Thursday, February 17, 2011

Workshop Session I

Time of Session: 11:00-12:00pm

Session Title: The Road to Recovery - Worst Case Natural Disaster

Speaker: Mary Jan Lantz, Galveston College

Room: 257

Head Count: 30

Note Taker: Carrie Beth Lasley

Notes: Speaker is risk manager at Galveston (presentation will focus on Hurricane Ike)

   Campus has fully recovered, has spent all of the money from FEMA

   Insurance - flood, windstorm, all other perils, FEMA requires it

   Make sure insurance coverage is adequate, the maximums may not be enough

Galveston is 2,500 person community college with 30 buildings

FEMA requires Emergency Procurement Plan

   Vendors must be pre-selected (scum of the earth will show up post disaster)

Galveston put together a recovery plan

   Having a restoration vendor is a consideration

   If so make sure that they have all needed equipment and man power (not leasing)

   No substitute for experience

   Consider need for pollution and animal removal

When disaster happens…

   Who does what?

Creating a preparedness guide (watch language for legal purposes)

   It includes an evacuation checklist telling staff what they must do to prepare offices
Plan for finding staff and students

Even best plans will have some failure

Every student/employee card has 800-number on back to call for distribution

Your plans for re-entry may be changed by local community activity

Recovery

File claims as fast as possible (remotely at impact)

Know what restoration vendor is to do and what your own people will do

Limit initial response team to manageable number

Take photos

Document every activity

Insurance files by building, FEMA by project (multibuilding)

Must prove recovery activities are above regular scope of duties to pay your own people with FEMA money

Filing with FEMA goes through state

FEMA pays 75%-90%

Outside Problems

Housing is destroyed but workers and students need to return

Vendors will soak up hotels. Prepare.

Everything else is gone- businesses, groceries, clinics, post office

Helping your people get by through access to information

Coping with emotions

Zombie students and staff

Changing Focus

Communicating

Phone trees and new information
Register with churches for need. Look out for each other.

Employee Assistance Program

Worth the cost

Bring in FEMA, Insurance, anyone with information

Community

Loss of housing and businesses

Lay offs, student leave

Financial Exigency

Chance to reevaluate program effectiveness

Questions

Q. Is there a push to come back? Was there staff push back?

A. No. Beginners normalcy is a service to them.

Q. Payroll?

A. Off-site planning allowed no disruption.

Q. Success story?

A. Because TX institutions are decentralized where high-ed silos kept FEMA-campus interaction minimal. Believes Katrina and Rita experience taught FEMA how to deal with storms better.

Q. Will FEMA pay attention to work policies? Will people work when they come back?

A. Encourage evacuation, let out early. Require faculty contracts to have make up time.

Q. What about small schools?

A. Media doesn’t pay attention to small schools. Have a 24 hour, 48 hour and 72 hour plan for recovery and staff. Have students out at least 48 hours prior to storm. Keep campus secure after event.

Q. Recovery table tops?

A. Not done, but an excellent need.
Other information

It’s still about who you know. Develop relationship with FEMA. Reaching out to peers who have been there, too.

Planning to evacuate is done, but no plans to return

Communications may be shot after storm, so have plan.

Send postcard, see where it was forwarded