











MOPD Disaster Resilience & Resource Network

















Quarterly Meeting: November 9th 2017 100 Gold St 2nd Floor, NY 10:00AM to 12:00PM 1-800-832-0736

Conference Room Code: 6137908

http://oemnyc.adobeconnect.com/disasterresilience/











- Technical Assistance & Questions:
 - Send a chat to the co-host "Eli MOPD"
 - Email MOPD_DSF@cityhall.nyc.gov











- Webinar Basics:
 - Join a meeting room by URL:
 http://oemnyc.adobeconnect.com/disasterresilience
 - Each room exhibits a number of screens referred to as "pods"
 - Captioning, screen readers (menu navigation, keyboard shortcuts)











- For Screen Reader Users:
 - Help Menu short cuts: https://helpx.adobe.com/adobe-connect/using/accessibility-features.html
 - CTRL + Space (home)
 - CTRL + F6 (navigate pods)
 - Arrow buttons







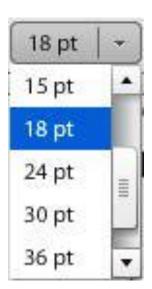


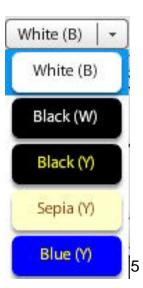




Closed Caption:

 Display controls: All users can control font and color of fonts







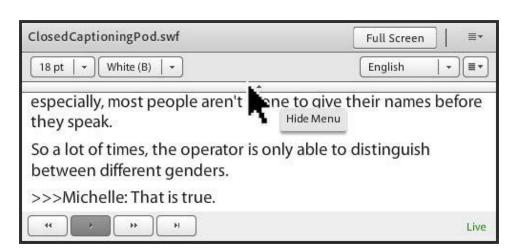








- Closed Caption:
 - Playback controls
 - Hide and show menu













Today's Network Agenda

- 1. Welcome: Commissioner Victor Calise
- 2. MOPD Updates
- 3. Partner Updates: (Red Cross, FEMA, ORR)
- 4. NYCEM Updates: (Puerto Rico, Service Center, Opps)
- 5. DOHMH Updates: (PECO, Social Media)
- **6.** ADAPT Community Network













MOPD Updates

- New Website
- AssessibleNYC
- NYC: At Work















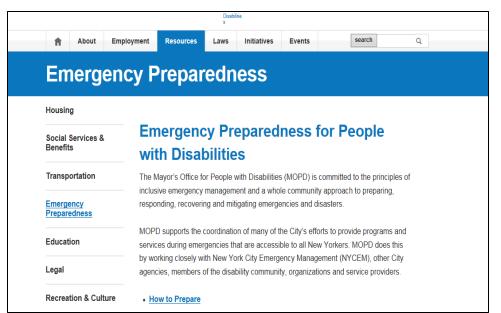




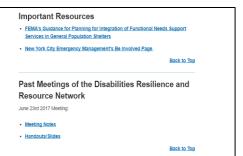
MOPD Updates

MOPD Website and MOPD: Disaster Resilience and

Resource Network



















Partner Updates

























NYCEM Updates

- Puerto Rico
- NYC Service Center
- Ready NY App













- PECO Plan was submitted on September 8, 2017
- Waiting for plaintiff feedback by mid-December 2017

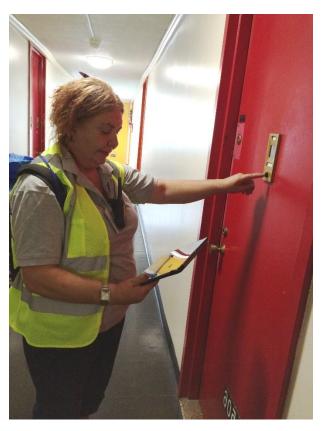


NYC Post-Emergency Canvassing Operation (PECO) Plan

Bill de Blasio Mayor

Mary T. Bassett, MD Commissioner, DOHMH





- Over 35 training sessions held since June 2017
- Over 1,300 individuals trained to serve as PECO canvassers
 - Includes City employees, Medical Reserve Corps volunteers, and AmeriCorps members
- Trainings are continuing throughout the fall; setting Spring 2018 training schedule





- Began operational planning with geographic disaster coalitions in neighborhoods near PECO Canvassing Assembly Points
- Goal is to integrate City-led and community-led canvassing operations for increased efficiency

Using Social Media During Emergencies

Importance of Messaging & Listening













Tamer Hadi

Office of Emergency Preparedness and Response NYC Dept. of Health & Mental Hygiene

@tamer_hadi



Social Media is now a critical component of emergency preparedness, response and recovery

Government MUST use Social Media...Everyday

Not just OUTBOUND information...but also INBOUND



After an Emergency...

