



# NEWSLETTER

Support Alliance For Emergency Readiness

CREATING A **SAFER** SANTA ROSA

[www.safersantarosa.org](http://www.safersantarosa.org)

2 Sept 2014

No act of kindness, no matter how small, is ever wasted. - Aesop

## **NEEDS, REQUESTS, DONATIONS**

*We can do no great things -- only small things with great love. --Mother Teresa*

*"You make a living by what you get, but you make a life by what you give". -- Winston Churchill*

## **RECOVERY COMMITTEE**

The Recovery committee is meeting this Thursday at the EOC 4499 Pine Forest Rd, Milton. It is critical that all persons and organizations that play a role, or want to play a role, attend this meeting.

## **GRANDKIDS NEED HELP**

Can you please send out the word to assist this female veteran who is not working? She has custody of her two grandchildren, 14 year old boy and 8 year old girl whose mother (a veteran also) just died in February from breast cancer.

Ms. Holmes can be contacted at 850-516-4285. Both grandkids need clothes and back packs

## **INFORMATION**

*When you cease to make a contribution you begin to die. - Eleanor Roosevelt*

## **KIDS HOUSE FUND RAISER**

Hope you will join us again for the Vendor Market at the Santa Rosa Kids' House Festival of Trees -- 5th annual!! outside the Imogene Theatre on Nov 22 10 am - 2 pm



Vendor Registration  
Form 2014.docx

## **FEMA PRIVATE SECTOR RESILIENCE TIP 8/18/14:**

Create a [workplace plan](#) to prepare employees for emergencies.

## **SEPTEMBER FLOOD INSURANCE WEBINARS FOR AGENTS**

Presented by the National Flood Insurance Program

### **TWO-PART BASIC AGENT (FIRA)**

Please register for both parts of this webinar.

**PART ONE:** September 3 - 2:00 - 4:00 PM CDT - **REGISTER**

**PART TWO:** September 4 - 2:00 - 4:00 PM CDT - [REGISTER](#)

**PART ONE:** September 9 - 10:00 AM - NOON CDT - [REGISTER](#)

**PART TWO:** September 10 - 10:00 AM - NOON CDT - [REGISTER](#)

**PART ONE:** September 17 - 10:00 AM - NOON CDT - [REGISTER](#)

**PART TWO:** September 18 - 10:00 AM - NOON CDT - [REGISTER](#)

**PART ONE:** September 23 - 2:00 - 4:00 PM CDT - [REGISTER](#)

**PART TWO:** September 24 - 2:00 - 4:00 PM CDT - [REGISTER](#)

### **FEMA MAPPING CHANGES**

September 9 - 2:00 - 4:00 PM CDT - [REGISTER](#)

September 24 - 10:00 AM - NOON CDT - [REGISTER](#)

Each month the National Flood Insurance Program conducts web training on a number of flood insurance topics important to agents.

### **BASIC AGENT WEBINAR**

This course addresses basic flood insurance issues as well as some more advanced components. At the conclusion of both sessions, attendees with little or no prior NFIP experience will understand how to build a flood insurance policy from the ground up. More experienced attendees will develop an even better understanding of:

- A Standard Flood Insurance Policy's major coverage areas
- FEMA's Elevation Certificate
- Increased Cost of Compliance coverage
- Grandfather rating rules
- PRP Eligibility Extension
- Reform Act Legislation
- And much more!

Attendees must complete both sessions in order to cover all topics required by the Flood Insurance Reform Act (FIRA) of 2004.

### **FEMA MAPPING CHANGES**

FEMA Mapping Changes provides a practical look at how map changes can affect your policyholders in their roles as insureds and borrowers. Find out how to ease the transition to new flood maps. Learn how mapping changes affect insurance rates, premiums and the mandatory purchase of flood insurance.

### **REGISTRATION INFORMATION**

To register, please use the links above.

