

**State-Wide Emergency Response and  
Mutual Aid Network Plan  
for the  
Louisiana Association of United Ways**



*The Calm Before the Storm*

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## A Letter From Someone Who Has Been Down This Road . . .

March 10, 2003

Dear Fellow United Way Board Members:

Hurricane Lili hit southwest Louisiana on October 3, 2002. Forecasted to be a Category 4 hurricane, Lili made landfall as a Category 2. While water damage was minimal, damage from 100+ mph winds and more than ten tornadoes was devastating to United Way of Acadiana's service area. Other recent major storms that have stricken our region were Hurricane Andrew in 1992, Tropical Storm Allyson in 2001 and Tropical Storm Isidore which hit our area exactly one week prior to Lili.

While our United Way does not have an in-house Information and Referral/ 211 program, it became apparent to all of us that our community would look to United Way for reassurance that immediate and long-term recovery assistance would be available. During the weeks following Lili, the United Way of Acadiana office fielded more than 900 calls from individuals who had suffered significant damage to their homes or needed debris removal. Our staff coordinated with FEMA, the American Red Cross, the Salvation Army, our local 211 provider, officials from state and local Offices of Emergency Preparedness, and other disaster-response agencies to ensure that no one "fell through the cracks". All of this while continuing the third and final month of our annual campaign.

Our United Way of Acadiana was only able to rise to the demands put upon it by the community because of excellent foresight in preparing an internal comprehensive disaster response plan. Our **Board of Directors** was written into this response plan and was engaged immediately when the plan was put into action. We learned first-hand that our local staff could not and should not be expected to do everything on its own. As a **Board** it was critical to support the staff well before a crisis occurred and through the long-term recovery. Experience has shown that recovery is a long and arduous journey and the local **Board** must be in it for the long haul by doing whatever is required to get the job done.

As a businessman, I know that any successful venture is the result of extensive and thorough planning. I know that the reason our United Way of Acadiana emerged as a trusted community leader in the aftermath of Lili was the diligence our staff and **Board** had taken to pre-plan. Disasters can strike anywhere and anytime. Do not wait until your community is faced with a crisis to plan how you will respond. Get involved now. The life of your community after a disaster will depend upon it.

Sincerely,



Lloyd L. Andrus  
Past Chairman of the Board  
United Way of Acadiana

## Introduction

The Journey to recovery is long and hard. Louisiana is pioneering its way through the mission in a variety of ways that reflects the needs of individuals and communities in an effort to contribute to the good of the state and its citizens. Prior to the disaster the state was as different as the 64 parishes it represents. Now many of the citizens are transient in an effort to find their way back home or start new lives in other parts of the state. Though neighboring states have harbored Louisianans in light of the disasters, many remain in the state and are attempting to make decisions on how to re-start their lives. Identifying suitable employment, transportation and housing is of major concern to all.

Throughout LAUW's site visits in the state, we have encountered a variety of systems that are working to assist individuals and families in need. The most inspired moment was in Lake Charles with Dinah Landry, Executive Director of the Council on Aging in Cameron, Louisiana, a United Way Agency. Ms. Landry is a remarkable woman who embodies resilience and unconditional love for the community she represents. After seeing the neglect of the city of New Orleans, she knew that it was up to her and the non-profit collaboration that includes United Way of Southern Louisiana to evacuate 100% of their citizens prior to Hurricane Rita. Cameron was destroyed. Only one structure remained standing. She and her colleagues understood that it was up to residents and non-profit organizations, and they appropriately provided for their residents. It is imperative that all non-profits adopt this concept and begin preparations.

Prior to the disasters many were unwilling to have discussions that include detailed planning. Now, the discussions are vogue and necessary. The phases of disasters are preparedness, response, recovery and mitigation. All four areas receive funding by government, non-profit and philanthropic organizations. Each disaster has different affects on the directly impacted community and surrounding areas. Arguable the two worst natural disasters in this country happened in the state of Louisiana within a month of each other. Hurricanes Katrina and Rita have changed our lives, the structure of our organizations and the direction of our resources.

According to Louisiana Geographic Information Center (LAGIC):

- 780,000 displaced from homes
- 123,000 homes suffered major or severe damage
- 82,000 rental units destroyed
- More than 18,000 business destroyed
- Approximately \$25 billion in uninsured loses
- Six months after the storm 25 times more debris was removed than the World Trade Site

FEMA has spent:

- \$3.31 Billion on housing assistance
- \$1.45 Billion on other needs assistance
- \$836 Million on debris removal
- \$17 Million on roads & bridges
- \$750 million public buildings

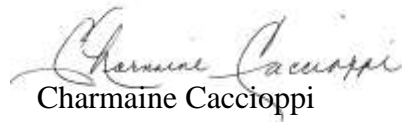
Returning to pre-disaster state is unlikely. Improving on social and economic issues that have plagued many areas of our community via poor education, unskilled labor and low socio-economic base is promising.

Throughout the state, the United Way organizations have played an instrumental role in all phase of disasters. An area in which most concentration is being placed at this time is preparedness and long term recovery. The Governor's Office of Homeland Security and Emergency Preparedness has laid a foundation for disaster response in Louisiana. The state has been divided into nine regions that have Operation of Emergency Preparedness directors. United Ways are located in all nine regions. This guide is an attempt to help United Way and organizations they support have information and the tools needed to prepare and respond to disaster as needed.

Sincerely,



Gary Ostroske  
Chairman  
Louisiana Association of United Ways

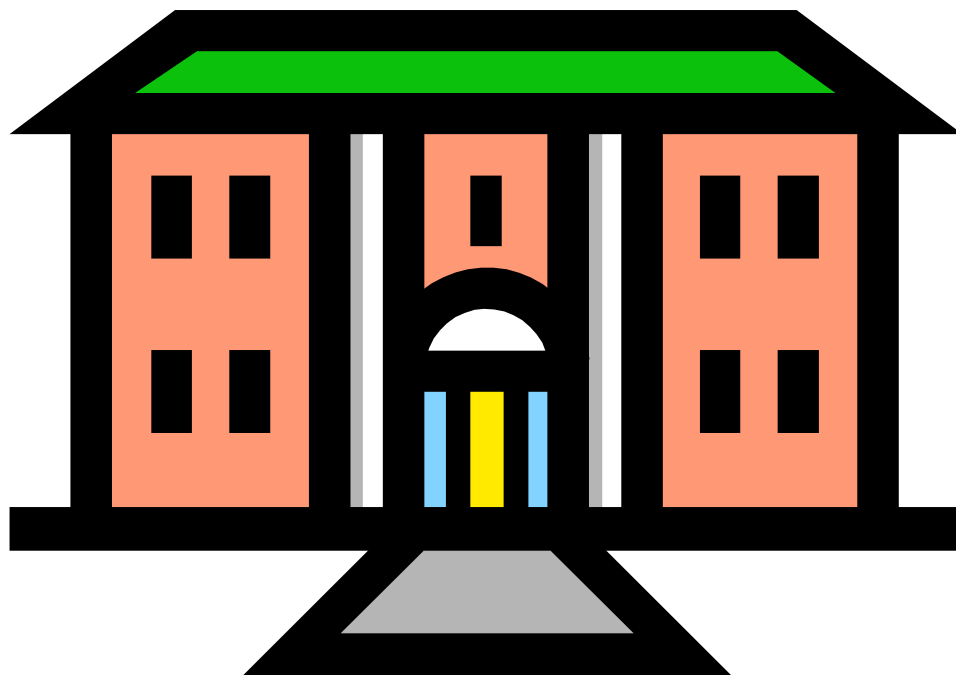


Charmaine Caccioppi  
President  
Louisiana Association of United Ways








## **Using This Toolkit**

This toolkit has been produced to be a supportive resource for staff and lead volunteers of United Ways in the state of Louisiana in their continual efforts to be prepared for crisis. It is the culmination of a year of gathering, reviewing, developing and compiling the material contained herein.

# GETTING OUR UNITED WAY'S HOUSE IN ORDER



## LOCAL UNITED WAY CHIEF PROFESSIONAL OFFICER CHECKLIST

<i>When crisis is imminent/has occurred . . .</i>			
	<i>Do You Have. . .</i>	<i>Yes</i>	<i>No</i>
	Full contact information including cell phone and e-mail for your staff, board members, companies, agencies and volunteers available and with you		
	A backup of all your computer files at a safe and secure off-site location		
	A box or set of checks <b>and</b> CASH available and with you		
	A copy of your Crisis Response Plan <b>and</b> your business continuity plan		
	A cell phone or access to a cell phone		
	Established a central phone number for staff/ volunteers to call and check in		
	A supply of stationery, envelopes, fax cover sheets and other printed materials that may be needed to operate		

<i>Other actions to take or procedures to activate . . .</i>	
<i>Action</i>	<i>Done</i>
Provide all staff with the United Way Worldwide Help Desk Number (877-UWA-LINK) as a back up to call and check in	
Encourage all staff and volunteers to visit American Red Cross website (redcross.org) for information on how to prepare their family for disaster	
Contact and notify your Association President of the situation in your area	
Contact and maintain communications with government office, emergency management office and first response agencies to identify United Way role and support in response, recovery and rebuilding efforts	
Communicate United Way role and efforts in crisis activity to internal and external stakeholders: <b>Internal:</b> <ul style="list-style-type: none"> <li>▪ Board, staff, volunteers</li> </ul> <b>External:</b> <ul style="list-style-type: none"> <li>▪ Companies, donors, agencies and general public.</li> </ul>	
Prepare and carry with you a box of promotional items (t-shirts, hats, etc.) that can be worn by staff and volunteers participating in the recovery efforts	

## **The Importance of Good Contact Information**

We cannot say enough about the importance of maintaining current and accurate contact information. Whether it is reaching your staff and volunteers, contacting your funded agencies or connecting with disaster response agencies and organizations, being able to make contact and connect with these sources is vitally important. It can mean the difference between knowing what's going on and making unfounded assumptions. It can be the difference between knowing that your staff is safe and unharmed, impacted by the crisis and sheltered in or wondering where they are or if they are injured. Connecting with funded agencies to receive status reports and updates can help you identify whether or not reserves will need to be tapped. Connecting with disaster response agencies and organizations can give you access to more accurate information on damage assessments, number of people impacted, and resources needed and not needed.

The following pages contain a listing of a number of agencies and organizations you may need to be in touch with either prior to, during or after the crisis. Some agencies may exist in areas, some may not and some may need to be added. Whatever the case, care should be taken to designate the responsibility for compiling and maintaining the contact information for those agencies and organizations that may exist in your area. In addition, similar listings for staff and volunteers are equally important and need to be created and maintained annually. All information should be updated at least once a year by May 1 prior to the start of hurricane season.



*Remember, good contact information is a vital link to you ability to communicating with others.*

## Emergency Contact Checklist

Agency/Contact	Phone	Fax	Email/Web
<b>Emergency Management</b>			
<b>Agency/Police</b>			
Emergency Management Director			
Parish Emergency Management Agency			
Parish Sheriff's Department			
Police Department			
State Patrol			
Parish E-911			
Neighboring Parish EMA			
<b>Fire/Services</b>			
City Fire Department			
Parish Fire Department			
State Forestry			
Parish Fire Inspector			
Local Utilities (night)			
Natural Gas Company			
Local Power Company			
Local Electric Company			
City Animal Control			
Parish Animal Shelter			
Parish Road Department			
<b>Animal Welfare</b>			
City Animal Control			
Parish Animal Shelter			
State Agriculture			
Cooperative Extension Service (AgCenter)			
Local Kennel Club			
<b>Public Officials</b>			
Parish Administrator			
City Mayor			
Local Mayor			
Parish Tax Commissioner			
Clerk of the Superior Court			
Parish Probate Judge			
Parish Clerk			

<b>Agency/Contact</b>	<b>Phone</b>	<b>Fax</b>	<b>Email/Web</b>
<b>Hazardous Materials</b>			
CHEM TREC (Emergency Chemical Info)			
Radiological Info Resource			
State Environmental Health			
Radiological Emergency Assistance			
Railroad (Explosives Accidents)			
Nuclear Regulatory Commission			
US Military (Explosives/Accidents Res.)			
US Military (Hazardous/Accidents Res.)			
State Environmental Protection Division			
Federal EPA Regional Office			
<b>Media</b>			
Local Newspaper			
Local Radio			
ABC Affiliate			
NBC Affiliate			
CBS Affiliate			
FOX Affiliate			
UPN Affiliate			
PBS Affiliate			
Independent TV Station			
Cable System Operator			
Local Internet Service Provider			
<b>Health and Medical</b>			
Local Hospital			
Regional Medical Center			
Battered Women's Shelter			
Office of Public Health			
Local Health Care (Shelter/Special Needs)			
American Red Cross (ARC)			
Funeral Home			
Crisis Counseling Service			
Family Independence Agency/Assisted Living			
Emergency Medical Services (EMS)			
Parish Coroner			



Agency/Contact	Phone/Fax	E-mail/Web	Alternate Contact
<b>Voluntary Organizations Assisting in Disaster (VOAD)</b>			
<b>Unmet Needs Committee/Long Term Recovery Committee</b>			
<b>Emergency Response Agencies</b>			
American Red Cross			
Salvation Army			
Catholic Charities			
Volunteer Center			
Information & Referral (I&R)			
EDEN			
Others:			

*Use this planning tool to help you map out your initial (or on-going) plans for crisis readiness planning efforts.*

