

Enterprise Community Partners, Inc.

96 Hours

Pre-Event

**Main functions include:**

• Communicating emergency information to all residents.

• Distributing emergency update flyers.

• Assisting residents with evacuation.

• Identifying residents most likely to need help after the disaster.

• Working closely with the **Building Protection Team Leader**.

The **Resident Engagement Team Leader** takes all actions necessary to communicate with residents of an assigned building to optimize their preparedness.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date last revised \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**READY TO RESPOND** DISASTER STAFFING TOOLKIT

Resident Engagement Team Leader

Job Action Sheet

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Receive Section Meeting announcement from **Housing Chief**. |  |  |  |
| Read entire *Job Action Packet* with tools and fill gaps as needed. |  |  |  |
| Update *Resident Services Contact List*, and prepare *Evacuation Tracking Sheet*. |  |  |  |
| Coordinate with **Housing Chief** to confirm appropriate messaging for emergency update flyers. Post flyers on each floor and near elevators updating residents on the disaster. |  |  |  |
| If floor captain system is in place, place floor captains on alert. |  |  |  |



72 Hours

Pre-Event



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| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Housing Section Meeting. |  |  |  |
| Update **Housing Chief** on the status of high-priority residents. |  |  |  |
| Obtain Payment Card from **Housing Chief** to purchase necessary supplies within cost limits. For supply needs beyond cost limits, coordinate with **Housing Chief**. |  |  |  |
| If not evacuating, confirm stay-team assignments with **Building Protection Team Leader** and **Housing Chief**. |  |  |  |
| Post emergency update flyers on each floor and near elevators, updating residents on the disaster. Ask **Building Protection Team Leader** for help as needed. |  |  |  |
| Coordinate with **Building Protection Team Leader** to determine date and time for building and utilities shutdown. |  |  |  |

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48 Hours

Pre-Event

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Housing Section Meeting. |  |  |  |
| Assess need for additional staff or volunteers and communicate to **Housing Chief**. |  |  |  |
| Update **Housing Chief** on the status of high-priority residents. |  |  |  |
| Review and update *Resident Services Contact List* to identify potential services for residents after the disaster. |  |  |  |
| Distribute resident flyers with updates on planning and services. Post in prominent locations. |  |  |  |
| If floor captain system is in place and captains have not evacuated, hold a meeting to update them on building status, need for distributing flyers and checking on residents, etc. |  |  |  |
| With **Building Protection Team Leader**, begin periodic building walk-throughs, checking evacuated units. Mark with duct tape across door frame, door and handle when verified. |  |  |  |
| Coordinate with **Building Protection Team Leader** about resident evacuation efforts, and report to **Housing Chief**. |  |  |  |



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| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Housing Section Meeting. |  |  |  |
| Distribute resident flyers with updates on planning and services. Post in prominent locations. |  |  |  |
| Update **Housing Chief** on the status of high-priority residents. |  |  |  |
| Assess need for additional resources throughout the disaster and communicate to **Housing Chief**. |  |  |  |
| If evacuating, meet with **Building Protection Team Leader** and confirm building shutdown time. |  |  |  |
| If requesting additional staff and volunteers, confirm deployment with **Housing Chief**. |  |  |  |
| If floor captain system is in place and captains have not evacuated, hold a meeting to update them on building status, need for distributing flyers and checking on residents, etc. |  |  |  |
| If evacuating, update **Housing Chief** on evacuation progress and update *Evacuation Tracking Sheet.* |  |  |  |
| Update **Building Protection Team Leader** on number and location of remaining residents. Report to **Housing Chief**. |  |  |  |

24 Hours

Pre-Event

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12 Hours

Pre-Event

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Distribute resident flyers with updates on planning and services. Post in prominent locations. |  |  |  |
| Coordinate with **Building Protection Team Leader** on resident evacuation. Provide final count of remaining residents. Report to **Housing Chief**. |  |  |  |
| Check on remaining residents with **Building Protection Team Leader**. Alert residents to take necessary precautions. |  |  |  |
| Update **Housing Chief** on the status of high-priority residents. |  |  |  |

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Immediately

Following Event

EVENT/

Immediately Following Event

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Stay on Alert

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Check on remaining residents with **Building Protection Team Leader**. Collect resident feedback from floor captains and remaining residents. |  |  |  |
| Receive update from **Building Protection Team Leader** on damage assessment. |  |  |  |
| Refer residents to organizations on the *Resident Services Contact List* for help after the disaster. |  |  |  |
| Attend Housing Section Meeting, via conference call if necessary. |  |  |  |
| Work with **Building Protection Team Leader** to plan for resident return or extended evacuation. |  |  |  |



12 Hours

Post-Event

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Housing Section Meeting. |  |  |  |
| Work with **Housing Chief** on communications with residents and managing their expectations. |  |  |  |
| Update **Building Protection Team Leader** on remaining residents and receive update on damage assessment and functionality of infrastructure. |  |  |  |
| Refer residents to organizations on the *Resident Services Contact List* for help after the disaster. |  |  |  |
| Assess need for additional staff or volunteers and communicate to **Housing Chief**. |  |  |  |
| If floor captain system is in place and captains are available, hold a meeting. |  |  |  |
| Post flyers with updates on planning and services. |  |  |  |
| Call, Email or message evacuated residents with updates on planning and services. |  |  |  |

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