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## Three Perspectives on Preparedness

The following are the interviewees from the discussion:
- Thomas Chin, SF, Response Coordinator, Department of Emergency Management
- Carmela Hinderaker, Director of Business Continuity
- Peter Miller, World Trade Center Survivor's Network

From the government perspective, Thomas Chin speaks about how the Department of Emergency Management's main goal is to work behind the scenes in warning and disaster response. They work beyond the incident, managing the city during the disaster. This encompasses the needs of first responders and incidents on a micro level, as well as ensuring the city can handle other disasters occurring simultaneously on a macro level. The department is separated into two divisions, the communications (9-11) division, and the division of emergency services.

Carmela Hinderaker describes from the business perspective how the private sector supports the community by providing resources to support emergency services and management. Monitoring the supply chain to ensure resources are accessible after a disaster is critical as is adjusting the supply chain to cater to the changing needs of the communities over the course of the disaster and it's aftermath.

From a community perspective, Peter Miller and Dr. Gershon discuss how disasters often lead to an increased sense of obligation from qualified individuals to do their part in managing the emergency. It is important for the community to have basic knowledge of safety protocols such as exit routes and what to do when the technology fails and everyone is on their own, regardless of prior experience in disaster situations.

Everyone acts differently in a disaster and has different skills and abilities that can support their community in times of need. An example of this is when faith-based organizations provide housing, food, and other essential items as well as act as a source of social support for their community. These types of organizations can even serve as a middle ground between the local governing bodies and members of the community in distributing government provided essential items, services (medicine), and information.[1]

These perspectives serve different facets of emergency management but are all important to close the gaps and ensure the community's needs are being served on a micro and macro level. The government must handle the public sector and coordinate with the private sector where possible, and the community level must do what they can to learn about the threats and ways to protect their families and neighbors. Everyone doing their part will lead to better mitigation, preparedness, response, and recovery.

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# References

(1) Avchen RN, Kosmos C, LeBlanc TT. Community Preparedness for Public Health Emergencies: Introduction and Contents of the Volume. Am J Public Health. 2019 Sep;109(S4):S253-S255. doi: 10.2105/AJPH.2019.305316. PMID: 31505155; PMCID: PMC6737815.