

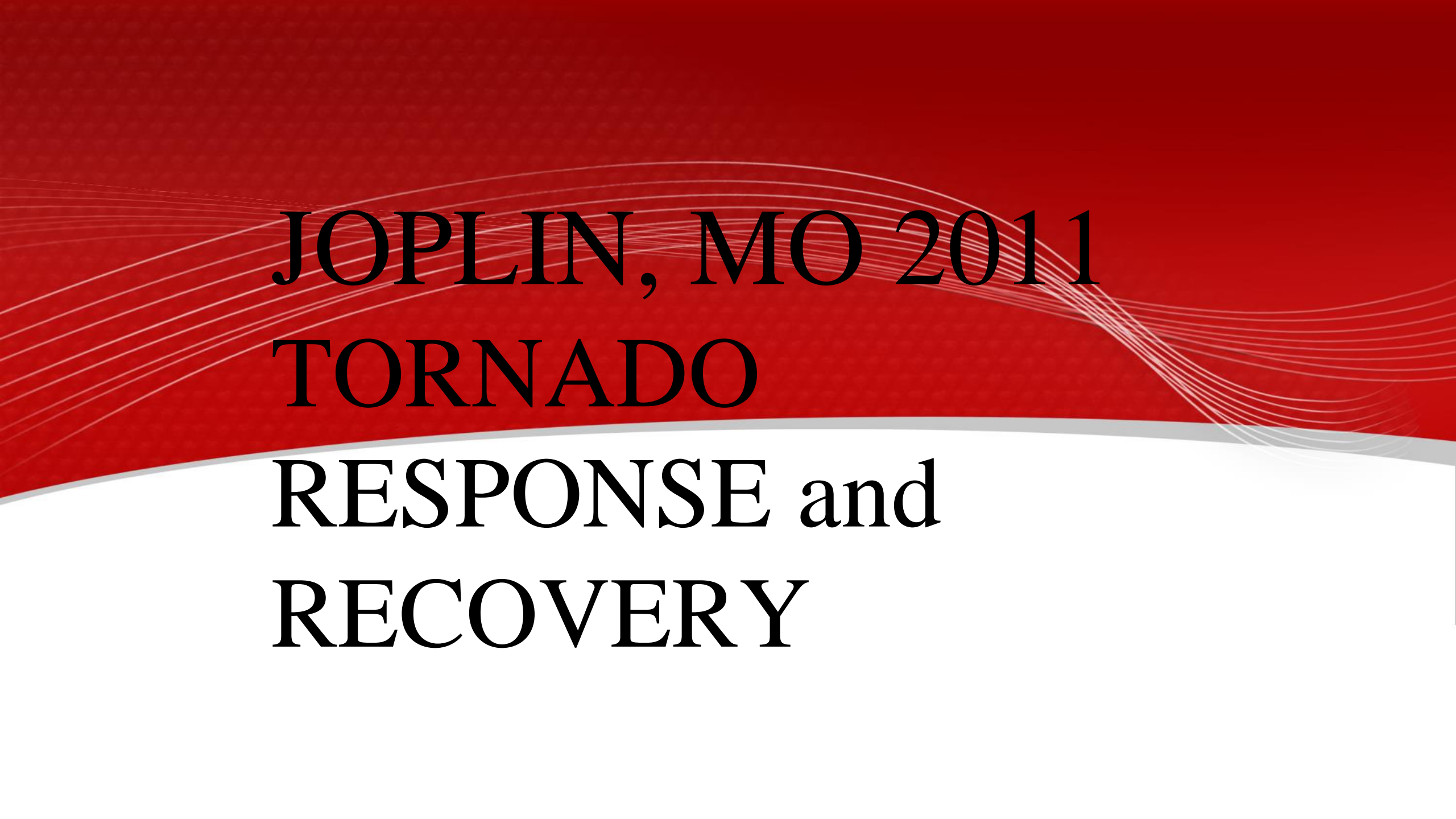
WHERE DO YOU GO IF YOU CAN'T GO HOME?

