method of Training	Curriculum status
<i>Example: Personal Preparedness Training</i>	<i>Every quarter</i>	<i>2 weeks; need to develop materials</i>	<i>How to plan at home for emergencies; support for families, how to prepare at work for emergencies.</i>	<i>All staff will participate in at least one training per year</i>	<i>In-person</i>	<i>This does not exist, needs to be developed.</i>

EXERCISE PLAN [Insert year]						
Exercise Name	What are the elements of the EM Program to be tested?	What type of exercise will this be?	Exercise Date	Exercise Preparation Timeline	Staff to participate	Exercise status
<i>Give the exercise a name</i>	<i>What element(s) of the plan or procedure is being tested?</i>	<i>Indicate: Tabletop Functional Full-scale or drill</i>	<i>When is the goal date to hold the exercise?</i>	<i>What is the timeframe needed to prepare the exercise?</i>	<i>What staff are required to participate?</i>	<i>Does this already exist? Does it need to be developed, updated, or is it usable?</i>
<i>Example: Staff Notification Drill</i>	<i>Communications Section; Notification System in particular</i>	<i>Functional</i>	<i>By Spring 2022 (April)</i>	<i>3-4 weeks (need to make some adjustments to plan and system contact information)</i>	<i>All Staff will participate</i>	<i>Yes, this was done last year so we will use these exercise documents but update as necessary.</i>

Appendix 5: Incident Report Template

Instructions: Use this form anytime a situation elevates beyond routine situations within 48 hours after an incident begins. The purpose of this report is to capture the high-level information as close to an incident as possible and have Organizational leadership or Incident Management Team (IMT), if activated, review to determine next steps.

Incident Name: *[Created by Organization]*

Date(s): *[Date Incident occurred]*

Start Time: **End Time:**

Report Completed By: *[Name]*

Report Reviewed By: *[Name]*

Incident Location (be specific):

1. Incident Type: (check all that apply)

- | | |
|---|---|
| ☐ Active Shooter | ☐ Infectious Disease |
| ☐ Medical Emergency/Injury | ☐ Bomb Threat |
| ☐ Severe Weather | ☐ Utility Failure |
| ☐ Flooding | ☐ Hostage Situation |
| ☐ Missing Person | ☐ Weapon |
| ☐ Fire | ☐ Workplace Violence |
| ☐ Hazardous Materials | ☐ Other: _____ |

Additional Notes/Details:

[Include any additional details available regarding the incident type]

2. Response Actions: (check all that apply)

- ☐ Organization Response Team Activated
- ☐ Lockdown Activated
- ☐ Emergency Notification System Activated
- ☐ Evacuation Activated
- ☐ Shelter in Place Activated
- ☐ Other: _____

Additional Notes/Details:

[Include any additional details available regarding the incident type]

3. Involved Programs: (check all that apply)

- ☐ [Add List here of all organizational programs]
- ☐ Other
- ☐ Other
- ☐ Other

Additional Notes/Details:

4. Outside Agencies/Vendors Involved: (check all that apply)

- ☐ NYPD
- ☐ FDNY
- ☐ DOHMH (Health)
- ☐ NYC Emergency Management
- ☐ Alarm Co.
- ☐ Elevator Co.
- ☐ Other(s): _____

Additional Notes/Details:

5. Narrative Overview: (Include names of those involved and any other pertinent information.)

Appendix 6: After Action Report (AAR) Template

Instructions for use

This Template is used to develop a comprehensive report on complex/long term emergencies or exercises. Information for developing the AAR can be collected via meetings, written feedback, surveys, etc. All staff who are involved should be asked to provide input into the report.

Responsibility for developing the AAR will be delegated by the Emergency Management Committee Chair or designee.

