

AGENDA

- ❑ Introductions and Housekeeping
- ❑ Learn about the impacts of culture and community following the May 2023 Domestic Terrorist Attack in Buffalo, NY.
- ❑ NASSP Principal Recovery Network: Guide to Recovery
- ❑ Commemorations and Annual Remembrances
- ❑ Q&A
- ❑ Session Wrap Up



PSPR2 Seminar Series: Mass Casualty Impact and Recovery

THE SESSION WILL BEGIN SHORTLY



PSPR2

SEMINARS FOR RESILIENCE



**American
Red Cross**



Homeland Security
and Emergency Services



PSPR2 Seminar Series: Mass Casualty Impact and Recovery

NEGOTIATING MID TO LONG TERM RECOVERY



PSPR2

SEMINARS FOR RESILIENCE



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PSPR2 SERIES OVERVIEW



The primary goals of the Private Sector Preparedness, Response, and Recovery (PSPR2) Seminar Series are to:

- Provide participants with critical infrastructure best practices at the owner and operator level on recovery and continuity resulting from a mass casualty event,
- Present and discuss best practices on phases of mass casualty event recovery, and
- Provide partners with planning resources and tools to assist with mass casualty impact and recovery.



**SEMINARS
FOR RESILIENCE**



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PSPR2 Seminar Series: Mass Casualty Impact and Recovery

Negotiating Mid to Long Term Recovery

LEARNING OBJECTIVES

- Learn about the impacts of culture and community following the May 2023 Domestic Terrorist Attack in Buffalo, NY.
- Learn about the Principal Recovery Network (PRN) Guide to Recovery
- Describe recommendations on holding commemorations and annual remembrances.



HOUSEKEEPING

- Cameras and microphones are disabled
- Safari and Chrome users might experience connectivity issues; recommended to use Teams desktop or mobile application (*preferred*), Edge, or Firefox
- Please use the Q&A chat in the upper right corner
- Captions may not be enabled by your organization
- Session is being recorded and will be available via [Vimeo](https://www.p4-hub.org/pages/pspr2) soon on the PSPr2 Site: <https://www.p4-hub.org/pages/pspr2>



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Homeland Security
and Emergency Services



Division of Criminal
Justice Services

Short-term Response and Long-term Investment After the May 2022 Domestic Terrorist Attack in Buffalo, NY