Keith Stammer

Darren Fullerton

Debi Meeds





**JOPLIN, MO 2011
TORNADO
RESPONSE and
RECOVERY**

Tornado on the ground



SHELTERING – MSSU - 3,500 overnight stays



KEYS TO SUCCESS -- PLANNING



KEYS TO SUCCESS – RELATIONSHIPS & TRUST



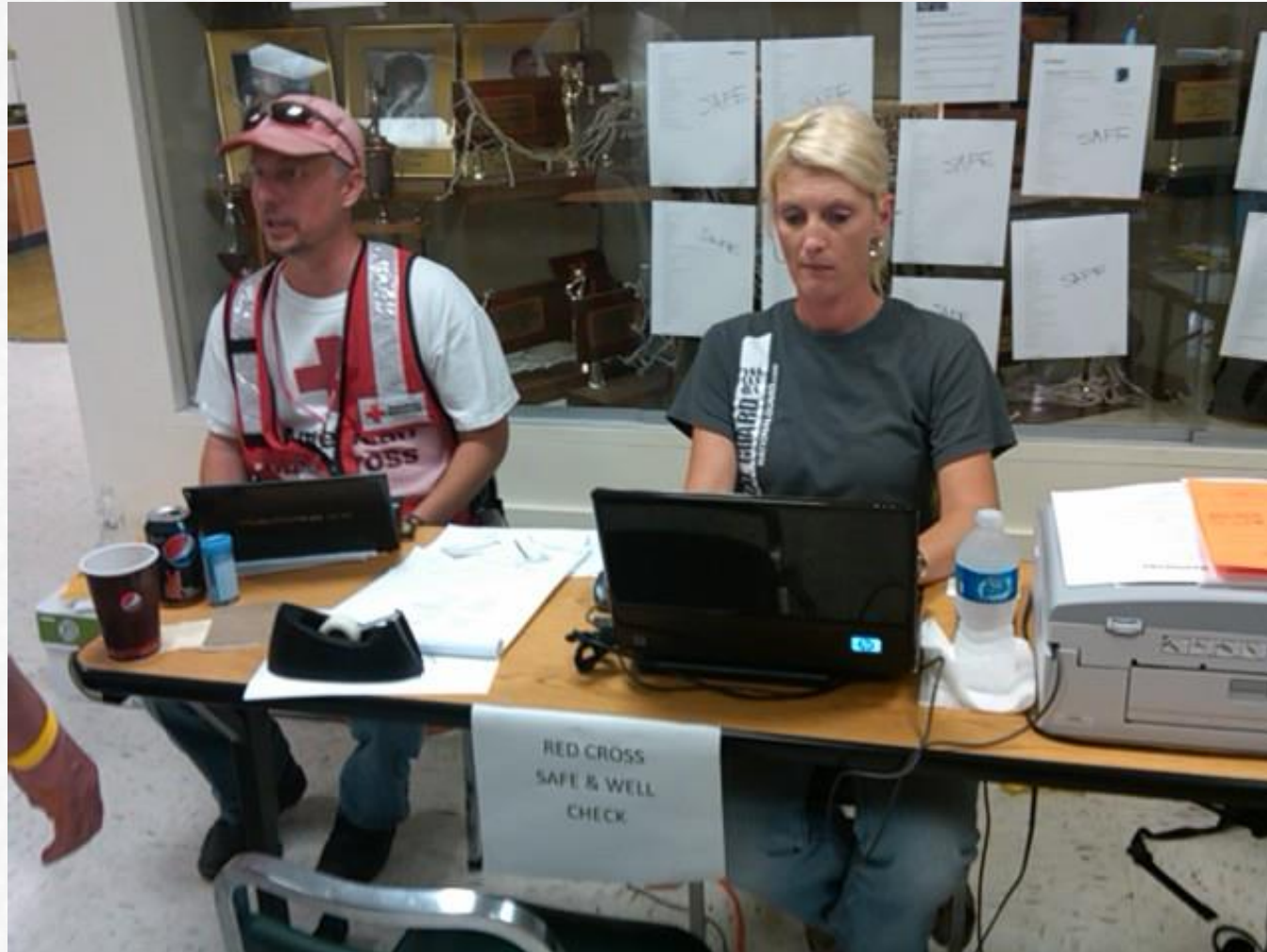
Problem Solving - Pets



Working Together



4,414 Safe & Well Registrations



Multi-Agency Resource Center – more than 5,000 served



FEEDING – 14 mobile units and 3 Fixed sites 458,000 Meals & Snacks Served



BULK DISTRO - 21 Emergency Response Vehicles 205,000 Relief Items Distributed



6,778 Mental Health Contacts



6,778 Health Services Contacts



Long Term Recovery Committee



Signing an agreement
leads to so much more!



No matter who you are, you can help!

