



STEP FOUR

Develop the Plan

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This facilitator’s guide outlines the content, activities, and handouts that should be used to teach this section. Refer to this document for detailed guidance on how to deliver ReadyCommunity Step Four.

STEP FOUR

Develop the Plan

Before Starting Step Four...

Prior to moving on to Step Four, the core and planning teams should complete these activities from Step Three:

- Refine Goals and Actions (using Handouts 2 and 3)

Step Four Overview

The fourth step of the ReadyCommunity training resources is intended to build on the information generated in Step Three. In particular, it seeks to generate the steps and necessary assets that will place the community on the path of achieving the goals and actions that the group finalized in Step Three.

Objectives

In Step Four, participants will:

1. Review refined goals and actions/strategies from the previous session
2. Identify specific steps needed to carry out the actions and to meet the key goals
3. Identify assets available or needed to carry out the actions and steps

Estimated Time to Complete Step Four Activities

Two and a half hours plus additional time to complete the worksheets and homework in preparation for Step Five.

References to CPG 101

Pages 4-12 thru 4-16

Develop the Plan

In Step Four your local planning team will take the goals and actions from Step Three and develop a series of steps that it proposes to carry out to achieve each of the actions.

The team will then identify assets needed to accomplish the tasks at hand. They will explore how to identify local resources as well as secure connections to resources that are not available locally, if needed.

The team will organize all of the steps into a planning chart that will become part of the final plan.

Finally, the team will plan the Community Touch-Point associated with this step.

Advance Preparation

Two Weeks Prior

- Follow up with local point person
 - Confirm final count
 - Discuss any questions/concerns that may have surfaced
- Send out email reminder
 - Confirm date, time, location
 - Go over what they should expect, their responsibilities – Remind them that refined goals and actions are due at the upcoming meeting.
- Confirm food and beverages, if being provided, with local point person
- Double check logistical arrangements
- Print handouts (See “Supplies Needed” below)
- Add your contact information to the final slide of the “ReadyCommunity – Step Four” PowerPoint

Day of Event

Arrive at meeting place at least 45 minutes prior to meeting in order to:

- Set up PowerPoint equipment. Have the first slide displayed as participants arrive
- Arrange tables and chairs so that participants can be face-to-face. A U-shape works well with the projector screen in the opening of the U.
- Prepare a sign-in table so that you can ensure you have accurate contact information for all participants.
- Set up refreshments (optional).

Supplies Needed

Handout 1 – Individual Assets Inventory
Handout 2 – Survey of Organizational Assets
Handout 3 – Emergency Plan Worksheet
Handout 4 – Open House Instructions
Computer
Projector
Screen or blank wall
Extension cord
Flip chart & easel
Sticky notes
Markers
Sign-in sheet
Nametags and name tents (unless all participants are well acquainted)
Calendar
Map of county/community

Support Documents

Comprehensive Planning Guide (CPG 101)

References

FEMA, 2003. Developing the Mitigation Plan: Identifying Mitigation Actions and Implementation Strategies. State and Local Mitigation Planning How-to Guide. FEMA 366-3 (April).

FEMA, 2010. Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101. Version 2.0 (2010).

STEP FOUR Develop the Plan

Slide 1

ReadyCommunity

Display the Welcome Slide so participants see it when they enter the room.

Welcome participants and allow time for introductions if participants are not already acquainted.

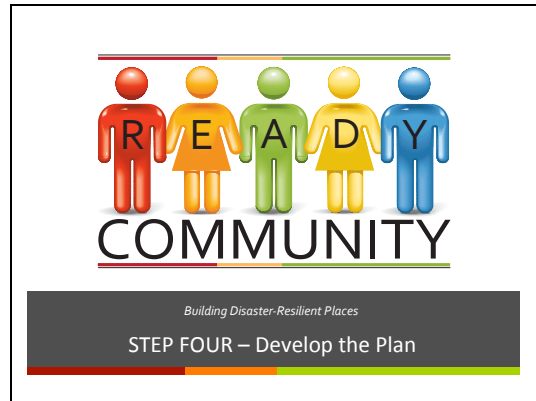
Warm up:

Ask each NEW person to share the following information:

- Name (If they are not already acquainted)
- One thing that they think would make responding to a disaster hard (tell them to name something in one or two words – fast)

Introduce today's session.

During this session, participants will be developing the details of the community's disaster plan.