September 26, 2023

Agenda

- Overview of The Incident
- Response Timeline
- Lessons Learned
- Key Takeaways

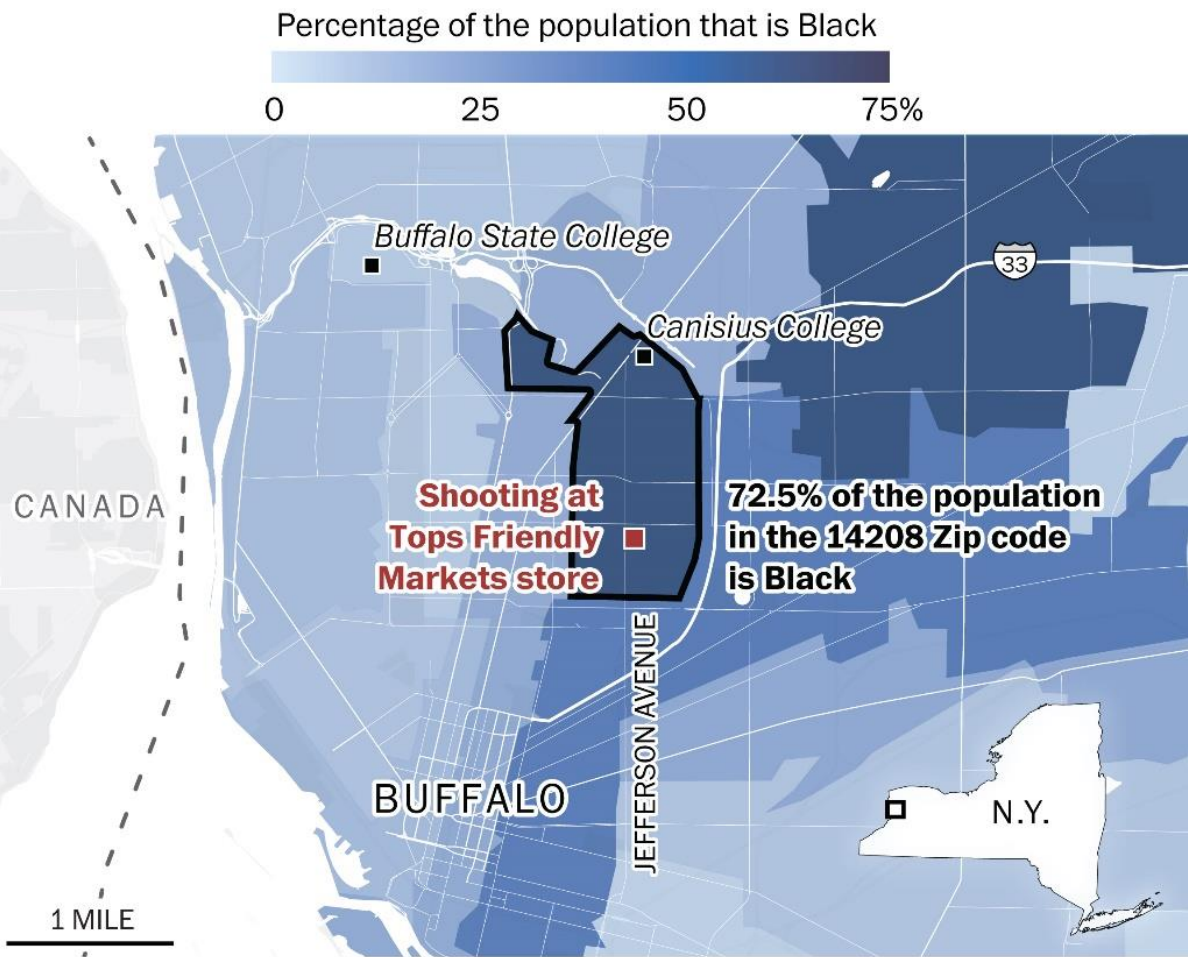
The Incident

May 14, 2022

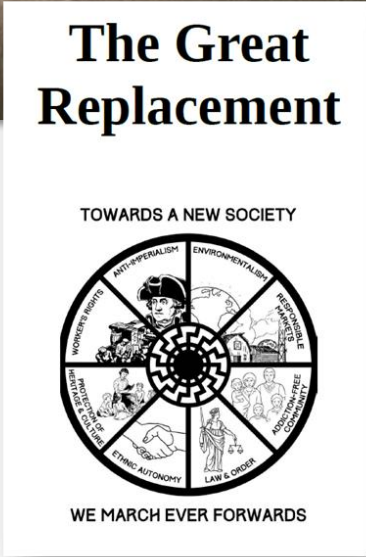