<b>Likely Crises and Disaster</b>		Yes	No	Include in Planning	Person/Dept. Responsible
1	Have you identified potential crises and disasters most likely to occur in your community?				
2	Have you worked through a detailed scenario for how you would respond to the most likely disasters?				
3	Have you consulted the Parish Office of Emergency Preparedness disaster plan in your area and reviewed their assessment of potential crises and disasters in your area?				
<b>Communication with &amp; Utilizing Your Staff &amp; Volunteers</b>		Yes	No	Include in Planning	Person/Dept. Responsible
4	Do you have a listing of the home phone numbers for all of your staff at your office?				
	At your home?				
5	Do you have a listing of your staff's cell phone numbers at your office?				
	At your home?				
6	Do you have a listing of your staff's personal e-mail addresses at your office?				
	At your home?				
7	Do you have a listing of the home phone numbers of key volunteer leaders at home?				
	At your home?				
8	Do you have a listing of your lead volunteers' cell phone numbers at your office?				
	At your home?				
9	Do you have a listing of your lead volunteers' personal e-mail addresses at your office?				
	At your home?				
10	Do you have a listing of your lead volunteers' personal e-mail addresses at your office?				
	At your home?				
11	Do you have a designated staff person or lead volunteer(s) to be your disaster coordinator?				
<b>Communication with &amp; Utilizing Your Staff &amp; Volunteers</b>		Yes	No	Include in Planning	Person/Dept. Responsible

12	Do you have a disaster response team?				
13	Does each member of the team have and know their specific responsibilities in a crisis situation?				
14	Do you have a chain of command or plan of alternates in place that allows for the possibility that key staff or lead volunteers may be victims of the crisis?				
15	Do you have a list of staff or lead volunteers who could step in and take the place of staff unable to handle their responsibilities in a disaster?				
<b>Safeguarding Your Organizational Assets</b>		Yes	No	Include in Planning	Person/Dept. Responsible
16	Do you backup your computer files regularly?				
17	Do you store your computer files and programs needed to run them off-site as well?				
18	If the building in which you operate were damaged, could you quickly relocate and operate from a new location?				
19	Are important documents, including insurance documents, stored off-site?				
<b>Safeguarding Your Organizational Assets (continued)</b>		Yes	No	Include in Planning	Person/Dept. Responsible
20	Does your insurance cover loss of facility, furniture and equipment?				
21	Does your insurance cover immediate relocation of your office and any rebuilding costs?				
22	Do you and your staff have a disaster kit in the office and at home to ensure that United Way stays in operation?				
23	Do you and your staff have a smaller version of a disaster kit in the vehicle you drive to work?				
24	Do those assigned to disaster response within the United Way know how to shut off power and water to the office?				
<b>Communicating &amp; Working With Your Funded Agencies</b>		Yes	No	Include in Planning	Person/Dept. Responsible
25	Do you have a listing of the office phone numbers of the executives for your funded agencies at your office?				
	At your home?				

<b>Communicating &amp; Working With Your Funded Agencies</b>		Yes	No	Include in Planning	Person/Dept. Responsible
26	Do you have a listing of the home phone numbers of the executives for your funded agencies at your office?				
	At your home?				
27	Do you have a listing of the agency e-mail addresses of the executives of your funded agencies at your office?				
	At your home?				
28	Do you have a listing of the home e-mail addresses of the executives of your funded agencies at your office?				
	At your home?				
29	Do you have a listing of the cell phone numbers of the executives of your funded agencies at your office?				
	At your home?				
30	If you have or fund an I & R, is there a backup of the database off-site?				
31	If you have or fund a Volunteer Center, is that database backed up off-site?				
32	If the building in which the I & R operates were damaged, could it quickly relocate and operate from a new location?				
33	If the building in which the Volunteer Center operates were damaged, could it quickly relocate and operate from a new location?				
<b>Communicating and Working with Disaster Organizations &amp; Agencies</b>		Yes	No	Include in Planning	Person/Dept. Responsible
34	Do you have a listing of local city or parish disaster response agencies in your area?				
35	Do you have a quick contact list with phone numbers for those agencies in your community with responsibility for initial disaster response?				
36	Have you established an understanding with the lead disaster agencies in your community on the role you would play in a crisis or disaster? ( <i>Indicate response next to each agency listed</i> )				
	A. American Red Cross				
	B. Salvation Army				
	C. Catholic Charities				



45	Indicate from the list below the role(s) your United Way played during that most recent crisis or disaster:	Yes	No	Include in Planning	Person/Dept. Responsible
	e. Served as the communications arm for the response and relief efforts				
	f. Helped agencies affected by the disaster get back on their feet (i.e., additional funds, loaned staff, donated goods)				
	g. Recruited and managed volunteers				
	h. Convened an Unmet Needs or Long Term Recovery) committee made up of public, corporate and non-profit organizations to deal with needs not normally covered by the front-line disaster agencies				
	i. Provided technological support to streamline and standardize service to those affected by the disaster				
	j. Set up a special fund for those wanting to help victims of disaster				
	k. Disbursed money directly to victims of the disaster				
	l. NONE OF THE ABOVE				
	m. OTHER <i>(please briefly describe the role played)</i>				
46	Indicate from the list below the role(s) your United Way <b>currently</b> has the capacity to play should a crisis or disaster occur within the next 6 months:	Yes	No	Include in Planning	Person/Dept. Responsible
	a. Provided initial and extra support to front-line disaster agencies from reserve funds				
	b. Funded unanticipated needs such as day care for relief workers				
	c. Provided information and referral for victims of the crisis				
	d. Publicized and disseminated information about where to go for help				
	e. Served as the communications arm for the response and relief efforts				
	f. Helped agencies affected by the disaster get back on their feet				
	g. Managed and administered volunteers				
	h. Convened an Unmet Needs committee made up of public, corporate and non-profit organizations to deal with needs not normally covered by the front-line disaster agencies				
	i. Provided technological support to streamline and standardize service to those affected by the disaster				
	j. Set up a special fund for those wanting to help victims of disaster				
	k. Disbursed money directly to victims of the disaster				
	l. NONE OF THE ABOVE				
	m. OTHER <i>(please briefly describe the role played)</i>				

47	Indicate from the list below the role(s) you would like your United Way to play during a crisis or disaster but you currently do not have the capacity to fulfill	Yes	No	Include in Planning	Person/Dept. Responsible
	a. Provide initial and extra support to front-line disaster agencies from reserve funds				
	b. Fund unanticipated needs such as day care for relief workers				
	c. Provide information and referral for victims of the crisis				
	d. Publicize and disseminated information about where to go for help				
	e. Serve as the communications arm for the response and relief efforts				
	f. Help agencies affected by the disaster get back on their feet				
	g. Recruit and/or manage volunteers				
	h. Convene or establish an Unmet Needs or Long Term Recovery committee made up of public, corporate and non-profit organizations to deal with needs not normally covered by the front-line disaster agencies				
	i. Provide technological support to streamline and standardize service to those affected by the disaster				
	j. Set up a special fund for those wanting to help victims of disaster				
	k. Disburse money directly to victims of the disaster				
	l. NONE OF THE ABOVE				
	m. OTHER <i>(please briefly describe the role played)</i>				
<b>Working with Other United Ways</b>		Yes	No	Include in Planning	Person/Dept. Responsible
48	If a regional crisis occurred affecting multiple United Ways, would your United Way have the capacity to:				
	A. Take the lead in working with the Parish/Regional Office of Emergency Preparedness to direct a coordinated effort among United Ways?				
	B. Take the lead in handling inquiries from the media and communicating key message points?				
<b>Special Fundraising for Crisis and Disaster Victims</b>		Yes	No	Include in Planning	Person/Dept. Responsible
48	Have you decided whether you would set up a special fund for victims of a disaster?				
49	Would you be able to provide initial funds out of reserves?				
50	Have you decided whether your special fund would be linked to your United Way?				
51	Have you determined whether you would accept another organization as a partner in running the special fund?				

<b>Special Fundraising for Crisis and Disaster Victims</b>		Yes	No	Include in Planning	Person/Dept. Responsible
52	Have you made a short list of potential partners whose goals and criteria for funding are likely to be the same as your own?				
53	Have you decided how the funding process of the special fund will work?				
	A. Will you fund organizations that help individuals?				
	B. Will you fund individuals?				
	C. Will you fund both?				
<b>Communicating and Working with the Media</b>		Yes	No	Include in Planning	Person/Dept. Responsible
54	Do you currently have any representation from the media community involved with your United Way?				
55	A. On your Board?				
	B. As a volunteer?				
	C. On your Unmet Needs Committee?				
	Other (please list):				

Please place an "X" in the columns that coincides with the organizations with whom your United Way has built a crisis response related working relationship. Use the remaining columns to indicate your plans for building relationships with the remaining organizations.

<b>Communicating/Working With Disaster, Non-profit &amp; Community Agencies/Organizations</b>	Yes	No	Include in Planning	Person/Dept. Responsible	Other Comments
American Red Cross					
Salvation Army					
Catholic Charities					
VOAD--Voluntary Organizations Active in Disaster					
FEMA--Federal Office of Emergency Preparedness					
Louisiana Office of Emergency Preparedness					
City or Parish Office of Emergency Preparedness					
Volunteer Center					
Volunteers of America					
Community Service Commission/State Office					
National Service Entities: RSVP, VISTA, AmeriCorps					
Citizen Corps Council					
Gifts-In-Kind (local)					
Gifts-In-Kind (National)					
UWA Crisis Response Initiatives					
211 (local)					
211(state)					
UWA 211					

*The material used in this assessment was taken and revised with permission from “Preparing for the Worst: Crisis and Disaster Planning Workbook for Illinois United Ways. The Association Louisiana United Ways is grateful to the Illinois United Ways for their foresight in the preparation of this document and applauds their willingness to share this information.*

# GETTING OUR ASSOCIATION'S HOUSE IN ORDER



Crisis can occur at any time with little or no advance warning. Though there may be hurricane warning and watches, those who are familiar with hurricanes know that paths and levels of intensity can change. In these instances, the impact of a hurricane may be felt by a single United Way or a number of United Ways and their respective communities. Early communication with the impacted community or communities can provide a vital link to early response efforts and help lay the foundation for long term recovery efforts.



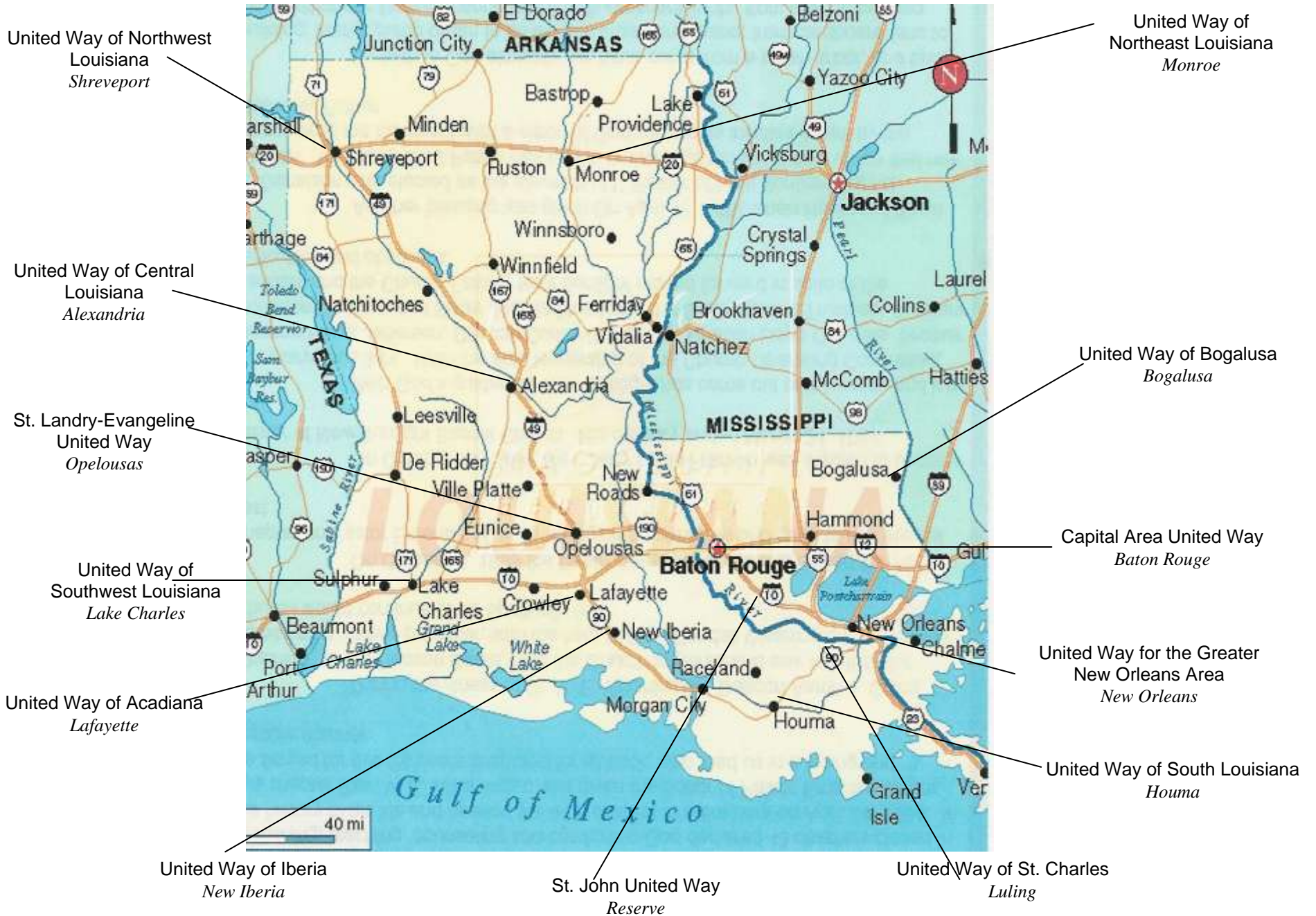
The following contact system will be used to notify, inform and request support with the participating United Ways:

<p><i>When Crisis is imminent or immediately after crisis occurs</i></p>	<p>Local United Way CPO or designated staff/lead volunteers from affected area contacts the current President of the state association. Information is shared that outlines the current situation, level of impact as a result of the crisis and support needed (either immediate or long term).</p>
<p><i>Within 24 hours</i></p>	<p>Association President notifies UW's within the state via e-mail (or alternate method if e-mail unavailable) of the crisis situation and sets up conference call to support communication of current status to all UW's. UW CPO's or designated staff/lead volunteers are urged to attend and participate in this conference call to identify what if any mutual aid may be provided. Since assistance from the general public can come from all over the state, it is imperative that UW's be informed of current and accurate needs so that information on what is needed and <i>what is not needed</i> can be consistently disseminated to the public.</p>
<p>During Conference Call</p>	<p>Identify needs and mutual aid available. Determine next steps for communication with association members and any action(s) to be taken.</p>

In addition, there are other actions that can be initiated through linkages at both the state and local levels. While local United Ways are assisting their respective community's efforts to respond and recover from crisis, the Association can be involved in supporting their efforts on a broader basis.