Supplies/Materials

Handout – PowerPoint Presentation (optional)
Flip Chart
Easel
Markers

Estimated Time

5-10 min. (depending on size of the group)

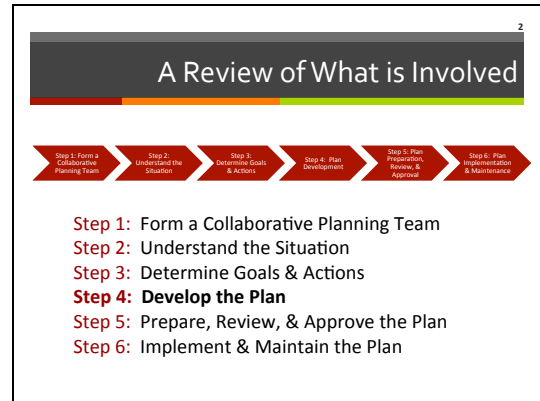
STEP FOUR Develop the Plan

Slide 2

A Review of What is Involved

Most of you have seen this slide before. As you know, we have now completed three of the six steps in the ReadyCommunity process. Today, we will work on the fourth step, **Develop the Plan**.

Step Four builds on the goals and actions identified in Step Three, setting the stage for the completion of the final plan in Step Five.



Supplies/Materials

Estimated Time

1 min.

STEP FOUR Develop the Plan

Slide 3

Overview

We will address three major topics in this session:


1. Review refined goals and actions/strategies from the previous session
2. Identify specific steps needed to carry out the actions and to meet the key goals
3. Identify assets available or needed to carry out the actions and steps

3

Overview

Participants will:

1. Review refined goals and actions/strategies from the previous session
2. Identify specific steps needed to carry out the actions and to meet the key goals
3. Identify assets available or needed to carry out the actions and steps



Supplies/Materials

Estimated Time
2 min.

STEP FOUR Develop the Plan

Slide 4


Review Goals & Actions from Step Three

As homework from Step Three, each team working on an ESF was to refine the goals and actions that were selected. Ask each team to quickly go over their final revisions and invite comments and suggestions.

Note to facilitator: Please be sure the group has enough time to provide additional feedback or to seek clarification on items presented by the ESF working teams. Step Four depends heavily on having the Step Three projects completed and in good shape. So if needed, give the group time to fine-tune all of the pertinent ESF goals and actions/strategies.

4

Review Goals & Actions



Take a moment to:

- Review the goals and proposed actions that team members fine-tuned after Step Three
- Invite comments or suggestions from the entire team
- Complete any additional refinements that may be needed.

Supplies/Materials

Estimated Time

15 min.

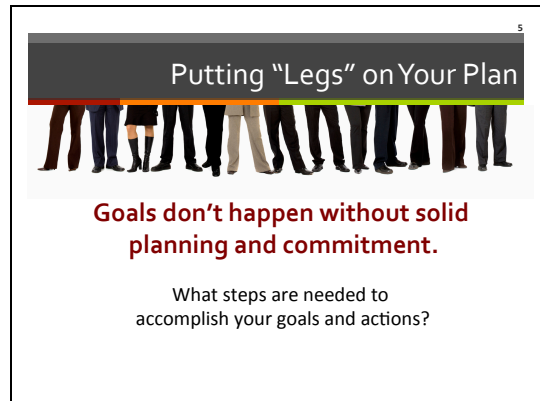
STEP FOUR Develop the Plan

Slide 5

Putting “Legs” on Your Plan

We all recognize that launching specific actions/strategies does not happen magically. They need hands and feet to help get things moving in the right direction.

As we move through the next few slides, planning team members will be asked to develop the detailed steps that are critical to successfully pursuing the actions/strategies embraced by the team in Step Three.



Supplies/Materials

Estimated Time

1 min.

STEP FOUR Develop the Plan

Slide 6

Thinking through Goals & Actions: An Example

This slide was used in Step Three and serves as a reminder of the work the planning team completed in Step Three (ESF Worksheets).

Review the slide with the planning team and inform them that now we want to build on this example in the next slide.

Note to facilitator: Due to space limits, the next slide highlights an abbreviated version of a SMART goal and actions.

6

Thinking through Goals & Actions: An Example

ESF #15: Emergency Public Information

SMART GOAL: 100% of persons in the county's flood-prone area will be notified within four hours of an evacuation order being issued by state or county/local emergency management personnel.

