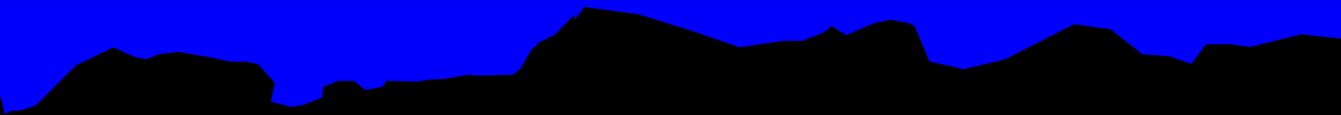
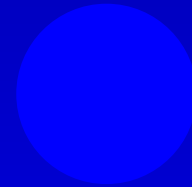


# HR's Role in Disaster Preparedness

By Donna Rogers, SPHR



# Activity

- What type of disaster is in your worst nightmare?
  - EMPLOYEE PERSPECTIVE--As a citizen, family member, and employee—Why?
  - EMPLOYER PERSPECTIVE--As a HR Manager, Business Owner, or any management position—Why?

# Recent Tornado Damage in Springfield, IL



# Real Stories

- Lawn Care Business forced to Move 2x
- Recreation Co.-Young Employee w/no Direction
- Food Service Co Relocated Employees
- Retail Store out of Business
- Many out of Work

# Is your company prepared? Are your employees prepared?

- Acts of Terrorism/War
- Flooding
- Tornado's
- Snow Storms'
- Earthquakes
- Heat Exhaustion

# Your Not Alone

- According to 2005 SHRM Survey the majority do not have Disaster Plan
- The majority of those that do have a plan are not updated
- Many companies think “it won’t happen to me”
- Remember your employees are your #1 Resource

# Develop A Plan That

- Complements the full company Plan
- Eliminates panic, confusion, & poor visibility
- Considers employees:
  - Severely impacted by the disaster (loss of family members, homes, etc.)
  - Impacted by (energy or transportation losses)
  - Not directly impacted

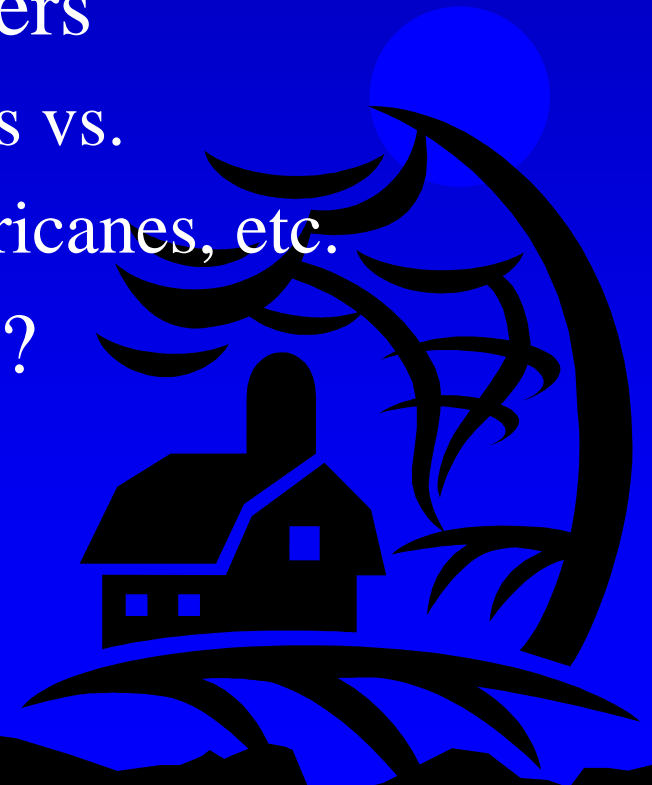
# Talk to Your Employees

- Involve Co-Workers
- Practice the Plan
- Promote Preparedness
- Write a Crisis Communication Plan
- Focus on Employee Health
  - Physical
  - Mental



# Consider Differences & Similarities Among

- Planned & unplanned disasters
  - Terrorism or health epidemics vs.
  - Tornado's, Earthquakes, Hurricanes, etc.
- Work site operational or not?



