**Handout H 2.1**

**DRM Mission, Goals, Objectives**

Each postal administration should have a clear DRM mission, goals and objectives in line with the organisation’s mission and objectives. The obligations and expectations of partners, stakeholders (e.g. Government) and customers have to be kept in mind while formulating DRM goals and objectives. Effective outreach to these players will improve coordination and unity of effort among the organisation and all internal and external parties, particularly following a disaster.

Trainees should attempt to write down what should be the Mission, Goals and Objectives of their countries’ DRM Plan.

Following examples can be helpful.

Example of **‘outcome’** of Sendai Framework 2015-2030:

Substantial reduction of disaster risk and losses in lives, livelihoods and health and in the economic, physical, socisl, cultural and environmental assets of persons, businesses, communities and countries.

**‘Goal’** of Sendai Framework:

Prevent new and reduce existing disaster risk through the implementation of integrated and inclusive economic, structural, legal, social, health, cultural, educational, environmental, technological, political and institutional measures that prevent and reduce hazard exposure and vulnerability to disaster, increase preparedness for response and recovery and thus strengthen resilience.

**‘Targets’** of Sendai Framework:

To achieve the goal, the Sendai Framework has also stated 7 global targets. Briefly, they are as below

1. Substantially reduce global disaster mortality by 2030

2. Substantially reduce the number of affected people globally by 2030

3. Reduce direct disaster economic loss in relation to global GDP by 2030

4. Substantially reduce disaster damage to critical infrastructure and disruption of basic services in health, education etc by 2030

5. Substantially increase the number of countries with national and local DRR strategies by 2030

6. Substantially enhance international cooperation to developing countries by 2030

7. Substantially increase the availability of and access to multi-hazard early warning systems and disaster risk information and assessments to people by 2030.

[ Ref. UNISDR: Sendai Framework for Disaster Risk Reduction 2015-2030]

**Trainees can write below what should be the Mission, goals, objectives of their respective countries’ DRM Plan:**

1. Mission

2. Goals

3. Objectives

**Handout H 3.1**

**Risk Grid**

To carry out a vulnerability and risk assessment (or simply risk assessment) of various threats (natural disasters) in respect of your postal administration, to construct the Risk Grid and to prioritise the top-risk threats (high-high scenario) through a Risk Grid, following guidelines will be helpful.

*Guidelines :*

1. Identify all threats

2. Carry our Risk Assessments of these threats and construct the Risk Grid

3. Prioritise threats to identify top 2 or 3 threats.

**Postal administration:**

**1. Threats:**

**2. Construction of Risk Grid:**

|  |  |
| --- | --- |
|  |  |
|  |  |

**EXPECTED**

**IMPACTS**

**PROBABILITY OF A THREAT OCCURRING (RISK)**

**3. Prioritisation of top-risks threats:**

**Handout H 4.1**

**Template for writing down Risk Prevention, Mitigation, Preparedness, Response and Recovery activities done now to face a disaster**

Postal Administration:

Threat/ Disaster event:

|  |  |
| --- | --- |
| **Phase** | **Activities** |
| Risk Prevention | (Example: Promoting corporate culture of DRM) |
| Mitigation | (Example: Relocation of post offices from flood prone areas, Insuring post offices and important equipment) |
| Preparedness | (Example: Setting up Emergency Management Team, Training & Exercises – Fire drills, DRM simulation) |
| Response | (Example: Secure safety of employees, customers, vendors and customers) |
| Recovery | (Example: Replacement of damaged equipment, Rebuilding of damaged post offices adopting Build Back Better process) |

**Handout H 4.2**

**POSTAL 3P SITUATIONAL REPORT TEMPLATE**

Brief caption of the event: Date:

|  |  |  |  |
| --- | --- | --- | --- |
| Sr | Head | Sub-head | Report |
| 1. | People | Employee accountability |  |
| Employee availability (%) |  |
| Employee needs (e.g. food, shelter, water, pay) |  |
| Any need or help requested |  |
|  | | | |
| 2. | Property | Facility loss |  |
| Processing facility closures and/or degraded status |  |
| Retail Office closures and/or degraded status |  |
| Resources being mobilised to keep service operational (e.g. mobilising generators, fueling, emergency equipment, etc.) |  |
| Any need or help requested (e.g. cases, labels, mobile retail units, etc.) |  |
|  | | | |
| 3. | Product | Missed deliveries |  |
| Induction, acceptance, drop shipments, |  |
| Network (Any ‘pause’ to the network at origin) |  |
| Last mile (e.g. remittance) |  |
| Any need or help requested |  |

**Handout H 4.3**

**Objectives** and list of **activities** to be undertaken in the five phases of DRM for the top-risk threat of your administration as identified in Module 3

|  |  |  |
| --- | --- | --- |
| **Phase** | **Objectives** | **Activities** |
| **Risk prevention** |  |  |
| **Mitigation** |  |  |
| **Preparedness** |  |  |
| **Response** |  |  |
| **Recovery** |  |  |

**Handout H 5.1**

**AN ILLUSTRATIVE PDNA FORMAT**

|  |  |  |
| --- | --- | --- |
| Sr | Item | Assessment Report |
| 1. | General description of the disaster event, location, date and time etc |  |
| 2. | Pre-disaster context and **base-line information** about no. of employees, number of offices, quantum of mail & business, infrastructure, equipment, vehicles, stock items, stamps etc (all information as i n pre-disaster situation) |  |
| 3. | **Disaster Effects:** (to be expressed both in quantitative and qualitative terms) |  |
|  | (i) Effects on **People** – death and injuries |  |
|  | (ii) Damage to **Property** e.g. infrastructure, vehicles, equipments and other physical assets (Quantification of infrastructure and assets destroyed in the disaster) |  |
|  | (iii) Damage to **Products** e.g. mails, stamp, stock |  |
|  | (iv) Disruption of access to goods and services. (Assessment of the disaster effects on service delivery, including the availability and quality of services, and on the population’s access to goods and services to support lives and livelihoods) |  |
|  | (v) Effects on governance and decision-making processes. ( Assessment of disaster effects on government functions e.g. functioning of the headquarters and administrative offices in postal set-up and local community, municipal offices and the decision making processes) |  |
|  | (vi) Increased risks and vulnerabilities (Assessment of what risks increase as a result of the disaster and how, and what additional threats or deteriorating conditions increase the vulnerabilities of the people e.g. potential disease outbreaks, further landslides/ earthquake, fire after earthquake |  |
| 3.1 | Estimating the **value of the effects of the disaster** (i.e. Economic/monetary value of the damage and losses. For any replacement/reconstruction say of an equipment/building, current market value of the property/product to be considered) |  |
|  | (i) Damage:  Value of total and partial destruction of infrastructure and assets |  |
|  | (ii) Loss:   * Value of changes in service delivery, higher cost in providing services * Value of changes to governance process * Value of changes to risks (increase in expenditure due to management of new risks arising from the disaster) |  |
| 4. | **Disaster Impacts:** (Assessment of disaster impacts) |  |
|  | (i) Economic impact at macro and micro levels (Revenue loss from disruptions in counter and delivery operations etc) |  |
|  | (ii) Human Development Impact  (Impact on the quality of human life in medium and long term) |  |
| 5. | **The Recovery Strategy:**  (The Assessment of disaster effects and disaster impacts collectively defines recovery needs. The needs so identified form the basis for determining early, medium and long-term recovery and reconstruction interbventions through a Recovery Strategy.) Recovery Strategy for |  |
|  | (i) Reconstruction of physical assets,  Build Back Better (BBB) |  |
|  | (ii) Resumption of services |  |
|  | (iii) Restoration of governance and decision-making process |  |
|  | (iv) Reduction of risks |  |
| 6. | **Implementation arrangements** – management arrangements to implement recovery, monitoring and evaluation, resource mobilisation mechanisms, Recovery challenges and key assumptions & constraints |  |
| 7. | **Any other** |  |