Outbound Official Information is Critical

1. Provide Public Situational Awareness

- What you know and do not know
- Control the story as quickly as possible

2. Build Public Credibility/Trust

Establish audience before emergency

3. Direct Engagement with the Community

• Two-way communication



Inbound Information

Social Media Monitoring / Listening is just as Critical

1. Situational Awareness

Latest developments, Pics, videos, Public Commentary

2. Assess How Well / Poorly Message Getting Across

- Unanswered questions or confusion
- Reach of public messaging

3. Rumor, Misinformation, Reputation Control

- Identify and dispel false information
- Respond to questions and mentions
- Opinions on agency response operations/services



Halloween 2017 Truck Attack

Before official information...

Oh my god I just heard gun shots and ran with my dog. Downtown. Fuck.



josh goblin 🗑 @joshgroban

Three to four gunshots just went off by my job. Think they came from Stuyvesant high school...



Mike @el_dorado91

Multiple People shot Downtown Manhattan near Chambers street. At a high school. West side Highway being closed



Buffing Actions News @BuffingActions

Jesus! A car just ran over 2 people and then crashed into a school bus. I see two dead bodies and citibikes on the floor destroyed.



Moe @Moe_NYC

@EmaJ85 @NBCNews Hi, I work on chambers street.
Shots came from Chambers and West Street.
Someone who was eyewitness said cab driver fired shots



Mike @el_dorado91

Per PD sources, a fight between two truck drivers lead to one truck hitting multiple pedestrians, and one truck driver opened fired



6

New York City Alerts @NYCityAlerts

SOURCES: man driving box truck hits multiple people while going wrong way in bike lane near West & Chambers St. He crashes & exits w/ what is believed to be BB gun. He was shot by police & is in custody.



Marc Santia @MarcSantia4NY



Halloween 2017 Truck Attack

Official Information from NYPD (~15-20 minutes after incident)







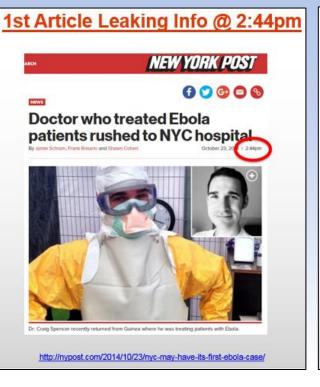
More NYPD Tweets





EBOLA in NYC: Value of Listening

- Patient information leaked on Twitter!
- Discovered by SMMT immediately → Reported to PIO and Incident Commander
- Prior to first official press conference and confirmation of lab results
- Changed approach to press conference & COH Bassett talking points
- Required immediate risk communication and community engagement











Legionnaires' Disease Outbreak

NYC DOHMH Tweeting Early and Often





Confirming Water Safety





Following

It's safe to drink & wash with the tap water in the #SouthBronx and throughout the city. Read the FAQ: on.nyc.gov/1KBI5Kx #Legionnaires

RFTWFFTS LIKES

















2:15 PM - 13 Aug 2015



Confirming Cooling Tower Disinfection





Following

All cooling towers in the #SouthBronx outbreak area have been disinfected, regardless of test results. Updated FAQ: on.nyc.gov/1DTPX6I

RETWEETS

LIKES



















7:07 PM - 14 Aug 2015



Summary: *Value of Social Media Listening*

- Real-time situational awareness
- Get a feel for public sentiment
- Good way to get feedback on public messaging
- Informs your message development
- Combat major rumors and misinformation by public and news media



Questions & Discussion

Contact Information

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in http://www.linkedin.com/in/tamerhadi



