Mentoring for Resilience

How to apply core public health principles to foster emergency preparedness in community-based organizations

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Outline

• Guiding principles
• Project methods
  • Mentoring
  • Workshops
• Evaluation and summary of results
• Conclusions
Objectives

• Identify techniques to effectively engage individuals in emergency preparedness
• Describe effective practices for building trusting relationships between local government and community based organizations
“It didn’t even look like an office was ever there. The tornado destroyed everything. Our computers, our desks. Everything.

But with our data backed up, we were able to maintain operations. Our Internet services were rerouted off-site. And three days later we were open because we had a plan.”

JASON WARREN, Chief Information Officer,
Aeneas Internet and Telephone, Jackson, TN

Whether it’s a tornado, cyber attack or other disaster, every business needs an emergency plan. A plan can save lives, your company’s network infrastructure and your entire business – at little or no cost to your company. You can’t control what happens. But you can be prepared. Visit www.ready.gov for practical steps you can take now to give your company a better chance of survival.
Audience Question

How did you feel right now after listening to this message?

(Type your response into the text chat.)
Guiding Principles
Guiding Principles

• Evidence / theory-based practice
• Community mobilization
• Inform, educate, empower
  • Participant-centered
  • Positive messaging / framing (no fear)
• Policy development
• Evaluation and quality improvement
Vision and Mission

**Vision**
Preparedness seamlessly integrated into everyday work practices of organizations

**Mission**
Create a resilient, reliable network of organizations capable of carrying out their mission during and after an emergency
Project Methods
Methods

• 36 organizations
• Series of three workshops
• 26 organizations received one-on-one mentoring to complete plan
Preparedness Mentoring

• Used common health promotion and behavior change techniques
• Participant driven: “start where people are,” build confidence
• Positive, supportive messaging
• Mentor as coach, not teacher, expert, or author
• Data collected for monitoring / evaluation
Workshop Objectives

• Provide training
• Introduce key concepts and tools
• Engage participants in emergency preparedness planning with positive, achievable messages
• Present networking and problem solving opportunities
Keep It Positive, Fun, Achievable
Mentoring Visits

• Use Agency Emergency Plan (AEP) workbook
• Prepare action plan
• Affirm that they are doing the right thing
• Check to see if there is any part of plan that needs revision and revise as appropriate
• Affirm accomplishments
• Focus on successful activity
• Reaffirm their decisions
Example: FOOD for Lane County (FFLC)
Safety committee reviews AEP with mentor
Action Plan Worksheet

Agency: FOOD for Lane County  Date: 4/17/09
Mentor: Selene Jaramillo

My main goals for my Agency Engagement Plan are:

1. To write and implement a preparedness plan that merges elements of the Oregon Food Bank Template and the Agency Emergency Plan Workbook
2. This plan will prepare our agency to ensure food is available to the community after a disaster
3. Plan provides effective and on-going preparedness information and training to staff and volunteers (at staff meeting, and through informative posters in key places)

I plan to do these things to accomplish my goals:

<table>
<thead>
<tr>
<th>Action</th>
<th>Who</th>
<th>Start</th>
<th>Complete</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finalize formal Memoranda of Understanding (MOU’s) work already in progress</td>
<td>Karen Edmonds and administration</td>
<td>April 17, 2009</td>
<td>May 28, 2009</td>
<td></td>
</tr>
<tr>
<td>Finalize On-Site supply plan</td>
<td>Safety and Preparedness committee</td>
<td>April 17, 2009</td>
<td>May 28, 2009</td>
<td></td>
</tr>
<tr>
<td>Finalize scheduling set-up of ICS in the organization</td>
<td>Safety and Preparedness committee</td>
<td>April 17, 2009</td>
<td>May 28, 2009</td>
<td></td>
</tr>
<tr>
<td>Preparedness training at staff meetings will continue as other priorities already on the agenda allow</td>
<td>Safety and Preparedness committee</td>
<td></td>
<td>ongoing</td>
<td></td>
</tr>
</tbody>
</table>