These webinars are **FREE** to attend, but spaces are limited so please register early.

No continuing education credits are offered for these courses in any state.

## **FLORIDA DEPARTMENT OF HEALTH IN SANTA ROSA COUNTY** **MOSQUITO-BORNE ILLNESS ADVISORY**

Drain standing water to stop mosquitoes from multiplying

Cover skin with clothing or repellent

Repair broken screening on windows, doors, porches to keep mosquitoes out

**Milton, FL** – The Florida Department of Health in Santa Rosa County has issued a mosquito-borne illness advisory after receiving a report of a case of West Nile Virus in a Santa Rosa County resident. It is believed the virus was acquired locally, since the individual had not traveled out of the county recently. Mosquito control has been notified and has sprayed the area. There are no other cases at this time.

Residents and visitors are reminded to take precautions to avoid being bitten by mosquitoes that may carry diseases such as West Nile Virus, Eastern Equine Encephalitis, St. Louis encephalitis, and Dengue Fever. To protect yourself from mosquitoes, it is important to remember to “Drain and Cover”.

**DRAIN standing water to stop mosquitoes from multiplying.**

- Drain water from garbage cans, house gutters, buckets, pool covers, coolers, toys, flower pots or any other containers where sprinkler or rain water has collected.
- Discard old tires, drums, bottles, cans, pots and pans, broken appliances and other items that are not being used.
- Empty and clean pets’ water bowls daily and bird baths at least once a week.
- Protect boats and vehicles from rain with tarps that don’t accumulate water.
- Maintain swimming pools in good condition and appropriately chlorinated. Empty plastic swimming pools when not in use.

**COVER skin with clothing or repellent.**

- CLOTHING- Wear shoes, socks, long pants and long sleeves. This type of protection may be necessary for people who must work in areas where mosquitoes are present.
- REPELLENT- Apply mosquito repellent to bare skin and clothing.
- Always use repellents according to the label. Repellents with DEET, picaridin, oil of lemon eucalyptus, and IR3535 are effective.
- Use mosquito netting to protect children younger than 2 months old.

**Tips on Repellent Use**

- Always read label directions carefully for the approved usage before you apply repellent. Some repellents are not suitable for children.
- Products with concentrations of up to 30 percent DEET (N,N-diethyl-m-toluamide) are generally recommended. Other US Environmental Protection Agency- approved repellents contain picaridin, oil of lemon eucalyptus, or IR3535. These products are generally available at local pharmacies. Look for active ingredients to be listed on the product label.
- Apply insect repellent to exposed skin or onto clothing. Do not apply under clothing.
- In protecting children, read label instructions to be sure the repellent is age appropriate. According to the CDC, mosquito repellents containing oil of lemon eucalyptus should not be used on children under the age of three years. DEET is not recommended on children younger than two months old.
- Avoid applying repellents to the hands of children. Adults should apply repellent first to their own hands and then transfer it to the child’s skin and clothing.
- If additional protection is necessary, apply a permethrin repellent directly to your clothing. Again, always follow the manufacturer’s directions.
- Repair broken screening on windows, doors, porches, and patios.
- To determine which repellent is right for you, consider using the U.S. Environmental Protection Agency’s search tool for skin-applied repellent products:  
<http://cfpub.epa.gov/oppref/insect/#searchform>.

For more information, visit the Florida Department of Health in Santa Rosa County at <http://www.floridahealth.gov/chdSantaRosa/index.htm> or <http://www.floridahealth.gov/diseases-and-conditions/mosquito-borne-diseases/index.html>.

The Department works to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.

Follow us on Twitter at @Healthyfla and on Facebook. For more information about the Florida Department of Health, please visit [www.floridahealth.gov](http://www.floridahealth.gov).

### **THE RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)**

The Retired Senior Volunteer Program (RSVP) has been in Santa Rosa County since 1996. We offer volunteer activities and opportunities for **seniors 55+**. All activities are at our Senior Center located at 6294 Buckskin Dr., Milton., unless noted otherwise.