ACTIONS to be Performed:

- Within six months, devise a neighborhood communication plan using both established local organizations and trained volunteers to communicate warnings.
- Within three months, develop a plan to broadcast emergency information using all available media outlets serving the local area, giving particular attention to hearing impaired resources as well as non-English speaking outlets.

Supplies/Materials

Estimated Time

3 min.

STEP FOUR Develop the Plan

Slide 7

Moving from Goals to Action Strategies: An Example

This slide begins by listing a **SMART Goal** and the first **ACTION** outlined in the previous slide.

Now the key question to be addressed is: “How do we go about pursuing this action?” We provide an example of the **STEPS** that might make sense (organized in logical order) to achieve this **ACTION**:

1. Obtain an accurate flood zone map
2. Divide into some type of logical sub-sections (such as neighborhoods or other geographic sections of the community; but some communities may have other logical ways to sub-divide the community, such as social connections or key organizations. The key is to sub-divide the community in a way that makes sense to your group).
3. Identify individuals or organizations willing to serve as “captains” in each sub-section.
4. Develop a communication system to reach each captain quickly.
5. Design a protocol for ensuring that everyone in the sub-section is notified of the evacuation order.
6. Assemble a list of people and/or organizations that are willing to assist in evacuating people with special needs.

As you can see, the STEPS are straightforward, clear, and achievable.

7

Moving from Goals to Action Strategies: An Example

SMART GOAL: 100% of persons in the county's flood-prone area will be notified within four hours of an evacuation order release. ↓

ACTION: Within six months, devise a neighborhood communication plan in flood-prone areas. →

STEPS

- Obtain an accurate flood zone map.
- Divide the map into logical sub-sections.
- Identify individuals willing to serve as captains.
- Develop a communication system to reach each captain quickly.
- Design a protocol for ensuring that everyone in the section is notified.
- Identify people and/or organizations willing to assist with special needs.

Supplies/Materials

Estimated Time
20 min.

STEP FOUR Develop the Plan

Slide 8

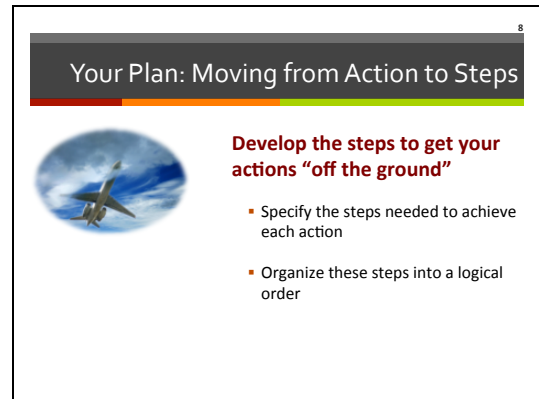
Your Plan: Moving from Action to Steps

As a planning team, begin detailing the steps that could be taken for each action/strategy that the team developed in Step Three.

Here is one way to get this done:

1. Start with **one** of the ESF-related SMART goals and its associated actions/strategies.
2. Get the group to identify specific steps that should be pursued for each action/strategy.
3. Next, organize the steps into a logical order. That is, think about what needs to happen first, then second, then third, and so on.

Note to facilitator: Make sure everyone understands the directions, and then allow teams to work on the ESFs from Step Three. The group may find that working on large flip chart paper works best to rough out ideas and get them sequenced.



Your Plan: Moving from Action to Steps ⁸

Develop the steps to get your actions “off the ground”

- Specify the steps needed to achieve each action
- Organize these steps into a logical order

Supplies/Materials

Flip Chart
Markers

Estimated Time

20 min.

STEP FOUR Develop the Plan

Slide 9


Finding Local Assets to Help with Action Steps

Now that the steps are planned for each action, we need to determine what assets are needed to carry out each of these steps.

The planning team should think about FOUR key categories of assets:

1. **People** who have specific knowledge, skills and experiences that relate to specific action steps the planning team has identified;
2. **Formal Institutions**, such as local businesses, banks, educational institutions, local governments, and churches, that have important resources that might be available to lend a helping hand;
3. **Volunteer Associations**, such as civic and fraternal organizations, interested in helping with specific action steps;
4. **Physical Resources** crucial for carrying out certain steps, such as tractors, buses, commercial kitchens, shelters, and so on.