# Considerations

- Employee Safety & Health
- Pay Practices
- Disaster Leave of Absence
- Leave Donation Banks
- Benefits Plan Continuation
- Government Reporting
- Personnel Records Backup



# 2 Way Communication

- Before, during and after
- *newsletters, the company intranet, periodic employee emails and other internal communications*
- telephone calling tree, a **password-protected page** on the company website, an email alert or a **call-in voice recording** to communicate with employees in an emergency
- *Designate an out-of-town phone number where employees can leave an "I'm Okay" message in a catastrophic disaster*
- Provide all co-workers with **wallet cards** detailing instructions on how to get company information in an emergency situation. Include telephone numbers or Internet passwords for easy reference
- *Maintain open communications so co-workers are free to bring questions and concerns to company leadership*
- Ensure you have established **staff members who are responsible for communicating** regularly to employees

# Talk to Co-Workers w/Disabilities

- Ask **what assistance is needed**--Employees with disabilities typically know what assistance they will need in an emergency
- *Identify co-workers in your organization with special needs*
- Engage **Employees with disabilities in emergency planning**
- *Ask about communications difficulties, physical limitations, equipment instructions and medication procedures*
- Identify Employees willing to help co-workers with disabilities and be sure they are able to handle the job. This is particularly important if someone needs to be lifted or carried.
- *Plan how you will alert employees who cannot hear an alarm or instructions.*

# Practice, Practice, Practice!!!

- **Frequently review and practice** what you intend to do during and after an emergency with **drills and exercises**.
- Be sure to communicate immediately after:
  - What we did well?
  - What we could improve on?
  - Who will do what (accountability)?
  - Next meeting to ensure progress.

# Practice The Plan With Co-Workers

- If you **rent, lease or share** office space, coordinate and practice evacuation and other emergency plans **with other businesses** in your building or facility.
- Conduct regularly scheduled **education and training seminars** to provide co-workers with information, identify needs and develop preparedness skills.
- Include preparedness **training in new employee** orientation programs.
- Do **tabletop exercises** with members of the emergency management team. Meet in a conference room setting to discuss individual responsibilities and how each would react to emergency scenarios.
- Schedule **walk-through drills** where the emergency management team and response teams actually perform their designated emergency functions. This activity generally involves more employees and is more thorough than a tabletop exercise.
- **Practice evacuating and sheltering.** Have all personnel walk the evacuation route to a designated area where procedures for accounting for all personnel are tested. Practice your "shelter-in-place" plan.
- **Evaluate and revise processes** and procedures based on lessons learned in training and exercise.
- Keep training records.

# Promote Family and Individual Preparedness

- Encourage your employees and their families to: **Get a Kit, Make a Plan, Be Informed.** Go to [www.ready.gov](http://www.ready.gov) for more information.
- *Print out and distribute copies of Preparing Makes Sense brochures for your workers.*
- Include emergency preparedness information in **newsletters, on company intranet, periodic employee emails and other internal communications tools.**
- *Consider how workers will communicate with family members in case they are separated from one another or injured. Family Communications Plan.*

# Write a Crisis Communication Plan to Use

- **Employees:** Be prepared to provide employees with information on when, if and how to report to work following an emergency.

- Set up a telephone call tree, **password-protected page** on the company **website**, an **email alert** or a **call-in voice recording** to communicate with employees in an emergency.

- Be clear on how their jobs may be affected.

- **Management:** Provide top company executives with all relevant information needed for the protection of employees, customers, vendors and nearby facilities.

- **Public:** It may be important to update the general public with calm assurance that all resources are being used to protect workers and the community. Being able to communicate that plans are in place for recovery may be especially important.

- **Customers:** Update your customers on whether and when products will be received and services rendered.

- **Government:** Tell officials what your company is prepared to do to help in the recovery effort. Also communicate with local, state and federal authorities what emergency assistance is needed for you to continue essential business activity.

- **Other Businesses/Immediate Neighbors:** You should be prepared to give competing and neighboring companies a prompt briefing on the nature of the emergency so they may be able to assess their own threat levels.

# Support Employee Health After A Disaster

- Encourage adequate **food, rest and recreation**.
- Provide for **time at home** to care for family needs, if necessary.
- Have an **open door policy that facilitates seeking care** when needed.
- Create opportunities for breaks where co-workers can **talk openly** about their fears and hopes. Sharing with others can speed personal recovery.
- **Reassure** one another that **families will be supported**. Worries about family well-being can consume workers who have experienced a disaster.
- **Re-establish routines**, when possible. **Workplace routines facilitate recovery** by providing an opportunity to be active and to restore social contact.
- **Offer professional counselors** to help co-workers address their fears and anxieties.
- Once the need to listen for emergency instructions has passed, **limit television, radio and other external stresses**.
- **Take care of yourself**. Leaders tend to experience added stress after a disaster. Your personal health and recovery is important to your family and your employees.

