### Before a Disaster:

**Individuals & Households**
- Know your hazards/develop a plan
- Purchase and verify insurance coverages
- Maintain emergency savings
- Prepare (2 weeks of supplies)
- Inventory/photos of assets
- Elevate/relocate from floodplains
- Reinforce roof and windows
- Create defensible space
- Preserve/copy vital documents

**Communities**
- Host education and preparedness events
- Organize insurance/financial checkups
- Ensure schools are prepared
- Develop and sustain CERT teams
- Identify community-based organizations
- Train in lifesaving skills
- Become an affiliated volunteer
- Create community info networks
- Participate in emergency drills

**Nonprofit & Faith-based**
- Develop own disaster response plan
- Gather supplies/equipment
- Recruit and train volunteers
- Participate in local drills and exercises
- Affiliate with VOAD/COAD groups
- Assess and strengthen facilities
- Develop activation/deployment protocols
- Maintain contact lists
- Develop robust systems/structures

### During a Disaster:

**Individuals & Households**
- Follow the advice of EM officials
- Remain calm and tend to critical needs
- Listen to alerts and warnings
- Keep loved ones safe
- Communicate with family/neighbors
- Relocate to shelter if necessary

**Communities**
- Follow all EM protocols
- Establish realistic expectations
- Conduct welfare checks
- Deploy CERT volunteers
- Check in with a volunteer manager
- Report damages and safety risks

**Nonprofit & Faith-based**
- Communicate with membership
- Report resources and capabilities
- Provide damage updates
- Deploy volunteers/supplies/equipment
- Manage volunteers effectively
- Support emotional needs of communities

### After a Disaster:

**Individuals & Households**
- Assess safety of home and damages
- Clean up and make repairs (safety first)
- Volunteer or donate supplies/services
- Document household damages
- Track financial losses/cleanup costs
- File insurance claims/apply for assistance
- Maintain realistic expectations

**Communities**
- Check on vulnerable populations
- Restore community services
- Recover to host community meetings
- Support shelter operations
- Organize community clean-up events
- Advise authorities about unmet needs
- Set realistic goals and celebrate successes

**Nonprofit & Faith-based**
- Use available case management tools
- Track/document time and donations
- Provide technical assistance
- Craft messages for diverse communities
- Inform agencies about developing concerns
- Report ongoing recovery efforts
- Coordinate with recovery personnel

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*This Recovery Factsheet was developed by the FEMA Executive Academy RARE Team 8/2018*
### Action Items for the Whole Community

#### Before a Disaster:
- Understand risks and hazards
- Assess critical functions and staffing
- Develop a plan and train employees
- Budget for emergencies and obtain insurance
- Strengthen facilities to withstand risks
- Keep paper copies of critical information
- Require suppliers to have emergency plans

#### During a Disaster:
- Keep employees and customers safe
- Determine if people are missing
- Check for injuries and render aid
- Verify safety of buildings/need to evacuate
- Determine damage to systems/facilities
- Ensure access to food, water, lights, heat
- Clarify roads are passible before leaving

#### After a Disaster:
- Implement emergency plans
- If sheltering, care/feed employees/customers
- Assess and prioritize available resources
- Partner with other nearby businesses
- Offer technical assistance, supplies and skills
- Report operational status to local EMs
- Determine suppliers capabilities to deliver
- Resume operations or assist with recovery
- Support economic recovery

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#### Private Sector

- Pre-disaster planning, training and education
- Build community capacity (policies, resources)
- Develop adaptive systems/structures
- Mitigate against known hazards
- Conduct disaster recovery exercises
- Pre-stage equipment and supplies
- Issue pre-event alerts and warnings

#### Federal (FEMA)

- Build a culture of preparedness
- Plan for continuity of government
- Distribute grants to states/communities
- Administer National Flood Insurance Program
- Fund and support training and exercises
- Promote pre-disaster mitigation programs
- Empower whole community engagement

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#### Local, State & Tribal

- Activate emergency plans and operations
- Save lives and protect public safety
- Perform search and rescue missions
- Assess and open lifeline routes
- Maintain medical care capabilities
- Coordinate mutual aid and contracts
- Facilitate outside assistance

#### During a Disaster:
- Activate National and Regional Response Coordination Centers
- Assist overwhelmed state and local areas
- Advise the President of disaster impacts
- Support Presidentially declared disasters
- Coordinate federal agency response
- Provide logistics support

#### After a Disaster:
- Assess and prioritize damages and repairs
- Establish mass care operations
- Manage logistics and resources
- Prioritize community hardships/unmet needs
- Manage and implement community recovery
- Facilitate housing and human services needs
- Restore public infrastructure (roads, bridges)
- Ensure public safety structures and capabilities
- Initiate critical infrastructure restoration

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#### Federal (FEMA)

- Provide technical expertise
- Coordinate with State recovery missions
- Establish Disaster Recovery Centers
- Manage Federal recovery efforts
- Facilitate Housing Assistance Program
- Reimburse eligible response/recovery costs
- Facilitate access to low-interest loans (SBA)
- Manage public assistance claims
- Manage individual assistance claims