Incident name/type	
Start Date	
End Date	
Report Completed By	
Report Reviewed By	

PART 1 - OVERVIEW

Incident Narrative (detailed description; include key time markers):

Impact to Services (description of the impact i.e., services suspended, altered, etc.):

Impact to Staff (description of current staffing situation i.e., direct impact, unable to work at site, unable to work remotely, etc.):

Injury (explain injuries that occurred and how, when injury occurred, how many people sustained injuries, who was injured, what is the nature of the injury, etc.):

Damage/Loss (explain damage/loss of property that occurred, how it occurred, extent of damage/loss, claims, etc.):

Other:

PART 2 - RESPONSE DETAILS

Significant Activities & Actions taken/Decisions/Outcomes:

Plans/protocols used:

Things that went well:

Areas for improvement (think of the root causes of the challenges):

PART 3 – CONSOLIDATED REVIEW AND ACTION STEPS

List follow up steps (include who is assigned to complete and time frame): Add items to Appendix 7: Emergency Plan Management Tool

PART 4 – ATTACHMENTS

To include any supporting/archival information such as:

- Meeting notes
- Photographs
- Message scripts
- Hand notes submitted
- Diagrams
- Claims forms
- Other resources consulted (i.e., legal counsel, PR support, etc.)

Appendix 7: Emergency Plan Management Tool

See separate Excel Spreadsheet

Appendix 8: Incident Management Team (IMT) Position Roles and Responsibilities

1. Incident Manager (IM)

Activates and provides overall strategic direction for an incident during emergency response, ongoing operations under compromised conditions, and recovery. In addition to Public Safety personnel, IM can also authorize partial or total facility evacuation if warranted.

Critical Initial Decision Making

One of the most important roles of the Incident Manager is to make critical decisions regarding major actions that need to be taken during the initial response to an emergency (when time permits, these decisions should be made in consultation with the IMT). After immediate life safety issues are addressed, the IM must liaise with and or take direction from the **[Insert position here]** when making critical decisions. Examples of critical initial decisions the IM may make are:

€ Evacuation-related

- Does incident require a total or a partial evacuation because building or part of the building is unsafe?
- Do facility occupants need to Shelter in Place because of an incident happening outside the facility?
- NOTE: Incident Manager must follow instructions of Public Safety Personnel – Fire Department/Police Department.

€ Change of Hours

- Extension or reduction in hours
- Emergency closures

€ Changes in service delivery

- Change/suspend clinical services
- Change/suspend other community services

Ongoing Leadership

- € During the recovery phase and/or prolonged continuity events, the IM leads IMT meetings and the discussion and implementation actions needed during different phases of the operation.

2. Liaison Officer

- € Exchanges information with external response agencies on-site such as law enforcement, fire, EMS, public health authorities, and emergency management officials.
- € Secures contact information when applicable from on-site agencies (for follow-up as needed).
- € Liaises with the IM and other leadership to share information gathered and support communications.

3. Advisor

Depending on the nature of the event, advisors may change. But they should be persons with the necessary subject matter expertise to inform the operation advising the IM as well as other staff. Types of expertise that may be needed may include:

- Medical personnel
- Behavioral Health personnel
- IT
- Legal Department

4. Safety Officer

- € Monitor facility for unsafe conditions developed or developing as a result of the incident.
- € Provide guidance to IM regarding modifying or suspending operations if conditions are unsafe to continue.
- € Ensure actions to mitigate or change unsafe conditions are carried out by appropriate staff (i.e., maintenance for physical plant, and environmental, Operations for infection control)

5. Programs Section Chief

- € Ensures services continue or are suspended or altered in a way consistent with the articulated objectives
- € Recommend to IM when services should be suspended/changed

- € If services are continuing or adjusted
 - Ensure adequate staff to support services
 - Oversee implementation of any services delivery/policy changes needed to execute current objectives and task as determined by IMT
- € Monitor additional services being provided in response to incident
- € If services are suspended
 - Develop and oversee implementation of plans for the resumption of services
 - Ensure communication with clients/residents and community regarding changes in services
- € Monitor health and wellbeing of all those (staff and community) on site at facility.
- € Recommend to Safety Officer and IM any actions needed to improve safety
- € Liaise with appropriate department to ensure:
 - Utilities and Communication connectivity
 - Structural soundness/safety of facility/specific area in facility before re-entry
 - Adequate security
 - Recommendations to change policy or procedures are made as appropriate to ensure infrastructure is safe to support services.

6. Planning Section Chief

Responsible to oversee all incident-related data gathering, situational information and analysis regarding incident operations and assigned resources.