Racially Motivated Domestic Terrorism Attack

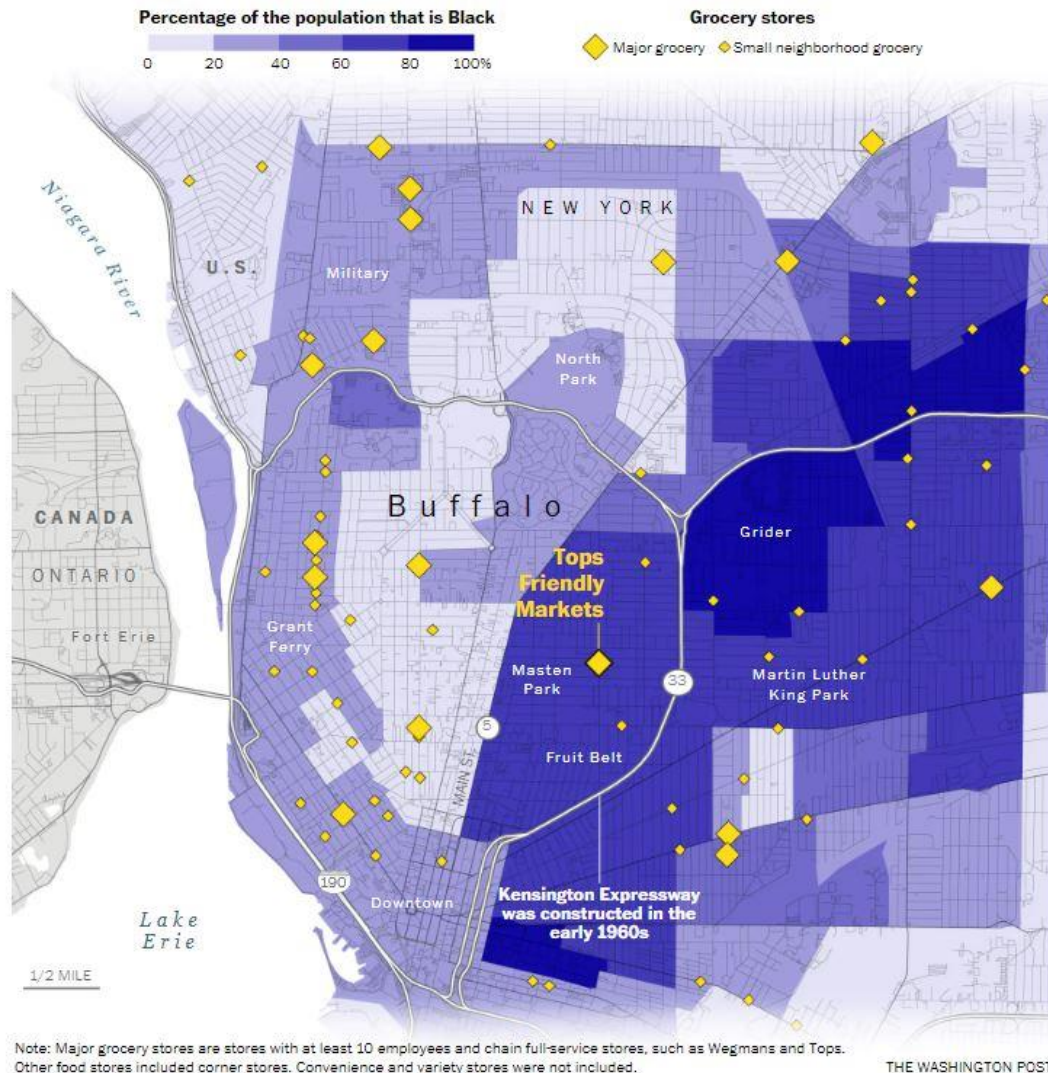
Store in majority-Black neighborhood targeted



Sources: 2020 Census, OpenStreetMap TED MELLNIK AND ADRIAN BLANCO/THE WASHINGTON POST