Finding Local Assets to Help with Action Steps



Four Key Categories:

1. People
2. Formal Institutions
3. Volunteer Associations
4. Physical Resources

Supplies/Materials

Estimated Time

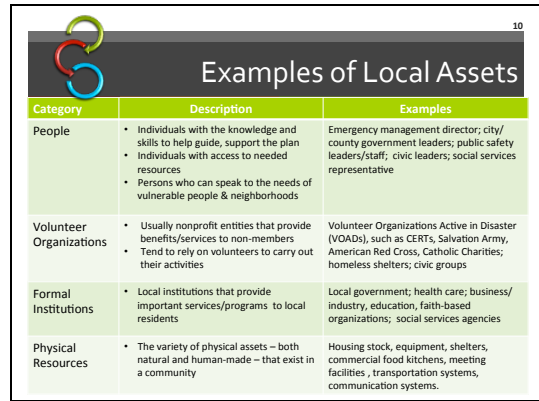
5 min.

Slide 10

Examples of Local Assets

This slide provides more detailed information on the four key categories of assets.

Review the details of this chart so the planning team gets a better sense of the variety of local assets that could be mobilized to prepare for or respond to a disaster in their community.



Category	Description	Examples
People	<ul style="list-style-type: none">Individuals with the knowledge and skills to help guide, support the planIndividuals with access to needed resourcesPersons who can speak to the needs of vulnerable people & neighborhoods	Emergency management director; city/county government leaders; public safety leaders/staff; civic leaders; social services representative
Volunteer Organizations	<ul style="list-style-type: none">Usually nonprofit entities that provide benefits/services to non-membersTend to rely on volunteers to carry out their activities	Volunteer Organizations Active in Disaster (VOADs), such as CERTs, Salvation Army, American Red Cross, Catholic Charities, homeless shelters; civic groups
Formal Institutions	<ul style="list-style-type: none">Local institutions that provide important services/programs to local residents	Local government; health care; business/industry, education, faith-based organizations; social services agencies
Physical Resources	<ul style="list-style-type: none">The variety of physical assets – both natural and human-made – that exist in a community	Housing stock, equipment, shelters, commercial food kitchens, meeting facilities, transportation systems, communication systems.

Supplies/Materials

Estimated Time
10 min.

STEP FOUR Develop the Plan

Slide 11

Assess Local Assets: People & Organizations

Identifying individuals and organizations that have the skill sets, experience, and resources needed could be a bit challenging. However, there is good news! Two tools, which can be modified to fit your community, have been developed to help make the job of uncovering local assets a bit easier. They are:

Handout 1 – Individual Assets Inventory and
Handout 2 – Survey of Organizational Assets


The planning team can use these handouts to identify assets that would strengthen the disaster response and readiness initiative in your community.

Particularly in rural areas, tapping these local individual and organizational assets will be invaluable in a disaster. But you do not want to wait until a disaster hits to begin searching for these assets. Use these handouts to get started and then the Open House that will be described in a later slide may provide an ideal opportunity for expanding this important “asset identification” work.

Assess Local Assets: People & Organizations

Develop an inventory of local:

- **Individuals** who have relevant knowledge, skills, experiences, and interests
- **Organizations** (formal and informal) that have assets or resources that may be available to assist with key steps



Supplies/Materials

Handout 1 – Individual Assets Inventory
Handout 2 – Survey of Organizational Assets

Estimated Time

10 min.

STEP FOUR Develop the Plan

Slide 12 At Your Fingertips

Another key question that must be considered when it comes to “assets” is how accessible are they during a disaster? That is, how can you be sure that you have local access to these needed assets when a disaster strikes? Likewise, what procedures are in place to obtain outside help if the disaster is beyond the ability of the local community to tackle?

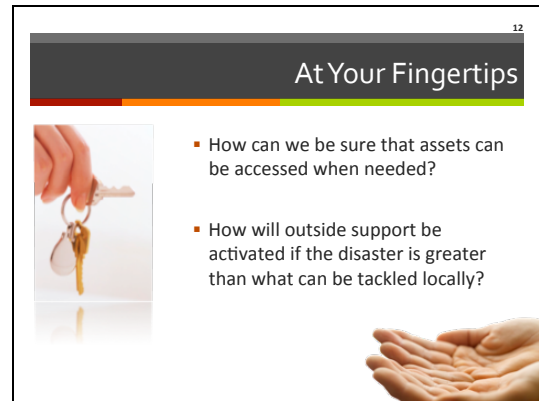
The planning team should think through the assets they need for each of the steps they have identified.

