

The National and Natural Disaster (NND) Help Desk



In the event of a declared emergency, the NND Help Desk will be activated to collect status information from employees affected by the emergency and will operate 24 hours a day, 7 days a week until deactivated.

There will be three options for employees to contact the NND Help Desk:

1. Phone
Tel: 877-872-7990
TTY: 877-872-7992
When you call, the automated system will provide you with the option to press 1 "If calling to be part of a declared emergency" – Press 1.
2. Email:
HelpDesk@mailserver-hraccess.tsa.dhs.gov. In the subject line type: NND Status Notification*

Be prepared to provide the following information:

- Name
- Office/Airport
- Position
- Call back number
- Status (e.g., declare that they are present and accounted for with no issues to report, any injury to self or family, loss of property, etc.)

**If contacting NND Help Desk by email, include the above information in the body of the email.*

Resources

TSA

- For disaster preparedness guidance, go to iShare page: Human Capital – Workforce Programs – Weather
https://office.ishare.tsa.dhs.gov/sites/WPED/WPED_Info_Center/SitePages/Weather.aspx
- For relevant Human Capital policies and guidance, go to iShare page: Human Capital – Policy
<https://ishare.tsa.dhs.gov/Offices/HumanCapital/HumanCapPolicy/Pages/default.aspx>

Federal Emergency Management Agency (FEMA)

800-621-FEMA (800-621-3362)
www.fema.gov

Go to Ready.gov for <https://www.ready.gov> and search hurricane for preparedness toolkit and other helpful resources. You can also download the **FEMA app** to get more information about preparing for a hurricane.

National Oceanic and Atmospheric Administration (NOAA)

<https://www.nhc.noaa.gov>
Go to **National Hurricane Center/NOAA for latest weather forecast**

Red Cross Hotline

800-REDCROSS (800-733-2767)
www.redcross.org



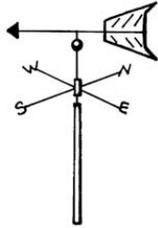
HC HUMAN
CAPITAL

Hurricane Preparedness for Employees



Transportation
Security
Administration

If You Are Under Hurricane Warning, Find Safe Shelter Right Away



Determine how best to protect yourself from high winds and flooding.

- Evacuate if told to do so.
- Take refuge in a designated storm shelter, or an interior room for high winds.

Listen for emergency information and alerts.

Only use generators outdoors and away from windows.

Turn Around, Don't Drown! Do not walk, swim, or drive through flood waters.

Know the Difference

Hurricane Watch or Warning

A “Hurricane Watch” is issued when there is a threat of hurricane conditions within 24 to 36 hours.

A “Hurricane Warning” is issued when hurricane conditions are expected in 24 hours or fewer

Now/Prepare

Emergency Safe Haven Location Designation (TSA Form 1141). Have a current form on file with your supervisor, correctly identifying your safe haven.

Emergency Contact Information (TSA Form 3301). Current form on file with local emergency preparedness contact official.

Make a personal/family emergency plan – visit **Ready.gov**.

Sign up for local alerts and warnings. Monitor local news and weather reports.

Prepare to evacuate by testing your emergency communication plan(s), learning evacuation routes, having a place to stay, and packing a “go bag.”

Stock emergency supplies.

Protect your property by installing sewer backflow valves, anchoring fuel tanks, reviewing insurance policies, and cataloging belongings.

Collect and safeguard critical financial, medical, educational, and legal documents and records.

TSA MD 1100.61-6 Emergency Evacuation Administrative Procedures. Understand authorized evacuation benefits before an event.

During/Survive

Follow guidance from local authorities, especially in the event of a mandatory evacuation.

Communicate with your supervisor prior to evacuating, if possible, by:

- informing your supervisor of your intent to evacuate,
- confirming your safe haven location,

- ensure you have a point of contact at the safe haven location/TSA-operated airport to arrange reporting for work at an alternate TSA facility.
- follow instructions from leadership team at the Primary Duty Station (PDS) for evacuation procedures, update requirements, and return instructions.

If advised to evacuate, grab your “go bag” and depart the immediate risk environment.

TSA Evacuation Order. The agency may also issue a TSA evacuation order:

- Read the evacuation order to understand any authorized evacuation benefits for the event.
- Ensure all uniforms, identification cards (e.g., PIV, driver's license, passport), TSA issued phone, and TSA issued laptop, as appropriate are taken with you when evacuating, if possible.
- Travel by the most direct route to your safe haven location.
- Notify home airport and/or safe haven location TSA operated airport that you are available for work.
- Report for duty as scheduled.
- Request personal leave (e.g., annual leave, sick leave as needed and appropriate).
- If travel benefits are authorized, work with local FSD staff to ensure travel authorization is prepared and approved.

After/Be Safe

Return to the area only after authorities say it is safe to do so. Do not enter damaged buildings until they are inspected by qualified professionals.

Return to PDS as directed by home airport and return to normal duty.

Submit Travel Voucher for authorized travel expenses – work with your local FSD staff.