May 22, 2011 – Joplin High School's
Graduation in L&P Athletic Center
concludes shortly after 5:00 p.m.



Transforming Facilities

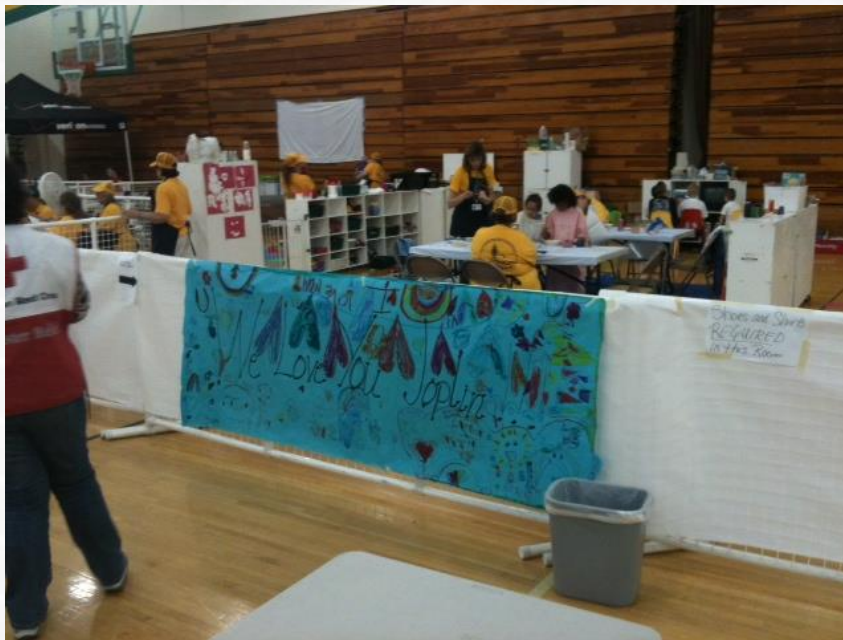
Sky view of shelter, children's area, and Red Cross medical services area.



Shelter Daycare, Activities and Counseling

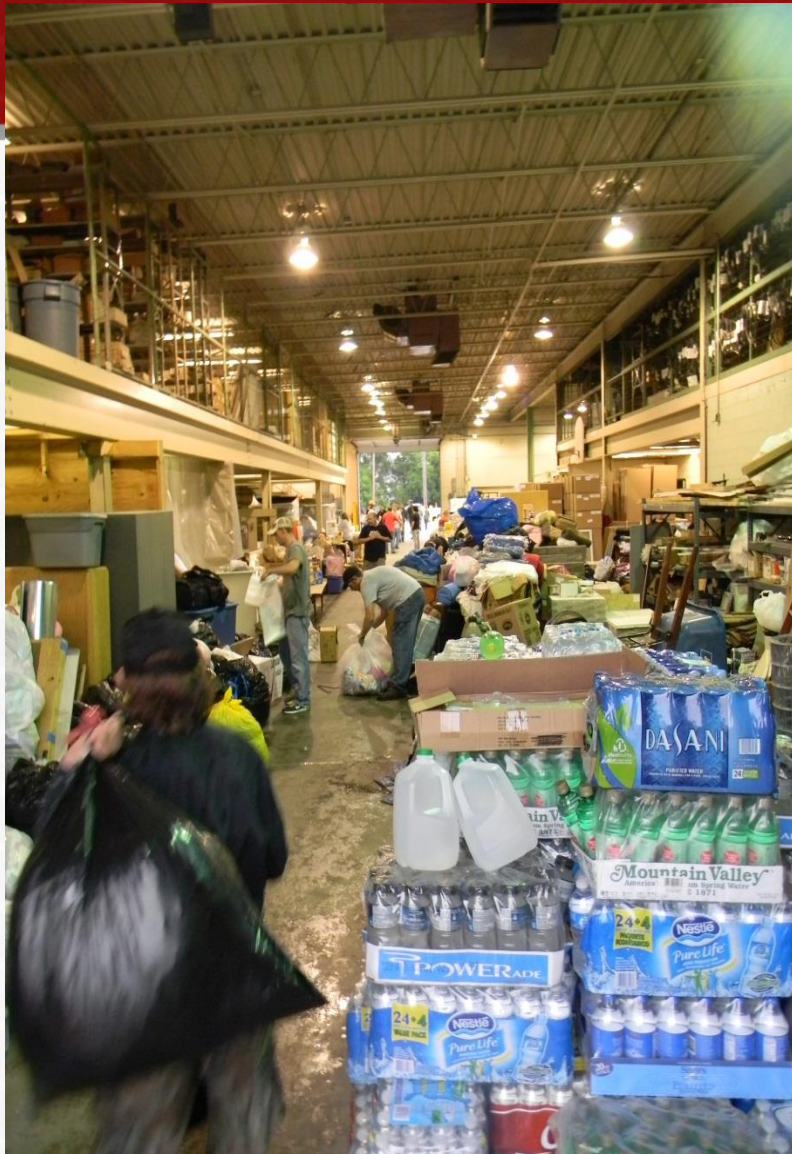
MSSU Kinesiology Faculty and students provide structured physical activities for children in the shelter.

