

REPUESTA DE LA COMUNIDAD A LOS DESASTRES

DESARROLLADO EN COLABORACIÓN CON
WORCESTER POLYTECHNIC INSTITUTE



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La Goyco Emergency Operational Plan

La Goyco Emergency Preparedness Project: Spring 2024

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OVERVIEW:

A. Purpose

The “**RESPUESTA COMUNITARIA ANTE DESASTRES**” program strives to strengthen emergency management and planning for La Goyco’s resilience center. Providing resources such as emergency supplies, community wellness checks, and volunteer opportunities, La Goyco’s resilience hub aims to bring a sense of solidarity and togetherness to the Machuchal community in times of need.

Emergency response allows us to help avoid risks many Puerto Ricans have faced in the wake of natural disasters. Part of a good emergency response plan is effective emergency management of operations, supplies, and community involvement. Research into effective emergency management provides relevant information, helping in the creation of an emergency response plan. The sources on mapping and data collection discuss the important features of mapping that make the application useful during emergencies.

Through this collaborative effort, the implication of an emergency preparedness plan for the community has been developed, functionally operating out of a resilience hub. By integrating this plan into the surrounding area, a safer and more prepared community will begin to form. We aim to help community members, volunteers, and employees prepare for future natural disasters and ensure the system is sustainable. Taller Comunidad La Goyco has historically been a spot for the entire community to come together. Our joint mission through this project is to ensure that the community is protected and prepared in the event of an emergency. This document will act as an all-encompassing outline and guide on Emergency preparedness for La Goyco and the surrounding community, focusing specifically on the highlighted project goals, objectives, and deliverables.

This document was designed for the use of community centers, like La Goyco, which operate as resilience hubs following emergencies. A secondary document designed for Goycos use when developing further community preparedness information distribution. It is intended for household emergency preparedness and protocols before, during, and after a disaster strikes, please click on this link to our [Community Emergency Preparedness Plan](#) or scan this **QR Code** to see a PDF version.



B. Disclaimer

“Respuesta Comunitaria Ante Desastres” is an emergency preparedness and relief program at Taller Comunidad La Goyco. Within is a voluntary community wellness check program. The wellness check program intake and evaluations are designed to assess the risk factors of different households in the community, ultimately determining a priority for assistance after an emergency. This prioritization is based on a self-evaluated intake survey to gauge medical and infrastructure vulnerability. The program is designed to collect information to strengthen community-based relief efforts. Enrollment into the program is optional, as well as many of the questions in the survey. While La Goyco will try to assist to the best of its ability, La Goyco cannot guarantee all individual needs and requests will be met. Rather, they hope to promote community preparedness, resiliency, and neighborly support in times of need.

C. Pre-Disaster Preparedness Checklist (In Chronological Order)

This checklist, for Goyco management, employees, and volunteers is designed to prepare for post-disaster relief efforts. More information regarding specific operational procedures is located throughout this emergency plan.

Annual Checklist:

1. Pre-Disaster Planning and Infrastructure Assessment
 - Notify the community of the Emergency Preparedness Program and its resources
 - Provide information on the Voluntary Natural Disaster Program and enroll residents in the program through the intake form
 - Conduct internal infrastructure assessment on the resilience hub buildings, equipment, and utilities
 - Review and update this disaster preparedness plan that outlines specific actions and responsibilities before, during, and after a hurricane
2. Determine Emergency Protocols
 - Determine Communication Protocols including methods for alerting staff and the community about impending hurricanes
 - Train staff on emergency procedures, including first aid and disaster response
 - Define meeting locations and schedules for staff members and volunteers
3. Secure Facility and Resources
 - Perform any necessary changes to reinforce structures
 - Stockpile inventory of emergency supplies, including food, water, medical supplies, hygiene products, etc.
 - Secure and maintain backup power sources, such as generators and solar panels, to ensure continuous operation of critical systems during power outages

4. Community Education

- Renotify the local community regarding hurricane preparedness strategies during community events
- Distribute informational materials (brochures, posters, and social media content)
- Coordinate disaster relief efforts with allies and local authorities

Following Notification of Disaster Checklist:

5. Monitoring and Pre-Disaster Alert System

- Alert staff and known volunteers of determined procedures post-disaster
- Re-inform community members of disaster resources and protocols
- Activate a disaster preparedness plan
- Aid in the securing of local buildings/homes
- Secure facilities

D. Post-Disaster Preparedness Checklist (In Chronological Order)

This checklist for Goyco management, employees, and volunteers is designed for post-disaster relief efforts. More information regarding specific operational procedures will be found throughout this emergency plan.