1. What do they have locally?
2. What do they need to do to gain outside support, if needed?
3. Who is the contact for those resources, both inside and outside the community?
4. Are MOUs in place to facilitate the use of outside assistance?

Have each team that worked on the ESFs begin this work on flip charts so they can report back to the whole group.

After allowing each team 15 minutes, ask them to report back to the group. Be sure to watch for:

- Overlaps in resource use. For instance, are there two support teams (ESFs) that are planning to use the same resource at the same time? How will competing needs be addressed?
- Gaps in resources. Are teams overlooking assets that may be vital? Are access procedures clear so that the people that need to use specific resources can gain access to them quickly, without untimely delays?



Supplies/Materials

Flip Chart
Markers

Estimated Time

20 min.

STEP FOUR Develop the Plan

Slide 13

Your Plan: Connections the Dots

The final step in the planning process involves taking the information you compiled and laying it out in a logical sequence.

The sticky note chart helps you to visually see your implementation plan for each of the ESF-related SMART goals that you have developed.

For each **action/strategy** being proposed, specify the following:

- **Specific Steps** needed to carry out each action/strategy
- **Person(s) responsible** for each step
- **Other partners** that will be able to assist with each step (such as people, agencies and organizations)
- **Other assets** (physical resources) available to support the work associated with this step
- **Timeline** for completion of each step

The worksheet is titled "Your Plan: Connecting the Dots" and includes a small number "13" in the top right corner. It features two input fields: "Your SMART Goal: ESF#" and "Your Action/Strategy:". Below these fields is a grid with five columns labeled "Specific Steps", "Person(s) Responsible", "Other Partners", "Other Assets", and "Timeline". Each column contains two yellow sticky note icons, representing a 2x5 grid for planning.

Supplies/Materials

Handout 3 – Emergency Plan Worksheet

Estimated Time

20 min.

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Slide 14

Get Community Input

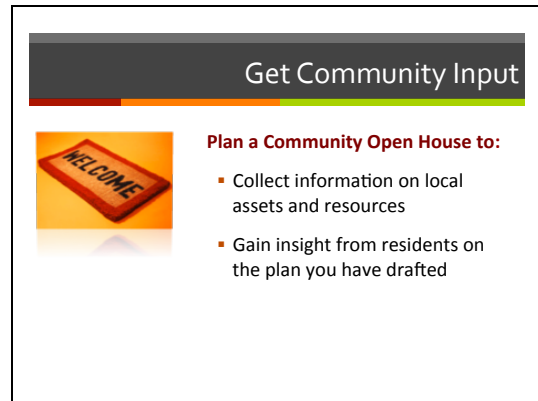
Once a draft of the emergency plan is complete, it is time to share the working plan with residents of your community. As you discovered in Step Two, one of the best avenues for getting community feedback is to organize an open house.

Handout 4 details the process for designing and hosting such an event.

This community touch-point will accomplish two major goals:

1. Help you identify additional assets and resources available locally that can be used in an emergency. (Remember the individual and organizational inventory sheets discussed earlier in this Step.)
2. Gain the insights of local residents who can weigh in on how well the plan addresses community needs and concerns. Oftentimes local people who are at greatest risk of being impacted by disasters can offer valuable insights that might have been overlooked by the planning team.

Stop at this point and review the handout and discuss a timeline for organizing and holding the community open house event.



Supplies/Materials

Handout 4 – Open House Guide

Estimated Time

15 min.

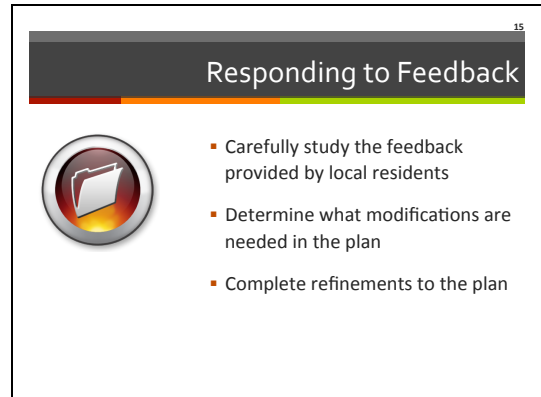
STEP FOUR Develop the Plan

Slide 15

Responding to Feedback

Once the Open House is complete, the planning team should take time as a group to review the input provided by residents and make appropriate modifications to the plan. These adjustments should be made and approved by the planning team BEFORE moving to Step Five.