[Source: GFDRR: Post Disaster Needs Assessments, Volume A Guidelines (2013) Chap 2]

**Handout H 5.2**

**UPU assistance from Emergency and Solitary Fund for renovation of Tacloban postal facility in the Philippines after Typhoon Haiyan of November 2013 on the island of Leyte**

Download from UPU web site (see [here](http://news.upu.int/no_cache/nd/upu-to-help-renovate-tacloban-postal-facility-in-the-philippines-1/))

UPU to help renovate Tacloban postal facility in the Philippines

18.03.2014 - The UPU will help the Philippine Post renovate its Tacloban postal facility, severely damaged by Typhoon Haiyan last November on the island of Leyte.

[](http://news.upu.int/index.php?eID=tx_cms_showpic&file=2052&md5=bd3dc6c26a738cae86498a47e01cb37e58f191e9&parameters%5b0%5d=YTo0OntzOjU6IndpZHRoIjtzOjQ6IjgwMG0iO3M6NjoiaGVpZ2h0IjtzOjM6IjYw&parameters%5b1%5d=MCI7czo3OiJib2R5VGFnIjtzOjQyOiI8Ym9keSBiZ0NvbG9yPSIjZmZmZmZmIiBz&parameters%5b2%5d=dHlsZT0ibWFyZ2luOjA7Ij4iO3M6NDoid3JhcCI7czozNzoiPGEgaHJlZj0iamF2&parameters%5b3%5d=YXNjcmlwdDpjbG9zZSgpOyI+IHwgPC9hPiI7fQ==)

Renovation of the Tacloban postal facility will enable it to resume its function as a mail distribution hub serving 40 post offices in the region

The three-storey postal facility housed a post office and a distribution centre serving about 40 post offices in towns throughout Leyte, Samar and the Eastern Samar region. Forty-four people worked there.

The facility needs to be completely renovated. The typhoon, known locally as Yolanda, broke windows, slanted walls, ruptured roofs, destroyed equipment and cut off the electrical supply. Renovation costs are estimated at about 100,000 CHF, and work is expected to start in July.

The UPU will use money from its Emergency and Solidarity Fund to help with the reconstruction effort, and work with the United Nations Development Programme in Manilla to hire the necessary suppliers and purchase materials.

The rebuilding effort is part of an emergency assistance plan developed after a joint UPU-United States Postal Service (USPS) mission sent experts to the Philippines in February to assess damages, as part of the UPU’s activities in technical assistance and risk management.

The UPU’s regional project coordinator in Bangkok and four American postal inspectors travelled to Manilla and Tacloban in February to establish an inventory of damages caused to postal buildings and evaluate the provisional delivery network’s security measures. 

Thirty-seven post offices were affected by Yolanda, according to PHLPost, which severely hit the Visayas region, especially the islands of Samar and Leyte. Buildings were damaged or destroyed, and many postal vehicles and equipment were lost. To date, only a dozen of the affected post offices have resumed operations.

**Post part of relief efforts**

Since the typhoon, PHLPost has managed to re-establish basic postal services where post offices have been secured.

In January and February, PHLPost partnered with the national Department of Social Welfare and Development through Landbank of the Philippines to bring cash grants to about 18,000 beneficiaries of the United Nations-World Food Programme in Leyte and Samar. PHLPost served those areas where automated teller machines of Landbank were unavailable.

Some 200 postal employees worked in the area ravaged by Yolanda. All have been accounted for, but many are suffering from trauma, says PHLPost Postmaster General Josephina Dela Cruz.

“We have lived through many storms, but this one was something else. We really appreciated the response from the UPU and its member countries. It pays to be part of the UPU community,” she added.

**Handout H 7.1**

Format for preparing the Emergency Procedures checklists, both for the Headquarter and Field Units, for the top risk *hazard-specific threat* in respect of your administration.

Guidelines: Checklists for all three phases i.e. pre-impact (before 0 hours), during (0-48 hours) and post-impact phases (48+ hours) and for both HQ and Field Units are to be prepared.

**EMERGENCY PROCEDURES CHECKLISTS**

Postal Administration:

Emergency/ Disaster, in brief :

A. Checklist for Headquarters:

|  |  |
| --- | --- |
| **Situation** | **Tasks** |
| Initial Critical Actions prior to and during the event  ( - 0 hours) |  |
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| Response Procedures  (0-48 hours) |  |
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| Recovery Actions  (48+ hours) |  |
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B. Checklists for Field Units:

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| --- | --- |
| **Situation** | **Tasks** |
| Initial Critical Actions prior to and during the event  ( - 0 hours) |  |
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| Response Procedures  (0-48 hours) |  |
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| Recovery Actions  (48+ hours) |  |
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**Handout H 7.2**

**The Caribbean Region Hurricane and Flooding Exercise Plan**

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| --- | --- |
| **universal postal union**  **uPU Guide on disaster Risk Management**  **Table top EXERCISE**  **Caribbean region hurricane AND FLOODING exercise plan** | |
| floodingbarbados hurricane | |
|  | Disaster Risk Management – Caribbean Region |

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Appendices

APPENDIX A Participant Notes Sheets

APPENDIX B Top Three Strengths/Areas of Improvement and Participant Questionnaire

APPENDIX C Checklists

# Exercise Introduction

|  |
| --- |
| Overview |

A Table Top exercise (TTX) is a low cost/low stress training activity in which key officials assigned disaster risk management (DRM) roles and responsibilities are gathered to play and discuss, in a non-threatening environment, simulated emergency situations. TTXs are designed to train and familiarize personnel with their roles and responsibilities within the organizational DRM program.