MOPD DISASTER RESILIENCE AND RESOURCE NETWORK

NOVEMBER 9, 2017

NYC EMERGENCY MANAGEMENT

OPERATIONS SUPPORT TEAM





HAZARDS















OPERATIONS DIVISION

Watch Command



Response





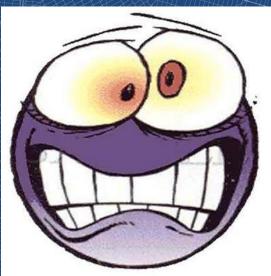
OPERATIONS SUPPORT

The Need

The Resources

• The Solution



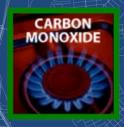




THE NEED

Complex Infrastructure

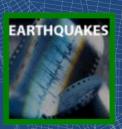








Diverse population

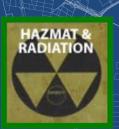








Emergencies vs. Disasters











THE RESOURCES

NYPD/FDNY

NYC Emergency Management

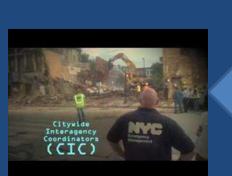






RESCUE 911





Operations Support

Human Services





TRIGGERS

Vacate of 75 + units

Facility Accessibility Survey

Shelter

Service Center

Evacuation Center

Family Assistance Center



ACCESSIBILITY CHECKLIST



EMERGENCY FACILITY ACCESSIBILITY CHECKLIST

Facility Contact Name and Contact Info:			
NYCEM Staff Name and Date:			
PURPOSE			
Use this guid: check list to assess if a proposed short-term emergency site for people has basic as	z essibi	lity	
features. This guick-check can be used following no-notice events and before another facility is id	entifie	d, surv	eyed
and opened. See picture guidance on the back #. Please bring a tape measure. CIRCLE ANSWER	t	2000	
PARKING AREAS			
Accessible parking space(s)	N/A	YES	NO
Van accessible parking space(s)	N/A	YES	NO
FACILITY ENTRANCE			
Directional signs show the way to the accessible entrance	N/A	YES	NO
Sidewalk connects parking area and any drop-off area to one accessible facility entrance.	N/A	YES	NO
Route from accessible parking and drop-off area to one facility entrance with no steps or other	N/A	YES	NO
obstructions. Curb cuts are at least 36" wide	1		
Doorways at least 3.2" wide when door is open 90 degrees. ■	N/A	YES	NO
Accessible turning radius of 60° at facility entranceway.	N/A	YES	NO
Level landings on interior and exterior sides of entry door.	N/A	YES	NO
Objects do not protrude more than 4" from the side into the entrance route.	N/A	YES	NO
A sign identifies the location of accessible entrance.	N/A	YES	NO
ROUTES TO SERVICE DELIVERY AREAS INSIDE SITE			
A route without steps is available to each service delivery area. (e.g. food, equipment, etc.)	N/A	YES	NO
Objects do not protrude more than 4" from the side into routes to the areas.	N/A	YES	NO
Except at doorways (which must be 32" wide), no part of the route is less than 36" wide.	N/A	YES	NO
Route has a vertical dearance of at least 80".	N/A	YES	NO
Back-up elevator power if a service delivery area is only accessible by an elevator.	N/A	YES	NO
RESTROOMS			
Are a where person in wheelchair can turn around (60° diameter circle or T-shape turn area).	N/A	YES	NO
Doorways at least 3.2" wide when door is open 90 degrees. ■	N/A	YES	NO
The sink drain and hot water pipes insulated, or otherwise protected from contact.	N/A	YES	NO
Sinks mounted with the counter or rim no higher than 34".	N/A	YES	NO
Toilet seat is 17"-19" high or a raised toilet seat is available. Toilet centerline is 16"-18" from the nearest side wall.	N/A	YES	NO
Stall is at least 60" wide and 56" deep (wall-mounted toilet) or 59" deep (floor mounted toilet).	N/A	YES	NO
Stall door handle usable with one hand and mounted no higher than 48" above the floor.	N/A	YES	NO
Two horizontal grab bars in the stall. A 42° long bar on the side walls between 33° and 36°	N/A	YES	NO
above the floor and a 36" long bar behind the tollet between 33"and 36" above the floor. ■			
Paper towels and soap can be made available on sink counter.	N/A	YES	NO
Asse ssment			
Relevant are as of the facility are accessible to people with disabilities without adjustments.	N/A	YES	NO
Facility has at least one accessible entrance and one accessible restroom; is capable of being made accessible with minor adjustments.	N/A	YES	NO
		YES	_



WHAT DOES OPS SUPPORT ACCOMPLISH?



