Have the group talk about timing for incorporating the feedback. This may mean the group plans an additional meeting between now and finalizing the plan.



Slide 15: Responding to Feedback

- Carefully study the feedback provided by local residents
- Determine what modifications are needed in the plan
- Complete refinements to the plan

The slide features a dark grey header with the title 'Responding to Feedback' in white. Below the header is a circular icon containing a folder symbol. To the right of the icon is a bulleted list with three items, each preceded by a small square bullet point.

Supplies/Materials

Estimated Time

5 min.

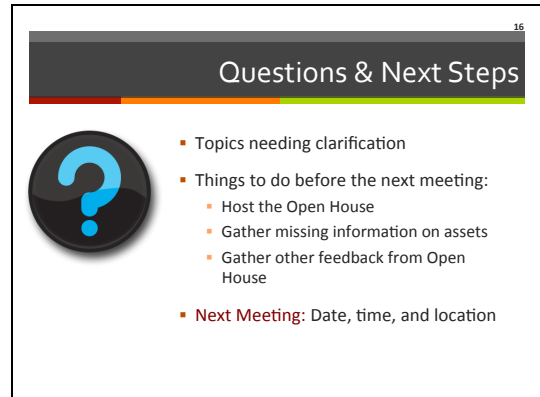
STEP FOUR Develop the Plan

Slide 16

Questions & Next Steps

Take time to debrief today's activities and clarify or revisit topics that may remain unclear to the planning team.

Next, remind the group of the activities that need to be completed prior to moving to Step Five. This includes making sure everyone knows their assigned responsibilities in terms of planning and hosting the Community Open House.



- Topics needing clarification
- Things to do before the next meeting:
 - Host the Open House
 - Gather missing information on assets
 - Gather other feedback from Open House
- **Next Meeting:** Date, time, and location

Supplies/Materials

Estimated Time

5 min.

STEP FOUR Develop the Plan

Slide 17

Contact Information

Thank participants for coming.

Be sure to include your contact information as well as the local point person's contact information so that all participants can stay connected to the planning process.



Supplies/Materials

Estimated Time

1 min.

Individual Assets Inventory

Our community is developing an Emergency Operations Plan. FEMA suggests that communities can plan wait at least three days or more for outside assistance in a disaster or emergency situation. It is important for us to determine the kinds of assets or resources we have within our community that we might be able to rely on to help us respond to an emergency situation. As part of our planning process, we are asking members of our community to complete this survey that helps us to identify the kinds of skills and knowledge we have here that we might be able to mobilize in an emergency. Please help us discover our talents and complete this survey and then return it to [\[community address here\]](#).

<p>Do you know how to do this or have access to this equipment?</p> <p>PLEASE CHECK ALL THAT APPLY.</p>	<p>Yes/No</p>	<p>Would you be willing to share this talent or this equipment with the community in an emergency?</p> <p>Yes/NO</p>	<p>Are you interested in learning how to do this?</p> <p>Yes/No</p>
<p>Knowledge, Skills, Talents, Expertise</p>			
<p>Are you trained in the handling of hazardous materials?</p>			
<p>Are you trained in construction practices related to buildings and/or infrastructure?</p>			
<p>Do you have knowledge of natural and/or human caused hazards?</p>			
<p>Do you have experience in writing grants?</p>			
<p>Are you fluent in any non-English languages? (Specify the languages)</p>			
<p>Are you familiar with sign language?</p>			
<p>Are you an active or retired military person or retired law enforcement professional?</p>			
<p>Are you trained in the use of communications equipment such as a ham radio?</p>			
<p>Do you have a Commercial Drivers License?</p>			

<p>Do you know how to do this or have access to this equipment?</p> <p>PLEASE CHECK ALL THAT APPLY.</p>	<p>Yes/No</p>	<p>Would you be willing to share this talent or this equipment with the community in an emergency?</p> <p>Yes/NO</p>	<p>Are you interested in learning how to do this?</p> <p>Yes/No</p>
Do you have experience using heavy equipment (for example tractor, bulldozer, road grader)?			
Are you certified in CPR or first aid?			
Do you have experience in search and rescue?			
Do you have experience cooking for large (50+) groups?			
Do you have experience operating commercial food preparation equipment?			
Do you have experience providing group childcare?			
Do you have experience in caring for persons with special needs or functional limitations?			
Do you have experience in caring for persons who have mental illnesses?			
Do you have experience in animal care?			
Do you have experience in doing repairs on buildings' electrical systems?			
Do you have experience in repairing motor vehicles?			
Do you have experience in repairing small engines?			
Do you have experience operating machines used in tree trimming or snow removal?			
Do you have experience setting up and operating portable generators?			