1.) Initial Assessment and Safety Check

- Conduct a safety check of the resilience hub to ensure it is safe for the community
- Assess damage to equipment and utilities

2.) Resilience Hub Activation

- Inform staff and volunteers of their needed assistance
- Establish communication with essential personnel
- Distribute teams and tasks
- Set up predetermined spaces within the resilience hub (see *Section V, Subsection A*)
 - Arrival space
 - First aid center
 - Food distribution area
 - Comfort center
 - Meal Preparation
- Inform emergency volunteers of their roles and tasks (see *Section 4, Subsection B*)
- Brief staff and volunteers on any changes to procedures
- Address immediate concerns that may delay the activation of the resilience hub
- Establish contact with local authorities
- Provide community members and staff with important updates

- Document resilience hub efforts for use in updating The Emergency Operational Plan Post-emergency

3.) Post-Disaster Evaluation and Improvement

- Conduct a thorough evaluation of the resilience hub's response and identify strengths, weaknesses, and areas for improvement in the response plan
- Update the disaster preparedness plan based on the most recent natural disaster based on feedback from the community and staff
- Adapt to changing risks and ensure the resilience hub remains prepared for future disaster

II. Background Information

A. The Santurce and Machuchal Community

Santurce and the Machuchal Community are located along the ocean in the northeastern sector of San Juan. The streets are lined with beautiful, vibrant murals and plena and bomba music can often be heard in the air. These defining aspects help to depict the neighborhood's history and identity. Santurce is home to over 65,000 individuals and spans 5.3 square miles (*Census Profile*, n.d.). 48.3% of the population lives under the poverty line (*Census Profile*, n.d.). Despite the ongoing social and economic challenges the area faces, this community has always maintained a sense of resiliency. Amid this urban landscape, community leaders can be seen advocating for education, and the preservation of history while continuing to share its rich culture with those in the community. These continued efforts to progress the Machuchal Community forward have truly united all residents and inspired surrounding areas. In the summer of each year, Santurce becomes home to “Santurce es Ley”, the largest urban art festival in Puerto Rico and the Caribbean. Both local and international muralists participate and create vibrant and colorful murals portraying Puerto Rican culture.

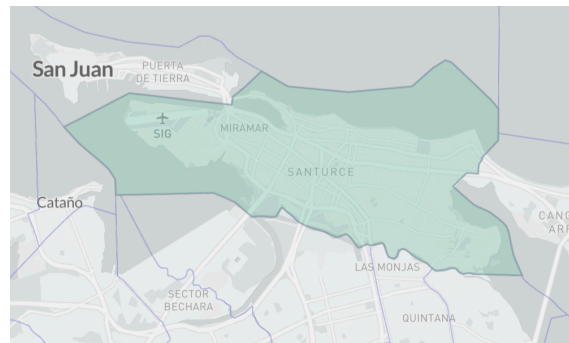


Figure 1: Map of Santurce

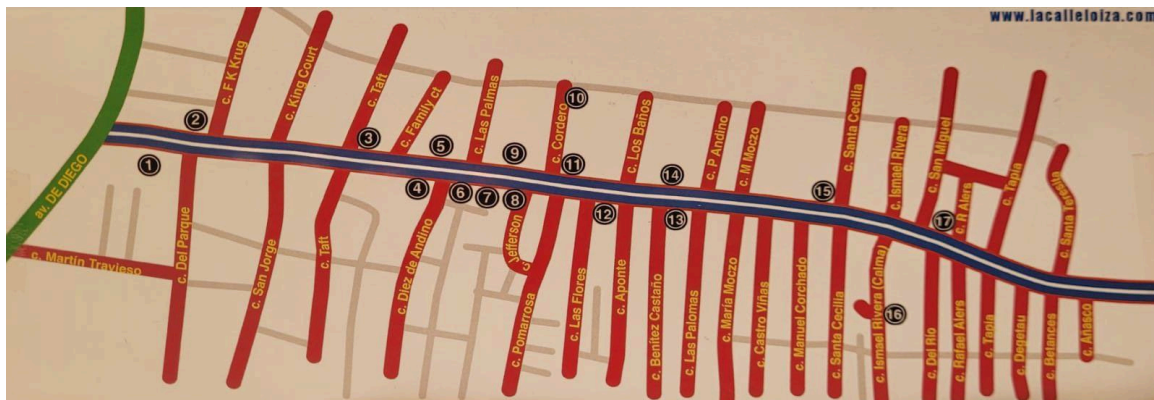


Figure 2: Map of the Machuchal community that Taller Comunidad La Goyco serves

B. La Goyco

In the middle of vibrant San Juan, Puerto Rico sits Taller Comunidad la Goyco. La Goyco is a nonprofit organization founded in 2018 by a group of community neighbors and is based in the former Pedro G. Goyco Elementary School, located in the Santurce sector of San

