AUSTIN'S RESILIENCE HUB TOOLKIT

A GUIDE FOR COMMUNITY ORGANIZATIONS AND BUSINESSES

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RESILIENCE HUBS

WHAT ARE THEY AND WHY DO WE NEED THEM?

When disaster strikes, people across Austin need trusted community spaces to meet basic needs. The Resilience Hub Network is a series of community-focused physical facilities that offer day-to-day services and support the community before, during, and after an event. When paired with ongoing emergency planning, disaster response, and sheltering plans, Resilience Hubs provide much needed relief to the community in times of need.

The purpose of the Resilience Hub Toolkit (Toolkit) is to aid community efforts in establishing community-operated Resilience Hubs (Hubs) in conjunction with the City of Austin owned and operated Resilience Hub demonstration sites. Each Hub is unique to the community it serves. While some Hubs may offer information, accessible bathrooms, and cell phone charging, others can be set-up to provide refuge during extreme heat and cold, a safe, short term reception area for displaced residents, and provide food and water during emergencies. The toolkit is intended to be a starting point for interested community stakeholders in establishing Resilience Hubs while maintaining a common level of interoperability and continuity.

HOW DO I SET UP MY OWN HUB?

SET UP YOUR OWN RESILIENCE HUB AND BECOME PART OF AUSTIN'S RESILIENCE HUB NETWORK, FOLLOW THESE SIMPLE 5 STEPS FOR YOUR PROSPECTIVE HUB:

1 Review the checklist together and consider if you can accomplish the **Prerequisites**

2 Assess site and staff capacity to serve as a Resilience Hub by using the factsheets for your prospective Hub and checklist

3 Create a facility-specific team and identify a point of contact, back up contact for communications, and necessary support staff for your facility and Hub type

4 Reach out to the Office of Resilience (OoR) for a meet and greet/ informational session/draft and sign a Memorandum of Understanding

5 Join Resilience Hub Network meetings

WHY JOIN THE NETWORK?

Your facility or organization may already be serving community needs and providing key resources and support before, during, and/or after disasters. By joining the network, you will help Austinites and the City be better prepared for future disruptions, while also leveraging the knowledge, expertise and resources of peers within Austin's Resilience Hub Network.

For more information visit: www.austintexas.gov/resiliencehubs or contact us at resilience@austintexas.gov

PREREQUISITES FOR ALL SITES:

1 **Physical ability to perform a Resilience Hub function**
 a. Structure not exposed to flooding. For example, the structure is not in the floodplain based on the FloodPro website: https://www.austintexas.gov/page/floodpro
 b. All Hubs must have an indoor space, with heating/cooling capacity
 c. Publicly accessible restrooms to use on site
 d. Have Wi-Fi for community members to use on site
 e. Access to at least 1 electrical outlet for personal devices

2 **Visible & accessible by the Community**
All Hubs are visible in the communities they serve. Typically, this means Hubs are:
 a. Easily identified by community members
 b. Accessible for those living with disabilities
 c. Language accessible (when possible)

3 **Staff buy-in and Readiness**
To be a successful Hub, community owned sites:
 a. Designate a point of contact and at least one alternate
 b. Commitment to participate in events with OoR and other community organizations
 c. Commitment to participate in hazard events
 d. Staff can provide community members to basic preparedness information

4 **Community Programming**
Resilience Hubs are not just for disaster but are meant to be a focal point in the community. The location must have connections with the neighborhood and provide culturally sensitive training.

5 **Network Meetings**
Resilience Hub leads can meet with each other and with the Office of Resilience representative on a consistent basis to network, collaborate and coordinate on the allocation of resources, and facilitate knowledge sharing, lessons learned and best practices.

6 **Support**
Be ready to support your community, based on capacities identified

ⓘ INFORMATION HUB

Information Hubs are space for community members to get and/or receive information related to emergency preparedness, response, recovery and other community services.

Facility Attributes

Public facing facility which is open during 'normal' business hours

Normal/Everyday *(Pre-Event Preparedness Information)*

What does the community need to know before an event? What does Emergency Management/Health need to know about the community before an event? (i.e. Where do people naturally tend to congregate?) What do we need to have at the site before an event?

- What are the demographics in your community? What languages are spoken in your community? Do you need documents to be translated?
- Are there community members with disabilities that need to be accommodated?
- General information on what to do during an event: Make A Plan, Build A Kit, etc. Also, depending on local hazards, what to do during a heatwave, flooding, wildfire, etc. Provide recovery information. Highlight not come to this location during an event.
- How big is your community? How many copies of printed materials do you need per week?
- Does the location have enough space for easy access of materials? Will staff know where materials be located?
- Are you willing to host community events or meetings such as training for community members?

Disruption

During emergencies, provide signage that directs community members to an emergency website. The City will provide branding and/or stickers to apply to the outside of the structure.