Local United Way Actions	Association Actions (coordinated by President of the Association or designated representative)
If advance warning possible, prepare, prepare, prepare	If advance warning possible, send e-mail to association members notifying them their support may be needed. If crisis dissipates, send e-mail canceling notification
Once crisis occurs, <ul style="list-style-type: none"> <li>▪ Assess impact on staff and volunteers</li> <li>▪ Assess impact on building</li> <li>▪ Assess impact on services/programs</li> </ul>	Once crisis occurs, contact impacted UW(s) or be available to receive contact

# MAP OF UNITED WAYS IN LOUISIANA



## 2011 Emergency Contact Information – Louisiana Association of United Ways

*(NOTE: This information is to be used for emergencies only)*

City/United Way	Name/Title	Office Phone/Fax	Email
<b>Louisiana Association of United Ways</b>	Charmaine Caccioppi President of the State Association	Office (504) 827-6823 Fax: (504) 827-6864	<a href="mailto:CharmaineC@unitedwaynola.org">CharmaineC@unitedwaynola.org</a>
	<i>Alternates:</i> Melissa Mo LA 2-1-1 Project Manager	Office: (504) 827-6899 Fax: (504) 827-6864	<a href="mailto:MelissaM@unitedwaynola.org">MelissaM@unitedwaynola.org</a>
	Pamela Allison Exec. Asst./Special Projects Dir.	Office: (504) 827-6866 Fax: (504) 827-6864	<a href="mailto:PamelaA@unitedwaynola.org">PamelaA@unitedwaynola.org</a>
<b>Alexandria</b> United Way of Central LA	Mr. David T. Britt President	Office (318) 443-7203 Fax: (318) 443-0004	<a href="mailto:britt@unitedwaycenla.org">britt@unitedwaycenla.org</a>
	<i>Alternate:</i> Sharon Greiner	Office: (318) 443-7203 Fax: (318) 443-0004	<a href="mailto:sharon@unitedwaycenla.org">sharon@unitedwaycenla.org</a>
<b>Baton Rouge</b> Capital Area United Way	Karen Profita President and CEO	Office: (225) 382-3501 Fax: (225) 383-9922	<a href="mailto:karenp@cauw.org">karenp@cauw.org</a>
	<i>Alternate:</i> Michele Robinson	Office: (225) 388-9308 Fax: (225) 383-9922	<a href="mailto:micheler@cauw.org">micheler@cauw.org</a>
<b>Houma</b> United Way for South Louisiana	Alina Merlos Executive Director	Office: (985) 879-2461 Fax: (985) 872-9615	<a href="mailto:amerlos@uwsla.com">amerlos@uwsla.com</a>
	<i>Alternate:</i> Lonnie Easley	Office: (985) 879- 2461 Fax: (985) 872-9615	<a href="mailto:leasley@uwsla.com">leasley@uwsla.com</a>
<b>Lafayette</b> United Way of Acadiana	Margaret H. Trahan President/CEO	Office: (337) 706-1232 Fax: (337) 233-8380	<a href="mailto:margaret.trahan@unitedwayofacadiana.org">margaret.trahan@unitedwayofacadiana.org</a>
	<i>Alternate:</i> Angela Morrison, Chief of Community Impact	Office: (337) 706-1202 Fax: (337) 233-8380	<a href="mailto:Angela.morrison@unitedwayofacadiana.org">Angela.morrison@unitedwayofacadiana.org</a>
<b>Lake Charles</b> United Way of Southwest LA	Denise Durel President and CEO	Office: (337) 433-1088 Fax: (337) 433-3679	<a href="mailto:ddurel@unitedwayswla.org">ddurel@unitedwayswla.org</a>
	<i>Alternate:</i> Catherine Thomas, Director of Community Information	Office: (337) 433-1088 Fax: (337) 433-3679	<a href="mailto:cthomas@unitedwayswla.org">cthomas@unitedwayswla.org</a>
	Kimberly Dixon, Director of Community Investment	Office: (337) 433-1088 Fax: (337) 433-3679	<a href="mailto:kdixon@unitedwayswal.org">kdixon@unitedwayswal.org</a>

<b>City/United Way</b>	<b>Name/Title</b>	<b>Office Phone/Fax</b>	<b>Email</b>
<b>Luling</b> United Way of St. Charles	John Dias Executive Director	Office: (985) 331-9063 Fax: (985) 331-9069	<a href="mailto:johnd@uwaysc.org">johnd@uwaysc.org</a>
	<u>Alternate:</u> Kacy Kernan Director of Community Impact	Office: (985) 331-9063 Fax: (985) 331-9069	<a href="mailto:kacyk@uwaysc.org">kacyk@uwaysc.org</a>
<b>Monroe</b> United Way of Northeast Louisiana	Janet S. Durden President and CEO	Office: (318) 325-3869 Fax: (318) 325-4329	<a href="mailto:jdurden@wnela.org">jdurden@wnela.org</a>
	<u>Alternate:</u> Janie Milby, Director of Campaign & Mktg.	Office: (318) 325-3869 Fax: (318) 325-4329	<a href="mailto:jmilby@wnela.org">jmilby@wnela.org</a>
<b>New Iberia</b> United Way of Iberia	Corleen Rouly Executive Director	Office: (337) 364-0424 Fax: (337) 364-6101	<a href="mailto:director@unitedwayofiberia.org">director@unitedwayofiberia.org</a>
	<u>Alternate:</u> Nathalie Leroux	Office: (337) 364-6484 Fax: (337) 364-6101	<a href="mailto:pr@unitedwayofiberia.org">pr@unitedwayofiberia.org</a>
<b>New Orleans</b> United Way of Southeast Louisiana	Gary Ostroske President and CEO	Office: (504) 827-6801 Fax: (504) 821-4378	<a href="mailto:garyo@unitedwaynola.org">garyo@unitedwaynola.org</a>
	<u>Alternate:</u> Michael Williamson Chief Operating Officer	Office: (504) 827-6840 Fax: (504) 821-4378	<a href="mailto:Michael@W@unitedwaynola.org">Michael@W@unitedwaynola.org</a>
<b>Opelousas</b> St. Landry-Evangeline United Way	Ginger LeCompte Acting Executive Director	Office: (337) 942-7815 Fax: (337) 942-7851	<a href="mailto:gingerlecompte@bellsouth.net">gingerlecompte@bellsouth.net</a>
	<u>Alternate:</u>		
<b>Reserve</b> St. John United Way	Dean P. Torres Executive Director	Office: (985) 651-9118 Fax: (985) 651-9110	<a href="mailto:dtorres@rtconline.com">dtorres@rtconline.com</a>
	<u>Alternate:</u>		
<b>Shreveport</b> United Way of Northwest Louisiana	Bruce Willson Executive Director	Office: (318) 677-2504 Fax: (318) 698-4035	<a href="mailto:bruce@unitedwaynwla.org">bruce@unitedwaynwla.org</a>
	<u>Alternate:</u> Judy Cantil, Vice Pres. Community Impact	Office: (318) 677-2504 Fax: (318) 698-4035	<a href="mailto:judy@unitedwaynwla.org">judy@unitedwaynwla.org</a>

## 2011 Emergency Contact Information – Louisiana 2-1-1 Providers

*(NOTE: This information is to be used for emergencies only)*

City/2-1-1	Name/Title	Office Phone/Fax	Email
<b>Baton Rouge Crisis Intervention Center/United Way 2-1-1</b>	Norma Rutledge Executive Director	Office: (225) 924-1431 Fax: (225) 924-6964	<a href="mailto:nrutledge@brcic.org">nrutledge@brcic.org</a>
	<u>Alternate:</u> Christa Bourk Executive Assistant	Office: (225) 924-1431 Fax: (225) 924-6964	<a href="mailto:cbourk@brcic.org">cbourk@brcic.org</a>
<b>Lafayette 232-HELP/2-1-1</b>	Maria Placer Executive Director	Office: (337) 232-4357 Fax: (337) 232-1960	<a href="mailto:maria@232-help.org">maria@232-help.org</a>
	<u>Alternate:</u> Mona Gobert-Cravins Assistant Administrator	Office: (337) 232-4357 Fax: (337) 232-1960	<a href="mailto:mona@232-help.org">mona@232-help.org</a>
<b>Lake Charles 310-Info/2-1-1</b>	Beverly S. McCormick Executive Director	Office: (337) 513-4616 Fax: (337) 439-6047	<a href="mailto:beverly.mccormick@310info.org">beverly.mccormick@310info.org</a>
	<u>Alternate:</u>		
<b>United Way of Northeast LA UW 2-1-1</b>	Janet S. Durden President and CEO	Office: (318) 325-3869 Fax: (318) 325-4329	<a href="mailto:jdurden@uwnela.org">jdurden@uwnela.org</a>
	<u>Alternate:</u> Jan Wawrzyniak 2-1-1 Director	Office: (318) 998-9208 Fax: (318) 325-4329	<a href="mailto:jwawrzyniak@uwnela.org">jwawrzyniak@uwnela.org</a>
<b>New Orleans VIALINK</b>	Marguerite Redwine CEO	Office: (504) 895-5585 Fax: (504) 708-4030	<a href="mailto:mredwine@vialink.org">mredwine@vialink.org</a>
	<u>Alternate:</u> Richard LaPratt 2-1-1 Call Center Director	Office: (504) 897-4877 Fax: (504) 708-4030	<a href="mailto:rlapratt@vialink.org">rlapratt@vialink.org</a>
<b>Centerpoint Community Services/2-1-1</b>	Ms. Terri Axelson Executive Director	Office: (318) 550-4578 Fax: (318) 227-0035	<a href="mailto:tbrock@centerpt.org">tbrock@centerpt.org</a>
	<u>Alternate:</u> Luease Graham Program Director	Office: (318) 550-4583 Fax: (318) 227-0035	<a href="mailto:lgraham@centerpt.org">lgraham@centerpt.org</a>

***Last Updated: 7/15/2011***

## **Memorandum of Understanding – Mutual Aid Agreement**

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The following Memorandum of Understanding is included as an example that United Ways may use to develop “mutual aid agreements.” It can be modified in any way that United Ways find the most helpful.

MEMORANDUM OF UNDERSTANDING  
BETWEEN  
UNITED WAY OF \_\_\_\_\_ AND  
UNITED WAY \_\_\_\_\_

This Memorandum of Understanding creates a framework of cooperation between the above-mentioned United Ways in the event one of the United Ways is incapacitated because of a natural or man-made disaster.

The purpose of the Memorandum of Understanding is to identify the roles and procedures to coordinate personnel, service facilities, and resources in order to allow the incapacitated United Way to continue to function during and after a disaster.

The United Ways will meet to develop a Mutual Aid Plan. Discussion items for the Mutual Aid Plan may include:

- Information Coordination
- Support Technology
- Alternate site preparation and material/equipment transfers
- Workspace Sharing
- Short-term financial support
- Establishing liaisons with City, County, emergency/management, and other agencies
- Coordination of public relations and media relations
- Donations management
- Recruiting and managing volunteers
- Communicating crisis recovery information to donors
- Administrative and day-to-day operational assistance
- Communicating with board of directors, key volunteers and funded agencies
- Staffing assistance and support

On an annual basis, the United Ways will meet to review and update the Mutual Aid Plan.

**When applicable, the non-affected United Way will:**

- Provide workspace to maintain operations
- Provide adequate cellular or hard line telephones
- Provide computer, Internet and e-mail access
- Maintain and regularly update contact information (address, phone, cell phone, pager, emergency contact information) of employees, key volunteers, board members, funded agencies, partner agencies
- Provide technology assistance including
  - Databases

- Case management systems
- Field communications devices
- Volunteer management software
- Fundraising software
- Information and referral systems
- Activate bank account for special donations
- Maintain key phone numbers of emergency management organizations in the community of the incapacitated United Way

Either partner may recommend future additions to this Memorandum of Understanding at any time.