<p>Do you have access to this equipment?</p> <p>PLEASE CHECK ALL THAT APPLY.</p>	<p>Yes/No</p>	<p>Would you be willing to share this talent or this equipment with the community in an emergency?</p> <p>Yes/NO</p>	<p>Are you interested in learning how to do this?</p> <p>Yes/No</p>
<p>Do you own or have access to the following types of equipment?</p>			
Ham radio or other types of communications equipment			
Four-wheel drive vehicle			
Dump truck			
Bulldozer			
Road grader			
Tractor			
Livestock trailer			
Bus or van that seats at least 12 people			
Refrigerated truck			
Boat of any type			
Off-road vehicle			
Tree or debris clearing equipment (e.g., chain saw, ax, wheel barrow)			

Survey of Organizational Assets

Our community is developing an Emergency Operations Plan. FEMA suggests that communities can plan to wait at least three days or more for assistance from outside the area to respond in a disaster or emergency situation. It is important for us to determine the kinds of assets or resources we have within our community that we might be able to rely on to help us respond to an emergency situation. As part of our planning process, we are asking community organizations of all types to complete this survey and return it to [community address here].

Please provide the following information so that we can create an entry for your organization or group in our community Organizational Assets Database.

Name of organization: _____

Street Address: _____ City _____ Zip _____

Phone number: _____ E-mail address: _____

What type of organization is this?

- | | |
|---|--|
| <input type="checkbox"/> Independent private business | <input type="checkbox"/> Civic association |
| <input type="checkbox"/> Branch or franchise business | <input type="checkbox"/> Neighborhood association |
| <input type="checkbox"/> Social service agency | <input type="checkbox"/> Non-profit association |
| <input type="checkbox"/> Church | <input type="checkbox"/> Sports/recreation association |
| <input type="checkbox"/> School / education facility | <input type="checkbox"/> Service organization |
| <input type="checkbox"/> Veterans group | <input type="checkbox"/> Hobby group |
| <input type="checkbox"/> Other (Please specify) _____ | |

As part of our planning process, we have also developed a survey of individual assets (skills, knowledge, experience). Would you be willing to provide this survey to your members or employees, collect them, and then forward these to the planning team?

- No
 Yes

IF YES, please contact the planning team at [insert contact information] to obtain copies of the survey.

Next, we would like to determine whether your organization has any of the following facilities or equipment and if so, whether your organization would be willing to allow the community to have access to these in an emergency.

Facilities, equipment	Does your organization have any of the following facilities or equipment? Yes/No	Would your organization be willing to allow the community to have access to these in an emergency? Yes/No	Would your organization be willing to complete a Memorandum of Understanding to permit this access? Yes/NO
Commercial kitchen facilities (please specify)			
A facility that could provide shelter for people in an emergency (please specify)			
A facility that could provide shelter for persons with special needs or functional limitations (please specify)			
A facility that could provide shelter for household pets (please specify)			
Other types of facilities (please specify)			
Portable generators or other types of independent energy sources (please specify)			
Communications equipment (e.g., ham radios, hand radios) (please specify)			

Facilities, equipment	Does your organization have any of the following facilities or equipment? Yes/No	Would your organization be willing to allow the community to have access to these in an emergency? Yes/No	Would your organization be willing to complete a Memorandum of Understanding to permit this access? Yes/NO
Equipment suitable for clearing debris (e.g., chain saws, wheel barrows, axes) (please specify)			
Heavy equipment (e.g., bulldozer, grader, dump truck) (please specify)			
Refrigerated trucks (please specify)			
Motorized boats (please specify)			
Off-road vehicles (please specify)			
Livestock trailers (please specify)			
Other types of machinery or equipment (please specify)			
Other types of machinery or equipment (please specify)			

Do you have other facilities or equipment that you feel might be of use to the community in an emergency or disaster?

- No
- Yes

IF YES, please describe the resources your organization might be able to contribute to assist the community in an emergency or disaster.

Emergency Plan Worksheet

GOAL				
ACTION				
STEPS	PERSON RESPONSIBLE	OTHER PARTNERS (people or organizations)	OTHER ASSETS (physical resources)	TIMELINE

Open House Guide – Getting Community Input on the Plan

Getting Ready

Preparing Stations:

Determine the stations you need for your community session. At a minimum, include:

- A station for each proposed goal in the plan that reports the goal and objectives
- A station for individual and organizational assets

Identify a resource person for each station. This should be someone very knowledgeable about the content that can answer questions about the station's content.