Our activities include but not limited to card and board games, local and long distance trips, dining out at local restaurants, and luncheons.

One of our larger group of seniors is the **RSVP/Funbunch** which has approximately 60 members, ranging from age 70 to 92 years of age. They get together for luncheons, take day and overnight trips, play card and board games . The RSVP/ FunBunch is open for any new ideas that seniors would like to do.

Attached is our monthly schedule of activities. If you are interested in any of these you can call 983-5220 or email [brsvpsantarosa@mchsi.com](mailto:brsvpsantarosa@mchsi.com).

Or if you have a parent, relative or friend that is socially isolated and can get around and have transportation to and from the Senior Center, then maybe one of our programs would be good for them.

We would be more than happy to talk to you further and give more detail about our volunteer opportunities and monthly activities.



cmf0001 RSVP  
activity schedule Aug

### **REBUILD NORTHWEST FLORIDA - FUNDS NOW AVAILABLE FOR SANTA ROSA COUNTY HOMEOWNERS**

REBUILD Northwest Florida has received additional federal funds from the Federal Emergency Management Agency (FEMA) and the Florida Department of Community Affairs to support the Hurricane Mitigation Grant Program. Santa Rosa County homeowners are now eligible to apply for wind retrofit mitigation assistance.

Almost 10,000 local homeowners have taken advantage of this amazing program. Applying is easy, and there are no income or home value limitations to participate. Homes are evaluated and REBUILD-selected contractors outline potential improvements. FEMA funds pay for 75% and the homeowner is responsible for the remaining 25% of the cost. The scope of improvements is limited to:

- Roof deck attachment
- Bracing gable ends
- Reinforcing roof to wall connections
- Opening protection
- Exterior doors, including garage doors (on attached garages only)
- Secondary roof water barrier
- Roof covering

Santa Rosa County homeowners are encouraged to apply now to see if they meet the following program criteria:

- Applicant/co-applicant must occupy a single family, site-built home as his/her principal residence and be able to provide proof of homestead exemption.
- Home must be built before the adoption of 2002 Florida Building Code Standards.
- The property cannot be a mobile/manufactured home, an apartment, duplex, or town home.

#### **About REBUILD Northwest Florida**

REBUILD Northwest Florida is a not-for-profit 501(c)(3) organization that has grown from a grassroots effort by a core group of individuals recovering from Hurricane Ivan in 2005. It continues to strengthen communities in Escambia and Santa Rosa Counties by helping to rebuild and fortify homes to protect against the threat of hurricane storm damage.

#### **NEW SYSTEM TO SPEED EMERGENCY NOTIFICATION** **-RESIDENTS ASKED TO REGISTER PHONE NUMBERS-**

Santa Rosa County Division of Emergency Management has a new emergency warning tool that provides rapid phone notifications to residents when public safety may be at risk. In the event of an emergency, GeoCast@Web will be utilized to make rapid emergency telephone notifications to residents and businesses in an impacted area. Citizens can register and manage their account including updating or deleting phone numbers online at <https://santarosa.onthealert.com>.

Used during time sensitive emergencies like chemical spills, hazardous materials incidents, flooding and evacuations the new GeoCast@Web phone notification system utilizes highly advanced digital mapping technologies and phone databases to automatically call registered phone numbers in a target location with a recorded message on what steps residents should take to keep their family safe. The system will also be utilized for less time sensitive but important messages, including those provided by the sheriff's office to notify residents of crimes impacting a particular area.

Individuals may register for notifications via the county's website, [www.santarosa.fl.gov/emergency](http://www.santarosa.fl.gov/emergency), or directly through the system's self-registration web portal located at <https://santarosa.onthealert.com>. All information provided by residents will be used for emergency notifications only. While Santa Rosa County offers this emergency notification service free of charge, minutes may be deducted from individual cell phone plans. Calls will typically be less than two minutes.