Juan, which closed in 2015. The organization is focused on supporting the community by developing health, education, and cultural programs on writing, art, theater, bomba, recycling, and many others. The executive director and co-founder, Mariana Reyes has worked with Worcester Polytechnic Institute (WPI) students in Puerto Rico for the past three years.

Taller Comunidad La Goyco's mission statement explains that their community center is "born of community management anchored in the diversity that characterizes our environment and committed to the sense of solidarity that represents the highest ideals of coexistence. Aware of the plurality of needs of the sector, we dedicate ourselves to the creation of programs, initiatives, and opportunities that highlight the historical, social, and potential wealth of the Machuchal community and the Loiza Street sector in Santurce, Puerto Rico" (*Taller Comunidad La Goyco*, n.d.). That being said, La Goyco could not operate without the group of hardworking and dedicated individuals who work alongside Mariana. As a nonprofit La Goyco relies heavily on volunteers and donations. The rooms of the building are used as workshops for local artists, musicians, and other small businesses to showcase the history and the social potential of the Machuchal community of the Santurce area. La Goyco is committed to the sense of solidarity that represents the ideals of existence. Taller Comunidad la Goyco is also significantly involved in emergency preparedness and offering aid and support to the local community following natural disasters that hit the island of Puerto Rico. Over the past few years, they have implemented solar panels and rainwater collection systems to better prepare for future emergencies. The executive director and co-founder, Mariana Reyes has worked on various projects with Worcester Polytechnic Institute (WPI) students in Puerto Rico for the past three years. This community plan has been formed as a product of this partnership, collaborating in efforts to foster the resiliency of the Machuchal community.

PRE-EMERGENCY PREPARATION:

III. Resilience Hub

La Goyco's resilience hub includes a series of organizational, supply, and volunteer systems to bring comfort and aid to the community through disaster relief efforts. The resilience hub will be made available to the Machuchal community in the days and weeks following a disaster. The resilience hub's organization will be maintained via an inventory management system, which volunteers, employees, and Goyco leaders can reference and update. This section will highlight procedures for updating and maintaining the inventory system, a detailed description of physical inventory storage and organization, and the items included in inventory. This section also details the resilience hub's volunteer needs, defining the specific types of volunteers that could be utilized post-hurricane, and volunteer management procedures. Lastly, this section features relevant signage that the resilience center could utilize in the event of an emergency for operational and organizational purposes.

A. Inventory Supply List

Inventory Supply List Access: [Inventory Supply List](#)

The Sheet is also accessible via this QR code:



This inventory supply system was formed using Google services, specifically Google Forms and Google Sheets. The forms serve as a method of updating the sheet, which holds all of La Goyco's resilience hub inventory data. The data is organized in columns, including item name, item type, item accessibility, item location (room and shelf), item quantity, and unit description. This sheet will allow Goyco inventory managers to visualize which items are missing or low in count, as well as gain an overall understanding of the resilience hub's capacity to serve the community. This sheet will also aid in ease of distribution, as the exact location of each item will be displayed.

B. Inventory Storage

This section should describe the organization of resilience supplies

Shelves are labeled by location and number. The categorization of the rooms is as follows: the initial letter of the room name is followed by the shelf number.

Room 1 (Kitchen Storage Room):

Shelf Number	Items
C-1	Gallon Water
C-5	Cutlery Combo
C-5	Foil Food Trays
C-1, C-2, C-3, C-4	Bottle Water

Room 2 (Conference Room):

Shelf Number	Items

C. Inventory Management

The inventory supply list for La Goyco can be found here: [Inventory Supply List](#)

The Sheet is also accessible via this QR code:



The sheet can also be managed by volunteers during supply distribution using the following guide: [Inventory Management for Volunteer Use](#)

G. Information Distribution

To build community awareness and preparation the following tools are included: this document, the community emergency plan, various posters, brochures, and social media content. Signage will play an important role in the event of an emergency. From organizing volunteers to managing inventory, signage can increase the efficiency of La Goyco's operational processes after a disaster. Signage can also be a more effective way to convey critical information to the public, such as household preparation and crucial supplies or communication procedures. Signage should be placed strategically in relevant areas for ease of use and viewing. Signage for the public can also be distributed digitally via La Goyco's social media, such as Instagram posts and stories, Facebook, and Twitter. The series of posters created relating to Disaster Preparedness can be found in **Appendix A** at the end of this document.

