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-RED CROSS (800-733-2767)
www.redcross.org
Now/Prepare

Communicate with employees.
Remind them to:
- Ensure current Emergency Safe Haven Location Designation form (TSA Form 1141) is on file.
- Plan for a localized emergency and a geographically widespread emergency.
- Update emergency Contact Information (TSA Form 3301) and ensure current form is on file with local emergency preparedness contact official.
- Make a personal/family emergency plan – visit Ready.gov.

Be familiar with TSA MD 1100.61-6 Emergency Evacuation Administrative Procedures. Understand evacuation procedures, roles, responsibilities and authorized evacuation benefits before an event.

During/Survive

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

Evacuate when mandatory evacuation orders are issued by state or local authorities.

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

Communicate with your employees.
- May grant employees up to 3 days of excused absence to prepare for and/or to evacuate
- Know the employees’ safe haven location.
- Provide points of contact at the safe haven location/TSA-operated airports
- As needed, assist the employees with contacting the safe haven location airport to arrange reporting for work.
- Be open to questions from employees – ask for assistance when needed.
- If under a TSA issued evacuation order:
  - Explain any authorized evacuation benefits to the employees
  - Be prepared for questions
  - Advise employees if travel benefits are authorized, they should work with local FSD staff to ensure travel authorization is prepared and approved
- Remind evacuating employees to take all uniforms, identification cards (e.g., PIV, driver’s license, passport), TSA issued phone, and TSA issued laptop, as appropriate with them when evacuating.
- If the employees will need uniforms at the safe haven location airport, advise the receiving airport.
- Remind employees to travel by the safest, most direct route to their safe haven location.
- Remind employees to notify airport of record and/or safe haven location TSA-operated airport that they are available for work
- Be available to employees and get regular updates on their status.

Ask for help from headquarters.
- Assistance throughout the emergency will be available 24/7 for any related questions, direct assistance, decision making, or requests for personnel on the ground.

After/Be Safe

Return to the Primary Duty Station (PDS) as soon as possible, but, only after authorities say it is safe to do so.

Contact employees and advise when they are to return to PDS.

Report for duty at PDS. Notify employees of their schedule and when they are expected to return to duty, in accordance with TSA MD 1100.61-6 and any applicable evacuation orders or rescissions of evacuation orders.

Submit Travel Voucher for authorized travel expenses. Work with employees and headquarters staff to assist employees in submitting travel vouchers and authorized travel/evacuation benefits.

Employee Assistance Program (EAP). Remind employees of the EAP and any associated relief and assistance programs that are available in the recovery of the event.

Read the evacuation order to understand roles, responsibilities, and any authorized evacuation benefits for the event.

Points of contact and resources will be identified and directly available to the FSD staff prior to and during each event.

Provide headquarters with regular updates of employee status to ensure all employees are accounted for and all needs can be met as the event unfolds.