All listed landline phone numbers in the county will be ported into the new system. However, unlisted numbers, cell phones and some VoIP phones are not, and registration is required to receive notifications. For this reason all residents and business owners are asked to register even if their phone number may already be in the system. By doing so, a personal account is created and residents can manage their information including updating phone numbers or even deleting accounts when relocating out of the area. Citizens without home Internet access are encouraged to use the public computer resources available at one of the five county libraries.

"Ensuring timely and adequate warning to the public during times of potential or imminent danger is one of the more important jobs we have as emergency managers," said Brad Baker, emergency management director. "We are always looking for ways to improve risk communications to county residents and businesses."

Baker continued, "Even though we have the new emergency phone notification system, we still want to remind everyone that no single tool will provide enough warning to all people in all situations. While this new system may give us emergency officials greater capabilities, it is only one component of the overall public safety communications strategy. During emergencies, people should always seek out information on the county website at [www.santarosa.fl.gov](http://www.santarosa.fl.gov), Twitter account [@SRCBOCC](https://twitter.com/SRCBOCC), and from our local media."

The new emergency phone notification system is replacing the previous system called REVERSE 911®. The old system used 24 phone lines and could make approximately 1,240

calls per hour. The GeoCast@Web system is web based and offers enhanced warning capability with up to 6,000 calls per hour. The messages can be received by landline, cell and VoIP phones. As the system is web based, staff can send messages wherever they have an Internet connection.

More information about the emergency notification system, including an informational flyer and frequently asked questions, are available at [www.santarosa.fl.gov/emergency](http://www.santarosa.fl.gov/emergency).

### **SAFE COMMUNITY LOGO**

The following is from the National Safety Council:

For each of our communities, we develop a personalized logo. Attached is the logo, with your community name, to be used widely by your coalition. Below are a few recommendations on how you can use the logo, but this is not an exhaustive list. Be creative and use this logo in ways to that will benefit your work and show off your community.

- Website, social media (Facebook, LinkedIn, Twitter).
- Community communications – emails, email signatures, letterhead, envelope/return addresses, newsletters, event promotion or communication, etc.
- Street signs, road signs, community welcome signs, banners.
- Promotional materials – t-shirts, pens, calendars, stickers.

What we ask from you is to share with us, how you will or have used the logo. There will be some time during our networking conference in September, to share. And, please encourage all your coalition members and city/town representatives to use this logo as well. You are all part of this network and we hope this logo will help you display your accomplishments.



For copies contact Daniel at [Danielh@santarosa.fl.gov](mailto:Danielh@santarosa.fl.gov)

### **VETERAN CRISIS HOTLINE INFORMATION**

1-800-273-8255 and press 1  
VeteransCrisisLine.net/Chat for online chat  
Or text 838255 to receive support

### **HOMELESS RESOURCES FOR VETERANS**

The links below contain helpful information and often funding opportunities for those of you that serve veterans. Important Links

[VA National Call Center for Homeless Veterans](#)

[VA Center on Homelessness Among Veterans](#)

[DOL Homeless Veteran Reintegration Program](#)

[United States Interagency Council on Homelessness Veterans Page](#)

[Substance Abuse and Mental Health Services Administration Military Families Pages](#)

John Johnson, Executive Director, EscaRosa Coalition on the Homeless, Inc. 850.439.3009

## **GET PREPARED**

<http://do1thing.com/>

This web page is an awesome way to incrementally get your family and business ready for any disaster.

## **TWITTER**

SAFER Santa Rosa is on Twitter.

## **FACEBOOK**

SAFER is on Facebook, find us, and become our friend ;-). We are up to **1816** people! Invite friends. *Let's keep growing this communications venue. Invite other Santa Rosans to participate.* Invite your Santa Rosa friends to join you on the SAFER Facebook page.