**United Way of** \_\_\_\_\_

**United Way of** \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## GETTING OUR SOURCES & RESOURCES IN ORDER



## **The Roles of Information & Referral and 2-1-1 Call Centers in Disaster Response**

*Modified from the United Ways of Texas Disaster Guide for United Ways in Texas*

- 1) I & R centers and 2-1-1 call centers will receive calls, during a disaster, requesting assistance or information from the public. The public will look to the center for information on shelter, clothing, food and rebuilding.
- 2) An I & R center can provide vital, timely, and coordinated information for service accessibility and the sharing of resources. The coordinated dissemination of information promotes accuracy, improves service accessibility and increases the impact of shared resources.
- 3) The I & R center will receive calls offering assistance and donations.
- 4) The recovery of a large-scale disaster can last from a few months to several years. I & R centers are aware of existing resources. The linkages to these services will be important in rebuilding the community.
- 5) I & R centers and 2-1-1 call centers become a logical source of information in disaster response preparedness. All populations should be served, including persons with disabilities.

**For more information please see the AIRS home page at <http://www.airs.org/>**

# **Federal Emergency Management Agency**

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FEMA is an executive branch, independent agency reporting to the President of the United States. FEMA prepares for disasters, responds to them, helps people recover from them, mitigates their effects, reduces the risk of loss, and prevents disasters from occurring. FEMA works to reduce risks, strengthen support systems and help people and their communities prepare for and cope with disasters regardless of the cause.

After a disaster, FEMA can be brought in only after the governor of the state requests a federal disaster designation from the President. FEMA first conducts Federal Damage Assessments (FDAs) and then Federal Disaster Declaration can be made if appropriate.

## **Who is FEMA?**

- An agency with more than 2,600 full time employees who work at FEMA headquarters in Washington D.C., at regional and area offices across the country, at the Mount Weather Emergency Assistance Center, and at the FEMA training center in Emmetsburg, Maryland.
- Ten regional offices and two area offices.
- 4,000 standby disaster assistance employees who are available to help out after disasters.

## **What does FEMA do?**

- Assesses the scope of the disaster and determines the essential needs of the impacted area.
- Creates and staffs federal/state Disaster Field Offices.

Each region serves several states. Often FEMA works in partnership with other organizations that are part of the nation's emergency management system. These partners include state and local emergency management agencies, 27 federal agencies and the American Red Cross. To locate your state emergency management office, check this website:

<http://www.fema.gov/emanagers/>

## **American Red Cross**

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The American Red Cross provides the following assistance to victims of disasters, whether man-made or natural: shelter, clothing, food, medical needs and occupational supplies. They also offer mental health services through trained professionals.

It is the only agency that provides communications to military members regarding their families, at any time, in any situation.

Red Cross also handles welfare inquiries from outside the area in regard to victims of a disaster; as to their whereabouts, whether in a shelter, staying with friends or other family.

Immediately following a disaster, the Red Cross works with emergency service agencies and others and provides emergency shelter, meals and many other personal care needs. They also work with residents and their families to identify their disaster-caused needs, help them develop an immediate plan, and provide them with the means to pay for basic necessities to return to a more normal living situation as soon as possible.

<http://www.redcross.org/>

## Salvation Army

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The Salvation Army disaster response teams are coordinated and directed by commissioned officers and trained personnel, as well as supported by volunteers. These individuals are on call to serve at all disasters and civil disorders which place a community at risk, along with disrupting or destroying family security and well being.

Response and Recovery Programs:

- Spiritual Ministry
- Counseling
- Identification/Registration
- Mobile Feeding
- Congregate Feeding
- Financial Assistance
- Shelter
- Donated Materials
- Basic Commodities
- Reconstruction
- Services to Volunteers
- Advocacy

<http://www.salvationarmyusa.org/>

## **National Voluntary Organizations Active in Disaster**

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- NVOAD is a consortium of recognized national voluntary organizations active in disaster relief.
- They do not themselves deliver response and recovery services. NVOAD and other VOADs support and facilitate the delivery of disaster services by their members.
- Member organizations support the efforts of federal, state, and local agencies and governments.
- Local counterparts are encouraged to organize at the state and local level to form a Voluntary Organizations Active in Disaster group (VOAD).

NVOAD coordinates planning efforts by many voluntary organizations responding to disaster. Member organizations provide more effective assistance with less duplication of services by coordinating before disasters strike. Once disasters occur, NVOAD, or an affiliated state VOAD, encourages members and other voluntary agencies to convene on-site. This cooperative effort has proven to be the most effective way for a wide variety of volunteers and organizations to work together in a disaster. UWA is currently in the process of making application to become a member of NVOAD.

<http://www.nvoad.org/>

## **Gifts-In-Kind International**

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Gifts-In-Kind International (GIKI) partners with businesses and nonprofit organizations to provide quality products and services that improve lives in communities around the world. Some of the services they provide are as follows:

- Assists in generating product donations required to provide immediate emergency needs as well as for long term rebuilding efforts.
- Coordinates the delivery of donated materials with established distribution centers in the area affected. The administrative fees for product donations are reduced as much as possible through donated transportation, but costs will likely range from \$5,000 to \$15,000 depending on the scope and length of the emergency.
- Reports to GIKI product donor companies including products required, tax reporting, letters of appreciation, and updates on activities; and produces press release information for product donors willingly to be recognized so as to encourage others to participate.
- Provides technical assistance in coordinating product distribution immediately following the disaster.

### **United Way's Role**

1. Establish the contact person within the organization to coordinate with GIKI via fax, phone and email during the emergency. Set up the communications system and inform the telephone operators of the GIKI number or method of handling product donations made locally.
2. Complete an initial needs survey giving GIKI a perspective of the situation and the items needed by your United Ways and the charities you support. Fax the survey to GIKI within 24 hours. The faster the initial response, the more helpful GIKI can be.
3. Establish, before disaster strikes, the most appropriate location for the delivery of goods. Most likely this will be the facility from which large quantities of supplies are distributed. Likely locations include the Food Bank, Salvation Army distribution center, school district warehouse, and similar facilities. More than one location could be used. It may be appropriate, for example, for emergency relief supplies to be sent to the Salvation Army distribution center. Computers, office supplies, and similar products for charity operations should be sent to the United Way.
4. Fax a report to GIKI of recipients of goods and a brief narrative of how they were used and an official thank you letter or two from your United Way and the agencies. This should be done periodically during the emergency time.

<http://www.giftsinkind.org/>

## America's Second Harvest

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*From America's Second Harvest website.*

America's Second Harvest is the nation's largest domestic hunger relief organization. Through the network of over 200 food banks and food-rescue programs, they provide assistance to more than 23 million hungry Americans each year, eight million of whom are children.

Last year, America's Second Harvest distributed over 1.7 billion pounds of food to needy Americans, serving all 50 states and Puerto Rico. Their goal is to end hunger in America.

America's Second Harvest has taken an active role in recovery efforts following major disasters and is a member of the National Voluntary Organizations Active in Disaster (NVOAD) and The International Association of Emergency Managers (IAEM).

Through its network of over 200 regional food banks and food-rescue programs, America's Second Harvest is able to provide relief supplies to emergency feeding centers serving disaster victims. In many disaster situations, America's Second Harvest's network provides supplies to emergency feeding centers operated by the Salvation Army, the American Red Cross, the Southern Baptist Convention, and others.

In addition to the daily disaster of hunger, the America's Second Harvest network is well prepared to respond to the devastation of disasters. No matter where disaster strikes across the country, America's Second Harvest network can provide relief for hungry people.

<http://www.secondharvest.org/>

## **Relevant Websites**

### **United Way**

Go to UWA Teams then Crisis Response. Contains all of the disaster grant information as well as articles regarding disasters of all nature.

<http://www.online.unitedway.org/>

### **Louisiana Association of United Ways**

For updates and status across Louisiana.

<http://www.launitedway.org> or <http://www.louisianauw.org>

### **Federal Emergency Management Agency (FEMA)**

FEMA works to reduce risks, strengthen support systems and help people and their communities prepare for and cope with disasters regardless of the cause.

<http://www.fema.gov/>

### **American Red Cross**

Provides shelter, clothing, food, medical needs, occupational services, and mental health services to victims of disasters.

<http://www.redcross.org/>

### **Salvation Army**

Offers counseling, mobile feeding, shelter, basic commodities, donated materials, reconstruction, services to volunteers and advocacy.

<http://www.salvationarmyusa.org/>

### **National Voluntary Organizations Active in Disaster (VOAD)**

Assists in generating product donations required to provide immediate emergency needs as well as for long term rebuilding efforts.

<http://www.giftsinkind.org/>

### **America's Second Harvest**

Provides relief supplies to emergency feeding centers serving disaster victims.

<http://www.secondharvest.org/>

### **National Weather Service**

Real time weather, local forecasts, and severe weather watches/warnings.

<http://www.nws.noaa.gov/>

### **Points of Light Foundation**

National organization for Volunteer Centers. Has a disaster service staff and several publications for dealing with unaffiliated volunteers in disaster.

<http://www.pointsoflightfoundation.org/>

### **United States Disaster Preparedness Council**

Provides information on preparedness, services, etc.

<http://www.usdpc.org/>

**Environmental Protection Agency (EPA)**

Coordinates preparedness and response for hazardous substances releases and oil discharges in the inland zone.

<http://www.epa.org/>

**Church World Service Emergency Response Program**

Provides latest emergency response plus training, partners, help information.

<http://www.cwserp.org/>

**SPAN (Strengthening Preparedness Among Neighbors)**

Specializes in neighborhood disaster preparedness. May be very interesting for some rural communities.

<http://www.spandisaster.com/>

**Hazard Information and Awareness**

Provides information in assisting disaster resistant communities across the country by sharing geographic knowledge about local hazards.

<http://www.ersi.com/hazards>

**Tornado Safety Tips --** <http://www.fema.gov/library/tornadof.htm>

**Are You Prepared?**

Emergency Preparedness center offers 72-hour kits, water storage, food reserves and more to help you prepare for disaster.

<http://www.areyouprepared.com/>

**Disaster Preparedness for People with Disabilities --** <http://www.jik.com/disaster.html>

**Disaster Resources**

Provides information for educators and families on disaster preparedness and recovery. It includes information on recent disasters and links to agencies, organizations, and networks, involved in disaster response, recovery and research.

<http://www.ag.uiuc.edu/~disaster/>

**White House**

Office of Homeland Security

<http://www.whitehouse.gov/homeland/>

# Resources on Coping with Disaster

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## *Children and Adolescents*

### **How To Help Children After a Disaster**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0091/default.asp>

offers tips to parents on how to talk to children about the terrorist events.

### **After a Disaster: What Teens Can Do**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0092/default.asp>

provides information for teens to help understand some of their reactions as well as others, to the terrorist events. Suggestions are also provided to help ease the unfamiliar feelings related to the event.

### **After a Disaster: A guide for Parents and Teachers**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0093/default.asp>

explains how preschool age, early childhood, and adolescent children may respond to the terrorist events. The link is intended for parents and teachers to be informed, recognize problems, and respond appropriately to the needs of children.

### **Crisis Counseling Guide for Children and Family in Disasters**

<http://www.mentalhealth.org/scripts/redirect.asp?ID=1944>

is a reference manual that provides helpful information for school officials, parents, guardians and service providers. From the State of New York.

## *For Adults*

### **A Guide for Older Adults**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0094/default.asp>

provides suggestions for older adults attempting to understand the recent terrorist events.

### **Mental Health Aspects of Terrorism**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0095/default.asp>

describes typical reactions to terrorist events and provides suggestions for coping and helping others.

### **Disaster Counseling**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0096/default.asp>

provides suggestions for disaster counselors on establishing rapport and active listening.

### **Self-Care Tips for Dealing with Stress**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0097/default.asp>

covers things to remember when trying to understand disaster events, signs that adults need stress management assistance, and ways to ease stress.

### **How to Deal With Grief**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0104/default.asp>

## **Tips for Emergency and Disaster Response Workers**

### **A Guide for First Responders**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0098>

provides suggestions for those who are at the scene. It outlines facts, indicators of stress, and stress management strategies.

### *Español*

### **Guía de Consejería de Crisis para Niños y Familias en Casos de Desastres**

[http://www.mentalhealth.org/\\_scripts/redirect.asp?ID=2963](http://www.mentalhealth.org/_scripts/redirect.asp?ID=2963)

### **Cómo Ayudar a los niños a verse con el miedo y la ansiedad**

<http://www.mentalhealth.org/publications/allpubs/KEN-01-0099>

## **Disaster Response Terminology**

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**ACCESS CONTROL POINT** - A point established by law enforcement officials to control access to a hazardous or potentially hazardous area.

**COMPREHENSIVE EMERGENCY MANAGEMENT (CEM)** - An integrated approach to the management of emergency programs and activities for all four emergency phases (mitigation, preparedness, response, and recovery), for all types of emergencies and disasters (natural, technological, and manmade) and for all levels of government (local, state, and federal) and the private sector.

**CONTAMINATION** - The deposit of chemical, biological or radioactive material on the surfaces of structures, objects, or persons following a nuclear incident/explosion or a hazardous material incident.

**DECONTAMINATION** - The reduction or removal of contaminating material from a structure, area, object, or person. Decontamination may be accomplished by: 1) treating the surface so as to remove or decrease the contamination, 2) letting the material stand so that the contamination is decreased as a result of natural decay, and 3) covering the contamination.

**DECONTAMINATION CENTER** - A location with shower facilities and a large parking area used to monitor evacuees for contamination and to decontaminate evacuees and their belongings, if necessary. Several of these centers may be established on the periphery of the hazard area. They may also double as reception centers.

**DISASTER** - An occurrence or threat of widespread or severe damage, injury, or loss of life or property resulting from a natural or human-made cause, including, but not limited to, fire, flood, snowstorm, ice storm, tornado, windstorm, wave action, oil spill, water contamination, utility failure, hazardous peacetime radiological incident, major transportation accident, hazardous materials incident, epidemic, air contamination, blight, drought, infestation, explosion, or hostile military or paramilitary action, or similar occurrences resulting from terrorist activities, riots, or civil disorders, as defined in Act 390, P.A. 1976, as amended.