Recovery *(How will/can the community engage with a Hubs after an event?)*

How will/can the community engage with a Hub after an event for: Emotional Wellness, Digital Access, Economic Recovery and/or Entrepreneurial Guidance:

- Provide materials for recovery such as, insurance documents, "how to.." (apply, receive services)
- Training for community members on recovery
- Are you willing to host a community outreach after an event?

Supplies

- Preparedness Information
- Hazard Information
- Service Providers
- Recovery Resources
- Informational Pamphlets
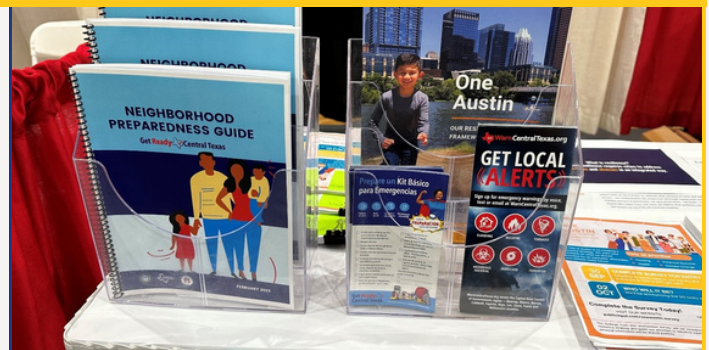
WARMING OR COOLING CENTERS

Warming or Cooling Centers are spaces that primarily serve as a space for warming and/or cooling during periods of extremely high or low temperatures.

Facility Attributes

Public-facing space that is open during regular business hours with at least two (2) handicapped accessible stalls, at least 3 publicly accessible outlets for device charging and storage space for bottled water and snacks (non-perishable food).

Normal/Everyday *(Pre-Event Preparedness Information)*

• Does the location have a properly functioning HVAC system?
• What languages are spoken in your community. Do you have staff that can converse in those languages?
• How large is the population in your community? How many people can be accommodated a day during periods of extreme weather?
• Are there enough outlets or chargers available for community members to power their devices?
• How much space does the location have to store bottled water and snacks (non-perishable food)
• Does the location have a public wi-fi network? Are you willing to host community events or meetings such as training for community members?
• Has the space had a power outage in the past 5 years? If so, for how long?
• Who else has access to the space besides the facility manager?

Disruption

Outcome: more reliable/useful facility that can be accessed and activated by Emergency Management Agencies. What do we need in place during an event? Operations, logistics, personnel, etc.

Recovery *(How will/can the community engage with a Hubs after an event?)*

- Provide materials for recovery such as, insurance documents, "how to.." (apply, receive services)
- Trainings for community members on recovery
- Warming or cooling for community members
- Digital access to recovery tools/portals
- Are you willing to host a community outreach after an event?

Supplies

- Preparedness Information
- Hazard Information
- Service Providers
- Recovery Resources
- Informational Pamphlets

DISTRIBUTION CENTERS

Food and/or Water Distribution Centers are spaces that primarily serve as a focal point for packaged waters, grocery items, and/or meals to be disbursed to community members.

Facility Attributes

Public-facing space which can accommodate easy entrance and exit of large supply trucks, an offloading point for palletized goods as well as a rapid ingress/egress for community members to receive food.

Normal/Everyday *(Pre-Event Preparedness Information)*

- What languages are spoken in your community? Do you have staff that can converse in those languages?
- What dietary preferences or needs are in your community? E.g. seniors, diabetics?
- How large is your parking lot? Do you have separate entrance and exit lanes for one-way traffic flow?
- Do you have a loading dock or an area that can accommodate multiple pallets?
- Do you have a cafeteria or large multi-purpose area that can accommodate large groups with separate entrances and exits?
- Do you have a large storage space or shed for dry foodstuffs?
- Do you have refrigerators or cold storage space?
- Has the space had a power outage in the past 5 years? If so, for how long? Do you have access to back up power/generators?
- Who else has access to the space besides the facility manager?

Disruption

- Review Food Safety guidelines
- Send neighborhood/HUB status to Resilience Hub Manager

Recovery *(How will/can the community engage with a Hubs after an event?)*

- Provide materials for recovery such as, insurance documents, "how to.." (apply, receive services)
- Trainings for community members on recovery
- Groceries, meals, or prepared foods for extended periods of time
- Recovery kits (e.g. hygiene kits, emergency blankets etc)
- Sign up location for food assistance like SNAP or Disaster-SNAP
- Are you willing to host a community outreach after an event?

Supplies

- Items listed under Information Hub and Warming/Cooling Center
- 3-day supply of food that meets the dietary needs of the community
- Large amount of Bottled/packaged Waters
- Traffic cones/markers/signage
- Insulated holding cabinets or bags

SHELTER-CAPABLE FACILITIES

Shelter-capable locations are spaces that primarily serve as an interim housing option for community members.