QR code Expiration:

If and when a QR code expires, it can easily be renewed by following these steps:

1. There are many online QR code generators available for free. Popular options include QR Code Monkey, QR Code Generator, and QR Stuff
 - a. Go to your preferred QR code generator website
2. Determine the content you want your QR code to link to (for example website URL)
3. If a personalized QR code is wanted, QR code generators allow you to customize the appearance of your QR code.
 - a. You can choose colors, add a logo or image overlay, and adjust the size.
4. Generate your QR Code
5. Paste the newly generated QR code into whatever document

H. Training

La Goyco will offer training for their permanent volunteers. These trainings will alternate monthly based on the training maintenance chart listed in **section VIII, subsection B**. These trainings will help ensure that the individuals providing aid understand the tasks they may be performing. These will include first aid, CERT, equipment, and inventory training.

Annual Goyco training plan for the ongoing maintenance and management of infrastructure and equipment before, during, and after an emergency to be implemented by the resilient center. The Plan objectives are listed below:

1. Keeping equipment in top condition
2. Maintain trained people for any emergencies
3. Community Development

When?	What?	Who?	How?	Where?
January, July	First Aid Training	Human resources appointed by the coordinator of the resilience center	Coordinating training	Supplier coordination
February, August	CERT Training	Human resources appointed by the coordinator of the resilience center	Coordinating training with suppliers on the inventory it	Supplier coordination
March, September	Contingency Plan, Emergency During Natural Disaster, Equipment Inventory	Human resources appointed by the coordinator of the resilience center.	Coordinating training with suppliers on the inventory table	Supplier coordination

POST-EMERGENCY RESPONSE: RESILIENCE HUB

This section includes necessary information for post-disaster response.

IV. Organization and Assignment of Responsibilities

A. Team Breakdown

Responsibilities should be broken down into the following categories and are further explained in the corresponding sections below.

1. Goyco Infrastructure Team
2. Communications and Outreach Team
3. Crisis Support Team
4. Supply Distribution Team
5. First Aid Team

The committees above will be staffed by people from four main groups:

Role	Responsibilities
Management	Management will include the distribution of roles and teams that volunteers and staff members will be on while the resilience hub is active.
Employees	Employees will lead teams and distribute tasks to all volunteers, will be referred to as Team Coordinators
Permanent Volunteers	Permanent volunteers will make up a majority of the medical and First aid teams and Psychological Teams as they should have the necessary training (further described in Section V)
Emergency Volunteers	Emergency volunteers will fill the roles of general supply distribution and outreach

CURRENT TEAM COORDINATOR POSTER

The purpose of this poster is to provide a visual aid of the team coordinators to lead each team.

As coordinators are determined please update this poster then print it out if possible.

Link to update and edit:

https://www.canva.com/design/DAGDVSN4ZSU/p2nT_uArObMTd2QmRZiYqw/edit

RESPUESTA COMUNITARIA ANTE DESASTRES

FUNCIONES Y RESPONSABILIDADES



<https://www.lagoyco.org/>



Name
Management



Name
Communication and Outreach
Team Coordinator



Name
First Aid Team Coordinator



Name
Crisis Support Team
Coordinator



Name
Goyco Infrastructure Team
Coordinator



Name
Supply Distribution Team
Coordinator

Proyecto de Preparación para Desastres Naturales de La Goyco Primavera 2024
Melissa Hasbrouck, Jenna Marcinkowski, Karl Schietzbaum, & Jordan Brown
Asesorado por: Scott Justo & Grant Burrier

Para más información, visite: <https://wp.wpi.edu/puertorico/>

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Goyco Infrastructure Team:

- Repair any infrastructure damage to La Goycos building
- Prepare Goycos Resilience Center for the community

Title/Role	Name(s)	Phone Number (if applicable)
Team Coordinator:		
Second in command:		
Other Team Members/Volunteers:		

Other important information and comments:

Communications and Outreach Team:

- Emergency Response Team
- Lead outreach to community members
- Conduct ‘at-home’ wellness checks for at-risk individuals
- Review and take observations on damage to the community infrastructure
- Track SOS radio calls
- maintain communications with local authorities
- Distribute updates and information to Goyco