# Great Resources

- **Disaster Management Plan Toolkit: HR's Role**

- [http://www.shrm.org/hrtools/toolkits\\_published/CMS\\_016206.asp#TopOfPage](http://www.shrm.org/hrtools/toolkits_published/CMS_016206.asp#TopOfPage)

# Great Resources Contd.

- Visit Ready.gov. Excellent site!!!
  - <http://www.ready.gov/business/index.html>
- Available Downloads include:
  - Sample Plan (fill in the blanks)
  - Costs Checklist to Develop a Plan
  - Emergency Supplies List
  - Insurance form to use during discussion w/Agent
  - Computer Inventory Worksheet

# www.ready.gov

Ready Business: From the U.S. Department of Homeland Security - Microsoft Internet Explorer

Address: <http://www.ready.gov/business/index.html>

Monday, May 08, 2006

**READYBusiness**  
U.S. Department of Homeland Security

search  **GO**

- Overview
- Download Materials
- Testimonials
- Plan To Stay In Business
- Talk To Your People
- Protect Your Investment

**EVERY business should have AN EMERGENCY PLAN**  
It can save lives, company assets, and your entire business

Preparing Makes Sense. [Get an Overview](#)

**PLAN TO STAY IN BUSINESS**

- [Be Informed](#)
- [Continuity Planning](#)
- [Emergency Planning](#)
- [Emergency Supplies](#)
- [Deciding to Stay or Go](#)
- [Fire Safety](#)
- [Medical Emergencies](#)

**TALK TO YOUR PEOPLE**

- [Involve Co-Workers](#)
- [Practice the Plan](#)
- [Promote Preparedness](#)
- [Crisis Communication Plan](#)
- [Employee Health](#)

**PROTECT YOUR INVESTMENT**

- [Insurance Coverage](#)
- [Utility Disruptions](#)
- [Facilities, Buildings, & Plants](#)
- [Equipment](#)
- [Building Air Protection](#)
- [Cyber Security](#)

An investment in planning today will not only help protect your business investment and your livelihood, but will also support your employees, customers and stakeholders, the community,

For more information call **1-800-BE-READY**  
TTY# 1-800-464-6161

**Get the Poster and Brochures**

[Click here](#) to download our poster and brochures.

**Download Checklists and Templates**

[Click here](#) and view all of our downloads

**View the PSA's**

[View the Ready Campaign's Public Service Announcements](#) from AdCouncil.

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# Brochures

## Trifold Brochure

### Recommended Supplies to Include in a Basic Kit:

- Water one gallon per person per day, for drinking and sanitation
- Food at least a three-day supply of non-perishable food
- Battery-powered radio and extra batteries
- Flashlight and extra batteries
- First Aid kit
- Whistle to signal for help
- Filter mask or cotton t-shirt, to help filter the air
- Moist towelettes for sanitation
- Wrench or pliers to turn off utilities
- Manual can opener for food (if kit contains canned food)
- Plastic sheeting and duct tape to shelter-in-place
- Garbage bags and plastic ties for personal sanitation
- Unique family needs, such as daily prescription medications, infant formula or diapers, and important family documents

This common sense framework is designed to launch a process of learning about citizen preparedness. For the most current information and recommendations, go online to [www.ready.gov](http://www.ready.gov).

Distributed in partnership with:



US Department of Homeland Security  
Washington, DC 20528



**Preparing Makes Sense. Get Ready Now.**



**Homeland Security**  
[www.ready.gov](http://www.ready.gov)

### Preparing Makes Sense.

The likelihood that you and your family will survive a house fire depends as much on having a working smoke detector and an exit strategy, as on a well-trained fire department. The same is true for surviving a terrorist attack or other emergency. We must have the tools and plans in place to make it on our own, at least for a period of time, no matter where we are when disaster strikes. Just like having a working smoke detector, preparing for the unexpected makes sense.

**Get ready now.**

### 1 Get a Kit of Emergency Supplies.

Be prepared to improvise and use what you have on hand to make it on your own for at least three days, maybe longer. While there are many things that might make you more comfortable, think first about fresh water, food and clean air.

