



COMMUNITY RESILIENCE HUB

Baltimore's Auxiliary Emergency Response Plan



"...toward a more resilient, equitable, and sustainable city."

WHAT IS A RESILIENCY HUB?



A trusted community space that activates during emergencies

Provides safety, support, and essential services

Helps neighbors during:

- ⚡ Power outages
- 🌡️ Extreme heat/cold
- 🏠 Flooding
- ⚠️ Other local emergencies

Examples of Resiliency Hub Services



Charging stations



Access to electricity
for medical devices



Clean water and
hydration stations



Basic first aid,
diapers, menstrual
supplies



Daytime shelter and
cooling/warming areas



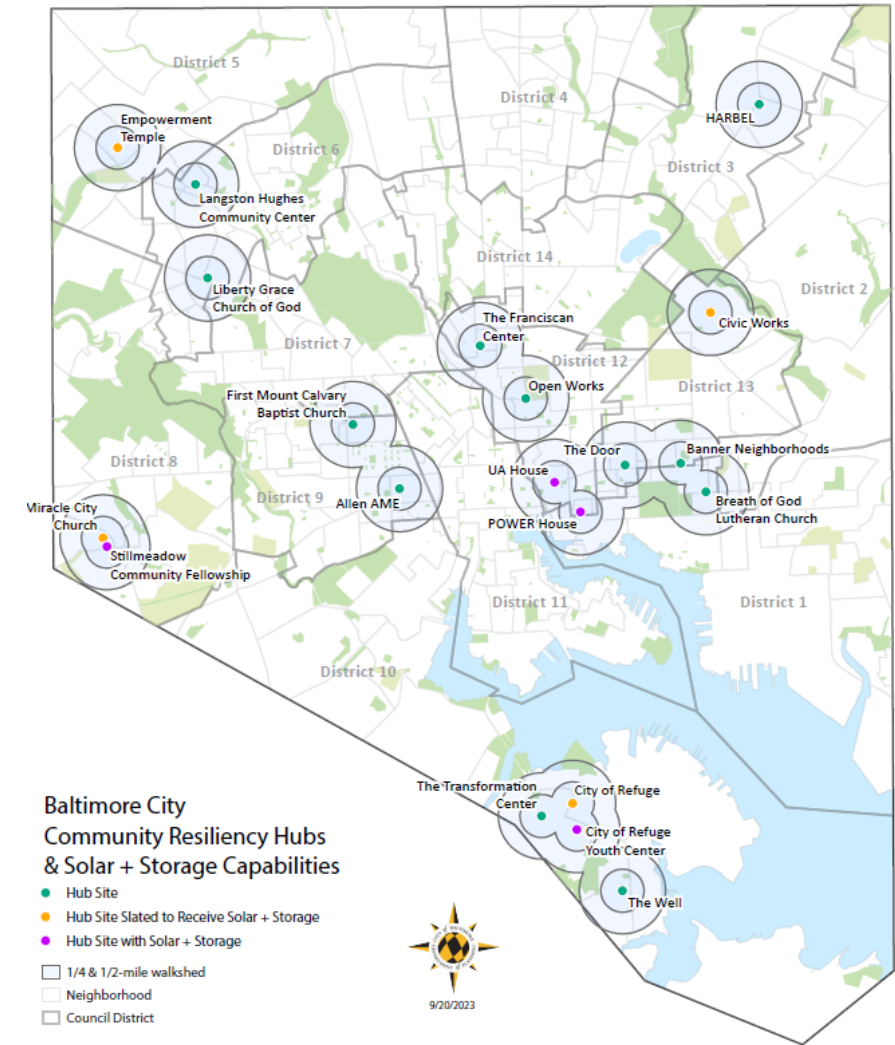
Communication
space for
volunteers/staff

Wifi access and community updates



Why Hubs Matter

- **Access and Functional Needs (AFN)**
- **Improves the Community to be a robust frontline resource**
- **offline communication system is critical to mitigate an exacerbating crisis**
- **Managing community dis/misinformation**



WHAT'S IN YOUR TOOLKIT?



**RESILIENCY HUB
OPERATIONS PLAN
TEMPLATE (EOP)**



**KEY CONTACTS
WORKSHEET**



**EMERGENCY TERMS
GLOSSARY**



**RESILIENCY SERVICES
CHECKLIST**



**COMMUNITY
PARTNERS WORKSHEET**



**SUPPLY TRACKING
SHEET**



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The Emergency Operations Plan (EOP)

A guide for how your hub will respond during emergencies

1 PREPARE

Plan, train, stock up

2 ACTIVATE

Decide when and how to open the hub

3 RESPOND

Deliver services and support

4 DEACTIVATE

Wind down, reflect, and return to normal

Written and shareable with all staff and volunteers



Benefits of Partnering with the City

- FEMA Solar Panel Award
- USDN Hydro-Sustainability Award
- EPA Cool Corridor Development
- NOAA Extreme Heat Tabletop Exercise



- Environmental Justice
- Restorative Municipal Practices
- Zip Code Design
- Community Access to Create Plans
- Supporting organizations where they are
- Grant Opportunities and Partnerships
- Equity and Inclusion
- Access and Functional Needs



Maryland Secretary of Emergency Management



Future of Resiliency Hubs

- Implementing the capacity-based classification system for hub participation
- Robust offline communication plan
- Developing solar e-charging hubs throughout the city
- Increasing technologies like thermal membrane and climate art to accompany nature-based solutions
- Have all hubs fully trained in a bevy of first responder supports
- Sustainable and community informed infrastructure designs
- Activity-based community activations



Thank You!

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