Title/Role	Name(s)	Phone Number (if applicable)
Team Coordinator:		
Second in command:		
Other Team Members/Volunteers:		

Other important information and comments:

Crisis Support Team:

- Maintain the organization of residents
- Connect individuals with different teams upon arrival (i.e. medical and first aid)
- Keep individuals calm and provide needed mental health and trauma response counseling
- Assess the mental well-being of the community following an emergency
- Maintain a “comfort center” for residents to gather
- Distribute updates from the communication and outreach Team

Title/Role	Name(s)	Phone Number (if applicable)
Team Leader:		
Second in Coordinator:		
Other Team Members/Volunteers:		

Other important information and comments:

Supply Distribution Team:

- Distribute food, water, and other supplies
- Responsible for meal distribution to community members at Goyco

Title/Role	Name(s)	Phone Number (if applicable)
Team Coordinator:		
Second in command:		
Other Team Members/Volunteers:		

Other important information and comments:

First Aid Team:

- Provide basic health checks
- Provide aid for minor injuries that do not require professional medical attention
- Call 911 when needed

Title/Role	Name(s)	Phone Number (if applicable)
Team Coordinator:		
Second in command:		
Other Team Members/Volunteers:		

Other important information and comments:

B. Volunteer Needs and Management

Volunteer management is crucial to any effective and efficient Resilience Hub. Volunteers will report to their team leaders. A post-disaster communication system like walkie-talkies or radios will be beneficial. These will save time, boost effectiveness, and improve communication between teams.

The types of volunteer opportunities available at La Goyco that could be utilized for the operation of its resilience hub include the following:

Emergency Response Volunteers	<ul style="list-style-type: none">● Conduct wellness checks using the wellness check document in the appendix● Utilize community census and mapping information to ensure the well-being of Machuchal residents
Infrastructure Volunteers	<ul style="list-style-type: none">● Inspect the La Goyco property and building for any damages or hazards● Work on repairing any damages or hazards observed, with the guidance of the La Goyco Infrastructure Team● Work on cleanup of surrounding areas in the Machuchal community
Medical Volunteers	<ul style="list-style-type: none">● This team consists of any nurses, doctors, or other medical professionals in the Machuchal community● If willing and able, these volunteers would be able to provide medical services for the community at La Goyco and throughout the surrounding area
Community Meal Volunteers	<ul style="list-style-type: none">● Utilize La Goyco's emergency food supplies to facilitate and prepare community meals post-disaster
Resource Distribution Volunteers	<ul style="list-style-type: none">● Distribute La Goyco's emergency supplies to the community● Update and Manage La Goyco's Inventory Supply list as supplies are given out and restocked
Entertainment Volunteers	<ul style="list-style-type: none">● Provide entertainment or performances for the community at La Goyco● Entertain children in the community

B. Supply Distribution

Item Type/Name:	Individual in Charge or Table Location
Non-perishable food	
Warm meals	
Water	
Signage/Information Materials (posters, brochures, social media (optional))	
Children’s Supplies (diapers, baby food, etc.)	
Hygiene Products	
Clothing and Blankets (socks, pillows, etc.)	
Utilities (solar-powered battery chargers, tarps, etc.)	
First Aid Supplies	

While items are being distributed after natural disasters the use of the [inventory distribution sheet](#) will be important for quickly noting what items are being handed out and how many of them there are. This will allow for the seamless distribution of items to the community while also keeping track of the amount distributed.

VI. Respuesta Comunitaria Ante Desastres Program

The overall Respuesta Comunitaria Ante Desastres Program includes a voluntary RCAD enrollment process designed to help keep community members safe and informed in the event of a natural disaster. In the past, La Goyco has checked on neighboring residents after a natural disaster by going door to door on bicycles, checking if residents are injured, and if their homes are in good condition. The RCAD Enrollment process is based on Google products, for a comprehensive manual on how to manage this program we have linked a This program was intended to collect information on at-risk individuals before and after a natural disaster in a more streamlined way.

A. Program Announcement and Enrollment

The initial launch of this program was set for May 2nd, 2024, roughly a month prior to the beginning of Hurricane season. Like many other elements of the Community Disaster Response, accompanying documents will be distributed first through What'sApp, an interface commonly used at La Goyco and surrounding areas to organize volunteers and community members. From there, the program will be advertised at community events like the monthly Community Fair. And finally, La Goyco representatives will go door to door encouraging residents to join the program. As the system is updated La Goyco should continue to encourage individuals to participate in the program as updated information is key to the success of this program.