Use of barricades policy: Free to parades and other events in Santa Rosa County that are sponsored by a chambers or government entities (Christmas parades, Mardi Gras, 4<sup>th</sup> of July etc...) or non profits, that are hosting events that are free and open to the public. The user is responsible for transportation of barricades, AND banners advertizing sponsors MUST be put on barricades. Others wanting to use the barricades must provide transportation and rent barricades at a cost of \$5 per barricade. Additional fees may be applicable if barricades are not returned within 7 days of pick up/delivery. Barricades will cost \$8 each if delivery is required. Average rental price for barricades is \$9-\$13 each through other vendors. SAFER barricades are a bargain.

## **OPPORTUNITIES**

*There is no better exercise for your heart, than reaching down and helping to lift someone up. - Bernard Meltzer*

## **PACE CERT TRAINING**

Central Santa Rosa CERT/Pace CERT will be hosting a basic CERT training course the weekend of September 26th-28th. This course will certify anyone participating as a Community Emergency Response Team (CERT) unit member. The program will be held at the Pace Volunteer Fire Department on Pace Patriot Blvd. Training will begin Friday September 26th from 6:00 PM- 9:00 PM. Saturday Sept 27th 8:00 AM - 5:00 PM and Sunday Sept 28th 8:00 AM - 5:00 PM. While this is a long weekend, we have found it better to do all of the training in one weekend for everyone's convenience. Topics covered during this course will be:

- Disaster Preparedness
- CERT Organization and mission
- Disaster Medical Operations
- Triage/assessment/first aid
- Transporting patients
- Light Search and Rescue tactics
- Preliminary Damage Assessment
- Light Fire suppression
- and much more:

By participating in this program you will receive a free CERT bag with tools and equipment. This course is free of charge and there is no commitment on your part to participate on the CERT strike team. The purpose of this training is to make you better prepared for disasters and thereby help your local neighborhood should a disaster occur. If you are interested in participating, please send me an email and I will register you for the course. More information

will be forthcoming as we get closer to the training date. If you have any questions please feel free to contact me.

Stephen P. Samaha [www.smarthorizons.org](http://www.smarthorizons.org) [855-777-8032 ext 4025](tel:855-777-8032)

### **NAVARRE** **COMMUNITY EMERGENCY RESPONSE TEAM TRAINING**

Navarre CERT will host a Community Emergency Response Team training October 3-4-5 and October 10-11-12. Classes will take place at the Holley Navarre Main Fire Station, 8618 Esplanade St. Further information will be provided before the class starts to those pre-registered. Topics will include first aid, disaster psychology, fire prevention and fire safety, disaster preparedness, disaster medical operations, light search and rescue, and terrorism. Adults, and teens 14 years and older, are encouraged to take advantage of this free training that will certify participants as CERT members and allow them to join current teams or form new teams in their own community. All who complete the course will receive a certificate of completion and a backpack containing a CERT vest and other safety equipment. CERT is an official emergency preparedness program of the Federal Emergency Management Agency.

Participants are required to attend all six classes to successfully complete the course:

- Friday, October 3        6-9 p.m.
- Saturday, October 4    9 a.m.-5 p.m.
- Sunday, October 5      1-5 p.m.
- Friday, October 10     6- 9 p.m.
- Saturday, October 11  8 a.m. -5 p.m.
- Sunday, October 12    1p.m. - 4 p.m.