Facility Attributes

Public-facing space which can support living accommodations with sleeping spaces, food service and hygiene needs with refrigerated storage, commercial kitchen space, showers and back-up water.

Normal/Everyday *(Pre-Event Preparedness Information)*

- What is the available square feet for a sleeping area? What is the available square feet for an eating area?
- How many restrooms are available? How many are ADA compliant?
- Is there parking at this site?
- Is an accessible route provided from public sidewalks and public transportation stops on the shelter site (if provided) to the accessible entrance for the shelter?
- What is the capacity to shelter elderly, single women, single men, and families?
- Are there any restricted areas?
- What is/are the water source(s)? Municipal, Well, Other?
- Does the site have external connection capability for a portable emergency generator?
- Can household pets be located at this site? Is there space for a designated pet relief area?
- Is there staff trained in or experienced with overnight shelter operations on-site?
- Is there staff trained in food safety and handling?
- Who else has access to the space besides the facility manager?
- Is there additional storage space for larger supplies?

Disruption

Outcome: more reliable/useful facility that can be accessed and activated by Emergency Management Agencies What do we need in place during an event? Operations, logistics, personnel, etc.

Recovery *(How will/can the community engage with a Hubs after an event?)*

- Provide materials for recovery such as, insurance documents, "how to.." (apply, receive services)
- Training for community members on recovery
- Well-balanced and nutritious meals or prepared foods that meet dietary needs for extended periods of time.
- Consider the needs of the populations you serve.
- Recovery kits (e.g. hygiene kits, emergency blankets etc)
- Are you willing to host a community outreach after an event?

Supplies

- Items listed under Information Hub and Distribution Center
- 3-day supply of food and bottled/packaged waters
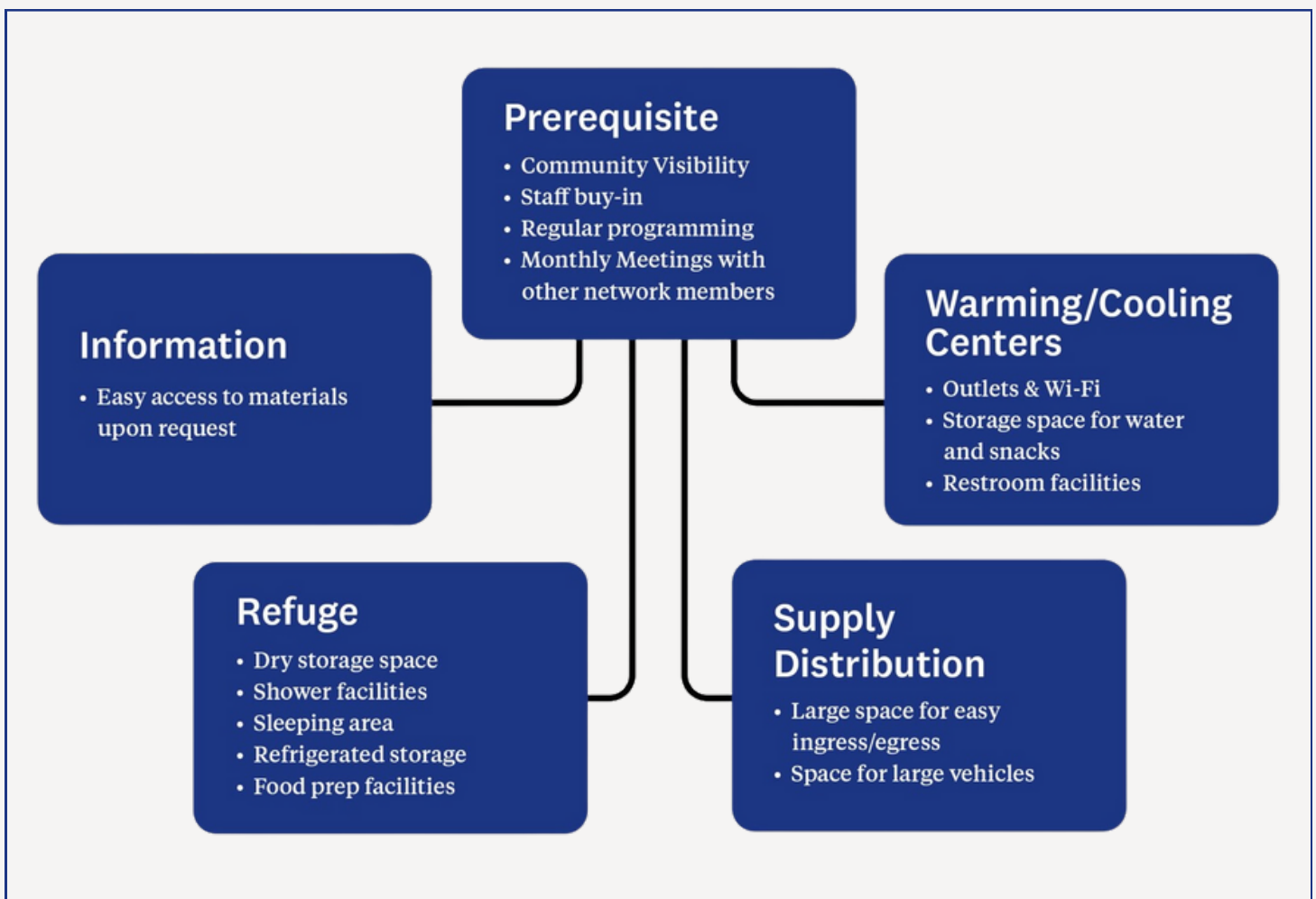- Counselors/Mental health professionals
- Cots
- Basic hygiene items