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| Purpose |

The main objectives of this exercise are to familiarize postal operators with the newly developed Draft Universal Postal Union (UPU)’s DRM Guide for the Postal Sector and generate a discussion among members of the UPU regarding preparedness, response, and recovery efforts in response to a catastrophic typhoon and earthquake, incident management activities, response tools implementable at the Headquarters and facilities levels, and to provide a framework to guide future efforts. Players are meant to gain an understanding of the actions that can and should be taken to prepare for and respond to a catastrophic disaster. Consideration should be given to how the Postal leadership coordinates actions and what support will be needed by and provided to the field.+

Exercise play will be driven by an evolving scenario and facilitated discussions. It will focus on internal and external coordination; critical decisions related to business continuity; and the integration of assets in order to protect employees, the public, and critical infrastructure in the face of a natural disaster. This exercise will also support ongoing efforts to improve and build tools such as the DRM Guide that will assist postal operators in future disasters.

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| --- |
| Scope |

This TTX will focus on the roles and responsibilities of postal operators in preparing for, responding to, and recovering from a catastrophic hurricane and subsequent flooding and landslides. **Processes and decision-making are more important than minute details**. Participants should place emphasis on threat identification, coordination, integration of capabilities and resolution. Feedback from the participants will also be utilized to validate and improve the Draft DRM Guide before its publication.

|  |
| --- |
| Table Top Exercise Structure |

The TTX simulates the impact of a fictional catastrophic hurricane and flooding following the event. Incident status information is generally linked to the timeframe preceding, immediately following, and several days after the incident when that information might realistically become available during a real-life event.

Prior to the impact of a natural disaster, information is often collected with uncertainty, and especially during the initial response following an incident, information is often collected under conditions of great stress. Players will be asked to determine priority actions in the 48 hours prior to hurricane landfall (Module 1 – Preparedness), the 0-48 hours post-hurricane (Module 2 – Response), and the 48+ hours after the hurricane when significant flooding and landslides occur (Module 3 – Recovery). Significant issues will be faced by the players relating to people, property, and product (Postal 3P). Players will discuss issues that touch on a variety of critical postal functions, including:

* Employees
* Mail
* Customers
* Network
* Facilities
* Supply Management
* Safety
* Public Affairs and Communications
* Security

|  |
| --- |
| Roles and Responsibilities |

Players Respond to the situation presented based on current emergency plans, expert knowledge of response protocols, and insights derived from training.

Observers Observe the players as they develop responses to the situations presented.

Facilitator Provide situation updates and moderate discussions. Also, provide additional information or resolve questions as required.

|  |
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| Assumptions and Artificialities |

In any exercise, a number of assumptions and artificialities may be needed to complete the play in the time provided. Therefore, during this exercise, the following apply:

* The scenarios are plausible and events occur as they are presented. However, the scenarios as presented are general, and are of necessity limited in terms of specific, local impacts for any particular location. **The players are encouraged to draw upon their intimate knowledge of operations for their area and translate the potential impacts of the scenario incidents into likely specific local damages or issues relevant to operations.**
* There are no hidden agendas or trick questions.
* Players should assume that, while they are concentrating on their local response, local and national responders are also initiating their plans, procedures and protocols. Players should assume that cooperation and support would be forthcoming from these agencies.

|  |
| --- |
| Exercise Rules |

The TTX is informal and will be conducted in a non-threatening environment. It is designed to induce low-level stress for participants, paying little attention to the “real time” of the exercise situation. Players will have an on-going discussion on actions and/or decisions, and will have the opportunity for consultation.

In addition, the following rules shall apply:

* Players are to respond based on their knowledge of current plans and capabilities, including the newly drafted DRM Guide. However, discussion is not limited by existing postal positions and policies (make best decision or discussion based on the situations presented)
* Discussions and decisions during the exercise are not precedent setting and may not reflect the final position on a given issue

|  |
| --- |
| Additional Resources |

During the exercise, players may need additional specific information in the decision making process. As the exercise evolves, players should also draw on their experience and knowledge of how local, national, and international agencies work together in an emergency response situation.

Appendix A provides note sheets for the participants to use during the exercise.

Appendix B includes a list of top strengths /areas of improvement, note sheets for hotwash comments/remarks, and a participant questionnaire.

Appendix C provides checklists for reference when determining initial critical actions prior to and during the event.

|  |
| --- |
| **CATASTROPHIC HURRICANE**  **THREAT SCENARIO** Module 1 – Preparedness |
| **-48 to 0 hours** |

***Hurricane Gabriel***

As of November 17, Gabriel is a tropical storm and is strengthening. Gabriel developed off the coast of Barbados, and is headed west towards the Caribbean. Most islands in the eastern Caribbean, as well as the Dominican Republic, Haiti, and Puerto Rico, are at risk from a catastrophic hurricane, and hurricane warnings have been issued for Barbados, Saint Lucia, Martinique, Dominica and Guadeloupe. The storm is expected to reach Category 3 or 4 by the time it enters the Caribbean, with sustained winds in excess of 177 km/h.

**HURRICANE GABRIEL ADVISORY NUMBER 1**

NATIONAL WEATHER SERVICE MIAMI FL

8 AM EDT MONDAY NOVEMBER 17 2016

...GABRIEL NOW A TROPICAL STORM...WARNINGS ISSUED FOR CARIBBEAN ISLANDS...

AT 8 AM EDT...A TROPICAL STORM WARNING WAS ISSUED FOR BARBADOS, SAINT LUCIA, MARTINIQUE, DOMINICA AND GUADELOUPE. ALSO...A HURRICANE WATCH WAS PLACED IN EFFECT FOR MOST OF THE EASTERN CARIBBEAN.

THE EYE WAS LOCATED AT 6 PM EDT ON NOVEMBER 16...2200Z...NEAR LATITUDE 11.67 NORTH...LONGITUDE -53.68 WEST OR ABOUT 640 KILOMETERS EAST OF BARBADOS.

THE HURRICANE IS MOVING TOWARD THE WEST-NORTHWEST NEAR 50 KM/H AND IS EXPECTED TO CONTINUE TOWARD THE WEST-NORTHWEST TONIGHT WITH AN INCREASE IN FORWARD SPEED ON WEDNESDAY.

MAXIMUM SUSTAINED WINDS ARE NEAR 110 KM/H AND ADDITIONAL STRENGTHENING IS LIKELY DURING THE NEXT 24 HOURS. TROPICAL STORM FORCE WINDS EXTEND OUTWARD UP TO 185 KILOMETERS.

THE MINIMUM CENTRAL PRESSURE REPORTED BY AIR FORCE RESERVE UNIT AIRCRAFT WAS 1,005MB...76.00 CENTIMETERS.

STORM SURGE OF 1.8 TO 2.7 METERS ABOVE NORMAL TIDES ARE POSSIBLE IN THE WARNED AREA.