B. Using this Program Pre-Disaster

Before the event of a natural disaster, individuals may complete an online intake form and provide La Goyco with any information they are willing to share with La Goyco. This information would be used to evaluate the community infrastructure pre-disaster and involve information regarding the state of one's home, pre-existing medical conditions or health concerns, any supplies that could be shared amongst others post-hurricane, and if the individual would be willing to act as a volunteer in the event of an emergency.

C. Using this Program Post-Disaster

A La Goyco representative (staff or volunteer) would go street by street talking with residents and completing the Enrollment Form online if cell and internet service are available, or if not fill out a paper version of the Wellness Check. Once internet connections are back online, these physical forms can be uploaded via a Google form to be mapped. If a household has not been addressed before internet connections are regained, residents can virtually conduct a wellness check on their own home on the same Google form. All data will be translated to a Google sheet and consequently mapped with hopes of more timely responses when faced with emergencies.

D. Mapping

The data collected in this program will then be mapped using Google MyMaps. Google MyMaps offers visual ease to La Goyco Representatives and proper authorities, whom this data

may be shared with in times of need. Both data collected before a natural disaster in the intake forms and after a storm in the wellness checks can be mapped. This ensures an archive of data on the community is maintained.

VII. Presumptions

La Goyco operates its emergency preparedness center with the presumption that future emergencies and disasters are inevitable. A proactive approach to emergency preparedness is necessary when maintaining a strong preparedness emergency response system. This emergency preparedness plan serves as a guide to mitigate potentially avoidable risks, protect individuals in need, and provide the information needed to ensure effective response strategies. A list of the outlined presumptions La Goyco recognizes is listed here:

1. Risk assessments
2. Collaborations and effective communication
3. Training and Education

These three presumptions play crucial roles in the continued effectiveness of La Goyco's Emergency Preparedness Plan. **This guide should be reviewed and updated every year prior to the beginning of each hurricane season**, to reflect their commitment to the continued improvement of this plan.

Continuous risk assessments are essential for identifying potential hazards and vulnerabilities within La Goyco and the community. These assessments allow for a more comprehensive understanding of the risks they may be dealing with and inform the development and implementation of appropriate emergency preparedness measures.

La Goyco presumes that effective collaboration and communication among volunteers, staff, emergency responders, and other community partners, are vital for timely and coordinated response efforts during emergencies. Collaboration and effective communication are a necessity when a fast response time is critical. Group decision-making is an important part of collaboration as decisions involve many people with different expertise and a more comprehensive understanding of specific fields. As for communication between La Goyco and the public, Goyco has provided its community with a household emergency preparedness plan that contains

La Goyco assumes that providing training and education on emergency preparedness to their staff and volunteers will better equip them with the necessary skills and knowledge they need to respond effectively in emergency scenarios. Training sessions should be conducted regularly to ensure readiness and confidence in their abilities to provide for the community. These trainings include basic first aid and CPR training, CERT training, evacuation procedures, and emergency communication and coordination. A further in-depth training description is listed in Section V, under "Goyco Training Plan". This section will describe training drills and practice exercises that will simulate emergencies and may be beneficial to enhance preparedness and an individual's confidence when an emergency presents itself.

VIII. Development and Maintenance of this Plan

This Plan was designed with the intent to be continuously updated. Proper maintenance and training is an important aspect of this. Goyco will maintain its resilience center and offer necessary training for volunteers and staff members. Their trainings include First Aid training, CERT training, Contingency Plan Training, Emergency During Natural Disaster Training, and Equipment Inventory Training. This aims to keep equipment in top condition, maintain trained people for emergencies, and promote timely community development following a natural disaster.

During the months specified La Goyco will perform the maintenance and training described below. The first aspect, First Aid Equipment and Energy Equipment will involve general testing and checks of solar panels and first aid equipment to make sure everything is still functioning properly. Communication Equipment maintenance should include testing of emergency communication procedures and testing of any radios and satellite phones. Emergency communication procedures should involve test communications to ensure all volunteers are given information regarding the resilience center. Resilient Center Infrastructure should involve a review of the general infrastructure.

La Goyco has developed a maintenance plan to maintain preparedness when a natural disaster presents itself. Below is their annual maintenance plan for the infrastructure and equipment in the resilient center.