MSSU Advising and Counseling staff provide counseling assistance to shelter occupants.



How do you control donations?





Donations of food, clothing,
cash, and more!

Filled locations at the Physical
Plant, Athletic Center, Football
Stadium & Parking Lots.



Searching for the Missing.

Missing Persons Safe & Well, & Victim Identification – Initiated in Leggett & Platt Athletic Center, then moved to the Student Health Center and Billingsly Student Center.



Deciding to Have Class or Not?



Billingsly Student Center Volunteer Registration

- Over 1.5 Million Volunteer Service Hours, to date.
- (This equals 176 years of service at a 24/7 pace.)



Residence Life Emergency Housing

MSSU had approximately 700 beds available in its residence halls. For the two weeks immediately after the tornado, MSSU housed first responders, police, firefighters, search and rescue personnel. Many of these individuals were working in two shifts to maximize the use of the residence hall space.



Health Sciences Building

After the tornado, the HSB was used as a **28 bed hospital** being manned by MSSU Nursing Faculty and students, physicians and nurses from the damaged St. John's Hospital and volunteer physicians and nurses from around the region.

The HSB treated approximately 1,200 patients in a 5 day period.



Triage in Health Sciences Building



Media Relations:

france  .fr

THE WALL STREET JOURNAL.

THE JOPLIN
GLOBE

ST. LOUIS POST-DISPATCH

npr

CNN

The
New York
Times



CarthagePress.com

SOUTHWEST MISSOURI'S OLDEST DAILY NEWSPAPER



MISSOURIAN


TELEMUNDO

Los Angeles Times

Preparing for President Obama's arrival.



Taking Care of Your Own

- The MSSU Administration authorized faculty & staff who had experienced personal injury or whose home was damaged/destroyed to take up to **120 hours of additional paid leave**
- All MSSU employees were granted an additional **80 hours of paid time** to volunteer in disaster-related activities to assist friends, family, or the community
- Scholarships were awarded to area high school students



Things you may not be ready for:

- In the midst of chaos - Who's in charge?
- Doing your Tornado job and keeping your day job covered
- Governor, Highway Patrol, National Guard, or Legislators arrive
- Suddenly becoming “not in charge” when the White House arrives
- Personalities, frayed nerves, angry people



Things you may not be ready for:

- Well-known TV personalities who think the rules “don’t apply to them”
- Documentation and (still) looking for a sense of “normalcy”
- Someone handing you a \$20,000 check and walking away
- Visits by dignitaries, government officials including the Governor, Legislators, Chinese and Mexican Consulates



Looking back

What worked?

- Almost everything worked (just not the first time) because the administration let people make decisions. Campus Employees were trusted with the resources and the authority to make things
- The staff pulled together and did what needed to be done to meet the needs of all the agencies and guests that were on campus.



Looking back

Areas for Improvement

- The biggest problem was communication.
- With cell towers down all over town, communication was a constant challenge.
- Radios were used on campus to coordinate our efforts, and cell phones after temporary towers were set up to help with the service.



Future Considerations

- **Would your response be different if this occurred at a different time of the year?**
- **What facilities would be available at different times of the year?**
- **Would the response be different for a different disaster? (i.e. flood, ice storm, fire, etc.)**

Things to do **NOW**

- 1. What can your agency/business do?**
- 2. What can you provide?**
- 3. Do you have formal agreements with any agencies? (i.e., American Red Cross, AmeriCorps, City, local health department, law enforcement, etc.)**
- 4. Make a Plan to Do Something!**

In Closing, Please Remember -

Sometimes It Is Hard To Spot A Hero!