**HURRICANE GABRIEL ADVISORY NUMBER 2**

NATIONAL WEATHER SERVICE MIAMI FL

8 PM EDT TUESDAY NOVEMBER 18 2016

...GABRIEL NOW A HURRICANE. CONTINUES TO STRENGTHEN AND ACCELERATES WEST INTO THE CARIBBEAN...

AT 8 PM EDT...HURRICANE WARNINGS HAVE BEEN ISSUED FOR THE ISLANDS OF THE EASTERN CARIBBEAN FROM BARBADOS TO THE DOMINICAN REPUBLIC.

TROPICAL STORM WARNINGS ARE EXTENDED TO INCLUDE THE BAHAMAS, CUBA, JAMAICA, AND SOUTHERN FLORIDA FROM MIAMI TO KEY WEST.

LATEST AIR FORCE RESERVE UNIT AIRCRAFT REPORTS INDICATE THAT HURRICANE GABRIEL IS NOW A VERY DANGEROUS...CATEGORY 3 HURRICANE ON THE SAFFIR-SIMPSON HURRICANE SCALE...PACKING 177 KM/H WINDS AND IT EXPECTED TO CONTINUE GAINING STRENGTH. RESIDENTS IN THE WARNED AREAS SHOULD HAVE COMPLETED EVACUATIONS AND PREPARATIONS FOR THE HURRICANE. DETAILS OF ACTIONS TO BE TAKEN ARE INCLUDED IN STATEMENTS BEING ISSUED BY LOCAL WEATHER SERVICE OFFICES.

AT 8 PM EDT...THE CENTER OF GABRIEL WAS LOCATED NEAR LATITUDE 13.37 NORTH...LONGITUDE -57.89WEST OR ABOUT 160 KILOMETERS EAST OF BARBADOS.

GABRIEL IS MOVING TOWARD THE WEST-NORTHWEST NEAR 25 KM/H AND THIS MOTION IS EXPECTED TO CONTINUE WITH AN INCREASE IN FORWARD SPEED TONIGHT.

MAXIMUM SUSTAINED WINDS ARE NEAR 177 KM/H AND ARE LIKELY TO INCREASE LIKELY DURING THE NEXT 24 HOURS.

HURRICANE FORCE WINDS EXTEND OUTWARD UP TO 209 KILOMETERS TO THE EAST AND 80 KILOMETERS WEST FROM THE CENTER...AND TROPICAL STORM FORCE WINDS EXTEND OUTWARD UP TO 305 KILOMETERS EAST AND 16 KILOMETERS WEST FROM THE CENTER.

THE MINIMUM CENTRAL PRESSURE REPORTED BY RECONNAISSANCE AIRCRAFT WAS 1062 MB...74.7 CENTIMETERS.

A STORM SURGE OF 2.4 TO 3.3 METERS ABOVE NORMAL TIDE IS LIKELY IN THE WARNED AREA OF THE DOMINICAN REPUBLIC AND PUERTO RICO AND 2.1 TO 2.7 METERS IN THE REMAINDER OF THE WARNED AREA. IN ADDITION...LARGE WAVES WITH BEACH EROSION WILL BE EXPERIENCED IN THE WARNED AREAS.

SMALL CRAFT IN THE WARNING AREA SHOULD REMAIN IN OR NEAR PORT.

RAINFALL TOTALS OF UP TO 50 CENTIMETERS ARE POSSIBLE ALONG THE PATH OF THE HURRICANE.

|  |
| --- |
| Key Issues – Module 1: Preparedness (-48 to 0 hours) |

* A catastrophic hurricane is anticipated to cause severe damage in the Central Caribbean, directly hitting multiple islands including Barbados, the Dominican Republic, Haiti, and Puerto Rico.
* There is potential for loss of life failing sufficient sheltering/evacuation.
* Impacts are projected to be significant with many buildings, roadways, utilities and other structures dangerously damaged.
* Transportation via most major roads (freeways and secondary roads) and rail will be severely impacted by hurricane force winds scattering debris and heavy rainfall resulting in flooding. These impacts are expected to continue for several days and possibly weeks in much of the downtown area.
* Airports in the affected area have begun to suspend flights in anticipation of the severe weather and are likely to be temporary closed pending damage assessment post-hurricane.
* Communication systems will be overwhelmed. Communications will remain essentially inoperative although the statewide emergency systems are generally functioning. Cellular phone networks are at capacity and rapidly degrading.
* Storm surge anticipated to be up to 3 meters above normal tide.
* Utilities (power, water, natural gas, and sewage) will be severely damaged in the area. Utility power will fail in most of the impacted area.
* Maximum sustained wind speeds anticipated to be in excess of 177 km/h.
* Rainfall totals of up to 50 centimeters along path of hurricane are expected

|  |
| --- |
| **Module 1 - Discussion Questions** |

Take a moment to review the following questions focusing on the critical issues of major concern at this point in the exercise. *It is not expected that these questions be answered in their entirety, as they are presented to stimulate issues and discussion*.

|  |
| --- |
| **Discussion Questions –Preparedness** |

PEOPLE

1. How would you keep employees informed of possible flood conditions? What method would you use to communicate with employees and customers?
2. How would you account for all employees, including those working off site?
3. How would you determine if local authorities have ordered a mandatory evacuation?
4. If necessary, how would you evacuate employees to a safe location(s)?
5. How would you pre-identify a safe location?
6. How would you direct delivery employees to avoid streets where water is passing over the surface of the road and/or flooded areas?
7. How would you determine if the effect of the flooding warrants activating the Emergency Management Team and opening the Emergency Operation Center?

PROPERTY

1. How could you determine if flood waters will breach the facility? How could you determine if you have facilities located in a flood-prone area?
2. How could you notify plant managers and post offices of impending flood waters and potential facilities to be affected?
3. What flood-proofing measures need to be completed at the facility (sandbagging, storm shutters, etc.)?
4. How would you ensure that electrical equipment is protected from flood waters? Where would electrical equipment be temporarily stored?
5. How would you determine what part of the facility is affected by the flood waters? (e.g. retail section, parking lot only, etc.) Can you identify those parts in advance of the storm?
6. Where would you relocate postal vehicles and equipment, if necessary?
7. If necessary, how would you turn off all gas and electricity to the building?
8. How can you support the field’s request for emergency electric generators and fuel?
9. How can you determine the status or condition of the facility?
10. How can you make all postal personnel aware that they should not re-enter a flooded area until authorities and local first responders have given the “all clear”?
11. After the storm, how can you determine if personnel are able to safely access the facility and/or parking lot areas?