RESILIENCE HUB PREPAREDNESS CHECKLISTS

The following checklists are meant to assess Organization and Site Capacity. The checklists are tools to get a snapshot of an organization's current readiness, not a qualifying document. There are NO minimum 'Yes' responses to join the Resilience Hub Network.

Resilience Functions are not mutually exclusive and can perform multiple roles so long as basic functions for each function can be met.

All Hubs must be able to perform one or more functions of a Resilience Hub.

Prerequisite
- Community Visibility
- Staff buy-in
- Regular programming
- Monthly Meetings with other network members

Information
- Easy access to materials upon request

Warming/Cooling Centers
- Outlets & Wi-Fi
- Storage space for water and snacks
- Restroom facilities

Refuge
- Dry storage space
- Shower facilities
- Sleeping area
- Refrigerated storage
- Food prep facilities

Supply Distribution
- Large space for easy ingress/egress
- Space for large vehicles

ORGANIZATION PREPAREDNESS CHECKLIST

	YES	NO	UNSURE
Has your organization been significantly involved in a previous disaster response by mobilizing a substantial number of volunteers or resources or by taking on specific initiatives?	☐	☐	☐
Do your organization leaders feel capable to help lead efforts of response in your local community if needed?	☐	☐	☐
Does your organization engage in regular service opportunities? If 'Yes' How often?	☐	☐	☐
Does your organization leadership have a clear vision for disaster readiness and response efforts that connect to your existing mission?	☐	☐	☐
Have you identified a key volunteer or staff member to lead in crisis response?	☐	☐	☐
Have you identified a team of people to help lead your organization's response efforts?	☐	☐	☐
Do you have a team of people trained in the Incident Command System (ICS)?	☐	☐	☐
Are your organization leaders working with other community leaders in your area to plan and strategize how to respond to disasters together?	☐	☐	☐
What is your organization's process for identifying and developing volunteer leaders?	☐	☐	☐
Have your organization leaders determined how they will communicate disaster response opportunities to the staff and organization?	☐	☐	☐
Does your organization have an ongoing plan to train and certify volunteers to serve your community when impacted by disaster	☐	☐	☐
Does your organization have a Readiness and Response Plan in place? (written emergency plan with owners identified addressing your organization's response to disasters that impact the organization, members, and local community)	☐	☐	☐
Have you created a resource summary for your organization? (facilities, specialized member skills, key resources/tools, finances, etc.)	☐	☐	☐
Do you have strategic partnerships with other organizations, networks, local government leaders within your community?	☐	☐	☐

SITE ASSESSMENT CHECKLIST

		YES	NO	UNSURE
Does the facility have a covered indoor space with heating and cooling capability? (HVAC)		☐	☐	☐
Does the facility have an open or guest Wi-Fi network?		☐	☐	☐
Does the facility have a conference room or other meeting space for programming? If yes, how many?		☐	☐	☐
Does the facility have a bulletin board or announcements space?		☐	☐	☐
Can the facility accommodate charging for multiple devices (phones/tablets)?		☐	☐	☐
Does the facility have storage for bottled water and snacks? If yes, how much space (estimate of sq ft)?		☐	☐	☐
Does the facility have restrooms? If yes, how many?		☐	☐	☐
Does the facility have a large parking lot that can accommodate large trucks ingress and egress?		☐	☐	☐
Does the facility have a commercial kitchen space?		☐	☐	☐
Does the facility have shower facilities? If yes, how many stalls per gender?		☐	☐	☐
Does the facility have the space to shelter individuals?		☐	☐	☐
Has the facility ever served as a shelter previously?		☐	☐	☐
Does the facility have a backup power source (generator/solar)?		☐	☐	☐
Does the facility have a covered indoor space with heating and cooling capability? (HVAC)		☐	☐	☐