Consider two kits. In one, put everything you will need to stay where you are and make it on your own. The other should be a lightweight, smaller version you can take with you if you have to get away.

You'll need a gallon of water per person per day for drinking and sanitation. Include in the kit a three-day supply of non-perishable foods that are easy to store and prepare such as protein bars, dried fruit or canned foods. If you live in a cold weather climate, include warm clothes and a sleeping bag for each member of the family.

Some potential terrorist attacks could send tiny microscopic "germs" into the air. Many of these materials can only hurt you if they get into your body, so think about creating a barrier between yourself and any contamination. It's smart to have something for each member of the family that covers their mouth and nose, such as two to three layers of a cotton sock, handkerchief or towel or filter mask, readily available in hardware stores. It is very important that the mask or other material in your face snugly so that most of the air you breathe comes through the mask, not around it. Do whatever you can to make the best fit possible for children.

Also, include duct tape and heavy-weight garbage bags or plastic sheeting that can be used to seal windows and doors if you need to create a barrier between yourself and any potential contamination outside.

### 2 Make a Plan For What You Will Do in an Emergency.

Plan in advance what you will do in an emergency. Be prepared to assess the situation. Use common sense and whatever you have on hand to take care of yourself and your loved ones.

**Develop a Family Communications Plan.** Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations. Consider a plan where each family member calls, or e-mails, the same friend or relative in the event of an emergency. It may be easier to make a long-distance phone call than to call across town, so an out-of-town contact may be in a better position to communicate among separated family members. Be sure each person knows the phone number and has coins or a prepaid phone card to call the emergency contact. You may have trouble getting through, or the phone system may be down altogether, but the patient.

Depending on your circumstances and the nature of the attack, the first important decision is whether you stay put or get away. You should understand and plan for both possibilities. Use common sense and the information you are learning here to determine if there is immediate danger. Watch television and listen to the radio for official instructions as they become available.

**Create a Plan to Shelter-in-Place.** There are circumstances when staying put and creating a barrier between yourself and potentially contaminated air outside, a process known as sheltering-in-place and sealing the room can be a matter of survival. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place and seal the room. Consider pre-cutting plastic sheeting to seal windows, doors and air vents. Each piece should be several inches larger than the space you want to cover so that you can duct tape it flat against the wall. Label each piece with the location of where it fits.

Use all available information to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place. Quickly bring your family and pets inside, lock doors, and close windows, air vents and fireplace dampers. Immediately turn off air conditioning, forced air heating systems, exhaust fans and clothes dryers. Take your emergency supplies and go into the room you have designated. Seal all windows, doors and vents. Understand that sealing the room is a temporary measure to create a barrier between you and contaminants. Watch TV, listen to the radio or check the Internet for instructions.

**Create a Plan to Get Away.** Plan in advance how you will assemble your family and anticipate where you will go. Choose several destinations in different directions so you have

options in an emergency if you have a car, keep at least a half tank of gas in it at all times. Become familiar with alternate routes as well as other means of transportation out of your area. If you do not have a car, plan how you will leave if you have to. Take your emergency supply kit, unless you have reason to believe it is contaminated and lock the door behind you. Take pets with you if you are told to evacuate. However, if you are going to a public shelter, keep in mind they may not be allowed inside. If you believe the air may be contaminated, drive with your windows and vents closed and keep the air conditioning and heater turned off. Listen to the radio for instructions.

**Know Emergency Plans at School and Work.** Think about the places where your family spends time: school, work and other places your family frequents. Talk to your children's schools and your employer about emergency plans. Find out how they will communicate with families during an emergency. If you are an employer, be sure you have an emergency preparedness plan. Review and practice it with your employees. A community working together during an emergency also makes sense. Talk to your neighbors about how you can work together.

### 3 Be Informed About What Might Happen.

Some of the things you can do to prepare for the unexpected, such as assembling a supply kit and developing a family communications plan, are the same for both a natural or man-made emergency. However, there are significant differences among potential terrorist threats, such as biological, chemical, explosive, nuclear and radiological, which will impact the decisions you make and the actions you take. By beginning a process of learning about these specific threats, you are preparing yourself to react in an emergency. Go to [www.ready.gov](http://www.ready.gov) to learn more about potential terrorist threats and other emergencies or call 1-800-BE-READY (1-800-237-5239) for a free brochure.