PRODUCT

1. Was mail relocated from the facility or placed in plastic bags and elevated?
2. What actions did you take for PO Box mail?
3. What instructions did you provide for moving all monies, stamp stock and registered mail to a safer location? What about vault contents?
4. How would you determine the likely impacts to retail, delivery and mail processing operations?
5. How would transportation be notified?
6. Would you consider embargoing mail destined to the impacted areas? How do you coordinate that with international partners?
7. How can you identify a listing of roads in the highest potential flood zones, to include pre-planned detours for those roads?
8. How can you notify the public of the facility closure and/or suspension of delivery due to the flooding?

ADDITIONAL CONSIDERATIONS

1. Will you establish a situational reporting frequency with those postal facilities in the areas likely to be impacted by the hurricane?

|  |
| --- |
| **CATASTROPHIC FLOODING**  **THREAT SCENARIO** Module 2 – Response |
| **0 to 48 hours** |

***Catastrophic Flooding as a Result of Hurricane Gabriel***

At 10:00 AM EDT on November 19, 2016, NOAA reported Hurricane Gabriel making landfall on Barbados moving northwest. The Category 3 hurricane brought with it sustained hurricane force winds of up to 195 km/h. Catastrophic rainfall across the region (averaging 45 centimeters) caused a significant storm surge of up to 4.5 meters. Hurricane Gabriel continued moving northwest over the Virgin Islands and Puerto Rico, making landfall in the Dominican Republic on November 20, as a Category 4 hurricane. The storm appears to be turning northeast, back into the Atlantic. A hurricane watch is in effect for Bermuda.

The heavy winds and storm surge have caused extensive damage along the coastlines. The accompanying rainfall has also caused flash flooding, making many roads impassable. Significant loss of power and downed lines are reported for much of the impacted area. Communications are also limited with degraded service for both land lines and wireless.

Extensive rainfall across the region has also overwhelmed water treatment and sewage infrastructure.

Transportation has virtually stopped because of the hurricane. All airports in the Region are closed. Runways are flooded in many of them. Roads have been washed out due to storm surge and flash flooding in many areas. High seas and storm surge make travel by boat extremely hazardous. Many small craft have been damaged or destroyed as a result of the storm.

First responders have been deployed but are spread thin due to the extensive damage, limited personnel, and broad scope of impacts. Casualties are unknown. Resources are limited and response efforts are slow going. States of Emergency have been declared in the impacted countries. The U.S. President has declared a major disaster for Puerto Rico.

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| Key Issues – Module 2: Response (0 to 48 hours) |

* A catastrophic hurricane has landed in the Central Caribbean and caused significant catastrophic flooding in the area.
* Limited information is available at this time regarding infrastructure integrity. Impacts are believed to be disastrous with many buildings, bridges, roads, and other structures collapsed, dangerously damaged or flooded.
* Communication systems are overwhelmed. Utility power is out in most of the impacted area. Transportation via most major freeways, secondary roads, and rail is essentially unusable for weeks, maybe months, in much of the downtown area.
* Emergency response has only just begun. Search and rescue is being mobilized.
* All air traffic to/from the international and regional airports in impacted areas has been temporarily suspended pending continuing severe weather and necessary damage assessments.
* Casualties are unknown and structural damage has occurred to bridges, roads, airports and pipelines
* A state of emergency has been declared by the impacted countries, and a Stafford Act federal declaration of major disaster has been issued by the U.S. President for Puerto Rico.

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| **Module 2 - Discussion Questions** |

Take a moment to review the following questions focusing on the critical issues of major concern at this point in the exercise. *It is not expected that these questions be answered in their entirety, as they are presented to stimulate issues and discussion*.

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| **Discussion Questions –Response** |

PEOPLE

1. What are the life-safety, environmental, and security issues that need to be addressed at this time? How, and by whom, would these be addressed?
2. What contingencies are in place to handle the widespread substantial loss of available employees or their inability to report to work?
3. How will you account for all employees?
4. How will personnel establish, use, maintain, and manage communications essential to support emergency or disaster response and recovery? Consider:

* Available and obtainable communication modes
* Messaging to employees regarding reporting locations and accountability
* Determination of report to work locations for displaced employees

PROPERTY

1. If postal facilities are destroyed or cannot be reoccupied, what emergency or contingency plan(s) are in place to support extended operations? Consider:

* Key business continuity elements to be addressed
* Conducting initial damage assessment of impacted facilities
* Facility re-entry decision processes
* Communication of procedures to employees
* Replacement facility requirements and locations
* Determination of missing or destroyed mail
* Purchasing of supplies, equipment and security

PRODUCT

1. What is the plan for closing or diverting postal operations from the impacted region? Consider:

* Communication with customers/major mailers
* Alternative sites for customers/bulk mail entry
* Communication with employees on alternate locations
* HQ communication with the field for diverting inbound mail or embargoing mail to hold at point of origin

ADDITIONAL CONSIDERATIONS

1. During this phase of the incident response, what are the initial concerns at the field level?
2. How will you determine if the incident has the potential to escalate or otherwise cause further damage? What do you anticipate the sources of incident escalation would be for this particular scenario? What other factors may escalate the situation?
3. How will the field begin to assess the damage and impacts of the incident? Consider:

* Extent of the emergency
* Available communication modes
* Structural integrity of facilities and use as safe refuge
* Facility operational status and closures
* Impacted or trapped personnel (working in and away from facilities)
* Impacted or trapped customers (in facilities)
* Availability of specialty subcontractors to conduct the assessments

1. How will you document response activities related to this incident?
2. What information do you need in order to complete the Post Disaster Needs Assessment (PDNA) and who will receive that information?

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| **CATASTROPHIC FLOODING AND LANDSLIDES**  **THREAT SCENARIO** Module 3 – Recovery |
| **48+ hours** |

***Catastrophic Flooding and Landslide as a Result of Hurricane Gabriel***

Hurricane Gabriel has turned northeast and is headed back into the Atlantic Ocean, towards Bermuda. The storm is weakening. It is currently a Category 2 Hurricane with sustained winds of 160 km/h.

Gabriel devastated the eastern and central Caribbean. Transportation in the region is still difficult, due to high winds, high seas, extreme flooding, and roads washed out by storm surge. Many airports are still closed due to flooding on the runways. Power outages are rampant and including some hospitals and other critical facilities. Many residents are in shelters because they cannot return to their homes or their homes have been destroyed. Many tourists are also stranded and unable to return home. Resorts and beaches have been severely damaged. Banana plantations and farms have also been devastated.

Flooding still continues in much of the region and the aftermath effects of the hurricane are continuing to be felt. The saturation of the soil from the heavy rainfall has caused landslides to occur on many hillsides. Total number of casualties and missing persons is unknown but expected to be in the hundreds.

