



Resident Engagement Team Leader Job Action Sheet

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

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**.



96 Hours
Pre-Event

Action	Date	Notes	Done
Receive Section Meeting announcement from Housing Chief .			
Read entire <i>Job Action Packet</i> with tools and fill gaps as needed.			
Update <i>Resident Services Contact List</i> , and prepare <i>Evacuation Tracking Sheet</i> .			
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.			



48 Hours Pre-Event



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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 <i>Resident Services Contact List</i> 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 .			



24 Hours Pre-Event



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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 <i>Evacuation Tracking Sheet</i> .			
Update Building Protection Team Leader on number and location of remaining residents. Report to Housing Chief .			



12 Hours Pre-Event



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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.			



EVENT Stay on Alert



Immediately Following Event

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 <i>Resident Services Contact List</i> 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 <i>Resident Services Contact List</i> 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.			