Be prepared to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene. With these simple preparations, you can be ready for the unexpected.

**Get ready now.**

### 4 Get Involved in Preparing Your Community.

After preparing yourself and your family for possible emergencies, take the next step and get involved in preparing your community. Join Citizen Corps, which actively involves citizens in making our communities and our nation safer, stronger and better prepared. We all have a role to play in keeping our hometowns secure from emergencies of all kinds. Citizen Corps works hard to help people prepare, train and volunteer in their communities. Go to [www.citizen corps.gov](http://www.citizen corps.gov) for more information and to get involved.

[www.ready.gov](http://www.ready.gov)



# Posters

- Poster for the office

[www.ready.gov](http://www.ready.gov)



**Every Business Should Have A Plan.**

**Homeland Security**

**Be Informed.**  
Do you know what kind of emergencies might affect your company?  
Do you know what you will do in an emergency situation?

**Develop a Business Continuity Plan.**  
Do you know which staff, procedures and equipment are absolutely necessary to keep operating?  
Do you have backup plans for those operations?  
Do you know what you will do if your building or plant is not accessible?  
Do you know what you will do if your suppliers are impacted by a disaster?  
Are you ready for utility disruptions?

**Prepare your Emergency Plan.**  
Do you have an evacuation and shelter-in-place plan?  
Do you have a plan to communicate with employees before, during and after an incident?  
Do you have copies of building and site maps with utilities and emergency routes marked?  
Are your employees trained for medical emergencies?

**Practice the Emergency Plan.**  
Have you practiced your plan recently?  
Do you practice and coordinate with other businesses in your building or industrial complex?  
Have you reviewed your plans in the last 12 months?

**Review Insurance Coverage.**  
Have you reviewed your insurance coverage recently to see if you're covered in a disaster?

**Secure Your Facility and Equipment.**  
Have you secured all the ways people, products and supplies get into your building?  
Have you conducted a room-by-room walk through to determine what can be stripped down?

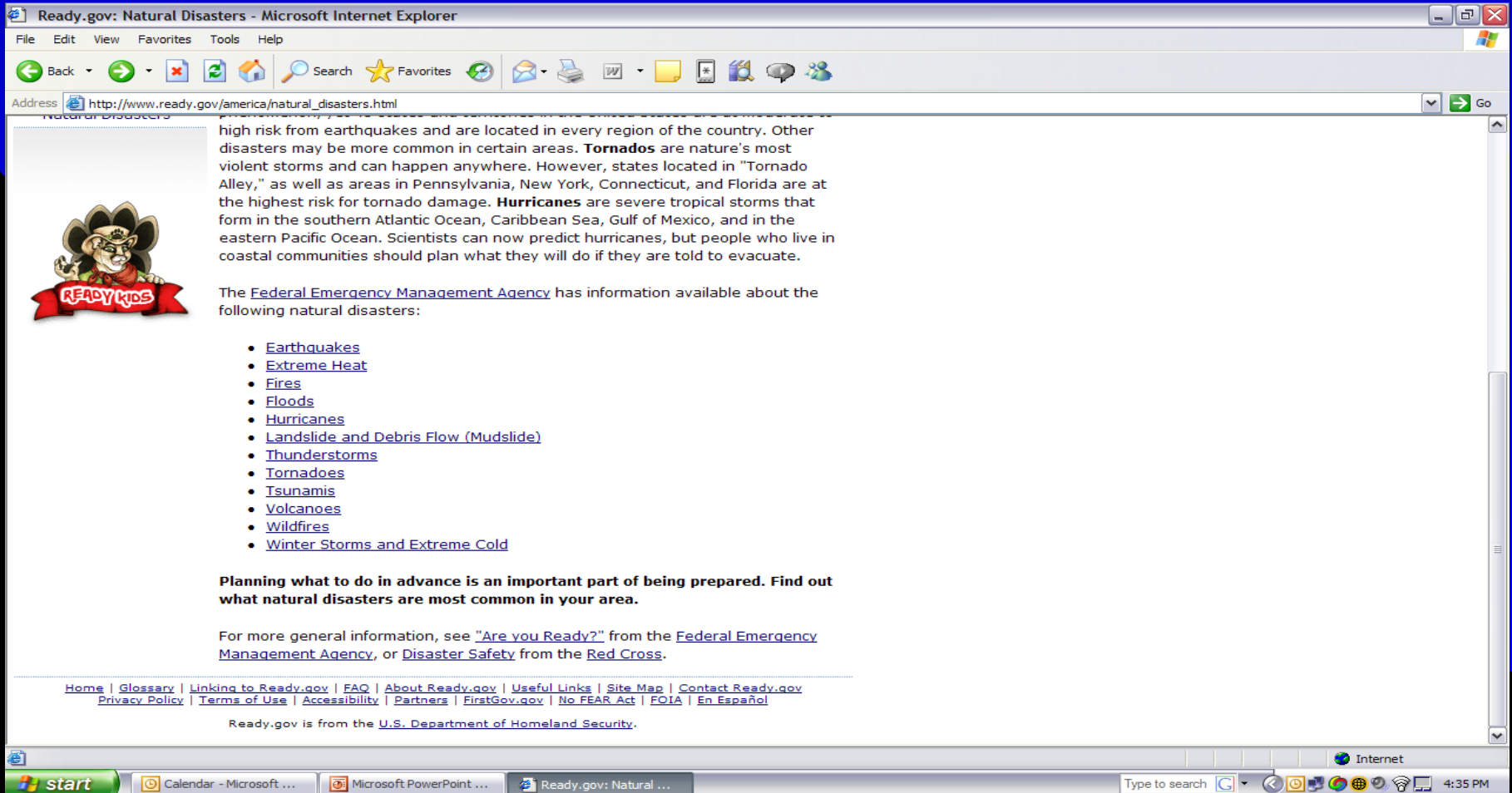
**Improve Cyber Security.**  
Do you regularly install patches to your software?  
Have you installed a firewall on your computer?  
Do you regularly update your antivirus software?

