

# THE CALM — BEFORE THE — STORM

**WEBINAR**

*Creating an Emergency Response  
to Weather Any Storm*

**PRESENTED BY**



Your Vision | Our Expertise  
**Solving the Future**

**SPEAKER**



**Christie Luce**

ISF's Emergency Management Expert

Sponsored By **ARRO**

**Welcome!**

Jonathan Conrad,  
President of ISF



**Sponsored by ARRO**



## ISF's Emergency Management Resource Tracking and Reimbursement Solution



Care For Your People – Respond Better – Recover Faster

# ARRO

Care For Your  
People

Respond  
Better

Recover  
Faster



- **Real time situational awareness** - No more running from partner to partner to figure out how many responders are deployed and what equipment is in theatre.
- ARRO provides essential **responder safety** information. The system provides a direct line of communication to responders in the impact area and also allows for demobilization questions such as potential hazardous materials exposure.
- **Connects responders** in the field not only with headquarters, but with each agency's finance and accounting experts. Recovery, including reimbursement processes, should begin at the start of an event.
- ARRO is built to **adapt to the unknown**. The system is agile, dynamic and suited for the changing landscape of emergency management.

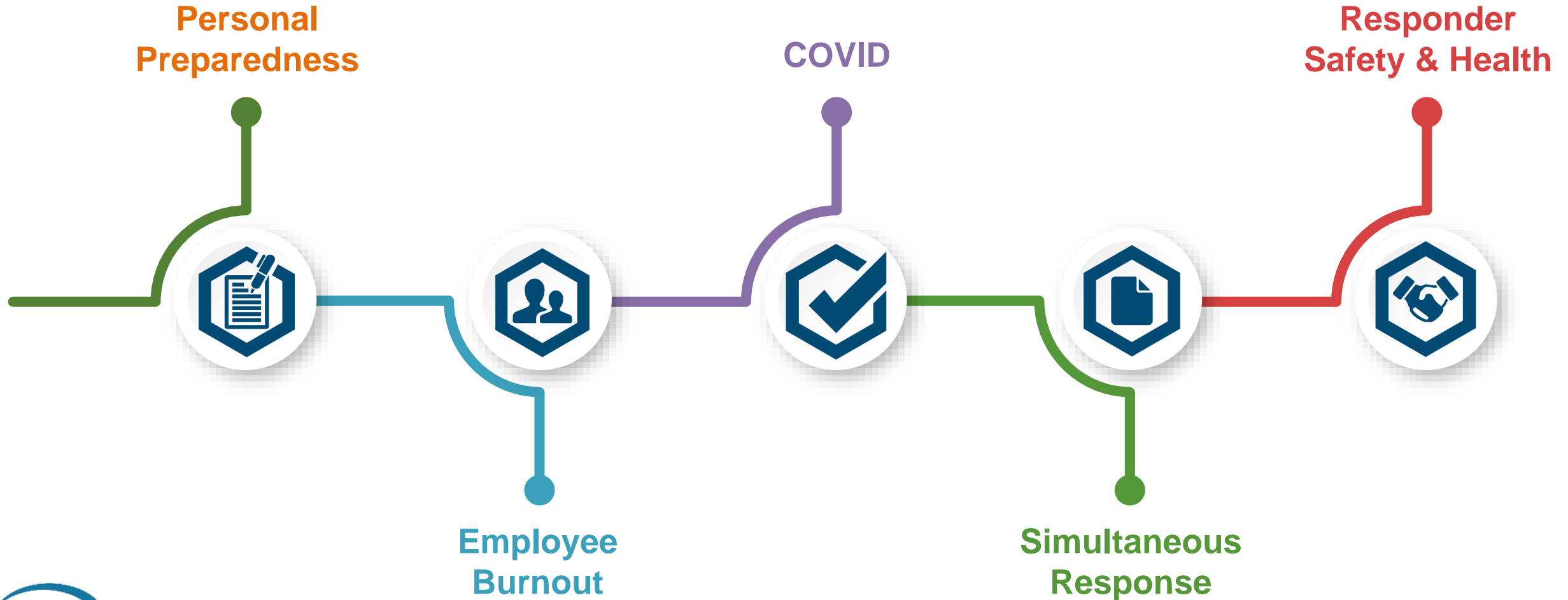
# Introduction

## Christie Luce, MPA, FPEM

- Pulse Nightclub Shooting
- Hurricanes Matthew, Irma, and Michael
- Influx of persons due to Hurricane Maria
- Civil Unrest
- Countless Tropical Storms
- Sporting events and Super Bowls