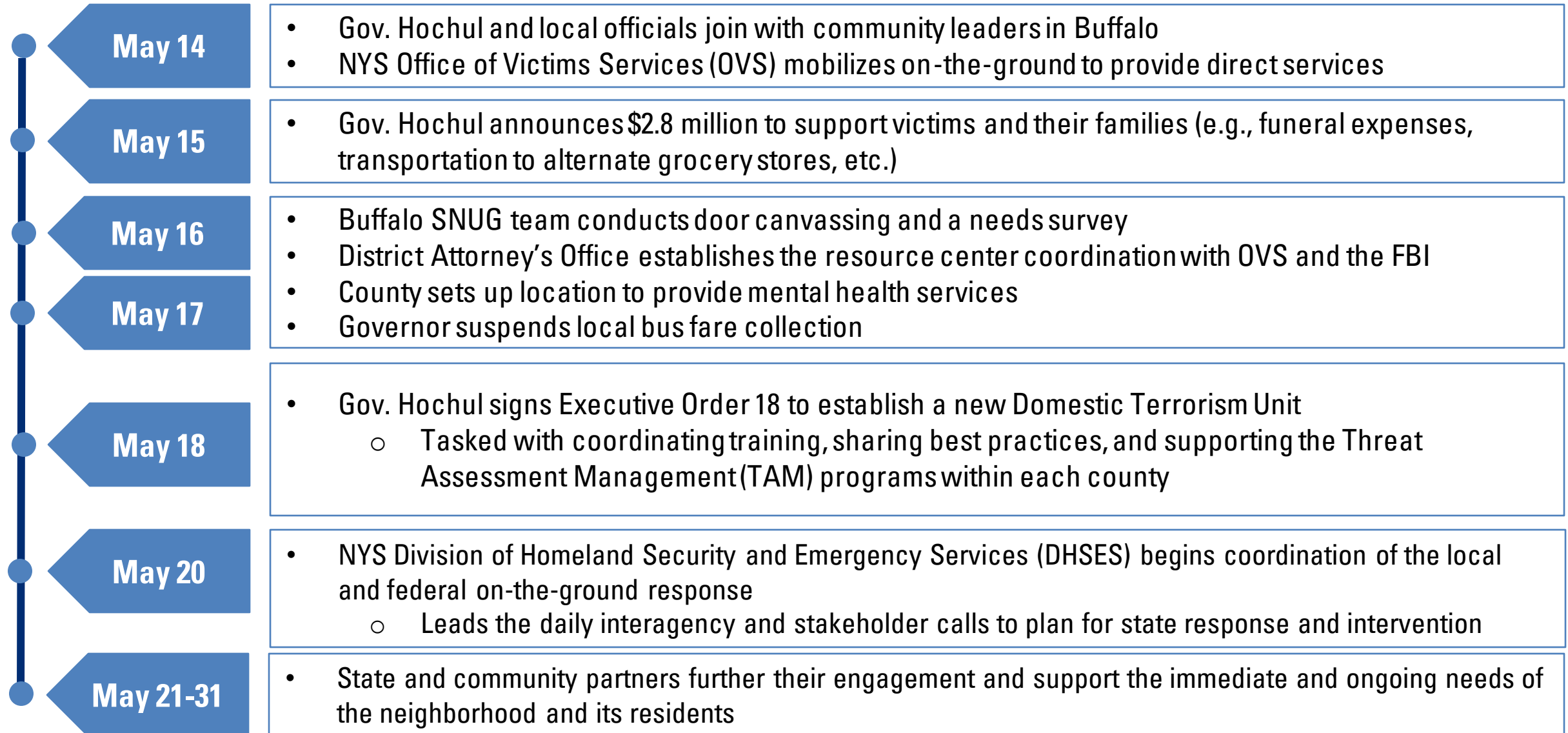
TOPS' Closure Exposed a Local Food Dessert



- TOPS was the only full-service grocery store within a 3-mile radius
- Residents Relied on TOPS to:
 - Purchase fresh produce and meat
 - Fill their prescriptions
 - Pay utility bills
 - Access a 24/7 ATM
- Centrally located in the community

Response Timeline

Immediate Response



Short-Term Response and Long-Term Investment



May 31

- Gov. Hochul deploys an interagency team with Executive Chamber and agency on-the-ground staff to coordinate state efforts (DHSES, DCJS, DOH, OMH)
 - DHSES: understanding operations and support services
 - Chamber: obtaining community partners' perspectives

June 06

- NYS develops a series of programs and shorter-term investments to support the community
 - Identifying main needs (hot meals, meat and produce, utilities)
 - Support with arrears (utilities and rent)
 - ATM access
 - Support with prescriptions and medication
 - Establishes the Community Resilience Center
- Critical areas of need are identified where state agencies could support the county, city and its residents.
- Tops Grocery Store works with the State to discuss reopening plans

June 18

- Gov. Hochul announces \$50 million of targeted investments for East Buffalo community
- NYS develops a long-term partnership plan with community leaders and local service providers

Lessons Learned:

Community organizations are the most critical front-line responders for community support

- Already trusted partners (e.g. SNUG teams vs. FBI)
- Can mobilize quickly and appropriately (e.g. Best Self)
- Need a seat at the table, especially for financial decision-making.

