

## 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](mailto: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](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](http://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](http://www.redcross.org)



**HC** HUMAN  
CAPITAL

# Hurricane Preparedness for Managers and Supervisors



Transportation  
Security  
Administration

## 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.

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

### 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.

- 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.



## 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.