QUESTIONS?

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New York City Emergency Management
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aperlman@oem.nyc.gov



Introduction To TRAID



AdaptCommunityNetwork.org

ADAPT Community Network

877-827-2666 • projectconnect@adaptcommunitynetwork.org

Announced March 2017:

we change

IT'S THE MOST IMPORTANT THING WE'VE LEARNED IN 70 **YEARS**

ADAPT Community Network, formerly United Cerebral Palsy of New York City, is the leading human service not-for-profit and a pioneer in providing cutting edge programs and services for people with disabilities. Every day, we build a more inclusive world for thousands of New Yorkers through education, technology, health, residential and recreational programs in all five boroughs.





What is TRAID?

Driven by Federal Acts

- Technology Related Assistance for Individuals with Disabilities Act (1988)
- The Assistive Technology Act (1998, amended 2004)

The TRAID Program of NYS

- Administered by the NYS Justice Center
- Partially funded by the <u>Rehabilitation Services</u>
 <u>Administration</u>



Oversees 12 Regional TRAID Centers





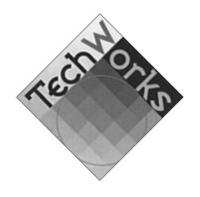


ADAPT Community Network: TechWorks Assistive Technology Centers

NYC Regional Centers for the NYS AT Act Program, TRAID, since 1990

NYS Assistive Technology Act Program: the TRAID Program (Technology Related Assistance for Individuals with Disabilities)

Provides partial funding, allowing us to provide free public services:



- to children and adults of any age, with any disability,
- to enable "individuals with disabilities, service providers and others to learn about, access, and acquire assistive technology (AT) needed for education, employment, and community living."
- for various types of AT
- Features partnerships with NYC/NYS Dept. of Health as well as ACCES-VR



ADAPT Community Network: TechWorks Free Public Services

- Demonstrations: Try any device in our extensive inventory with someone skilled in its use.
- 60-day Loans: If you don't need our skilled assistance, you can borrow many of our devices to decide if they are right for you. Loans may also be available for repair or funding delays, training activities, or for short term needs like recovery from surgery.
- Open Ended Loans and Reutilization: May be available for items/devices that have been donated to us.
- Training: Covering a wide range of AT topics for both individuals and groups.
- Public Awareness: Invite us to your conference or resource fair!
- Information and Assistance: Where can you buy something or find an AT service? What do experts say about best practices? Are there free, low cost or make-your-own solutions? You probably have questions. We can answer them. We also provide some technical and troubleshooting assistance.

ADAPT Community Network: TechWorks Our locations

TechWorks Brooklyn

175 Lawrence Ave. Brooklyn, NY 11230

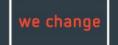
TechWorks Manhattan Coming soon!



TechWorks To Go!

Our fully stocked "TechWorks To Go!" van brings AT to group events in the community! We can come to health and resource fairs, nursing homes, senior day centers, libraries, schools and work places.





SHARE

Samuel Hausman Activities, Resource & Education Center

- ADAPT Community Network's own lending library for additional:
 - Books & videos
 - Adapted toys
 - Switches
 - "Low Tech." AAC Communication devices
- Centers located in the Bronx, Brooklyn & S.I.



SHARE Libraries

To get info or schedule an appointment:

SHARE Brooklyn

160 Lawrence Ave. Brooklyn, NY 11230 (718) 436-7979, x708

SHARE Bronx

1770 Stillwell Ave. Bronx, NY 10469 (718) 652-9790, x219

SHARE Manhattan

Coming soon!

SHARE Staten Island

281 Port Richmond Ave. Staten Island, NY 10302 (718) 442-6006, x277

or by email:

share@ucpnyc.org

(indicate which borough's library you wish to visit)





For more information...

Please contact us for information or an appointment:

ADAPT Community Network: TechWorks Centers

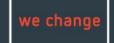
New Manhattan site coming soon..

175 Lawrence Avenue Brooklyn, NY 11230 718-436-7979 x711

techworks@ADAPTcommunitynetwork.org

(email STRONGLY preferred)







2017 Access and Functional Needs Symposium







Monday, December 11th 9:00 AM – 1:00 PM

NYU Kimmel Center





















Contacts & Questions

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