It's essential for the State to mobilize quickly and be targeted about whom they mobilize during the response.

On-the-ground support and responding to shorter-term objectives was critical, including:

- ✓ Identifying key community needs
- ✓ Convening appropriate stakeholders
- ✓ Supporting credible messengers through SNUG
- ✓ Meeting tangible needs:
 - Securing a standalone ATM
 - Distributing food and procuring meat
 - Coordinating service provision and utility payments
 - Filling prescriptions for medication

It was **difficult to assess the community organizing landscape** and the capacity and roles of other State agencies during the response.

We constantly think about public safety and built environment. We must **equally consider the human environment.**

Short-term financial and operational assistance is helpful, but States can be more supportive for long-term recovery planning and building community resilience

NEW YORK STANDS WITH BUFFALO AVAILABLE RESOURCES FOR RESIDENTS OF ZIP CODES 14208 & 14209

(MAP OF ALL LOCATIONS LISTED BELOW IS INCLUDED ON BACK OF PAGE)

WHERE CAN I TALK TO A COUNSELOR?

Buffalo Community Resource Center:
347 East Ferry Street

Hours of Operation: Monday to Friday - 9:30 AM to 1:30 PM and 6:30 to 9 PM /
Saturday - 2 to 6 PM / Sunday - 9 AM to 4 PM

Wiley Center
1100 Jefferson Avenue

Hours of Operation: Mental health support daily from 3 PM to 7 PM

NY Project Hope Hotline

To speak to a crisis counselor, call 844-863-9314, available every day from 8 AM to 10 PM. All calls are free and confidential.
This is a free, confidential crisis hotline for mental health support

WHERE CAN I GET HELP PAYING MY BILLS?

National Grid and National Fuel are on location at the Buffalo Community Resource Center,
Monday - Friday 9:30 AM - 1:30 PM & 6:30 - 9 PM,
Saturday 2 - 6 PM, & Sunday 9 AM - 4 PM



WHERE DO I PICK UP MY MEDICATION?

If you got prescriptions at the Tops Market on Jefferson Ave, you can do any of the following for refills:

- Go to the Elmwood Tops or another Tops and get your medications there (free shuttle runs daily to Elmwood Tops; Uber/Lyft can be taken for free to Niagara St. Tops)
- Call the Elmwood Tops to arrange for free delivery if needed (716-515-0050)
- Have your prescription sent to a new pharmacy closer to home by asking your doctor to change your prescription location (e.g. Dexter's Pharmacy at 1453 Jefferson Ave)

WHERE ARE THERE FREE (NO FEES) ATMS?

Citizens Bank 24/7 ATM outside the Community Resource Center

M&T Bank ATM near Merriweather library

Chase Bank 24/7 ATM starting Friday June 3 outside of Merriweather library

WHERE DO I GET HOT MEALS AND GROCERIES?

World Central Kitchen Hot Meals:
1324 Jefferson Ave, in front of the Merriweather Library
Hours of Operation: Every day meals are served at 11 AM to 4 PM

Buffalo Community Resource Center

347 East Ferry St.
Hours of Operation: Food and other grocery items are provided Monday, Wednesdays, Friday from 2 PM to 7 PM

Wiley Center:

1100 Jefferson Avenue, corner Dodge
Hours of Operation: Food and other grocery items are provided Fridays from 3 PM to 7 PM

Free Shuttle to Elmwood Tops
Shuttle runs from Jefferson Ave and Riley St. to the Elmwood Tops

Hours of Operation: 10 AM to 7 PM daily—frequency based on demand

Free Rides to Tops Niagara St. or Price Rite

Free Lyft and Uber rides up to \$20 to and from Tops Market (425 Niagara St) OR Price Rite (250 Elmwood Ave)
Lyft code: BuffaloLyftUp
Uber code: SHOPBUF

Free Grocery Deliveries from Wal Mart:
Free grocery delivery for online orders to ZIP codes 14208 and 14209 from Wal Mart's Cheektowaga and Amherst Stores.



