



City of Dallas Office of Emergency Management Quarterly Newsletter

A Message from Rocky Vaz, Director

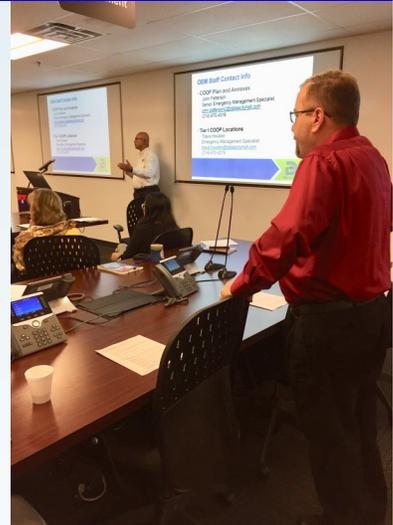
September is National Preparedness Month as well as marking one year since we opened shelters for Hurricane Harvey response. We are grateful for a quieter Hurricane Season this year, but are constantly monitoring weather patterns to make sure we're ready to stand up a shelter again whenever needed.

The Office of Emergency Management (OEM) Community Programs team and CERT volunteers work hard year-round, but especially during National Preparedness Month, to help educate and equip our residents, businesses, and other partners to be ready wherever they are for a disaster. We are participating in numerous events throughout the month and the rest of the year.

OEM is committed to creating and utilizing partnerships with our residents and private sector stakeholders to provide support and resources during emergencies. We continue to innovate and develop these programs to make sure Dallas is in the best position possible to return to normal as quickly as possible.

Training and exercise continues to be a major focus for our department. We have an active exercise calendar through 2020 that gives our responders and partners multiple opportunities to work and train together on a variety of hazards. This past quarter some of those exercises included tabletop planning for the State Fair of Texas, active shooters inside City Hall, as well as training classes for Disaster Finance Recovery and others.

OEM is constantly planning for the next inevitable disaster both for the City and the region by being part of area-wide groups and committees and incorporating regional teams and assets into our training and planning. Only by working together can we make sure our residents and businesses are best able to withstand and thrive in the face of an emergency.



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Special points of interest

- Want to know more about what OEM does and who we are? This issue shows you more.
- Utilizing volunteers. Find out how we work with community members before and during emergencies.
- Publication FY17-18 # 186

Community Partners in Recovery

OEM is in the process of rolling out a new program in conjunction with our Disaster Prepared Resident program and Public Private Partnership programs to help our communities return to a sense of normal faster after a disaster occurs. This program is geared toward businesses of all sizes and gets them involved of thinking beyond the disaster into recovery.

This program gets our private sector partners thinking in terms of “Now what?” The business has been impacted by an event, how do they contact their employees, suppliers, and customers when they’re back open for business. Do they have the tools and resources needed to reopen for business? Do you have other businesses you can work with to pool resources?

OEM is reaching out to Chambers of Commerce and Industry professional groups for their input and

partnership in how to make this program the best it can be. It’s vital that our business community has the tools and resources to get back to normal soon after a disaster to better help our resident return to that sense of normal.

FEMA estimates 40% of small businesses don’t reopen after a disaster, and of those that do? Over 60% of those that reopen fail within two years. That means only about 20% of small businesses survive and thrive after a catastrophic event. We want to make sure our business community is more than just a statistic.

For more information on this program, contact Rhonda Simpson at rhonda.simpson@dallascityhall.com.



“Prepare for the unknown by studying how others in the past have coped with the unforeseeable and the unpredictable.” Gen. George S. Patton

Dallas CERT Inaugurates Equipment Trailers

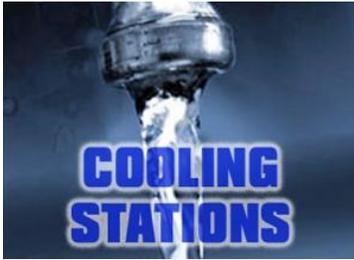
The Dallas Community Emergency Response Team (CERT) is also a recognized 501(c)(3) non-profit entity. Dallas CERT, Inc. celebrated its 4th Anniversary in August. They have been busy during 2018 including inaugurating their development of an equipment trailer. The CERT trailer team stocked two trailers, created equipment/trailer usage guidelines, and developed maintenance and management guidelines.

They inaugurated the trailer on June 28, 2018 at the Dallas Fire-Rescue Academy. This was an event that recognized the sponsors, partners, and donors—including Dallas OEM and West Coast University. Cassandra Wallace and Joe Clark were recognized at the event for their contributions and pioneering spirit, as well as commitment to CERT by having the two trailers named for them. In the next year, Dallas CERT plans on equipping two additional trailers. This will allow our CERT program to have a trailer set in each of the four Dallas zone for command and operations when needed during a disaster.



Dallas relies on our CERT teams as vital elements during emergencies. These trained volunteers provide essential services to our communities when the need arises. We train volunteers through our CERT classes which fill up quickly. In the past month, we’ve had to create waiting lists for our last two classes of 2018 because of the demand. We are looking forward to seeing what this amazing group of volunteers accomplishes in the coming months and year. For information on our CERT teams contact Cassandra Wallace at cassandra.wallace@dallascityhall.com.

