Getting It Right Workshop

Inclusive Emergency Management Panel
June 8, 2017, 1:40 – 2:55 pm
Sacramento, CA.

City of Richmond’s Journey

Presented by: Kathryn Gerk, CEM
Retired Emergency Services Manager
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City of Richmond’s Journey

*OR*

“From Here to Eternity!”

Will talk about our City’s journey -

- Challenges along the way
- Our 5 step Plan of Action
- Lessons Learned & available resources
Where we Started

- Geographic location – San Francisco Bay
  - Diverse community 110,000 population
  - Major refineries & Businesses

- Robust Plans, Training and Response
  - HazMat Plans, Evacuation Action Plans

- Emergency Response MOU’s with neighboring jurisdictions, NGO’s, Industry and more
What we Didn’t Know Across the Nation

- 2005 Hurricane Deployment – 3 Category 5 hurricanes - Katrina, Rita & Wilma– wake up call!

- National After Action Reports
  - Attention Shelters
  - Lessons learned
  - What went wrong
  - Vowed “Not on my Watch!”
Realization:

- Needed to build collaborative relationships

- Ask the tough questions – AND

- Be willing to make the changes that needed to be made

- WITH TOP LEVEL SUPPORT and CONTINUOUS COLLABORATION for Improvement
What We Needed To Do

1. Needs/Resources Assessments, gap analysis
2. Build Collaboration - Work Group
3. Develop Action Items Matrix
4. Develop Plans addressing needs assessment
5. Continually review/revise plans
Step 1: Needs/Resource Assessments

► Developed and distributed questionnaires to
  ► EVERYONE who would help

► Offered emergency kits to all who completed

► Distributed them widely at Community Events
  ► Block Parties – Cal. Autism Foundation
  ► Schools
  ► Recreation Centers
  ► Churches
Step 1: Questionnaire Results (Con’t)

- Needs Assessment Greatest Concerns
  1. Security/Safety
  2. Vital Medications
  3. Family/Caregiver
  4. Transportation
Step 1: Questionnaire Results (Con’t)

Resource Assessment - What is Available?

- What is needed (gaps) & roadblocks?
  - Transportation
  - Communications
  - Supplies

* RESULTS HELPED BUILD WORKGROUP TASKS
Step 2: Develop Work Groups for Collaboration and improvement

- Over 95 people – 65 agencies
- Met quarterly
- Continuous sharing of information, resources and challenges
Step 2: Work Groups Mission (Con’t)

1. Build Relationships to strengthen our community before the next disaster

2. To Open dialogue with and including People with Disabilities, the elderly, their caregivers and Service Organizations with ALL efforts

3. To improve and enhance emergency plans for all, and

4. To help the most vulnerable of our population prepare to help themselves
5 Separate Working Sub-Committees:

1. Disaster Planning
2. Education & Training
3. Hospital/Mass Care
4. Site Evaluations/Shelters
5. Transportation
Step 2: Work Group Efforts (Con’t)

- Revised emergency plans PWD AFN Annex
- Distributed 70 NOAA Alert Radios
- Distributed over 3,500 emergency kits
- Developed and distributed “Vial of Life”
- Developed Community Preparedness Packets
- Conducted two Disaster Readiness Summits
Step 3: Developed Action Matrix

Based on FEMA ADA Toolkit for Local Government for Emergency Management & Shelters:

- Action Item Description
- Person Responsible
- Collaboration with persons/agencies
- Action to be taken
- Timelines - Accountability
Step 3: Action Items Matrix (Con’t)

Divided Tasks into 8 Categories:

1. Needs Assessment
2. Shelter Operations
3. Shelter Plans & Procedures Efforts
4. Resources & Procedures (Shelters)
Step 3: Action Items Matrix (Con’t)

5. Medical Planning/Social Services

6. Emergency Notification/Evacuation

7. Transportation

8. Public Outreach
Step 4: Developed Mass Care & Shelter Annex

- Researched best practices (Katrina, etc.)

- Collaborative efforts shared with all – never in a vacuum

- Written with and approved by Work Groups, advocates, caregivers, emergency responders, neighboring government agencies
Lessons Learned:

- MUST HAVE TOP LEVEL SUPPORT

- Continue to ask questions

- Continue to collaborate – make the changes that need to be made

- Continue to do the right thing for ALL
Resources available to you?

1. Download resources

2. Don’t be afraid to ask questions or make mistakes

3. Make a difference in your community/agency every day – starting TODAY!
Questions?

Thank you

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