State agency leaders found **effective ways to release funding** to community organizations and service providers, although there were **constraints around state and federal funding.**

States must have a genuine investment in serving the community.

DHSES daily calls [which then became weekly] were a positive in coordinating the response.

Key Takeaways

Grassroots community organizations and leaders are critical partners for this type of emergency response

Homeland security response agencies must be actively engaged in supporting an equity framework

The **State** can be a **strong guiding partner** and pool of resources for locally-led efforts

Homeland Security professionals should take active interest in building community resilience

Consider vulnerable populations within the larger community when coordinating short and long term response

- Elderly (anecdotes about individuals not leaving their homes)
- Students (Summer meals and discussions surrounding mental health support in upcoming school year)

Ensure data collection efforts are centralized and data access is provided to key stakeholders



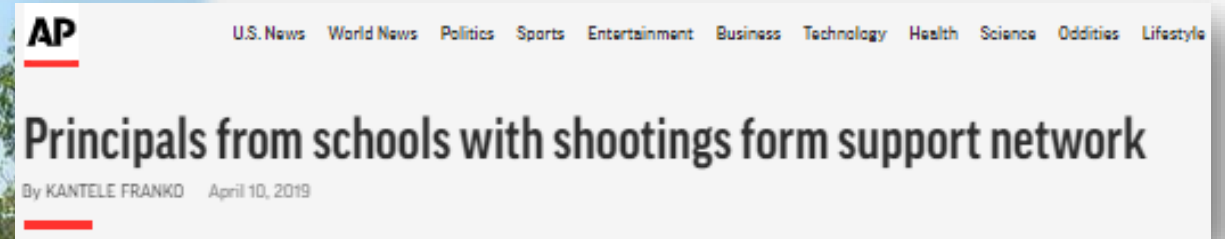
Thank you

NASSP Principal Recovery Network

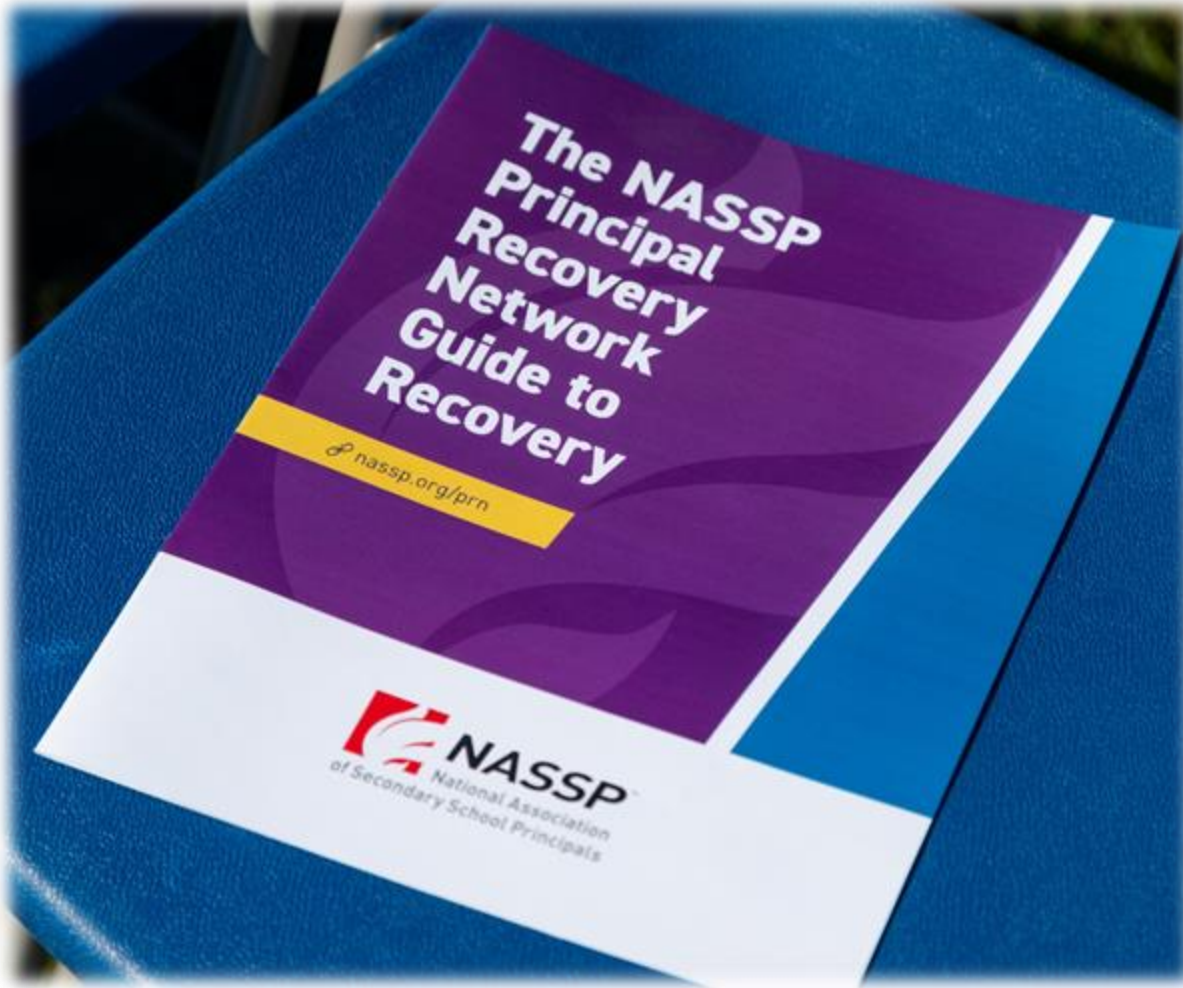
Guide to Recovery

nassp.org/prn

The Principal Recovery Network



The Guide to Recovery



Principals write a guide on school shootings they hope their peers will never have to use


School leaders who have been through the trauma of campus shootings lay out the tools that worked for them in recovering from such tragedies.

The video thumbnail features a background image of students walking in a hallway. Overlaid on the right side is a blue box with white text. At the top left of the video frame is a small blue button with a speaker icon and the text "TAP TO UNMUTE".

PRINCIPAL RECOVERY NETWORK Guide to Recovery
NASSP

- WHAT TO THINK ABOUT BEFORE REOPENING?