Other people could help me with developing the Agency Engagement Plan in these ways:

Person  Ways to help
Safety and Preparedness Committee  will be key people putting the plan together
Administration  will provide feedback/input with key policy pieces

Here are some obstacles to developing the plan, and how I could handle them:

Obstacle to change  Response
Money  can put items on a wish list, can fund raise for Preparedness, work with existing resources
Time  do what you can, not all elements of plan need to be in place in order for agency to be better prepared

06/13/2010
E. Meeting the Needs of the People You Serve
Make sure you can address the basic needs of staff, clients and volunteers

1. How many total clients would most likely be at your site in a disaster? (Look at both maximum client load and minimum staff availability for day, for evening and for weekends.) __________________________

____________________________________________________________________________

____________________________________________________________________________

2. How will you find out about the condition of people you serve who are off site? _______________________

____________________________________________________________________________
FFLC Disaster Mission Statement

In a disaster, FOOD for Lane County’s primary role is to continue food distribution to our partner agencies. FOOD for Lane County will continue any other programs and services only as feasible, based on the specific situation and available resources.

Table of Contents

<table>
<thead>
<tr>
<th>FFLC Emergency Response Plan</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Response</td>
<td>5</td>
</tr>
<tr>
<td>Incident Command Team Chain of Command</td>
<td>6</td>
</tr>
<tr>
<td>Incident Command Team Roles &amp; Responsibilities</td>
<td>7</td>
</tr>
<tr>
<td>Communications</td>
<td>8</td>
</tr>
</tbody>
</table>
FFLC Outcomes

• Plan completed
• Food distribution network for emergencies
  • MOUs* with partners and vendors
  • Agreement among pantries to provide food to all in need during an emergency (relax eligibility criteria)
• Incident Command System training for staff
• Annual plan review

*Memorandum of Understanding
Audience Question

Have you ever done similar work with community-based organizations in your area?

A. Yes

B. No

If yes, what have you done?
That was fun, but did it really work?
Emergency Plan (Before)

- “No plan”: 64%
- “Plan needs work”: 31%
- “I don’t know”: 5%
Plans in Place

Communicate
Single point of contact
Info offsite
Communication
Staff expected to report
Evacuation
Cache
Essential services
ICS structure
Committee

% of Organizations

Pretest
Posttest
Self-Efficacy

(t (24) = -5.5, p < .001)

Percieved Preparedness

(t (25) = -6.21, p < .001)
Number of Planning Activities Completed

First Visit
- 0 Items: 42%
- 1-10 Items: 58%

Final Visit
- 0 Items: 4%
- 1-10 Items: 12%
- 11-20 Items: 21%
- 21-30 Items: 21%
- 31-40 Items (0%)
Top Emergency Planning Activities

1. Team or committee formed
2. Staff/volunteers participated in planning
3. Staff contact list
4. Training plan
5. Cache maintenance
6. Sketch of facility, exits and resources
7. Emergency signage
8. Evacuation routes and exits
Outcome

• Satisfaction with mentoring was high (95% rated experience as very good or excellent)

• Satisfaction with workshops very high (97% rated as helpful or very helpful)
I expected this to be dull and dry—how wrong I was!

Never stop doing the workshops. Very informative and especially helpful.

I was skeptical about MOUs and am a convert!

The basic simplicity of ICS [stands out]!

What was presented was so practical and doable.

The mentoring was reassuring and helped to focus the next step in developing a plan.
Audience Question

What strengths or assets can your local community-based organizations contribute to disaster response and recovery?

(Type your response into the text chat.)
Conclusions
Conclusions

• Reshape the landscape of preparedness work.
• Apply sound principles of community building
  • Empower
  • Engage and motivate
  • Insist on applied theory and best practice
  • Evaluate, innovate, and improve

“Don’t prepare for disasters...prepare your community for peace and prosperity.” —AMJ
To Learn More

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Our partner CARD: [cardcanhelp.org](http://cardcanhelp.org)