Attendance at all six sessions is required to become certified and pre-registration is required. Prior to the start of training, participants must take the *FEMA Independent Study course IS-317: Introduction to Community Emergency Response Teams* online at [www.citizencorps.gov/cert/training\\_mat.shtm](http://www.citizencorps.gov/cert/training_mat.shtm). For further details and to register online, go to [www.navarre-cert.org](http://www.navarre-cert.org). For more information, email [training@navarre-cert.org](mailto:training@navarre-cert.org) or call (850) 939-6973

### **FTBSEP TRAINING ANNOUNCEMENT**

On Wednesday, September 17<sup>th</sup>, an 8-hour (8:30am-4:30pm) Pedestrian, Bicycle, and Helmet Safety Education Teacher Training workshop is scheduled to be held at:

Avalon Middle School – Room 405  
5445 King Arthurs Way  
Milton, FL 32583

As of today a limited number of seats are available. If you'd like to attend, or know of others who may like to attend, please contact us as soon as possible at: <[safety@hnp.ufl.edu](mailto:safety@hnp.ufl.edu)>. Once the class is full, we will not be able to accommodate additional people. Those attending will have to attend the full 8-hour workshop and participate in all classroom, and pedestrian and on-bike lessons. Likewise, the purpose of these training workshops is to educate those who will teach pedestrian and bicycle safety to children, so participants should be in a position that allows them to teach children such skills. Finally, they may have to bring a bicycle and helmet that they will use during the workshop.

Though we may not be able to accommodate extra participants, we welcome you, other affiliated FDOT staff, and FDOH Coordinators to attend our workshops to observe the trainings we can offer in your district.

The FTBSEP, funded by the Florida Department of Transportation's Safety Office, is a state-wide, comprehensive traffic safety education program that provides one-day workshops for Florida elementary and middle school teachers, law enforcement officers, and recreation leaders. Those who are trained provide training for children to give them the knowledge and skills to be competent and safer in traffic. Detailed curricula (separate for elementary and middle schools) incorporate both (1) classroom instruction with interactive DVD/video components and activity worksheets, and (2) outside, pedestrian and on-bike skills practice. Classroom topics covered in the workshops include, but are not limited to: the importance of having a traffic safety education program, an overview of the Florida Safe Routes to School program, pedestrian safety (school bus safety, stop and search at the edge, visual barriers and model street crossing, crossing intersections, etc.) and bicycle safety (hazard identification and avoidance, helmet importance and fitting, bicycle fit and safety check, seeing and being seen, rules of the road, traffic laws, etc.). The workshops also include on-bike skill instruction which covers, but is not limited to: bicycle fit and safety check, road position, hazard identification and avoidance, scanning, signaling, turning, and intersections. Further information regarding the FTBSEP can be found on our website at: <http://hhp.ufl.edu/safety>.

If you have any questions regarding this training or the FTBSEP please call or email us directly.

Sincerely,

Dan Connaughton  
Director, FTBSEP

**Contact Information:**

Director: Dan Connaughton, Ed.D.  
Associate Director: John Egberts, M.S.  
Address: 08 Yon Hall, Stadium Road, University of Florida,  
Gainesville, FL 32611  
Phone: 352-265-1685  
Email: [safety@hhp.ufl.edu](mailto:safety@hhp.ufl.edu)  
Website: <http://safety.hhp.ufl.edu>

**NATIONAL COMMUNITY / NEIGHBORHOOD EXERCISE SERIES**

The [Formidable Footprint](#) exercise series for neighborhood, community and faith based organizations continues.

***September 27 – Hurricane Exercise***

***Exercises have also been scheduled for the following scenarios:***

**[Earthquake – Flood – Influenza Pandemic – Solar Storm – Tornado – Wildfire](#)**



The [Formidable Footprint Hurricane Exercise](#) has been developed in accordance with Homeland Security Exercise and Evaluation Program (HSEEP) protocols. The objective of this exercise is for CERTs, Neighborhood Watch Programs, Neighborhood Associations, Community / Faith Based Organizations, Citizen Corps, Fire Corps and others to work as a team to become better prepared for the next hurricane.

There is **NO CHARGE** for participation in the [Formidable Footprint Hurricane Exercise](#).

For additional information or to register for this exercise please access the following web site today:

## Formidable Footprint Twitter and LinkedIn Groups

Stay informed regarding future Formidable Footprint exercises by joining the Formidable Footprint Twitter and LinkedIn Groups.