A. Goyco Maintenance Plan

When?	What?	Who?	How?	Where?	Why?
January, April, July, October	First Aid Equipment, Energy Equipment	The Resilience Center Manager will use a list of Suppliers attached to the inventory sheet for its coordination	The Coordinator of the Resilience Center, contact the supplier	Resilience Center	Validity of medications, Energy production and storage
February, May, August, November	Communication Equipment	The Resilience Center Manager will use a list of Suppliers attached to the inventory sheet for its coordination	The Coordinator of the Resilience Center, contact the supplier	Resilience Center	Maintain Optimal Charging, Recharging Minutes
March, June, September, December	Resilience Center Infrastructure	The Resilience Center Manager will use a list of Suppliers attached to the inventory sheet for its coordination	The coordinator of the Resilience Center contact a Structural Engineer for infrastructure review	Resilience Center	Structure Safety

IX. Appendix

A. Signage

Here is a link to an google document including links to all of the active canva posters and logo

Access: [List of posters and logo](#)



B. Emergency Phone Numbers

Línea de Emergencia	911
Guardia Universitaria	787-832-4040 x 3263 787-265-1785
Servicios Médicos	787-832-4040 x 2333
Departamento de Consejería y Servicios Psicológicos	787-832-4040 x 2040, 3526
Promoción de la Salud	787-832-4040 x 3722
MCS-UPR Programa Ayuda Al Empleado	1-866-627-4327
Comandancia Policía Estatal de Puerto Rico	787-832-9687
Policía de Puerto Rico	787-832-2020
Guardia Municipal	787-834-0378
Cuerpo de Bomberos	787-832-2330
Defensa Civil	787-833-7272
Oficina Municipal para el Manejo de Emergencias	787-831-5454
Oficina de la Cruz Roja	787-759-7979
Autoridad de Acueductos y Alcantarillados	787-620-2482

Autoridad de Energía Eléctrica de Puerto Rico	787-521-3434
Agencia Estatal para el Manejo de Emergencias y Desastres de Puerto Rico (NMEAD)	787-724-0124
Zonas de Desastres (FEMA)	800-621-3362
Departamento de Transportes	787-787-9918 / 787-225-1539
Refugios	787-771-6989 / 787-763-2484 / 787-404-0498 temporadehuracanes.pr.gov

Hospitales

Clínica Dr. Perea, Mayagüez	787-834-0101, 787-265-2455
Clínica Española, Mayagüez	787-832-0404
Clínica Yaguez, Mayagüez	787-832-8444
Centro Médico, Mayagüez	787-834-8695
Hospital Bella Vista, Mayagüez	787-834-6000
Hospital Municipal, Mayagüez	787-265-0050
Hospital La Concepción, San Germán	787-892-1860

Línea de Crisis de Salud Mental

Línea de Crisis ASSMCA	1-800-981-0023
Línea de Crisis San Juan Capestrano	1-800-967-4357
Línea de Crisis Hospital Panamericano	1-800-981-1218
Línea de Crisis Hospital Metropolitano	1-877-851-0833

Otras Agencias

Línea para Notificar Maltrato a Menores (Emergencias Sociales)	1-800-981-833
Centro Ayuda a Víctimas de Violación	1-800-981-5721 / 787-832-2162 x 123
Centro de Control Envenenamiento	1-800-222-1222
Procuradora de la Mujer	1-800-722-2977 (24 horas)
Unidad Psiquiátrica de ASSMCA, Sala de Emergencia Mayagüez	787-832-2353 / 787-833-0633/3400