**DISASTER RELIEF FORCES** - All agencies of State, county, and municipal government, private and volunteer personnel, public officers and employees, and all other persons or groups of persons having duties or responsibilities under Act 390, P.A. 1976, as amended, or pursuant to a lawful order or directive authorized under this act.

**DISTRICT COORDINATOR** - The State Police Emergency Management Division District Coordinator or his authorized representative.

**EMERGENCY** - Any occasion or instance in which assistance is needed to supplement efforts to save lives, protect property and the public health and safety, or to lessen or avert the threat of a disaster.

**EMERGENCY ACTION LEVEL CLASSIFICATION SYSTEM** A system for classifying emergencies or disasters according to their level of severity. State and local emergency response organizations use this classification system as a basis for emergency actions in accordance with the appropriate emergency operations plan.

**EMERGENCY OPERATIONS CENTER (EOC)** - The site from which government officials exercise direction and control in an emergency.

**EMERGENCY RESPONSE ORGANIZATION** - Public and private sector agencies and organizations that would reasonably be expected to participate in the response and recovery aspects of a disaster.

**ESSENTIAL RESOURCE** - Any facility, supply, or piece of equipment considered vital to emergency operations and which should be protected either by movement away from a direct risk or securing it in place.

**EVACUATION** - A population protection strategy that provides for the orderly movement of people away from an actual or potential hazard.

**FALLOUT (radioactive)** - The process of the fallback to the earth's surface of radioactive particles. The term is also applied in a collective sense to the contaminated particulate matter itself. The early (or local) fallout is defined, somewhat arbitrarily, as those particles that reach the earth within 24 hours after a nuclear explosion. The delayed (or worldwide) fallout consists of the smaller particles that ascend into the upper troposphere and into the stratosphere and are carried by winds to all parts of the earth. The delayed fallout is brought to earth mainly by rain or snow, over extended periods ranging from months to years.

**FEDERAL RESPONSE PLAN (FRP)** - The plan developed and maintained by 26 Federal departments and agencies, and the American Red Cross, which guides the provision of Federal assistance to a state and its affected local governments impacted by a catastrophic or significant disaster or emergency which results in a requirement for Federal response assistance.

**FEMA** - Federal Emergency Management Agency.

**INCIDENT COMMAND SYSTEM** - A system used to respond to incidents, consisting of an on-scene manager, a command post, and pre-planned positions for functional response. An incident command system is required to be used for all hazardous material incidents.

**INCIDENT COMMANDER** - The person in charge of the response at the immediate incident scene. Depending upon the nature of the incident, this is usually a senior fire, police, or medical person.

**IN-PLACE SHELTERING** - A population protection strategy that provides for the sheltering indoors of people to prevent contact with a hazard.

**JOINT PUBLIC INFORMATION CENTER (JPIC)** - A center established near the scene of a disaster or emergency for issuing emergency information. It provides a central location for the joint issuance of accurate information to news media representatives by all levels of government and private industry.

**KEY WORKER** - A person whose skills or services are required to continue operation of vital facilities and activities that will provide goods and services to residents, or insure continuance of the nation's production capabilities and preservation of the economic system.

**LOCAL STATE OF EMERGENCY** - A declaration by a county or municipality with an appointed emergency management coordinator when circumstances indicate that the occurrence or threat of widespread or severe damage, injury, or loss of life or property from natural or human-made cause exists.

**PROTECTIVE ACTIONS** - Those emergency measures taken to protect the population from the effects of a hazard. These may include in-place sheltering or evacuation.

**PROTECTIVE ACTION GUIDES (PAGs)** - Guides for protective action in the event of a nuclear accident based on the projected or committed dose values of individuals in the general population. Protective actions would be warranted provided the reduction in individual dose expected to be gained by these actions is not offset by excessive risks to safety in taking the protective actions.

**RECEPTION CENTER** - A center established to register evacuees and for assessing their needs.

**SHELTER** - A facility in an area safe from the effects of a hazard that may be used to house and care for evacuees.

**STAGING AREA (SA)** - A large parking area to provide a base for resource transfer, assembly of persons, a rally point for mutual aid, and a debarking area.

**STATE DIRECTOR OF EMERGENCY MANAGEMENT** - The Director of the Department of State Police or his authorized representative.

**STANDARD OPERATING PROCEDURES (SOP)** - Detailed procedures that are unique to a specific emergency or disaster situation or those that are written by a specific department or agency to detail the tasks assigned in an emergency operations plan.

**STATE OF DISASTER OR STATE OF EMERGENCY** - A declaration by executive order or proclamation by the Governor under the provisions of Act 390, P.A. 1976, as amended, which activates the response and recovery aspects of state and local emergency operations plans.

**TRAFFIC CONTROL POINTS** - The points along evacuation routes that are staffed by police to direct an evacuation.

**WARM ZONE** - The contamination control area outside the "hot" zone around a hazardous material incident.

## SAMPLE MATERIALS



**EMERGENCY RESPONSE PLAN  
INTERNAL OPERATIONS  
LOUISIANA UNITED WAYS**

**I. PRECAUTIONARY MEASURES:**

- \_\_\_\_\_ Annually evaluate property (and related) insurance coverage (**Finance Director**).
- \_\_\_\_\_ Update employee phone directory (home, cell, and pager numbers and at least one emergency contact) *as needed* and distribute to all (**Executive Secretary**).
- \_\_\_\_\_ Prepare back up disks for file server at least weekly and store at secure offsite location (**MIS Director**).
- \_\_\_\_\_ At all UWA facilities, on or about January 1 and July 1, inventory (and replace as required) first-aid/survival supplies as stored in appropriate and marked location (**Campaign Account Manager**). At a minimum, supplies include:
- American Red Cross-approved first aid kit
  - Battery-powered radio with extra batteries
  - Flashlight with extra batteries
  - Candles and matches
  - Basic tools (hammer & nails, several screwdrivers, handsaw, knife, etc.)
- \_\_\_\_\_ At all UWA facilities, on or about January 1 and July 1 inventory (and replace as necessary) security supplies (**Campaign Account Manager**). At a minimum, these supplies include:
- Fire extinguishers
  - Several rolls of duct tape
  - Several rolls masking tape
  - Tarps/plastic covering
  - Assorted (collapsed) boxes
  - Large heavy-duty trash bags
- \_\_\_\_\_ Develop and maintain list of at least 20 volunteer organizations (excluding staff) willing to assist with United Way's disaster (Volunteer and Donations Hotline) support functions. These volunteers will be utilized specifically to assist disaster operations for the following:
- UW Command Center
  - 211
  - American Red Cross
  - Salvation Army
  - OEP Offices
  - FoodNet (**Volunteer Center Director**)
- \_\_\_\_\_ Maintain an updated list of VOAD contact information and commitments and share with 211 (**VC Admin. Asst.**)

\_\_\_\_\_ Update phone/fax list of Top 100 Companies for both CEO & ECC; design email query for same and develop an instruction sheet on how to use the query (**Donor Relations Assistant**)

\_\_\_\_\_ Prepare and update annually Disaster Recovery and Response Binders for every staff member and at least 20 extra (**Volunteer Center Director, Youth Services Coordinator**)

1. Binders to include a Crisis Resource Guide with phone/fax lists for all of the following:

- Office of Emergency Preparedness
- Staff List
- Disaster Response Assistants
- United Way Agency List
- VOAD
- Top 100 Companies
- United Ways in Louisiana
- United Way Worldwide Disaster Response Team
- South Central Regional Director, United Way Worldwide
- Gifts in Kind International
- Better Business Bureau
- Media List
- Civic Directories for each Parish

2. Readiness Guide for the United Ways

3. Staff Binders only: Internal Response Plan

4. Daily Crisis Updates

\_\_\_\_\_ Organize and store supplies for disaster recovery plan (**Community Development Director**)

- 10 to 20 Disaster Binders
- Volunteer Intake Forms (500)
- 10 Social Service Directories
- One full-size flip chart
- 3 boxes markers
- Masking Tape
- Paper Tablets
- Fax Cover Sheets
- Pens/Pencils
- Paper Clips

\_\_\_\_\_ All regular staff members are expected to be available for the United Ways relief and recovery efforts.

\_\_\_\_\_ Obtain/update/distribute Office of Emergency Preparedness credentials for staff and volunteers (**Volunteer Center Director**) in all 4 parishes. *Only Staff who have received OEP training from Red Cross will be admitted to OEP Command Centers*

\_\_\_\_\_ Review Disaster Plan at May or June staff meeting (**President**).

\_\_\_\_\_ Provide American Red Cross disaster preparation training at May or June all-staff meeting and OEP Command Center Training for select staff (**President**)

\_\_\_\_\_ Re-confirm alternate locations (**President**)

\_\_\_\_\_ Re-confirm commitment to provide cell phones (**Campaign Director**)

\_\_\_\_\_ Order t-shirts and vests as needed (**Finance Director/Marketing Director**)

## **II. EARLY ACTION**

\_\_\_\_\_ Call staff meeting to discuss pending emergency and review Emergency Plan (**President**)

Also:

- Identify back-up facilities (**Campaign Director, Executive Secretary**)
- If severity warrants, identify and recruit out-of-parish telephone contact point (i.e.: United Way in area unaffected by emergency)(**President**)
- Secure extra cell phones for volunteers; verify availability of free minutes on those phones (**Campaign Director**)
- Contact all VOAD members and Command Center Hotline Volunteers to update phone numbers and to put on stand-by for pending emergency (**Volunteer Center Director, VC Admin. Asst., Community Development Director**)
- Establish contact with donations management partners to verify warehouse space availability and put initial volunteer group on stand-by (**MIS Director**)
- Fax or phone agency partners to verify emergency contact information; give info to Volunteer Center for inclusion in staff binders. Fax UW emergency contact info to partner agencies. (**Executive Secretary**)
- Check in with 211 and parish managers at OEP to notify of UW's standby availability to provide volunteer and donations management. Notify of emergency contact information (**President**)
- Fax all media emergency contact info for key UW staff/ alternate site location/ and advise of disaster response role (volunteer and donations management) (**President/ Marketing Director**)
- Email or mail Readiness Guide to key volunteers, namely the Board Chairman, Marketing VP, and Volunteer Services VP (**President**)

\_\_\_\_\_ Notify Board Chair and officers of status of United Way operations (**President**)

\_\_\_\_\_ Announce suspension of normal operations and initiation of pre-disaster emergency action steps (**President and Marketing Director**)

### **FIRST-LEVEL PRIORITIES:**

\_\_\_\_\_ Safety of personnel

- Identify person who will stay on duty, and inform of status (**President**)
- Release non-essential staff with instructions/directions on checking-in at back-up location and/or call-in site (**President**)
- Contact family members, advise of status (**all**)

\_\_\_\_\_ Secure exterior of facility

- Tape windows and secure loose items as needed (**all**).

\_\_\_\_\_ Secure interior of facility

- Shut down computers and office equipment on instructions from MIS Director
- Prepare to move file server to offsite location (**MIS Director**)
- Move computers, peripherals and other equipment (using labels to identify what pieces belong where) to supply room and if necessary, hallways (**all-supervised by MIS Director**)
- Central files (2 years) & Finance files (complete) secured and/or prepared for transport (**Executive Secretary/Finance Director**)
- Gather essential office supplies, secure and/or prepared for transport (**Volunteer Center Director and VC Admin. Asst**)
- Clear desks of loose items, gather personal effects and secure and/or prepare for transport (**all**)

\_\_\_\_\_ Anticipate request from the Red Cross and/or the Office of Emergency

Preparedness for assistance Verify need for UW staff at OEP Emergency  
Command Center as Assistant to Red Cross

- Establish contact with appropriate OEP and Red Cross personnel (**President**)
- Notify Disaster Assistant volunteers recruited by Volunteer Center, confirm availability Send e-mail or fax notifying volunteers of emergency contact numbers and location of alternate site (**Volunteer Center Director, Campaign Director,**)

\_\_\_\_\_ Fax partner agencies "Request for Volunteers" form Advise agencies to make copies  
(**Youth Services Coordinator**)

\_\_\_\_\_ Anticipate need for additional cash resources and withdraw \$400 from operating account  
to enhance petty cash (**Finance Director**)

\_\_\_\_\_ Contact 211 with phone number changes (**Marketing Director**)

\_\_\_\_\_ If building evacuation is necessary:

- Reconvene staff, determine essential staff, and prepare for relocation (**President**)
- Release any additional staff (**President**)
- Determine shelter facility for essential staff if alternate operations site is inadequate (**President**)
- Determine transportation and routes to alternate sites/shelters (**OEP, Red Cross**)
- Coordinate alternate site preparation and material/equipment transfers (**MIS Director, Executive Secretary**)
- Arrange phone operations at alternate site (**Campaign Account Manager**)
- Change auto attendant message (**Executive Secretary**)
- Evacuate building and confirm that facility is empty and secure (**President**)

If no evacuation:

\_\_\_\_\_ Establish headquarters staff schedule (**President**)

\_\_\_\_\_ Change auto attendant greeting as necessary (**Executive Secretary**)

## SECOND-LEVEL PRIORITIES:

- \_\_\_\_\_ Gather and box/secure non-essential files and supplies (**as assigned**)
- \_\_\_\_\_ Establish bank account for special donations and communicate information to Marketing Director (**Finance Director**)
- \_\_\_\_\_ Assess manpower needs for United Way operations and schedule accordingly (**President**)
- \_\_\_\_\_ Schedule disaster volunteers in coordination with appropriate OEP personnel (**Volunteer Center Director, VC Admin. Asst, President**)

