Digital Inclusion in Disaster Response

Community Resilience Connectivity Guide

Local Digital Resilience Assessment

These tools help communities understand their current readiness and identify gaps before a disaster occurs.

Device Readiness & Backup Power Inventory Template	Local, County or State Emergency Communication Flowchart	Partnership Identification Worksheet
Create and institute a template to track available devices, hotspots, charging solutions, and power backups to support emergency use.	Use a flowchart to clarify who communicates what, through which channels, and to whom during an emergency.	Keep a list of key partner's (libraries, shelters, schools, nonprofits, churches, ISPs, and emergency responders) contact details, and define their roles during a crisis. Review and redistribute the list quarterly to your crisis management team.

Community Connectivity Mapping Checklist

This community connectivity mapping checklist can help your team to quickly evaluate your current digital resilience and identify one or two concrete action steps you can take.

- ✔ **Ensure** safety first for your community by assessing environmental impacts, transit and communication options and defer to first responders for guidance.

- ✔ **Identify** community anchor institutions to form a disaster connectivity coalition and promote where connectivity hubs will be located.

- ✔ **Establish** a communications redundancy plan, including hotspots, public Wi-Fi zones, and charging hubs.

- ✔ **Work** with digital navigators, funders and partners to establish emergency device inventories and distribution sites in times of crisis for your community.

- ✔ **Be intentional** about identifying how to reach and support disadvantage groups with short term and long term connectivity solutions.

- ✔ **Develop** a local partnership map spanning ISPs, emergency management, municipal IT, and digital equity organizations.

- ✔ **Launch** a preparedness crisis group to practice digital access and response protocols before disasters occur.

- ✔ **Integrate** digital inclusion into local hazard mitigation and resilience planning cycles.

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Planning for digital access before emergencies helps communities stay connected, informed, and supported, even when power and physical infrastructure are compromised.

Why This Matters

Emergency response depends on timely information, reliable communication, and trusted community networks. When connectivity fails, gaps widen quickly. Embedding digital inclusion into preparedness and response planning strengthens community resilience long before the next crisis arrives.

Core Resources Framework

These resources address different aspects of digital resilience, from emergency communications to continuity planning and recovery.

NDIA Digital Navigator Model

Guidance for expanding Digital Navigator roles to include disaster and crisis response, ensuring trusted local staff can help residents access connectivity, devices, and critical information when it matters most.

FCC Disaster Information Reporting System (DIRS)

A high-level introduction to how infrastructure outages are reported and tracked, helping local leaders understand connectivity disruptions during emergencies.

Institute of Museum and Library Services (IMLS) Emergency Response Resources

Federal guidance for cultural and community institutions focused on preparedness, response, and recovery planning.

FEMA IPAWS (Integrated Public Alert & Warning System)

An overview of how community anchor institutions can support or complement emergency alerting systems, helping ensure warnings and updates reach people through multiple channels.

American Library Association Disaster Preparedness Toolkit

Tools to support continuity planning for libraries. Including maintaining services, communications, and community access during emergencies.

Rapid Connectivity Support

Reliable connectivity is a lifeline during emergencies. Mission Telecom's RESPOND (Rapid Emergency Support & Preparedness Offer for Network Deployment) Kit is a hotspot and broadband solution to help communities stay connected before, during, and after disasters.

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Learn more:

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About Us

Mission Telecom is a nonprofit telecommunications provider dedicated to advancing digital equity. We partner with libraries, schools, nonprofits, and community organizations nationwide to deliver affordable, reliable wireless broadband and emergency connectivity solutions that support communities before, during, and after crises.

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