Phone and the internet remain essentially non-functional in most areas. Currently power is completely out in over 90% of the city. Partial power service is available in some areas. Initial damage assessments indicate that power restoration is expected to require a week for 70% recovery. Full power restoration may not be available for a month or more. Thousands are attempting to leave the area on any passable roads and severe road congestion occurs.

The airport can provide limited emergency operations immediately, but partial commercial operations will not be possible for five days.

Hurricane Gabriel will make landfall on Bermuda on November 22 as a tropical storm, with sustained winds of 55 km/h and gusts up to 77 km/h. Storm surge of 1-1.5 meters is expected, as well as flash flooding from heavy rains.

It is still difficult to confirm the status of missing postal employees due to lack of communications, on-going search and rescue efforts, and restrictions on releasing information. Some employees call in their status to supervisors, but a significant number remain unaccounted. Many employees are unable to report to work due to family obligations, loss of transportation capability, or damage to their homes.

Other issues begin to surface over the next few days and weeks. For example, normal ATM, banking, and credit processing capabilities are not functioning in much of the area, and restoration will take several weeks. State and local officials indicate many buildings may not be safe for reentry, and recommend a structural inspection be performed first. However, access to qualified structural inspectors is proving difficult. Employees ask for verification that buildings are safe.

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| Key Issues – Module 3: Recovery (48+ hours) |

* The Central Caribbean has been devastated the flooding and landslides following Hurricane Gabriel.
* Providing food and shelter for displaced residents and tourists is a major concern.
* Search and rescue is underway. Exact numbers of casualties are unclear at this time. At least 50 people are missing.
* Local infrastructure has been severely damaged. Tourism and agriculture will be impacted for months if not years.
* Most major freeways, secondary roads, bridges, and mass transportation systems are closed, unusable or impassable in the area.
* The major airport is somewhat operational. Limited and restricted commercial air traffic is expected to resume in five days. Currently, only essential personnel, equipment, and materials are being allowed to land and pre-authorization is required.
* Utilities (power, water, natural gas, and sewage) are severely damaged in the area. Communications remain essentially inoperative although the statewide emergency systems are generally functioning. Cellular phone networks are at capacity.
* Many postal employees have yet to be accounted for and general human capital issues are mounting.
* At postal facilities throughout the region, some employees begin to report to work as scheduled, while others refuse to leave.
* Many postal vehicles have been abandoned by drivers in the immediate aftermath of the hurricane and subsequent flooding or are missing and unaccounted for.
* Much of the downtown area will not be occupied for an extended period, limiting the need for regular mail service.
* As phone/wireless services return, local postal facilities are overloaded with calls for information.
* Postal volunteer efforts need to be coordinated.
* Postal facility representatives are asking for guidance on building and worker safety and other precautions for employees reentering facilities in affected areas.
* A large number of populations have been displaced by the flooding and landslides and many have been relocated to temporary shelters.

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| **Module 3 - Discussion Questions** |

Take a moment to review the following questions focusing on the critical issues of major concern at this point in the exercise. *It is not expected that these questions be answered in their entirety, as they are presented to stimulate issues and discussion.*

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| **Discussion Questions – Recovery** |

PEOPLE

1. How will you determine the safety, health, environmental, or security concerns this incident poses to postal employees and the public? Consider:
2. Immediate safety, health and environmental concerns
3. Fatigued EMT personnel
4. Immediate security measures to implement for exposed assets
5. Administrative leave and union concerns
6. Employee assistance program availability
7. How can you support the field with the following requests:
   1. Shelter, food, water, and life-support
   2. Time and attendance accounting for displaced employees
   3. Payroll check distribution for employees without direct deposit
   4. Payment to vendors in impacted areas
8. How will you establish, use, maintain, and manage communications essential to support emergency or disaster response and recovery? Consider:
9. Available and obtainable communication modes
10. District messaging to employees regarding reporting locations and accountability
11. Determination of report to work locations for displaced employees

PROPERTY

1. If postal facilities are destroyed or cannot be reoccupied, what emergency or contingency plan(s) are in place to support extended operations? Consider:
2. Conducting damage assessments and develop plans for rehabilitation/reconstruction
3. Facility re-entry decision processes
4. Facility reoccupation or demolition determination
5. Reconstitution to original, repaired or new facilities

PRODUCT

1. What is the plan for closing or diverting postal operations from the impacted region? Consider:
2. Communication with customers/major mailers
3. Alternative sites for customers/bulk mail entry
4. Surface contingency plan augmentation
5. Communication with employees on alternate locations
6. Diverting inbound mail or embargoing mail to hold at point of origin
7. How will you prioritize the re-establishment of mail delivery and customer services in the areas impacted by the flooding? Consider:
8. Steps to facilitate mail-processing operations
9. Collection boxes and PO boxes
10. Viability of delivery routes
11. Methods to process change of addresses
12. Alternate locations for customer mail pick-up and drop-off
13. Deployment of mobile retail unites to affected areas

ADDITIONAL CONSIDERATIONS

1. How will you validate assessments of the incident impact to employees, mail, customers, network, and facilities? Consider:
2. Prioritization of the restoration of postal facility operations
3. Community infrastructure status and resource allocation
4. Mapping operable facilities and critical customer services
5. Assessment and security of vehicles, mail and accountable items
6. Status of vehicle fleet
7. Points of contact at the facility level
8. Network viability
9. Status of vehicle fleet and inbound/outbound vehicle

**APPENDIX A**

**PARTICIPANT NOTE SHEETS**

(Participants may use these sheets to take notes during the exercise)

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| Participant Notes  Module 1: Preparedness (-48 to 0 hours) |

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| Participant Notes  Module 2: Response (0 to 48 hours) |

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| Participant Notes  Module 3: Recovery (48+ hours) |

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**APPENDIX B**

**Top Three Strengths/Areas of Improvements**

**and**

**Participant Questionnaire**

**List top three (3) strengths of your organization during the UPU Exercise 2016:**

**1.**

**2**.

**3.**

**List top three (3) areas of improvement during the UPU Exercise 2016:**

**1.**

**2.**

**3.**

**Hotwash Remarks/Comments:**

|  |
| --- |
| *Participant Questionnaire* |

*Your observations about the UPU Exercise 2016 will assist the UPU in planning future exercise events. We ask that you respond to all questions that apply to your experience in this exercise and that you provide as much detail as possible. Including your name is optional, but is useful to the planners in clarifying remarks during post-exercise analysis, if necessary. Completed forms should be handed in at the conclusion of this exercise.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Name (Last, First):** |  | | |
| **Post:** |  | | |
| **Telephone No.:** |  | **Email Address:** |  |
| **Responsibility:** | \_\_\_\_\_\_\_\_\_ Senior Leadership \_\_\_\_\_\_\_\_\_ Operations  \_\_\_\_\_\_\_\_\_ Human Resources \_\_\_\_\_\_\_\_\_ Safety | | |