## **III. ACTIONS IN AFERMATH OF EMERGENCY**

### OPERATIONAL:

- \_\_\_\_\_ Reconvene Staff to coordinate aftermath actions (**President**)
  - Revise work schedules as needed
  - Secure alternate locations as needed
- \_\_\_\_\_ Phone calls to check on safety and status of:
  - all employees (**Executive Secretary**)
  - partner agencies (**Finance Director**) Use “**Post Disaster Agency Needs Assessment Form-Readiness Guide p. 25**”
  - board members/key volunteers (**President/ Marketing Director**)
  - major firms (**Campaign Director, Campaign Account Manager**); if okay, ascertain role firm can play in recovery
- \_\_\_\_\_ Determine status of Volunteer Center responsibilities/coordinate scheduling with President (**Volunteer Center Director**)
- \_\_\_\_\_ Assess facility (**MIS Director**)
  - Report broken water and electrical lines to authorities
  - Document damage. Relay information to Finance Director to contact insurance providers
- \_\_\_\_\_ Reoccupation (if evacuated)
  - Reactivate suspended power/utility systems (**MIS Director**)
  - Reassemble/install personal computer stations (**all, with assistance as needed from others**)
- \_\_\_\_\_ Consult with Chairman of Board and other volunteer leaders to develop timetable for resumption of normal activities (**President**)
- \_\_\_\_\_ Activate Relief Fund (**President/Board of Directors**)
  - Prepare/send out media releases (**Director of Marketing**)
- \_\_\_\_\_ Activate referral process for spontaneous unaffiliated volunteers and donated goods/services (**Volunteer Center Director/President**)
  - Prepare/send out media releases (**Director of Marketing**)
  - Contact Command Center Hotline Volunteers and schedule as needed
  - Send out personnel to remote locations at OEP, Red Cross and Salvation Army
  - Assign someone to coordinate agency requests on each shift

\_\_\_\_\_ Coordinate work schedule with Red Cross Public Information Officer for handling the media (**Marketing Director**)

\_\_\_\_\_ Notify United Way Worldwide of status of operations and community needs (**President**)

#### **IV. DISASTER RECOVERY:**

\_\_\_\_\_ Provide or locate operational space (as available) to agencies whose facilities were adversely affected by emergency (**Finance Director**)

\_\_\_\_\_ Coordinate VOAD with representatives of American Red Cross, Salvation Army, Office of Emergency Preparedness and other disaster-relief organizations to develop, or provide assistance to, recovery plans and unmet needs (**President**)

\_\_\_\_\_ Thank you letter to donors & volunteers (**all**)

\_\_\_\_\_ Reconvene staff to begin assessment of response, continuing needs (**President**)

#### **V. MISCELLANEOUS POLICIES:**

1. Any funds invested by United Way in disaster relief come from the organization's reserve fund or designated donations for that purpose. The primary focus of United Way's financial investment during a disaster will be to assist the programs of affiliated agencies with victim relief and recovery.
2. Funds designated for disaster relief and recovery will be dedicated for that purpose. If funds remain after all disaster-related needs have been addressed, then said funds will be set aside for future disaster relief.



## *A Readiness Guide for the Louisiana United Ways*

### *Definitions*

**Disaster or Crisis**– A severe disruption of personal and community life involving a significant number of people causing physical, emotional, economic, social and spiritual crises. The situation creates human needs that victims cannot alleviate without assistance. Examples are hurricanes, floods, tornadoes, blizzards, fires, earthquakes, building collapses, chemical spills, explosions, nuclear and transportation accidents.

**Emergency Management Cycle** – The entire process of preparing for and responding to a crisis situation. The cycle is made up of four stages including mitigation, preparedness, response and recovery.

**Mitigation** – Any activity aimed at reducing or eliminating the future effects of disaster.

**Preparedness** – Any activity that seeks to prevent casualties expedites response activities or minimizes property damage in the event of a disaster.

**Response** – The mobilization of resources designed to respond to loss of life or property after a disaster has occurred or once it is imminent.

**Recovery** – Short and long-term activities designed to return life to normal or improved levels. Recovery efforts begin soon after impact and can continue for years or even decades.

Non-profit organizations have a very important role to play in all four stages of the Emergency Management Cycle. Neither non-profit organizations nor government, working alone, can effectively mitigate against, prepare for, respond to, and recover from disasters.

In the **mitigation** phase, United Way can share important information with the public about reducing the impact of future crises.

In the **preparedness** phase, United Way should make sure it is ready to serve others in the event of crisis. In addition, United Way has an important role to play in making sure its partner agencies, traditional disaster response agencies, other community based organizations and the community at large is prepared for a crisis event.

In the **response** phase, United Way should be a leader in the mobilization of resources to victims of a crisis. This does not mean that United Way takes the place of or duplicates services of the American Red Cross, Salvation Army or any other traditional disaster service provider. It does mean that United Way has an important role to play in facilitating the smooth coordination of services to the victims of disaster. The following list represents some areas in which Louisiana United Ways will provide some real expertise and leadership.

- Collaboration between traditional disaster response agencies, government agencies, non-profit organizations and the faith based community through the convening and facilitation of VOAD (during the response phase) and Unmet Needs Committee (at the beginning of the recovery phase).
- Volunteer Coordination (see section 2)

- Information and Referral (see section 3)
- Donations Management (see section 4)

United Ways have a variety of meaningful roles to play in the **recovery** phase of a crisis. It is important to remember that depending on the severity of the crisis and the level of preparation on the part of our community, it may take years or even decades to recover from a major disaster. The following ideas represent some of the ways in which United Ways are prepared to help the community recover after crisis.

- Set up a Command Center that the community can contact so that individuals who have suffered damages from the disaster are connected to agencies or organizations that can assist in meeting their basic needs of food, shelter, and clothing. Basic contact information on individuals needing assistance will be confidentially maintained and monitored in partnership with 211's experienced case managers with the goal of preventing victims from "falling through the cracks" during the chaos and confusion of a disaster. (More information is included in Section 3 of this Guide)
- Through the collection of information from disaster victims, the United Way is uniquely poised in the community to identify emerging unmet needs related to the disaster and communicate these needs to appropriate government officials, agencies, and faith-based organizations. (Please refer to Section 2 of this Guide).
- The Volunteer Center will serve as the central point for local and out-of-state volunteers to find appropriate placements to aid in the response and recovery phase. ***The key role of the Volunteer Center will be to manage "unaffiliated volunteers" who have good intentions but may unwittingly create logistical problems for disaster response agencies.*** The Volunteer Center can ensure the timely and appropriate placement of volunteers by maintaining close contact with the needs of the disaster agencies. The Volunteer Center will identify and recruit local and national volunteer groups to assist in debris removal and rebuilding projects for people without the means to help themselves.
- If the disaster occurs close to the holidays, sponsor and coordinate a Holiday Assistance Program to make the holidays easier for the victims of disaster.
- Put a special emphasis on Venture Grant and other types of funding that promote the development of programs addressing various aspects of long-term community recovery.
- Take the lead in planning a community wide recognition event or publicity campaign for all the volunteers who helped in the response phase and continue to help in recovery.
- Participate and facilitate community task forces (i.e. Unmet Needs Committee and VOAD) designed to address various aspects of community recovery. Some issues that may be addressed by these groups are affordable housing, economic/business recovery and special populations. (Including Senior Citizens, at risk youth, mentally and physically disabled individuals and families with special circumstances)
- Be a leader in resource coordination. Before, during and after an emergency, agencies should exchange information on the acquisition and use of personnel and materials resources. This information helps provide for the effective and efficient allocation of resources and helps reduce duplication of services.

## Section 1: Job Descriptions

### A. Crisis Response Coordinator

Job Description: The Crisis Response Coordinator will direct all aspects of the United Way Crisis Response plan. This individual will oversee all phases of the crisis response including crisis plan development, crisis plan activation and delegation and oversight of responsibilities to United Way staff in implementation phase of plan.

Responsibilities:

1. Determine scope of United Way crisis response effort.
2. Direct all aspects of implementation of crisis plan.
3. Responsible for communication with and seeking input from Board of Directors as to United Way role in crisis management and response.
4. Assigns and supervises key staff and volunteers in all aspects of United Way Crisis Plan.
5. Responsible for tactical planning in all areas of the United Way response including, but not limited to: community collaboration, communication with partner agencies, communication with area companies, communication with neighboring United Ways, volunteer coordination, donations management, Command Center operations and public relations.
6. Responsible for regular communication with United Way Worldwide.  
Responsible for troubleshooting.
7. Responsible for all media contact and public relations involving United Way Crisis Response Plan.
8. Meet daily during onset of crisis and as needed thereafter with key United Way staff members for situation updates.
9. Serve as the agency liaison for the American Red Cross and the Parish OEP

Required Skills:

1. A mature professional with the skill and authority to make important decisions for the United Way.
2. The ability to remain calm and possess sound decision making skills under extremely stressful conditions.
3. Ability to delegate to and supervise multiple staff and volunteer members.
4. Strong problem solving skills
5. Experience in group collaboration

United Way Staff Responsible:

President/CEO

Back Up:

**United Way Board Chairman**

Campaign Director

### B. Disaster Communications Manager:

Job Description: The Disaster Communications Manager will ensure that the public receives a consistent and accurate message as to the needs of the affected communities, the role of volunteers and donations (both monetary and in-kind) in the relief and recovery phase as well as services that are available for disaster survivors.

Responsibilities:

1. Use local media to advocate for and secure needed material and human resources (volunteers) for response and recovery efforts
2. Act as a liaison to state and national media if resource needs cannot be met by local jurisdictions
3. Use media outlets to give community information on how they can most effectively help the disaster survivors
5. Act as media contact for requests for information
6. Compile information on the positive effects of relief activities in the community. Communicate these stories to the local media. If necessary, join with other agencies working on crisis response to convene local media to discuss important issues
7. Send out regular press releases to keep media apprised of the evolving role of United Way in crisis relief and recovery activities and advise public of new and on-going volunteer needs.
8. Coordinate efforts with the Public Information Officer at Parish or Municipal levels or with necessary EOC (Emergency Operations Center) staff.
9. Implement communication with key United Way stakeholders as necessary.
10. Assist with Command Center Hotline as needed.

United Way Staff Responsible: Marketing Director

Back Up Position: Marketing Vice President  
Campaign Director

### **C. Agency Liaisons**

Job Description: Agency Liaisons will serve on-site with designated disaster response partners, namely the **Chapters of the American Red Cross/ area OEP offices** and the local **Salvation Army** affiliate to facilitate the smooth transfer of information and to coordinate resources between those agencies and United Ways.

Responsibilities:

1. Communicate any needs for additional volunteers or resources to the United Way Command Center
2. Assist your assigned agency as needed in their disaster response efforts.
3. Keep President and/or Marketing Director apprised of all breaking news that needs to be communicated to the media.
4. Work to reduce duplication of services and enhance overall problem-solving capabilities of responding organizations.
5. Assist with Hotline as needed.

United Way Staff Responsible:

- a. Liaison to American Red Cross: President  
Back-up: Volunteer Center Director
- b. Liaison to Salvation Army: Campaign Assistant  
Back-up: Finance Director
- c. Liaison to OEP: Vol. Center Director; Marketing Director; Campaign Assistant; Campaign Director
- d. Liaison to 211: Community Development Director  
Back-up: Volunteer Center Director

## **D. Hotline Coordinators**

Job Description: The Hotline Volunteer Coordinator is responsible for the overall operation and effectiveness of the Hotline Command Center whose aim is to match volunteers with volunteer opportunities during disaster response and recovery by providing timely, accurate and customer-oriented referrals. The Hotline I&R Coordinator oversees calls for individual assistance which require timely and accurate answers to information requests as well as appropriate referrals. Coordinators serve as back up for each other in the event that one or the other is working from a remote location. The Coordinators will ensure that all hotline volunteers receive adequate recognition and appreciation for services rendered.

### Hotline Volunteer Coordinator Job Responsibilities:

1. Develop and monitor process to enable smooth operation of Command Center
2. Serve as the primary resource for Command Center volunteers and staff
3. Direct the activities of all Command Center volunteers
4. Communicate as needed with the Crisis Response Coordinator and the Crisis Communications Director for all public information announcements and updates.
6. Prepare a Current Needs List daily for Flip Charts.
7. Maintain all records of registered volunteers; in certain instances, FEMA will reimburse Volunteer Managers with appropriate records
8. Maintain steady communication with Agency Liaisons and any agency requesting volunteers to determine when particular volunteer needs have been filled or are no longer needed.
9. Debrief at least twice daily with Hotline I&R Coordinator.

### Hotline I&R Coordinator Job Responsibilities:

1. Serve as the secondary resource for Command Center volunteers and staff
2. Train on-coming shift of volunteers to provide timely, courteous and informed responses to all callers and to their fellow volunteers.
3. De-brief at least twice daily with Hotline Volunteer Coordinator.
4. Communicate with 211 case managers on special needs/ urgent cases for follow-up
5. Monitor status of I&R requests daily and coordinate as appropriate with 211
6. Maintain records of all I&R calls
7. Maintain all necessary supplies, binders, and forms for Hotline Volunteers

United Way Staff Responsible: Volunteer Center Director (Volunteers); Community Development Director (I&R)

Back-Up: Volunteer Center Administrative Assistant  
VISTA or AmeriCorps Staff Member  
Vice President of Volunteer Services  
Executive Secretary

## **E. Donations Managers**

Job Description: The Donations Manager(s) will assist the Crisis Response Coordinator with requests for and the disbursement of donated goods and monetary gifts as needed.