- HOW TO ADDRESS STUDENT AND STAFF MENTAL HEALTH?
- HOW TO INCLUDE STUDENT INPUT IN RECOVERY PLANS?
- HOW TO APPROACH OFFERS TO HELP FROM OUTSIDE GROUPS?

GUIDE TO RECOVERY_ PRINCIPAL RECOVERY NETWORK RELEASES GUIDE TO HELP SCHOOLS MOVE FORWARD AFTER SCHOOL SHOOTINGS



nassp.org/prnguide

Section 1: Securing Support and Responding to Offers of Assistance

Highlighted section recommendations:

- After conducting an internal assessment to determine what your school may need from the community and outside groups, craft and release an official statement or social media post. You may receive many offers of support, and if the principal doesn't provide public guidance, you may receive offers of support you don't necessarily need.
- Consider appointing a qualified coordinator to assist with ongoing staff communication and provide you with a synopsis of opinions, concerns, needs, etc. Your staff will need to be heard in the days, weeks, and months of initial recovery, and you will need to provide adequate infrastructure to ensure that happens.

Section 2: Reopening the School

Highlighted section recommendations:

- Once the school is “cleared” (repaired, cleaned, no longer a crime scene, etc.), consider organizing a meeting or gathering just for staff before it reopens to the public and students. Staff need to begin to feel comfortable in their building first before they are prepared to support students and begin teaching. It will also provide a good opportunity to share updates, coordinate next steps for reopening, and listen to your staff.
- Once the school is reopened, consider hosting an “open house” or “reunification day” to allow families, staff, and/or students to visit the school on their terms and feel safe before coming back for official school days. Mental health professionals and therapy dogs (if available) should be on hand for these types of events.