|  |
| --- |
| **Exercise Design and Conduct** |
| **1. What is your assessment of the exercise design and conduct?**  *Please rate, on a scale of 1 to 5, your overall assessment of the exercise relative to the statements provided below.*  **Rating of Satisfaction With Exercise**  **Strongly Strongly**  **Assessment Factor Disagree Agree**  a. The objectives, as stated at the beginning  of the exercise, were accomplished. 1 2 3 4 5  b. The exercise scenario was plausible and realistic. 1 2 3 4 5  c. The exercise materials were useful for the conduct of  the exercise. 1 2 3 4 5  d. The facilitator (s) was knowledgeable about the  area of play, kept the exercise on target. 1 2 3 4 5  e. There were enough activities/issues for the group to  work during this exercise. 1 2 3 4 5  f. Participation in the exercise was appropriate for  someone in my position. 1 2 3 4 5  g. This exercise contributed to my understanding of  emergency management. 1 2 3 4 5  **2. What changes would you make to improve this exercise?**  *Please provide comments, specifically recommendations for improving future exercises.*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **3. What did you like about the UPU Exercise 2016?**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**APPENDIX C**

**Checklists**

**Headquarters (Hurricane and Flooding)**

**Critical Actions Checklists – Headquarters**

**Situation Assessment and Actions**

Conduct an initial assessment of the HQ building immediately after the **Natural Disaster** to include:

Structure of the HQ building C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Status of HQ employees and identify level and number of injuries C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Functionality of utilities, paying particular attention to phone, smells of gas or smoke C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

* Call local first responders if there are injuries and provide details of injuries C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* Designate an employee to monitor local media (radio and TV) to include national weather reports C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Activate HQ EMT to include senior management and key personnel. Set up 24 hour schedule if necessary C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

* Identify and assign an individual to track and record all decisions and communications in and out of the emergency operations center C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* Issue alert to employees and update incident status throughout the event C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Determine if an evacuation of the HQ building is warranted based on the event and conditions C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

For larger scale events, contact postal facilities within the affected area as soon as possible using established protocols C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Determine if the incident has the potential to escalate or cause further damage or life threatening C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

If the HQ building is not impacted by the natural disaster, assess the field units’ impacts C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

**Employees**

* Account for all employees C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* Encourage on site employees to remain at the installation if travel to their home is likely to be jeopardized C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* Contact employees working away from the postal facility at time of incident and provide instructions for their safety and communicate the situation and impacts C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* Communicate information to employees as updates are provided by the media and local/national authorities C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* If operations at HQ cannot be continued, instruct all HQ employees to proceed to an alternate facility designated by the emergency manager. See Business Continuity Plan for additional details C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* If incident occurs outside of normal hours, employees should be encouraged to utilize local media and the Employee Emergency Hotline, if available, to receive reporting instructions C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png
* Coordinate with internal resources (HR and Communications) to update Employee Emergency Hotline messaging with reporting procedures and locations if applicable, to HQ employees C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

**Facility**

Determine extent of damage to HQ facility and what repairs are needed C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Determine what main systems (water, power, gas, fuel) need to be secured C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Contact the Facilities department (insert phone #\_\_\_\_\_) for damage assessment and repairsC:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

**Safety/Security**

Ensure that the HQ building and its assets are secured. Liaison with law enforcement and local police as needed C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

Determine if there are any situations at the HQ building which may present safety, health, or environmental concerns to employees or the public C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png

**Hurricane Emergency Checklists – Headquarters**

| **SITUATION** | **TASKS** |
| --- | --- |
| **INITIAL**  **CRITICAL**  **ACTIONS**  **(Prior to and during event)** | Ensure all corrective actions from the previous season’s after action reports are implemented  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Monitor weather alerts (WMO, national agencies) and media reports  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If **HURRICANE/CYCLONE/TYPHOON** conditions are forecasted for the HQ building, activate EMT and/or Emergency Operations Center as required supporting assessment and communication efforts. Assign someone to record and track decisions  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Update the HQ contact directory and emergency contact information  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If the HQ building is not affected by this incident, determine if field units are affected and implement field emergency procedures  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Depending on the track, consider issuing a notice of HQ closure in advance of the hurricane/cyclone/typhoon. Devastating winds, storm surge, heavy rainfall, and inland flooding are likely to occur before and after the hurricane/cyclone/typhoon  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Notify employees of evacuation routes, road closures and any advisories issued by national and local government  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Advise field units’ staff of the situation and provide status as required  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Implement a process to ensure all meetings are documented and all documents are retained for later review  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure field units outside the potential hurricane/cyclone/typhoon impact zone have plans and procedures to implement change of address processes at evacuee shelters if activated  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Assist with the establishment of alternate sites for those field units within the impact zone  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure there is a process to take collection boxes out of service in areas likely to be impacted by the hurricane/cyclone/typhoon  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Refuel HQ vehicles and park them on pre-identified higher ground to minimize damage (park close side-to-side and front-to-rear). Secure assets, including mail, stamps, money, essential records, and electronic equipment above anticipated water levels to limit damages if flooding is anticipated  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure field units evaluate the potential for flooding of vehicle parking areas and make plans to refuel and relocate vehicles to higher ground  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure field units have a plan in place for emergency refueling of vehicles and emergency generators if fuel is not available at local outlets  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure facilities contact local authorities to understand if, where, and under what circumstances local officials will call for mandatory evacuation  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If flooding conditions are anticipated, determine where water and debris are likely to flow and collect around the HQ building and implement diversions on those identified flow pathways using barriers (sandbags, gravel bags, fiber rolls, lumber, plywood, plastic sheeting, rubber seals, and concrete block)  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure field units (processing facilities and post offices) have plans in place to migrate their sort programs to alternate facilities  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| **RESPONSE**  **PROCEDURES**  **(0-48 hours)** | Following the initial force of the hurricane/cyclone/typhoon, instruct the HQ EMT to determine the boundaries of the affected areas  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure safety of employees involved with response procedures  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Prepare situational reports on a regular basis and provide 3P status (people, property, and product)  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure details of the emergency incident are being recorded. Ensure that situational report updates are provided on a regular basis  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Consider activation of business continuity plan and relocation of HQ operations to the alternate facility if damages to the HQ building or impacts to immediate area are severe. Incidents expected to last 24 hours or more may warrant alternate site activation. Inform field units and external stakeholders as required if operations move to alternate facility  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Establish communication with field units’ staff. Cellular network and telephone landlines may be overwhelmed. Consider text messaging (SMS) and priority telecommunication services, if available. Use satellite phones where available  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Determine extent of power outages and identify need for emergency generators/fuel  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Consider supplies of MRE’s and bottled water for EMT initially and employees if sheltered in place  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Secure Postal Assets (mail, vehicles stamps, money)  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Conduct initial damage assessment. This will likely include a multi-discipline team composed of structural engineers, environmental, safety, and security specialists  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Keep employees informed of the situation and review what to expect before next operational tour. Inform staff where to report for duty. Include safety related messaging to employees related to this event. Share employee emergency hotline number, if available  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Continue monitoring radio and television reports to determine what actions HQ should take to ensure safety of employees. Follow all local emergency guidance  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| **RECOVERY**  **ACTIONS**  **(48+ hours)** | Coordinate with local authorities, postal police, and facility maintenance to determine if the HQ building is safe to return to service or if decontamination/clean-up needs to be done prior to reentry  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Once flood waters start receding and winds decrease, focus initial efforts on pumping out waters and drying out contents of the building. This will require fans and dehumidifiers. Wet carpets and wall insulation may need to be removed. Cleanup of flood water and mold may require specialty contractor support. Depending on the level of humidity and temperature, mold will start growing in 24-48 hours  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Cover broken windows with plastic sheeting and torn roofs with heavy duty tarps to prevent additional rain water from entering the building  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Staff EOC (potentially around the clock) to coordinate recovery actions  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Track status and restoration efforts of all essential operations. Maintain accurate records of restoration and recovery costs for insurance purpose  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If hurricane/cyclone/typhoon impacted field units, provide coordination support and assistance with the mobilization of mobile units for collection and delivery of mail  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Provide support to field units impacted by the hurricane/cyclone/typhoon with processing the anticipated large number of change of address requests  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If HQ staff were directed to report to an alternate operating facility, develop plan for their return upon reconstitution of the HQ building  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure termination of the emergency incident is communicated to all staff  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Coordinate after action meeting and report with EMT staff to determine if plans, procedures, or contacts need to be updated or changed. Capture comments in final after action report and corrective action plan  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |

**Flooding Emergency Checklists – Headquarters**

| **SITUATION** | **TASKS** |
| --- | --- |
| **INITIAL**  **CRITICAL**  **ACTIONS**  **(Prior to and during event)** | Ensure all corrective actions from the previous season’s after action reports are implemented  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Monitor weather alerts (WMO, national agencies) and media reports  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If **FLOODING** conditions may impact the HQ building, prepare to evacuate facility, headcount employees, and shift duties as required by conditions  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If the HQ building is not affected by this incident, determine if field units are affected and implement field emergency procedures  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Update the HQ emergency contact directory and emergency contact information  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If FLOOD waters impact the HQ facility, evacuate or Shelter-in-place as required by the conditions (shelter up). Follow the HQ emergency evacuation plan. Evacuation in advance of flood waters reaching the facility is preferred  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Advise field units’ staff of the situation and provide status as required  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Implement a process to ensure all meetings are documented and all documents are retained for later review  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Make assignments and confirm HQ and field units’ personnel have completed preparedness tasks  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure field offices outside the potential flood impact zone have plans and procedures to implement Change of Address (COA) processes at evacuee shelters if activated  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Assist with the establishment of contingency sites for impacted facilities  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Instruct field units to take collection boxes out of service in areas likely to be impacted by flooding  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Move HQ vehicles to higher ground (pre-identified location) if time permits. Secure assets, including mail, stamps, money, essential records, and electronic equipment above anticipated water levels to limit damages  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Monitor road closures and alternate routes for evacuation. Monitor local media for reports related to this incident. Notify employees of evacuation routes, road closures and any advisories issued by state and local government  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure field units evaluate the potential for flooding of vehicle parking areas and make plans to relocate vehicles to higher ground and refuel all vehicles  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure field units have a plan in place for emergency refueling of vehicles and emergency generators if fuel is not available at local outlets  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure facilities contact local authorities to understand if, where, and under what circumstances local officials will call for mandatory evacuation  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Determine where water and debris are likely to flow and collect around the HQ building and implement diversions on those identified flow pathways using barriers (sandbags, gravel bags, fiber rolls, lumber, plywood, plastic sheeting, rubber seals, and concrete block)  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure facilities have plans in place to migrate their sort programs to alternate facilities  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| **RESPONSE**  **PROCEDURES**  **(0-48 hours)** | Activate HQ EMT and Emergency Operations Center as required to support assessment and communication efforts. Assign someone to record and track decisions  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure safety of employees. Flood waters associated with flooding are often contaminated with raw sewage, chemicals, and dangerous wildlife such as alligators and snakes. Follow applicable procedures for personal protective equipment  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Prepare situational reports on a regular basis and provide 3P status (people, property, and product)  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Consider activation of business continuity plan and relocation of HQ operations to the alternate facility if damages to the HQ building or impacts to immediate area are severe. Incidents expected to last 24 hours or more may warrant alternate site activation. Inform field units and external stakeholders as required if operations move to alternate facility  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Establish communication with field units’ staff. Cellular network and telephone landlines may be overwhelmed. Consider text messaging (SMS) and priority telecommunication services, if available. Use satellite phones where available  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Determine extent of power outages and identify need for emergency generators/fuel  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Consider supplies of MRE’s and bottled water for EMT initially and employees if sheltered in place  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Secure Postal Assets (mail, vehicles stamps, money)  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Conduct initial damage assessment. This will likely include a multi-discipline team composed of structural engineers, environmental, safety, and security specialists  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Keep employees informed of the situation and review what to expect before next operational period. Inform staff where to report for duty. Include safety related messaging to employees related to this event. Share employee emergency hotline number, if available  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
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| **RECOVERY**  **ACTIONS**  **(48+ hours**) | Coordinate with local authorities, postal police, and facilities maintenance to determine if the HQ building is safe to return to service or if decontamination/clean-up needs to be done prior to reentry  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Once flood waters start receding, focus initial efforts on pumping out waters and drying out content of the building. This will require fans and dehumidifiers. Wet carpets and wall insulation may need to be removed. Cleanup of flood water and mold may require specialty contractor support. Depending on the level of humidity and temperature, mold will start growing in 24-48 hours  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Track status and restoration efforts of all essential operations. Maintain accurate records of restoration and recovery costs for insurance purpose  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If flood waters impacted field units, provide coordination support and assistance with the mobilization of mobile units for collection and delivery of mail  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Provide guidance for dealing with mail, money, and stamps that may have been contaminated by flood waters  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Provide support to field units impacted by the flood with processing the anticipated large number of change of address requests  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| If HQ staff were directed to report to an alternate operating facility, develop plan for their return upon reconstitution of the HQ building  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Ensure termination of the emergency incident is communicated to all staff  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |
| Coordinate after action meeting and report with EMT staff to determine if plans, procedures, or contacts need to be updated or changed. Capture comments in final after action report and corrective action plan  C:\Users\paolo_iscaro\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\F01FE70G\simple-red-square[1].png |