- € Collect, process and maintain accurate and complete incident files, including a record of the organization's response and recovery activities, decisions and key communications.
- € As directed by IM, develop projections to inform short term and long range planning
- € Prepare meeting notes including current plan of action. Disseminate as directed by IM
- € Support development of updates for distribution to all staff
- € Support IM in running IMT meetings
- € Collect up-to-date and accurate information regarding clients/stakeholders, incident information, staff, supplies/equipment and weather from designated staff so IMT can make projections regarding actions needed to sustain operations.

7. Operations Section Chief

The Operations Section Chief is responsible to oversee the two primary functions of the operations section: Human Resources and Facilities.

Human Resources Related

- € Monitor and coordinate staffing resources to support the operation;
- € Help to establish schedules throughout the operation;
- € Address HR-related issues and clearly articulate policies related to sick leave, overtime, change of position, etc. that occur as a result of the event;
- € Support staff with provision of resources for financial, health, and emotional support during the operation;
- € Address staffing shortages and implement contingencies for obtaining additional staff if/when necessary.

Facility Related

- € Monitor facility for unsafe conditions developed or developing as a result of the incident (In facilities, in the field, and for those doing remote work)
- € If in a leased space, coordinate with building property management
- € Monitor the remote work environment. Ensure staff have adequate tools and information to perform roles
- € Provide guidance to IM regarding modifying or suspending operations if conditions are unsafe to continue.
- € Ensure actions to mitigate or change unsafe conditions are carried out by appropriate staff (i.e., maintenance for physical plant, and monitor environmental conditions)
- € Monitor and address utilities and communication connectivity
- € Provide recommendations to change policy or procedures as appropriate to ensure infrastructure is safe to support services
- € Responsible for ensuring the necessary resources to sustain operations during the emergency response including supplies, equipment (including communications and IT), transportation resources, and space
- € Maintain inventories of all resources
- € Identify and manages staging areas for equipment and personnel if needed

8. Finance/Admin Section Chief

Responsible for overall financial management of the incident and:

- € Purchasing related to the incident
- € Track and report all financial and administrative information related to incident, including payroll, activities related to insurance
- € Ensure system for documenting emergency related personnel hours

- € Handle existing and new contracts related to the emergency
- € Establishes cost reporting procedures, including proper coding to ensure tracking of emergency-related expenses

9. External Affairs Section Chief

- € Interfaces with the public and media or with other agencies with incident-related information requirements
- € Approves messaging to go to staff, clients, and any external partners
- € Liaises with other departments assigned by IM to communicate with clients and/or other external partners

Appendix 9: Incident Management Team (IMT) Meeting Template

Incident _____ IC (Incident Manager) _____ Date/Time _____

Planning Lead _____ Attendees: _____

A. Current Situational Overview

(Refer to any hazard specific plans in your EMP)

- What is the hazard/potential hazard and current situation (e.g., expecting storm, burst pipe)
- What if any actions has organization taken (if this is not first meeting, then review actions items/tasks as of last meeting, then add any additional actions that have been taken)

B. Current or Expected/Potential Scope and Impacts

What is, or is expected, to be the scope of the event (i.e., geographic location(s), possible impacts, duration); refer to **section E below which includes a worksheet for this section.**

1. Community Impacts

2. Stakeholders Impacts

- Staff (include potential for staffing shortages)
- Clients (include all types of clients)

3. Organization Infrastructure Impacts

- Owned or leased facilities
- Partner facilities
- Loss damage to Organization IT/Communication infrastructure and/or capability

C. Team Member Reports

1. Infrastructure/Supplies/Equipment

(Refer to relevant EMP sections including (5) COOP, (7) Facilities and (8) Emergency Supplies/Equipment.)

- o The current effect of impacts (discussed in Section B above) on a particular service
- o Actions taken and/or considering taking as of last meeting (including contingencies being considered and/or being implemented)
- o Notifications/linkages made or needed
- o Resources (available now and/or needed)

2. Services

(Refer to relevant EMP sections including (5) COOP and Program Specific plans.)

- **Critical Services (review each separately)**

- The current effect of impacts (discussed in Section B above) on services
- Actions taken and/or considering taking as of last meeting (including Contingencies being considered and/or being implemented)
- Notifications/linkages made or needed
- Resources (available now and/or needed)

- **Noncritical Services/programs**

- Concerns/Suspension plans being considered or implemented

- **Additional Services Needed**

3. Primary Business Functions

(Refer to relevant EMP sections including (5) Continuity of Operations, (9) Human Resources, and (10) Information Technology and Vital Records.)