Recruit a scribe for each station to help gather comments that are submitted verbally.

Prepare a diagram of where the stations will be located in the room along with a brief description of each.

Prepare materials for each station (map, handouts, other support materials).

Arranging Logistics:

Determine location and dates/times with an eye on these considerations:

- Where will people be comfortable attending (familiar surroundings, neutral setting)?
- What location will be easy for vulnerable populations to attend (easy walking distance, transportation, parking, handicap accessible, kid friendly)?
- Is there ample room for people to move around comfortably from station to station? Does the room allow for an easy flow in and out?
- What time of day and day of the week would be most convenient for community members? Do you need to consider multiple dates/times to accommodate shift workers or other common time constraints in your community?

Provide simple refreshments, if possible. Something as simple as punch and cookies helps enhance the relaxed atmosphere that is needed.

Setting Up the Open House

Setting up the Welcome Center – Include the following:

- Sign in sheet with a place for people to note if they would like to receive follow up information
- Name tags
- A project overview that describes what the project is about and why their participation is valued
- A diagram of the room with brief descriptions of each station
- Supplies for participants' comments (sticky notes, pens, note cards, etc.)

Setting up the Stations -- Each station should have:

- Some kind of visual aid (map, model, chart, list) for participants to consider and offer their thoughts
- A flip chart or other such place for the station resource person to jot notes and comments that people make as they visit that station
- A handout, if appropriate, that people can view as they talk
- At least one question to help guide the responses. It may be helpful to post the question on an easel or wall beside the station so that people can add their comments. Some suggested questions include:
 - At each goal station

- What else needs to be done to make this goal into a reality?
- What do we need to do as a community to accomplish this goal?
- If we do this, will everyone in our community have access to the assistance they will need in an emergency?
- At the individual and organizational assets station
 - What talents and skills might you contribute to the community in an emergency?
 - How might your organization help us respond in an emergency?
 - NOTE: BE SURE TO HAVE EXTRA COPIES OF THE INDIVIDUAL AND ORGANIZATIONAL ASSETS SURVEYS AT THIS STATION
- Exit comment station:
 - What is one thing that you think could help the community be better prepared for a disaster?

Setting up the Comment and Exit Station – Have a place for participants to:

- Turn in any comments not already submitted
- Sign up to participate in further sessions
- Sign up to receive a summary report from this session
- Learn more about how they can prepare for disasters. This would be a good place to have handouts about personal/family disaster preparation, community resources, etc.

Be sure a project representative is at this site to personally thank participants and encourage their participation in the other events.

Managing the Event

Welcoming participants

As people arrive, they sign in and are given a pen and a packet of post-it notes (or whatever is in keeping with your note taking process).

Explain the various stations and invite them to visit each one to consider the information gathered. Encourage them to use the post-it notes to make suggestions and comments at each station. Explain that there is no need to write their name on these unless they choose to.

People are encouraged to visit each station and to start at any station and work their way around.

Engaging the participants

- **Coach each of the station staff** on how to encourage participants to come close to view and respond to the questions. Since this experience may be new to many participants, they may need to be encouraged to engage rather than quickly “window shop” each station and keep walking. (See strategies under “floaters” for some ideas.)
- **Have “floaters” that can talk to people that are not engaged** in discussions at the stations. As the floaters identify people that seem to just be standing around or walking past stations without stopping to talk try these strategies:
 - Talk to the participants about something of interest at one of the stations they haven’t visited.
 - Walk with them to the station and ask their thoughts about something at the station.
 - Get them talking about one of the questions that is at one of the stations. Then ask them if they would mind sharing those thoughts at that station.

- Keep in mind that some people may be reluctant to write their own comments for various reasons. Be sensitive to that possibility. If someone seems hesitant, ask if they would mind you recording their insights.

Thanking participants

Having one or more resource people at the door as participants exit is very important. This last point of contact before people leave should be used to:

- Genuinely thank people for coming.
- Answer any last questions that they may have.
- Get one overarching insight from them (such as the one suggested above at the exit comment station.)
- Encourage them to participate in the other civic engagement sessions that will be coming up.
- Gather contact information for anyone that would like to hear more about the project.