Cooling Stations



In July 2018, Dallas experienced a period of extreme heat. The City of Dallas responded to the rising temperatures by opening three cooling stations. These were located in recreation centers in different parts of the city to serve our residents who might be challenged by the heat.

These facilities provided residents with a cool place to get inside away from the heat if needed, as well as a limited supply of water and snacks. These facilities operated during normal business hours. We also encouraged residents in need to visit other recreation centers or libraries during normal business hours if needed, and coordinated with The Salvation Army and their community and service centers.

Heat-related illnesses are dangerous and completely preventable. We work diligently during the summer months to ensure our residents are aware of signs and symptom of heat exhaustion and heat stroke in order to get help before the heat turns deadly.

We also encourage family members and neighbors to check on elderly or access and functional need people in their communities to help keep them safe as well.

Using CERT in Shelter Management



OEM is working with American Red Cross to train CERT team members in shelter management operations. By having our CERT team equipped in sheltering we are better able to provide services to residents or guests when needed and when resources may be stretched thin.

These trainings are part of our efforts to continue to develop plans for processes to create more efficient shelter operations. OEM is also working on a more streamlined donations and volunteer management system

to best able to get goods and services to those who need it in times of emergency.

By having trained teams of CERT members and volunteers in Dallas and in the region, OEM can quickly team up with other agencies and partners to ramp up shelter operations when time is off the essence.

To learn more about these opportunities or CERT, contact Cassandra Wallace at cassandra.wallace@dallascityhall.com or Tiffany Reid at tiffany.reid@dallascityhall.com.

Flu Season is Coming

The time for flu prevention is now. The flu can lead to serious complications including hospitalization and even death for those at high risk. Protect yourself from the flu now.

- ◆ Get a Flu Shot. This protects yourself and those around you.
- ◆ Wash your hands thoroughly and frequently with warm, soapy water.
- ◆ If you are running a fever or feel ill, stay home if at all possible.
- ◆ Avoid touching your eyes and face to prevent spreading germs.
- ◆ Cover your nose and mouth when you cough or sneeze—with a tissue is best. Throw away the tissue after use.



Dr. Kristin Dean shares her tips on ways you can effectively prepare for the upcoming cold & flu season:



Nearly One in Five Americans Believe You Can't Prepare for Flu Season

Wash, Wash, Wash!

Hand sanitizer and washing your hands will be your best friends as we approach the chillier months. Removing germs from around you, and preventing the spread of germs will help keep you nice and healthy this flu season.



Stock up your medicine cabinet!

While OTC medicine won't treat the flu, you should have some staples to help at the first onset of symptoms. Tylenol, ibuprofen, cough drops and decongestants are all good items to have on hand.

Kitchen essentials.

It is important to have some of the must-haves already stocked in your kitchen. Water, tea and chicken soup are just some of the must-haves to have on hand to get you through the flu season.



Get the flu vaccine, this will help to protect you and your family from the flu. It is a myth that you can get the flu from the flu vaccine!

Staff Addition

OEM welcomed John (Jack) Wolters from San Antonio to fill the role of Disaster Finance Coordinator. Jack holds a Bachelor of Business Administration in Accounting from the University of Texas at San Antonio. He was previously employed by the San Antonio Office of Emergency Management for four years, where he performed Homeland Security grant procurements, reimbursements and inventory audits. His experience with Hurricane Harvey recovery will be instrumental in refining our finance and administrative SOPs for use during future incidents. He's joined by Alexa, his girlfriend of three years, and basset hound, Oscar.

T-600 Disaster Finance Recovery Training

On September 7, 2018 OEM started a series of three training classes on disaster finance recovery. These classes bring all aspects of the city's financial system—controller, procurement, and OEM—together to discuss and bolster our system for tracking, justifying, and submitting for reimbursement expenses incurred during a disaster like Hurricane Harvey sheltering. This series of trainings allows us to continue developing efficient policies and procedures for working with the State and other agencies as well as internally to track our costs, have set parameters for ramping up during an emergency and consistent reporting to prevent confusion and delays during an activation.

To learn more about the class or the process, contact Jack Wolters at john.wolters@dallascityhall.com.



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StormReady Dallas

The City of Dallas was recertified as a National Weather Service StormReady community. This designation formally recognizes those who are improving the nation's readiness against extreme weather, water, and climate events. To hold the StormReady status, Dallas has:

- ◆ Established a 24-hour warning point and emergency operation center.
- ◆ Created a system that monitors weather conditions locally.
- ◆ Promoted the importance of public readiness through community seminars.
- ◆ Developed a formal hazardous weather plan, which includes training severe weather spotters and holding emergency exercises.
- ◆ Deployed NOAA Weather Radios at City Facilities where public traffic is common

The program encourages communities to take a proactive approach to improving local hazardous weather operations by providing emergency managers with clear-cut guidelines on how to improve their hazardous weather operations. To find out more about our StormReady status, go to our website: www.dallasemergencymanagement.com.