- The current effect of impacts (see Section B above) on primary business function
- Actions taken and/or considering taking as of last meeting (including Contingencies being considered and/or being implemented)
- Notifications/linkages made or needed
- Resources (available now and/or needed)

D. ACTION PLAN

1. Key Decisions Made

2. Current Objectives

3. Key Tasks/Task Lead or Point Person/Timeline

4. Longer Term Considerations

5. Next Meeting (date/time) and Location

E. WORKSHEET (for Section B – Current or Potential Scope and Impacts)

1. Community Impacts

- ☐ Community Damage (Businesses/homes)
- ☐ Mass Transportation disruptions
- ☐ Road damage/closures
- ☐ Loss of utilities
- ☐ Loss of phone lines (both land and mobile)
- ☐ No/reduced access to IT services
- ☐ Community health issues
- ☐ Emergency/public health declarations
- ☐ Food access issues
- ☐ Nonfood supply chain issues
- ☐ Mass casualties / loss of life
- ☐ Other: _____

2. Stakeholders Impacts

- Staff
 - ☐ Personal property damage
 - ☐ Displacement
 - ☐ Loss/disruption of Communications
 - ☐ Health/Mental Health impacts
 - ☐ Family impacts (effects of loss of school, day care and elder care infrastructure)
 - ☐ Potential for staffing shortages? In what areas?
 - ☐ Injuries/death
 - ☐ Other: _____
- Clients (discuss all types of clients)
 - ☐ Personal property damage
 - ☐ Displacement
 - ☐ Loss/disruption of Communications
 - ☐ Loss/disruption of Employment
 - ☐ Health/Mental Health impacts
 - ☐ Family impacts (effects of loss of school, day care and elder care infrastructure)
 - ☐ Injuries/death
 - ☐ Other: _____

3. Organization Infrastructure Impacts

- Owned or leased facilities:
 - ☐ No/limited access
 - ☐ Physical damage to/loss of equipment and/or vital records
 - ☐ Limited or Loss of utilities (heat, cooling, water, electricity)
 - ☐ Limited or Loss of facility-based communication infrastructure

☐ Other: _____

- Partner facilities:

- ☐ No/limited access

- ☐ Physical damage to/loss of equipment and/or vital records

- ☐ Limited or Loss of utilities (heat, cooling, water, electricity)

- ☐ Limited or Loss of facility-based communication infrastructure

- ☐ Other: _____

- Loss damage to Organization IT/Communication infrastructure and/or capability

- ☐ No/limited access to computers/hardware

- ☐ No/limited access to software

- ☐ Loss of wifi; no/limited access to internet

- ☐ No/limited remote access capability

Appendix 10 Incident Log

Date	
Shift Period	
Name	
Role/Position	

Overview of Priorities

- [Insert Brief Description]
- [Insert Brief Description]
- [Insert Brief Description]

Record of Major Activities

Appendix 11: Contact Lists

Stakeholder List	Description	Paper location(s)	Electronic location	Staff Position Responsible for Maintenance
Internal				
Executive Staff				
All Staff				
Incident Management Team				
Board of Directors				
Attorney				
Insurance Agent				
OTHERS				
External				
Emergency Responders				
Vendors (list by group)				
Food				
Medical Equipment				
Transportation				
Others				
Government Agencies				
Utilities				
Community Partners				
<i>List Others</i>				

Appendix 12: Communication Methods List

Communication Method	Stakeholder Group that uses this method	Location of service, database, etc.	Staff Position Responsible for Maintenance	Vendor	Procedures (indicate if/what procedures exist to operate)
Main Phone Systems (hard line)					
Personal cell phone					
Texting					
Notification System					
Staff Emergency line					
Email					
Agency Intranet					
Meetings (in person or virtual)					
Voice Over Internet Provider (VoIP)					
Point-to Point Radios					
PA system/broadcast system					
Website					
Social Media (Name applications)					
Human Services Alert (HS Alert)					
<i>List Others</i>					

Appendix 13: Incident Management Team Organization Chart

Separate PowerPoint Slide so that it may be customized to each organization. Can take a copy and save it into this document once finalized.