Section 3: Attending to Students' Ongoing Needs

Highlighted section recommendations:

- Consider what students may need to succeed after living through trauma, especially those who have struggled academically in the aftermath. For example, colleges may appreciate letters from school leaders explaining that traumatic events could have precipitated drops in grades or test scores and should be considered when making application decisions.
- If possible, consider creating a “wellness center,” within the school that can be a warm, inviting place for both students and staff. This area should provide privacy and be separate from other support areas, like the guidance or counseling offices.
- Future safety training, drills, and preparation is important, but schools that have experienced violence must be especially careful that it is conducted sensitively not retraumatizing in any way.

Section 4: Holding Commemorations and Annual Remembrances

Highlighted section recommendations:

- For the one-year mark, multiple PRN members have found that their communities have an aversion to the term “anniversary,” as it could connote a celebration. Alternative phrasing could include “one-year mark,” “two-year mark,” “annual remembrance,” etc.
- Consider planning commemorations in a way that makes the activities optional. Not all students will want to take part, and, for some, the commemoration could trigger anxiety. You may consider having extra adult support (volunteers, mental health professionals, retired teachers) on hand for these events.
- When planning activities for remembrances, focus on things not directly related to the shooting that may re-traumatize the community, like a “day of service,” writing “thank you” letters to the community, and moments of silence.

Section 5: Listening to Student Voice

Highlighted section recommendations:

- Student voice must be heard and incorporated into the entirety of the school's recovery process. Principals should consider utilizing existing student leadership groups like Student Council to encourage and organize positive voice among students. You might also consider forming a new student group or committee to advise ongoing recovery needs.
- Students should be given adequate time to talk about what happened, not just with mental health professionals, but also with other students, trusted adults, and close friends.

Section Testimonials

Listening to Student Voice

Testimonial

In the days and months following the shooting, there were numerous viewpoints and suggestions on a variety of topics: when to open the school to begin the new year, what extra school safety measures to implement, and what should be done with the area where the shooting occurred. The noise created by all these was deafening.

As a principal, I have always committed to a student-centered approach to leadership. I heard all these opinions, yet I was eventually able to quiet the well-meaning voices in my mind. I made space for myself to reflect, and I returned to what I knew was a best practice...listening to the students. I met with the elected student leaders of the school in a casual open forum. They talked, and I just listened. I listened to their experiences on the day of the shooting. I listened to their concerns about school safety. I listened to their anger at the shooter for bringing an event into their lives that they never wanted and never asked for. I asked them only one question, "What do you want Forest High School to be like when we start school on the first day this year?"

Their answers were direct and blunt and passionate. They spoke of the school culture and school spirit and the fact that they were worried that students would not laugh again or have a good time at school again. And then the most outspoken student of the group said these words and I have never forgotten them: "The shooting is NOT our history. It was just a day in our history." That statement resonated with me through the entire process of reopening the school, turning the location of the shooting into a place where all students felt accepted and safe. That student's insight even directed what we planned to do as a school community to commemorate the date of the shooting a year later.

I continued meeting with these students as well as other student groups every single year numerous times. I made them an integral part of our work to create a new school culture after the shooting. I often think back to that first meeting, and now I realize that what I truly heard in the students' voices was the depth of resiliency that has allowed the school community to move forward and stand strong as the Wildcat family.

Elizabeth Brown, former Principal, Forest High School, Ocala, FL



The NASSP Principal Recovery Network Guide to Recovery

nassp.org/prn



nassp.org/prnguide

Q&A



PSPR2

SEMINARS FOR RESILIENCE

Please use the Q&A chat in the top right-hand corner.

NEXT SESSION – REGISTER NOW



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Eventbrite Registration Page

PSPR2: Post Incident Scams and Fraud

October 19, 0900 Pacific/1200 Eastern

Registration Page: <https://bit.ly/PSPR2-S4>

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We look forward to seeing you at a future session.



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survey!
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short survey on your phone



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