



COMMUNICATING WITH RESIDENTS

Ensuring the safety of residents is of the utmost importance at all times. Public Housing Agencies (PHAs) in an identified area of risk for disaster should establish a **resident communication plan** to make sure residents are prepared for disasters and know the methods for communication *after* a disaster. A good resident communication plan establishes clear methods for communication and procedures for before and after a disaster.



A resident communication plan will:

- Take into consideration **methods for communicating**.
 - TIP: Use a wide array of methods, such as email, text messages, printed flyers, social media posts, in-person meetings, and local media.
- **Inform** residents of disaster procedures, including knowing where to **shelter in place**.
 - TIP: Include signage!
 - Make it large print and noticeable.
- Be clearly **documented and disseminated** to residents.



In communicating with residents, be sure that they know how to:

- Contact the PHA if they choose **not to** voluntarily evacuate.
- Check in with PHA staff following a disaster.
 - **TIP:** Verify that staff's emergency contact information is up to date, and everyone is aware of how information will be circulated.
- Share procedures for public housing and Housing Choice Voucher (HCV) residents to notify the PHA of their whereabouts and damage to their units.



A PHA should always be planning and preparing for a disaster to ensure the safety of residents. However, it is also an opportunity to **educate and empower residents**.

- **Hold disaster readiness events**, such as disaster preparation seminars and drills or simulations.
- Identify residents or resident groups who wish to **take on responsibilities** during a disaster.
- Provide basic **first aid classes**.
- Encourage the use of resources like **Ready.gov** and the **FEMA Mobile App** to receive real-time weather alerts, updates, and available assistance.



Request information from residents.

- Ask for **emergency contact** information.
- Encourage high-risk residents to wear **medical alert bracelets** in case they cannot provide such information.



Recommended Items to Include in a Basic Emergency Supply Kit:

- Water and non-perishable food for several days
- Extra cell phone battery or charger
- Battery-powered or hand crank radio that can receive NOAA Weather Radio tone alerts and extra batteries
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Non-sparking wrench or pliers to turn off utilities
- Can opener (if kit contains canned food)
- Local maps