**Promote Family and Individual Preparedness.**  
Do you encourage employees to have a personal emergency supply kit and a family communication plan?

**If you answered "No" to any of these questions, visit [www.ready.gov](http://www.ready.gov) and learn how to better prepare your business.**

# Be Informed --- Natural Disasters

[http://www.ready.gov/america/natural\\_disasters.html](http://www.ready.gov/america/natural_disasters.html)



Ready.gov: Natural Disasters - Microsoft Internet Explorer

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Address [http://www.ready.gov/america/natural\\_disasters.html](http://www.ready.gov/america/natural_disasters.html) Go

high risk from earthquakes and are located in every region of the country. Other disasters may be more common in certain areas. **Tornados** are nature's most violent storms and can happen anywhere. However, states located in "Tornado Alley," as well as areas in Pennsylvania, New York, Connecticut, and Florida are at the highest risk for tornado damage. **Hurricanes** are severe tropical storms that form in the southern Atlantic Ocean, Caribbean Sea, Gulf of Mexico, and in the eastern Pacific Ocean. Scientists can now predict hurricanes, but people who live in coastal communities should plan what they will do if they are told to evacuate.

The [Federal Emergency Management Agency](#) has information available about the following natural disasters:

- [Earthquakes](#)
- [Extreme Heat](#)
- [Fires](#)
- [Floods](#)
- [Hurricanes](#)
- [Landslide and Debris Flow \(Mudslide\)](#)
- [Thunderstorms](#)
- [Tornadoes](#)
- [Tsunamis](#)
- [Volcanoes](#)
- [Wildfires](#)
- [Winter Storms and Extreme Cold](#)

**Planning what to do in advance is an important part of being prepared. Find out what natural disasters are most common in your area.**

For more general information, see "[Are you Ready?](#)" from the [Federal Emergency Management Agency](#), or [Disaster Safety](#) from the [Red Cross](#).

[Home](#) | [Glossary](#) | [Linking to Ready.gov](#) | [FAQ](#) | [About Ready.gov](#) | [Useful Links](#) | [Site Map](#) | [Contact Ready.gov](#)  
[Privacy Policy](#) | [Terms of Use](#) | [Accessibility](#) | [Partners](#) | [FirstGov.gov](#) | [No FEAR Act](#) | [FOIA](#) | [En Espa#o#l](#)