### Job Responsibilities:

1. Identify needed and unneeded donations, working in collaboration with Agency Liaisons, the Hotline Coordinator, the Crisis Response Coordinator and local OEP officials.
2. Process solicited and unsolicited offers.
3. Coordinate all logistics.

4. Give accurate and up-to-date information to the Disaster Communications Manager for release to the media.
5. Work with Gifts in Kind International and local businesses to acquire needed items.
6. Assist with Volunteer Hotline as needed.

United Way Staff Responsible: MIS Director

Back Up: Finance Director

**F. Phone Bank Tellers:** See Section 2 for job responsibilities

United Way Staff Assigned: Executive Secretary, VISTA/Americorps, MIS Director, Volunteer Center Administrative Assistant, Campaign Director, Campaign Assistant, UL students, other volunteers

### ***Section 2: The Hotline Command Center***

Command Center hours should be determined based on severity of the crisis and the level of need for assistance. The easiest way to gage the level of need is by monitoring the frequency with which the phones are ringing. You may need to open 7 days a week, at least 12 hours a day in the event of a large-scale emergency. The ideal shift is 3 hours long. Shifts longer than 3-4 hours will burn out your volunteers. Shorter shifts are not optimal when you factor in training and time for a “learning curve” for new volunteers.

**The Command Center will assist with relief and recovery by meeting the following needs:**

- Disaster victims need a place to call to find out how to access services designed to help them
- Disaster victims may have questions about where they can receive help. Callers may not be able to get through to 211 for immediate information and referral; United Way can ensure that people are given correct and appropriate referrals.
- People need a place to call to find out where and when they can volunteer
- People need a place to call to find out where they can make cash donations
- People need a place to call to find out what kind of in-kind donations are needed and where to take those donations
- Disaster relief agencies, like Red Cross and Salvation Army, will need thousands of volunteers. They need a place to call and register specific volunteer needs

### **What kind of volunteers can we expect?**

FEMA recognizes four primary categories of crisis response volunteers.

*Professional volunteers* – emergency personnel from jurisdictions outside the response area. They are certified and/or licensed. Examples are nurses, EMTs, Physicians and firefighters.

*Traditional affiliated volunteers* – These volunteers are attached to a recognized voluntary agency. They are trained for disaster response by the agency with which they are enrolled.

*Spontaneous from within the affected area* – This group of volunteers lives within the crisis-affected area. They have no association with recognized voluntary agencies and probably have no formal training or relevant skills.

*Spontaneous from outside the affected area* – The volunteers do not live within the affected area and have no prior affiliation with recognized voluntary agencies. They may or may not have relevant skills.

### **Tips for Hotline Coordinators:**

- Coordinate with Marketing Director so that press releases go out early and frequently so that agencies and the media know you are the official organization for volunteer recruitment and coordination after a disaster.
- Include churches in your agency communications. Many churches will be quite active in the relief and recovery process. Many crisis victims will be uncomfortable seeking assistance from government or non-profit agencies. They may feel more comfortable asking their own congregation for help. Many churches will open up neighborhood distribution centers or feeding kitchens.
- Make sure you stay in regular communication with partner agencies. When an agency puts in a request for volunteers, call or fax the agency back once you have filled this request. Also, make sure the agency calls the Command Center back if needs change. For example, they need more or less volunteers than initially requested or they are able to recruit their own volunteers.
- Go to as many community meetings as possible. Make sure people understand how vital volunteers are to the relief effort and make sure all potential volunteers call the hotline number to find out how they can help. In other words, discourage people from just showing up at Red Cross or Salvation Army or other organizations to help.
- **Disaster registration differs from a “normal” volunteer intake – there is less time to try to fit each volunteer into an ideal assignment.**
- **Refer the volunteer on the spot** if possible – it may be impossible to contact him later. If the volunteer has special training or unusual skills that you think might be needed soon, ask for permission to put the caller on hold and check the volunteer request board for new requests that would match their specialized skill.
- **Ask appropriate questions and interview potential volunteers as carefully as possible. You may encounter callers who are looking to charge unwitting individuals for their services. Thank the caller for his interest but refer them to the Better Business Bureau.**
- **Unaffiliated volunteers can NEVER be referred to work on private property (e.g. in a home, or surrounding property). Unaffiliated volunteers do not have the protection of being covered by an insurance policy that individuals who are with an organized group have. The potential for personal lawsuits or lawsuits against United Way poses too great a risk.**

### **Roles for Command Center Volunteers:**

*Based on the activity level of the Command Center, some roles may be combined*

#### A. Phone Bank Tellers

1. Calls regarding volunteering:

**Your job is to do a quick interview of the prospective volunteer and refer him to a job at an agency appropriate to his abilities and interests.** Volunteer requests will be posted on a board in front of you and will be erased as they are filled.

**Complete the Volunteer Registration Form as completely as possible.** If you have a few moments before your next call, jot down anything about the volunteer that you think is important such as a special skill, possible physical limitation, etc. If something makes you uneasy or “suspicious” of a potential

volunteer, complete the interview, thank them for calling and tell them someone will get back to them very soon with a volunteer opportunity. **Alert Hotline Volunteer Coordinator.**

You will be handling **two types of** calls, **those** from agencies requesting volunteers **and those from people wanting to volunteer.** The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs.

**When you receive a call from an agency, fill out a Request for Volunteers form while you are speaking with the agency caller. Notify Hotline Volunteer Coordinator as soon as possible. Coordinator will then update the Volunteer Needs Charts.** If there is a computer available for entering the needs into a database, Data Entry staff should enter the need as soon as possible

When a match cannot be made on the phone because you are unsure of where to place the volunteer or any other reason clearly note this information on the Data Sheet and notify Hotline Volunteer Coordinator.

## 2. Calls for disaster assistance

- Complete the Family Assistance Request Form as completely as possible. United Way's role during a disaster is not to replace the services of comprehensive information and referral provided by 211. However, during the early chaotic days after a disaster it is natural for the community to turn to a trusted source. Be sympathetic and patient with the caller, guiding them through the numbers listed on the Assistance Form.
- Before beginning your shift, acquaint yourself with **SECTION 3 Information and Referral** for comprehensive information on handling these sensitive calls.
- Refer any calls that you feel you cannot handle to the Command Center Coordinator or the Hotline Coordinators

## 3. Calls with donations (cash or in-kind goods)

- Complete Donated Goods Form as completely as possible.
- Alert the Donations Manager as quickly as possible. If unavailable, thank the caller and advise them that the appropriate staff person will call them back as soon as possible.

## 4. Calls from the media:

- If you receive a call from local or national media, place the caller on hold and alert in the following order:
  - 1) Disaster Communications Manager
  - 2) President/CEO
  - 3) Hotline Coordinator or assistant
- **UNDER NO CIRCUMSTANCES SHOULD UNAUTHORIZED PERSONNEL/VOLUNTEER RESPOND TO THE MEDIA WITHOUT PRIOR APPROVAL**

## B. Unplaced Volunteers Follow-up

- Retrieve from the Data Entry person a list of volunteers, donors or crisis victims who have not been referred
- Make proactive calls to potential volunteers for relief agencies, as directed by Command Center Coordinator or Assistant
- Double-check needs posted around room and on status flipcharts for potential matches

- Use the Resource list provided to each Command Center volunteer to call relief agencies and get information for the caller on the data sheet
- Once information is received, call the individual back with specific information
- Make these updates on the Data sheets and return to the Data entry person so database can be updated

#### C. Internal Runner

- Pick-up data sheets from phone bank tellers.
- Review data sheets for completion of data; if data sheet is not complete, or is unclear, ask phone bank teller to complete/clarify.
- If an individual volunteered for a posted need, write the individual's name, and date & time they can volunteer supplies or service directly on the status flipcharts. Pass data sheet on to data entry person.
- If an agency has made a request for volunteers or supplies, write this information directly on one of the status flipcharts. After the information has been posted for the phone bank tellers to see, verbalize new requests to phone bank tellers. Pass data sheet to data entry person.
- If a crisis survivor called with a need and was unable to get a referral, post the name, need and phone number on the Unmet Needs sheets posted around the room. Pass data sheet to data entry person.

#### D. External Runner

- Periodically check fax machine for Command Center requests.
- Replenish data forms in Volunteer Resource Notebooks.
- Run errands outside of the Command Center, as necessary.

#### E. Data Entry Person

- Receive data sheets from internal runner and un-placed volunteers follow-up.
- Enter data (agency requests, volunteer referrals, family requests).
- After input, mark all data sheets as entered and put in the outbox
- At the end of the shift, file all resolved/assigned data sheets in data notebooks
- Give all pending/unassigned data sheets to Unplaced Volunteers Follow-up
- Sort data per request of Command Center Coordinator or Assistant.

#### F. Computer Person

Update Community Resource Lists, as appropriate

- Make copies as requested
- Type Command Center items, as requested

#### G. Media Watch Volunteer

- In the initial days following the crisis, have a volunteer monitor local news, listen to the radio, and read the papers.
- Relay pertinent information to Command Center Coordinator and Phone Bank Tellers

## The Resource Binder

Each Phone Bank Teller should have a Resource Binder at their workstation. The notebook will give them the resources necessary to answer most of the phone calls they will receive at the Center. The Notebook should include the following information:

- *Crisis Update* – The update should be at the beginning of the notebook and should include any recent information pertinent to the crisis and relief activities. The Crisis update should be updated daily.
- *Crisis Resource Guide* – A list of pertinent organizations, how they are helping and their phone numbers. This will enable the phone bank tellers to make the appropriate referrals. The Crisis Resource Guide should include FEMA, local government numbers, disaster relief organizations, churches and any other agency assisting the victims of crisis.
- *Social Service Agency Directory*– The Social Service Resource Guide is a list of all the Community Based Organizations in our area addressing health and human service needs. This list will be much broader than the Crisis Resource Guide as many of the agencies in this list do not have a particular focus on crisis response or recovery. In a large-scale community emergency, they will probably have enhanced services to meet the needs of crisis survivors.
- *Current Need List* – The Current needs list can be kept in the notebook and / or on the status flipcharts around the Center. This list will include any organizations that have an unfulfilled request into the Command Center for a volunteer or volunteers. In the days immediately following the crisis event when things are changing moment to moment, it will probably be easiest to keep current needs posted around the room on the status flipcharts.
- *Data Forms* – There should be plenty of intake forms for dealing with all sorts of calls including volunteers, agencies, families and donors. Make sure the external runner keeps the forms replenished by making copies at the beginning of each shift.

## **Guidelines for Volunteer Service During and After a Crisis (Messages for the Community)**

- Affiliate before showing up. Instead of arriving unexpectedly in a crisis-affected area, volunteers should register with a recognized volunteer agency. If, however, a volunteer is unable to identify one, they should register with the Command Center prior to showing up in the crisis-affected area.
- Prepare for self-sufficiency. Depending on the severity of the crisis, there may be inadequate facilities for feeding, housing, personal hygiene or medical needs for volunteers. A community in crisis is unable to take care of the needs of its citizens without assistance from outside sources. You have come to help. Do not contribute to the problem.
- Be patient and flexible. Volunteers should be prepared to step into a variety of roles, depending on current needs. Volunteers expecting to enter a crisis response effort in a specific capacity will often be disappointed. A volunteer's unique talents may not be immediately needed.
- Know the liability situation. A volunteer should know that there is coverage by liability clauses in the insurance structure of most voluntary agencies active in disaster. However, an unaffiliated volunteer should assume that all liability is entirely with the volunteer as an individual.
- The use of volunteers is a coordinated process. The use of volunteers should be an organized process by which people with abilities, skills, and training are assigned to certain tasks. Volunteers are most useful when they are able to do the right thing at the right time. In other words, they are used as part of a carefully coordinated plan.
- Be committed to the response effort. Response and recovery work can be dirty, mundane and definitely unglamorous. There is little in the way of individual recognition. Volunteers must be committed to work under these conditions. It is of paramount importance that volunteers be flexible to fit within the plans that are coordinated through the United Way and other organizations.

### **Examples of a Command Center in Action**

Here are 3 examples of phone calls we might expect at our Command Center and how they might be handled.

1. A person calls and wants to bring a group of 75 volunteers to our area this weekend. They have their own tools and transportation. They do not have a place to stay. This scenario might be handled in the following steps.
  - A phone bank teller takes the call. Although there are several current volunteer needs, the needs for the weekend are not yet known. The teller informs the caller that their services may or may not be needed. Someone at the Command Center will call them back as soon as weekend needs are known.
  - The phone bank teller makes careful notations of the conversation on the data sheet. The internal runner picks up the data sheet and gives it to the data entry volunteer. Because it is Monday, immediate action is not required. If immediate action is required on an unresolved request, flag down the Command Center Coordinator or Assistant for immediate follow-up.
  - The data entry volunteer enters the request and its unresolved status. The volunteer marks the date of entry on the data form and puts it in the pending box.
  - The Command Center Coordinator or Assistant will collect the unresolved requests from the pending box daily, or more often if necessary. The Coordinator finds assignments for the volunteers as well as accommodations (if possible) for the volunteers. Because it is a large group, the volunteers will be split up. 30 volunteers will be at the Salvation Army distribution center. 25 volunteers will be at a local church feeding displaced residents. The remaining 20 volunteers will be at 3 houses in a neighborhood helping residents sort through and clean up damaged homes.

