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Community Resilience Action List

Action List for Organization Track

1. Focus on Assets

- Consider the following the assets available to your organization:
 - Competencies
 - Money
 - Infrastructure
 - Equipment
 - Services
 - Relationships
 - Data

What else can I do? Are there assets that my organization has, which have not been identified in these areas?

- Contact my local emergency planner.

Contact your local emergency planner to let them know about your organization's assets. An important part of organizational asset planning is making sure those assets are readily visible to the broader community.

2. Improve household preparedness of consumers, employees, and suppliers

- Include the following items in my plan:
 - Provide training to employees to improve their household preparedness.
 - Disseminate information on household preparedness to consumers, employees, and suppliers.
 - Set time aside for employees to develop a family reunification plan.

3. Improve the organization's plan for long-term recovery

- Include the following items in my plan:
 - First Responders
 - Workforce Competencies
 - Transition to Routine Care
 - Financing

What else can I do to prepare members or staff in my organization?

- Exercise and improve your organization's long-term recovery plan.
Follow these steps:
 1. Plan an exercise.
 2. Conduct the exercise.
 3. Use findings to improve plan.

4. Consider the effects of climate change

- Include the following items in my plan:
 - Information for employees on the economic, health, and social impacts of disasters, including those that may be associated with changes in climate.
 - Plans for mitigation or adaptation strategies (for example, relocation or floodproofing in response to rising sea levels).

What else can I do to address climate change?

- Communicate with employees and stakeholders about climate change.
Share information about the health and social effects of climate change, as well as offering training to employees on how climate change may affect how the organization does and the demographics of the community.
For communication tips, check out climatechangecommunication.org.
- Develop a long-term strategic plan.
This may involve several steps, such as conducting an emissions profile assessment; gauging risks and opportunities based on your operations, products, and service lines; and exploring technological solutions to help address the risks and leverage the opportunities.

5. Link the organization's daily routine to disaster resilience

- Include the following items in my plan:
 - Disseminate preparedness information (e.g., during a regular visit).
 - Identify at-risk or vulnerable constituents (e.g., during regular screening or personnel updates).
 - Test or exercise components of your emergency plan (e.g., test constituents' ability to work remotely during a snowstorm).

What else can I do to build resilience day to day?

- Invest time and resources into improving routine coordination with consumers and between your organization and other community organizations.

Follow these steps:

1. Assess consumers' satisfaction.
2. Identify areas for improvement.
3. Develop a plan.
4. Implement the plan.

6. Address behavioral health issues before, during, and after disaster

- Include the following items in my plan:
 - A plan for organization employee/member health promotion.
 - Health insurance coverage for both physical and mental health needs.
 - A training or professional-development agenda with psychoeducation about disaster mental health and resilience.
 - An employee assistance program.

What else can I do to support the behavioral health of staff in my organization?

- Assess self-care practices within your organization and work to increase opportunities for those types of events.
 - Educate employees about behavioral health promotion opportunities within your organization as well as the plans for accessing those resources during a disaster.
 - Offer activities on how to create supportive work environments.

7. Help constituents plan for the social and economic impacts of disaster

- Include the following items in my plan:
 - Information on rapidly providing economic supports to disaster-affected employees.
 - Support for those who may be considered socially isolated (via distance, vulnerabilities, etc.).

What else can I do to prepare members or staff in my organization for the social and economic impacts of disaster?

- Communicate with your employees and consumers about how to obtain disaster recovery support.
 - Conduct financial literacy training for employees and consumers.
 - Promote connections of employees to voluntary or other community-based organizations.

8. Determine how to work with the broader community around disaster resilience

- Include the following items in my plan:
 - Plans to improve team-building and ensure strong relationships are developed among employees.
 - Plans to engage employees and other community residents in the development of preparedness plans and in disaster exercises.

What else can my organization do to partner with other community groups to strengthen community resilience?

- Engage in community emergency planning teams.

This can include identifying ways for staff to volunteer to support local response and recovery efforts.

This also entails making sure your organization's plans are connected with the overall community plan, including improving coordination and alignment so that roles and responsibilities are clearly outlined.
- Incentivize employees and consumers to participate in community emergency planning.

Providing some reward or honor for employees who participate in these activities helps align organization members with broader community plans and shows that your organization values employee engagement as part of whole community emergency planning.

9. Develop data systems to track preparedness and recovery planning

- Include the following items in my plan:
 - Plans for contacting employees and consumers as needed during emergency situations.
 - A process for capturing information on employee and consumer needs after a disaster from relevant data systems (e.g., whether there are more insurance claims or health needs).
 - Information on employee readiness (e.g., whether employees have a personal preparedness plan and whether they know the organization's emergency operations protocol).
 - Tracking of resources (e.g., materials and/or capabilities) that the organization can contribute to the community in response and recovery.

What else can my organization do to build data systems to track disaster recovery?

- Ensure that consumer emergency contact information is up to date.
 - Identify a process of tracking the needs of employees after a disaster.
 - Log information on what resources the organization plans to or does provide in disaster response and recovery.