Formidable Footprint Twitter Group	<a href="#">Sign-Up</a>
Formidable Footprint LinkedIn Group	<a href="#">Sign-Up</a>

**Please Share This Important Disaster Exercise Opportunity With Others**

### **JUST IN TIME DISASTER TRAINING VIDEO LIBRARY - NEW SUBJECT - HOME CLEAN-UP AND RE-CONSTRUCTION FOLLOWING A DISASTER**



#### **Just In Time Disaster Training Video Library**

**New Subject – Home Clean-Up and  
Re-Construction Following a Disaster**

A new subject has been added to the Just In Time Disaster Training Video Library.

#### **Home Clean-Up and Re-Construction Following a Disaster**

Now with 1,072 disaster mitigation, preparedness, response and recovery training videos the library is the most comprehensive, easy to search, **FREE** internet based source for training curriculum for today's emergency responders.

The library can be accessed at the following web site:

[www.JustInTimeDisasterTraining.org](http://www.JustInTimeDisasterTraining.org)

Share access to this unique disaster training resource with others by linking your web site to the library today.

Join the Just In Time Disaster Training Library's [Twitter](#).

#### **BRIDGES TRAINERS - GET RECERTIFIED ONLINE!**

Is your Bridges Out of Poverty trainer certification more than two years old? Do you need to recertify but don't have a lot in your travel budget?

There are several upcoming opportunities to recertify online with Phil DeVol:  
**Nov 20, 2014 11:00 a.m. - 2:00 p.m. (CDT)**

You can also convert to [Lifetime Certification](#) at this time.

What are the benefits of having a Lifetime Certification?

- Monthly trainer tips
- Newsletters
- Online support
- **Attend biennial online recertification sessions for free!**

This not only saves money; it also saves you time out of your office.

**Register today!**

For more information, email us at [questions@bridgesoutofpoverty.com](mailto:questions@bridgesoutofpoverty.com), or call us at (800) 424-9484. We look forward to working with you! The Bridges Out of Poverty Team

### **BUILDING RESILIENT COMMUNITIES: AN ONLINE TRAINING**

The RAND Corporation developed a free emergency preparedness [online training](#) outlining how organizations and communities can better prepare for emergencies and strengthen their resilience. Resilience means:

- mitigating and withstanding the stress of manmade and natural disasters.
- recovering in a way that restores normal functioning.
- applying lessons learned from past responses to better withstand future incidents.

The training is intended for a diverse range of organizations, including businesses; faith-based organizations; hospitals, health clinics, and other health agencies; mental health providers; schools and universities; civic and volunteer groups; first responders; local government agencies; public health departments; and nonprofit agencies.

### **NEWS (blue is new)**

*Never doubt that a small group of thoughtful committed citizens can change the world; indeed, it's the only thing that ever has. --Margaret Mead*

How Do You Handle Volunteers?

<http://www.emergencymgmt.com/emergency-blogs/crisis-comm/How-do-you-handle-volunteers.html>

There Are No Victims Here: Creating an Empowered Survivor Culture

<http://www.emergencymgmt.com/training/Creating-an-Empowered-Survivor-Culture.html>

7 Factors for Effectively Adding Social Media Monitoring into Operations

<http://www.emergencymgmt.com/training/7-Factors-Adding-Social-Media-Monitoring-Operations.html>

6.5 million homes at risk from storm surges

[http://money.cnn.com/2014/07/10/real\\_estate/storm-surge-risk/index.html](http://money.cnn.com/2014/07/10/real_estate/storm-surge-risk/index.html)

How Urban Resilience Can Make Cities and Nations Safer from Disasters

[http://www.rockefellerfoundation.org/blog/how-urban-resilience-can-make-cities?utm\\_source=Social%20Media](http://www.rockefellerfoundation.org/blog/how-urban-resilience-can-make-cities?utm_source=Social%20Media)