- Senior Consultant with ISF, Inc., in Tallahassee
- Retired after 31 years in state government
- Florida Department of Health, Bureau of Preparedness and Response – 12 years
- Bureau Chief and Emergency Coordination Officer – 5 years
- Emergency Services Branch Director for Division of Emergency Management – 2 years
  - Public Health and Medical
  - Firefighting/Search and Rescue
  - Hazardous Materials
  - Law Enforcement

# Planning for Hurricane Season



# Personal Preparedness



**“You aren’t at the top of your game if you’re worried about loved ones.”**

- Including pets
- **Personal Preparedness Plans**
- May have changed due to COVID restrictions and preferences
- Are relevant to all organizations, not just state government



# Employee Burnout (1/3)



- Berxi Survey of COVID Responders (October 2020)
- Distractions due to:
  - Fear of getting COVID
  - Long hours
  - General state of the world
  - Fear of spreading COVID
  - Family and personal issues

# Employee Burnout (2/3)

The 500 responders surveyed reported:



## Sleep Deprivation

- 90% reported receiving less than the recommended 8 hours of sleep each night; 1 in 3 reported receiving 4 hours of sleep or less

## Decreased Work Performance

- 1 in 3 felt that they made more mistakes at work

# Employee Burnout (3/3)



## Thoughts of Quitting

- Nearly half (48%) considered either retiring, quitting their jobs, or changing their careers altogether

## Significant Deterioration of Mental Health

- About half (48%) of survey respondents reported their mental health has deteriorated

## Increased Emotions at Work

- Survey of Nurses in 2020, 49% have cried at work in the past year, and 67% of all nurse practitioners admitted to doing the same

# What does this mean for Emergency Management?

- Sleep deprivation
- Inability to perform as required
- Thoughts of quitting
- Deterioration of mental health
- Irritability, emotional responses in the workplace

# Consequences of Burnout



## Emergency Management

- Loss of money (takes 6-9x the salary amount to replace an employee)
- Loss of soft skills
  - Morale
  - Productivity
  - Hiring and onboarding time
  - Cultural impact
- Loss of contacts
  - Contacts are everything in emergency response. Do you still know who to call for storm-related issues?

# Response in the time of COVID (1/2)

## COVID has changed “normal” storm-related solutions



- Congregate vs. non-congregate sheltering
  - Are established shelters adequate for CDC Interim Guidance?
  - Require proof of inoculation or vaccination?
  - Perform testing?
  - Adequate supplies of PPE?
- Emergency Management Assistance Compact (EMAC)
  - Do other states have responders they can send?
  - Should we require proof of vaccination?

# Response in the time of COVID (2/2)



- Long term care facilities
  - Shelter-in-place or evacuate?
  - Pros vs. Cons
  - Complacency
  - Hard decisions
  - There can be serious consequences for either choice

# Simultaneous Response

**Do you have enough people on your roster to operate two responses at once?**



- Policies and guidelines for quickly on-boarding supplemental staff
- With COVID turnover and no time for trainings or exercises, does your staff know what to do during a response other than COVID?
- Updating of Job Action Sheets and Playbooks



# Responder Safety & Health

## Protection of:

- Life
- Property
- Environment



## Things you must know:

- Where are you responders/staff?
- How many responders are at each site?
- Are they okay?

# Action Items (1/2)



- Develop or update your personal preparedness plan and strongly encourage co-workers to do the same
- Make sure your organization has a Continuity of Operations Plan (COOP)
- Be mindful of employee burnout
- Monitor your own mental health
- Do your best to retain productive, positive employees
- Ensure you know your jurisdiction's plan for sheltering
- Find out if long term care facilities and hospitals in your jurisdiction have changed their emergency plan due to COVID

# Action Items (2/2)



- Ensure your organizational policies are conducive to hiring additional staff during an event. If not, consider temporary plans that waive some requirements.
- Update your response roster. Ensure new employees know what they are expected to do during a severe weather event.
- Always know where your responders are for timely situational awareness.
- Treat responders well. Ensure the provision of food, shelter and safety.

# Q&A

*Please ask questions utilizing the Q&A button at the bottom of the screen.*

# Thank You for Joining Us!

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