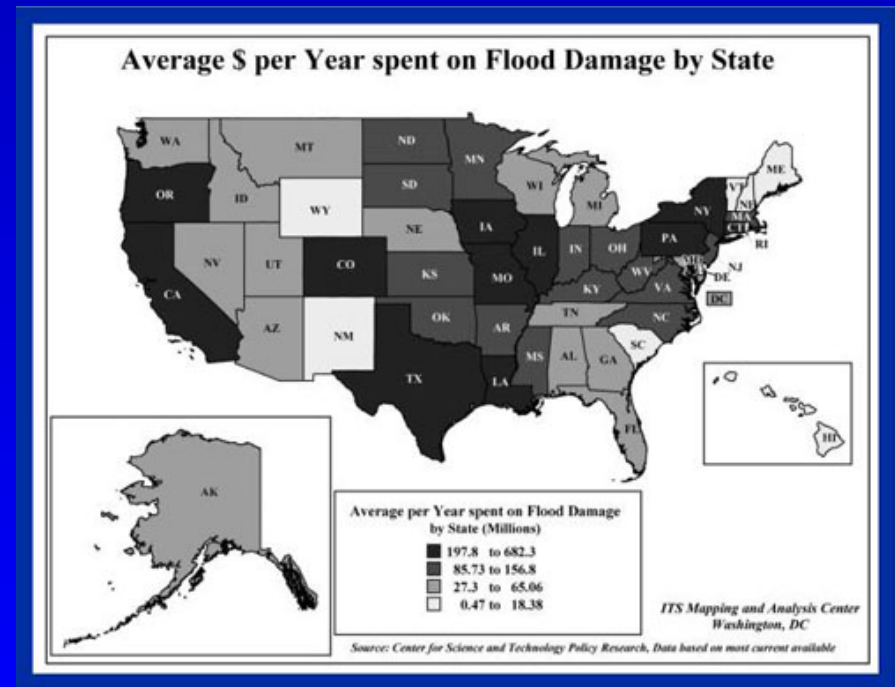
Ready.gov is from the [U.S. Department of Homeland Security](#).

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# IL High for Heat Exhaustion

- **Are You Ready?  
Extreme Heat**

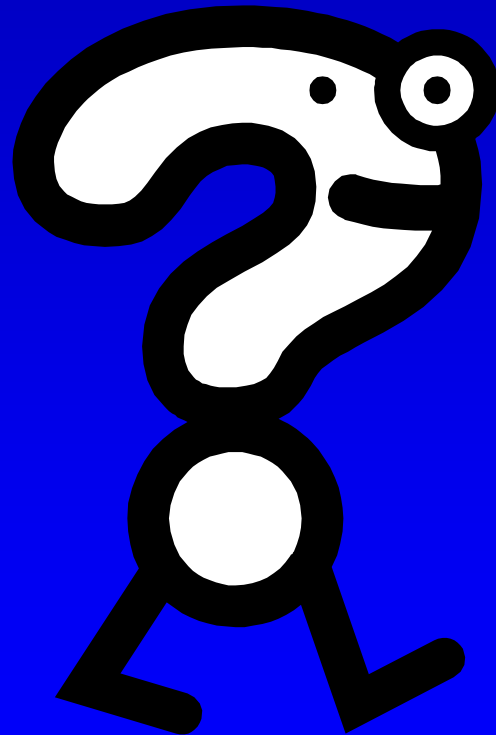
- <http://www.fema.gov/a-reyouready/heat.shtm>



# During a Heat Emergency

- The following are guidelines for what you should do if the weather is extremely hot:
- Stay indoors as much as possible and limit exposure to the sun.
- Stay on the lowest floor out of the sunshine if air conditioning is not available.
- Consider spending the warmest part of the day in public buildings such as libraries, schools, movie theaters, shopping malls, and other community facilities. Circulating air can cool the body by increasing the perspiration rate of evaporation.
- Eat well-balanced, light, and regular meals. Avoid using salt tablets unless directed to do so by a physician.
- Drink plenty of water. Persons who have epilepsy or heart, kidney, or liver disease; are on fluid-restricted diets; or have a problem with fluid retention should consult a doctor before increasing liquid intake.
- Limit intake of alcoholic beverages.
- Dress in loose-fitting, lightweight, and light-colored clothes that cover as much skin as possible.
- Protect face and head by wearing a wide-brimmed hat.
- Check on family, friends, and neighbors who do not have air conditioning and who spend much of their time alone.
- Never leave children or pets alone in closed vehicles.
- Avoid strenuous work during the warmest part of the day. Use a buddy system when working in extreme heat, and take frequent breaks.

# What Questions Do You Have?



# Contact Information

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- 217-414-1297
- [www.rogersshr.com](http://www.rogersshr.com)

Thank You!!!