C. Wellness Evaluation Form

Wellness Checklist

GENERAL INFORMATION		Date of Evaluation: ___/___/___	Evaluator Name:
Number of Residents:	Are all residents accounted for? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Number of Children:	Number of Adults:	Number of Elders:	
Address:			
Phone #:		Email (optional):	
PERSONAL INFORMATION (optional)			
Name:		Date of Birth: ___/___/___	Age:
Phone #:		Email (optional):	
Any recent injuries:			
Is immediate medical assistance needed? Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> _____			
Allergies (list reactions):			
Conditions requiring special consideration (medical/mental/physical):			
Does this resident require: (A) EpiPen Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, what allergen: _____			
(B) Inhaler Yes <input type="checkbox"/> No <input type="checkbox"/> (C) Wheelchair/Walking Assistance Yes <input type="checkbox"/> No <input type="checkbox"/> D) Any Medication currently taking:			
Name:		Date of Birth: ___/___/___	Age:
Phone #:		Email (optional):	
Any recent injuries:			
Is immediate medical assistance needed? Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> _____			
Allergies (list reactions):			
Conditions requiring special consideration (medical/mental/physical):			
Does this resident require: (A) EpiPen Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, what allergen: _____			
(B) Inhaler Yes <input type="checkbox"/> No <input type="checkbox"/> (C) Wheelchair/Walking Assistance Yes <input type="checkbox"/> No <input type="checkbox"/> D) Any Medication currently taking:			
Name:		Date of Birth: ___/___/___	Age:
Phone #:		Email (optional):	
Any recent injuries:			
Is immediate medical assistance needed? Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> _____			
Allergies (list reactions):			
Conditions requiring special consideration (medical/mental/physical):			
Does this resident require: (A) EpiPen Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, what allergen: _____			
(B) Inhaler Yes <input type="checkbox"/> No <input type="checkbox"/> (C) Wheelchair/Walking Assistance Yes <input type="checkbox"/> No <input type="checkbox"/> D) Any Medication currently taking:			
Name:		Date of Birth: ___/___/___	Age:
Phone #:		Email (optional):	
Any recent injuries:			
Is immediate medical assistance needed? Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> _____			
Allergies (list reactions):			
Conditions requiring special consideration (medical/mental/physical):			
Does this resident require: (A) EpiPen Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, what allergen: _____			
(B) Inhaler Yes <input type="checkbox"/> No <input type="checkbox"/> (C) Wheelchair/Walking Assistance Yes <input type="checkbox"/> No <input type="checkbox"/> D) Any Medication currently taking:			
Name:		Date of Birth: ___/___/___	Age:
Phone #:		Email (optional):	
Any recent injuries:			

Is immediate medical assistance needed? Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> _____	
Allergies (list reactions):	
Conditions requiring special consideration (medical/mental/physical):	
Does this resident require: (A) EpiPen Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, what allergen: _____	
(B) Inhaler Yes <input type="checkbox"/> No <input type="checkbox"/> (C) Wheelchair/Walking Assistance Yes <input type="checkbox"/> No <input type="checkbox"/> D) Any Medication currently taking:	
Name: <input type="text"/>	Date of Birth: ___/___/___ Age: <input type="text"/>
Phone #: <input type="text"/>	Email (optional): <input type="text"/>
Any recent injuries:	
Is immediate medical assistance needed? Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> _____	
Allergies (list reactions):	
Conditions requiring special consideration (medical/mental/physical):	
Does this resident require: (A) EpiPen Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, what allergen: _____	
(B) Inhaler Yes <input type="checkbox"/> No <input type="checkbox"/> (C) Wheelchair/Walking Assistance Yes <input type="checkbox"/> No <input type="checkbox"/> D) Any Medication currently taking:	
EVALUATOR OBSERVATIONS/OTHER COMMENTS (optional)	

Evaluation of Necessities

FOOD	
Does your household have food? Yes <input type="checkbox"/> No <input type="checkbox"/>	How many days will the food last? <input type="text"/>
What food does your household need? <input type="text"/>	
WATER	
Does your household have running water? Yes <input type="checkbox"/> No <input type="checkbox"/>	Do you have drinkable water? Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, how many days will the drinkable water last? <input type="text"/>	If needed, how much drinkable water is needed? <input type="text"/>
SHELTER AND UTILITIES	
Does your household have a roof? Yes <input type="checkbox"/> No <input type="checkbox"/>	Is there needed maintenance to the roof? Yes <input type="checkbox"/> No <input type="checkbox"/>
Are any windows/doors blown in or broken? Yes <input type="checkbox"/> No <input type="checkbox"/>	Have any walls, floors, or ceilings collapsed? Yes <input type="checkbox"/> No <input type="checkbox"/>
Does your household know of a nearby shelter? Yes <input type="checkbox"/> No <input type="checkbox"/>	Which one? <input type="text"/>
Do you have solar panels? Yes <input type="checkbox"/> No <input type="checkbox"/>	Are they in working condition? Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have power? Yes <input type="checkbox"/> No <input type="checkbox"/>	Do you have a generator? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Do you have gasoline? Yes <input type="checkbox"/> No <input type="checkbox"/>
If "Yes" was marked in this section, please explain: <input type="text"/>	
Is assistance, maintenance, or cleanup needed? Explain. <input type="text"/>	
SPECIAL CONSIDERATIONS	
Are there any other general needs (short-term and long-term)? <input type="text"/>	
Do the children, elders, or other persons need anything additional? <input type="text"/>	
Evaluator Observations/Other Comments	