- The Command Center Coordinator contacts the volunteer group directly or asks a volunteer on “unplaced volunteer follow-up” duty to perform this task. The volunteer group is given verbal confirmation of their volunteer duties – including where and when they will volunteer, what they need to bring, where they will be staying, transportation considerations (since the group will be divided up) and what to expect in working in a disaster effected area. The Coordinator gets a fax number for the contact of the volunteer group and asks the external runner to fax a volunteer confirmation packet to the volunteer group. **Use E-mail as primary source of communication if available.**
  - Next, the Coordinator records the assignment on the volunteer group’s data sheet and gives the sheet to the data entry person.
  - The data entry volunteer makes the changes in the database and puts the data form in the out box. At the end of the shift, it is filled in the data notebooks.
2. The Red Cross calls because they need 15 volunteers Monday – Friday of this week to work in the Service Center. These volunteers must speak French.
- The Phone Bank Teller receives the request and records on the data sheet
  - The internal runner picks up the sheet and writes the request on one of the status flipcharts. The internal runner also makes an announcement so that all the phone tellers know of the new need. The internal runner then gives the sheet to the data entry person.
  - The data entry person enters the information into the database.
  - The data entry person puts the data form in the out box. It is filed later that afternoon in the data notebooks
  - The phone bank tellers inform all volunteers that call in about this opportunity. Collectively, they are able to find volunteers for Monday, Tuesday, Wednesday and Friday.
  - Per the request of the coordinator, the data entry person prints off a list from the database of all volunteers who can speak French and have week day availability
  - The Command Center Coordinator gives this list to the volunteers at the unplaced volunteer follow-up table. The Coordinator instructs the volunteers to call the names on the computer-generated list until volunteers for Thursday have been located.
  - After all of the volunteers have been recruited for Red Cross, the Command Center Coordinator takes the request off the status flipchart.
  - The Coordinator gives the request sheet from the flipchart to the data entry person.
  - The data entry person enters Red Cross by each person’s name in the database, then disposes of the flipchart request sheet

### ***Section 3: Information and Referral***

If a disaster victim calls for assistance, offer what assistance you can. Explain that we are working with 211 whose phone lines are overloaded and are coordinating referrals.

- Be sensitive to the emotional state of the crisis survivors. The people you talk to may be scared, upset, in denial, tired or angry. ***These are normal feelings at a time like this.*** Many have lost everything, and are experiencing grief or shock. It may be just as important for you to listen and offer a caring voice as it is for you to provide resources. **Do not feel that it is your job to “fix” the situation.**
- Because some of your callers are under extreme stress, tempers may be short. Their expectations of the assistance you can provide may be unreasonable. *It is important that the phone bank teller not*

*react to this stress.* They should always be professional and polite. If a teller gets a particularly difficult call, put the caller on hold and alert the Command Center Coordinator or Assistant.

- **Never make promises that you cannot keep.** Simply listen and provide as much information as you can to alleviate their situation. *You may want to help so much that it's hard to resist, but promising help that may not be available will be hurtful to the caller.* All of the programs you may refer callers to have different qualifications for assistance. The reality is that some of the callers will not qualify for the programs you refer them to for assistance.
- Listen carefully; ask for clarification and make sure you understand their situation. Then “summarize” their needs as you understand them....”Sounds like you need a tree removed, a place to stay, etc.”
- Complete the **Numbered Family Assistance Form** as completely as possible. **Notify caller of their unique case number and advise them to write it down. Ask them to repeat the number to you.** If possible and the need appears critical, ask to put the caller on hold and notify the Command Center Coordinator. Coordinator will then determine best course of action to seek for caller

The following questions will give you an idea of some of the questions you should ask to determine what help the caller has received and where this person really needs some extra assistance.

Potential questions for screening a survivor:

- Where were you and what happened at the time of the disaster?
- What damage was experienced as a result of the disaster?
- Have you contacted or received assistance from FEMA?
- What other agencies have given you assistance? For what?
- Are you a renter or a homeowner?
- Has anyone else from your immediate family called United Way? If “yes”, fill out an un-numbered Family Assistance Form and match it later to the family forms.
- Were you unemployed due to the disaster? Have you returned to work?
- Do you have homeowner or rental insurance?
- What is your recovery plan? Have you taken steps to begin your recovery plan?
- What has been done? What is remaining?
- Has your home been inspected since the disaster?
- If you plan to rebuild or repair, have you obtained building permits?
- Do you have estimates for the repairs?

#### ***Section 4: Donations Management***

United Way will play a role in donations procurement and management. We probably will not be the primary donations management agency in responding to crisis. Our Emergency Manager at the Parish level is mandated to oversee donations management procedures during times of crisis. Your Emergency Manager should have a statewide and nationwide network in place to handle shortages of essential items in a crisis situation. For example, if there is no ice in a parish, a call can be placed to the established contact at the state warehouse and the necessary amount of ice will be driven or flown to the county immediately. In a large-scale crisis, however, many agencies beyond the government will need to get involved.

Non-profit organizations such as the Salvation Army, Red Cross, Aging Coalitions, food banks and local churches will open Distribution Centers to get needed goods to affected citizens in the community. Because of the volume of organizations involved in management of in-kind donations, **it is imperative**

**to work together and combine efforts.** One of the challenges in running a Distribution Center is to eliminate duplication of services. There are two common problems in crisis response situations. The first is there are not enough donations and distribution centers to get the needed goods to victims of crisis. The second problem is there are too many donations and distribution centers serving the same populations. Because of these problems, it is imperative that all agencies involved in crisis response and recovery communicate and cooperate in donations management matters.

Because of the reputation and contacts of United Way, we will receive a high volume of calls from individuals and corporations wanting to donate goods and services in the aftermath of a disaster. It is important to be plugged into the donations management process so that you know how to appropriately field those phone calls. *This becomes exponentially important if you have a Crisis hotline number you are publicizing.*

Coordinating the logistics of incoming donations is one of the most difficult tasks in managing in-kind donations. An example of such a call is the following: Hi, I am calling from XYZ Company in Virginia. We heard about the floods in south Louisiana. Our company is very involved with our local United Way and they gave us your number. Our company makes a disinfectant cleaner that you might find very handy in clean up efforts down there. We are donating 2 tractor-trailer loads of Cleany Cleaner to the United Way. The trucks just left. They will arrive in designated area around 10:30 P.M. Do you have some volunteers to help unload the truck? To what street address should the trucks arrive?

You will get many calls like this one. For this reason, it is imperative to know whom to call to find out if the donations are needed. Work with the Emergency Manager's office and any non-profit organizations distributing goods to disaster victims. Once you find an organization that needs the donation, send the trucks directly to that organization. They probably have volunteers working around the clock to off load trucks of donated goods. If they do not have enough volunteers for unloading, use your Command Center volunteers to find a group willing to help with this task.

United Way will need to find some warehouse space for the months following crisis. Businesses will usually donate space in times of community need. You may directly collect donations of cleaning supplies if you are spearheading a clean up program. You may also store donations temporarily for Distribution Centers that have run out of space. Perhaps the most important thing to remember is this: If the donation is not needed, DO NOT ACCEPT IT! It will only complicate things for the organizations trying to help crisis victims. That means ultimately slowing aid to those crisis victims the donor wants to help.

The most efficient way of managing large volumes of unsolicited goods following a crisis event is through formation of a collaborative decision-making group called the Donations Coordination Team.

Donations Coordination Team (DCT) – The collaborating body of agencies working towards effective and coordinated donations management in a crisis situation. The DCT is made up of representatives of voluntary organizations, local businesses / industries and state and local governments who have a vested interest in the effective management of unsolicited donated goods. The team is usually managed by the State or Parish Emergency Management agency. Its mission is to implement the State Donations Management Plan, with the aim of keeping unneeded goods and services out of the disaster area.

The basic functions of the DCT are:

- Identifying needed and unneeded donations
- Processing unsolicited offers
- Serving as liaison
- Managing a phone bank for donations

- Ensuring a smooth transition from response to recovery
- Conducting donations intelligence
- Coordinating logistics
- Coordinating media releases
- Coordinating with emerging organizations and spontaneous volunteers

Make sure the United Way is represented in the membership of the DCT.

**Each phone call that you receive should be carefully recorded and responded to in a timely fashion.** Even if you are referring donations calls out to another agency, make sure you get the necessary pieces of information to share with the appropriate referral agency.



## Donated Goods Intake Form

**Date:** \_\_\_\_\_

**Phone Bank Teller:** \_\_\_\_\_

**Description of Offer:** \_\_\_\_\_

\_\_\_\_\_

**Quantity:** \_\_\_\_\_

\_\_\_\_\_

**Packaging:** \_\_\_\_\_

**Transportation:** \_\_\_\_\_

**Resource Location:** \_\_\_\_\_

**Estimated Value:** \_\_\_\_\_

**Donor's Name:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Phone 1:** \_\_\_\_\_ **Phone 2:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Agency Volunteer Request Form

Date request phoned in \_\_\_\_\_

Agency Name (Non-profit agency, church, etc.) \_\_\_\_\_

Address of volunteer opportunity \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone Number \_\_\_\_\_ Primary

\_\_\_\_\_ Secondary

Description of volunteer opportunity \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Skills Needed

_____ Animal Care	_____ Cleaning	_____ Food prep/donation
_____ Carpentry skills	_____ Clerical	_____ Trucking/Hauling
_____ Computer skills	_____ Counseling	_____ Miscellaneous
_____ Distribution	_____ Donations	
_____ Heavy Lifting/manual labor	_____ Language Skills	
_____ Nursing/Medical	_____ Telephone	

Comments \_\_\_\_\_

\_\_\_\_\_

Date & time of volunteer opportunity \_\_\_\_\_

Number of volunteers needed for task \_\_\_\_\_

Minimum age of volunteers \_\_\_\_\_

Form filled out by \_\_\_\_\_



## Volunteer Referral Form

Date volunteer called in \_\_\_\_\_

Volunteer Name \_\_\_\_\_ Age \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number \_\_\_\_\_ Primary

\_\_\_\_\_ Secondary

Type of volunteer

\_\_\_\_\_ Specialized/professional service

\_\_\_\_\_ Equipment

\_\_\_\_\_ Individual

\_\_\_\_\_ Group

Skills Needed

\_\_\_\_\_ Animal Care

\_\_\_\_\_ Carpentry skills

\_\_\_\_\_ Computer skills

\_\_\_\_\_ Distribution

\_\_\_\_\_ Heavy Lifting/manual labor

\_\_\_\_\_ Nursing/Medical

\_\_\_\_\_ Clerical

\_\_\_\_\_ Cleaning

\_\_\_\_\_ Counseling

\_\_\_\_\_ Donations

\_\_\_\_\_ Language Skills

\_\_\_\_\_ Telephone

\_\_\_\_\_ Food prep/donation

\_\_\_\_\_ Truck/Hauling

\_\_\_\_\_ Miscellaneous

Comments \_\_\_\_\_  
\_\_\_\_\_

Referred to \_\_\_\_\_

Date & time of volunteer shift \_\_\_\_\_

REVIEW KEY ADVICE WITH VOLUNTEER (SEE BACK OF THIS FORM)

Form filled out by \_\_\_\_\_



## **Guidelines for Volunteer Service**

1. Thank you for registering with the United Way Command Center before showing up.
2. Prepare for self-sufficiency. Depending on the severity of the crisis, there may be inadequate facilities for volunteers. Bring your own food and water, mosquito repellent, sunscreen or any supplies that you may have to help you do your volunteer job better.
3. Be patient and flexible. Needs change constantly, and you may be called upon to do unexpected tasks. Do what you can.
4. Know the liability situation. There is coverage by liability clauses in insurance for most voluntary agencies active in disaster. However, if you are an unaffiliated volunteer, you assume the liability as an individual and must sign a waiver with the United Way Command Center.
5. Be committed to the response effort. This work can be dirty, mundane and definitely unglamorous. There is little in the way of individual recognition. Hang in there. Do your best. We hope you have a good experience and derive a sense of satisfaction from knowing that no matter how small your efforts may seem, you were part of a massive team from our community. You do make a difference.



## **Assumption of Risk and Release**

I acknowledge that there are risks involved in participating as a volunteer in the Home Clean-Up Program for the structures within the flood area and that I have read and fully understand the information provided by the Cooperative Extension Service of Louisiana. I hereby assume all risks of accident and injury in connection with my participation as a volunteer in the Home Clean-Up Program and I release the United Way, its employees and volunteers from all liability whatsoever for any accident or injury in connection with my participation.

---

**Name printed**

---

**Signature**

---

**Date**

THIS FORM SHOULD NOT BE INCLUDED IN DISASTER BINDER  
AS NO FORMAL PROGRAM IS IN PLACE AT THIS TIME-  
THIS MAY BE USED AS A TEMPLATE IN THE FUTURE SHOULD SUCH A PROGRAM BE  
IMPLEMENTED



## Family Assistance Request Form

Status: \_\_\_Senior Citizen \_\_\_Disabled \_\_\_Special Status \_\_\_None

Name: Last \_\_\_\_\_ First \_\_\_\_\_

Address \_\_\_\_\_

City, State and Zip \_\_\_\_\_

Phone \_\_\_\_\_ Phone \_\_\_\_\_  
(Where they are) (Where their home is)

What do they need? Help in cleaning out home? Other flood damage repair?


Other help needed (Please detail):


Dates and Times needed:

\_\_\_\_\_

Please remember to:

Tell the Caller to tele-register with FEMA at 800-462-9029 \_\_\_\_\_

**THIS NUMBER NEEDS TO BE VERIFIED WITH EACH DISASTER**

Tell the Caller to go to the Red Cross Service Center \_\_\_\_\_

*Give location and hours of service*

Tell the Caller to go to the Salvation Army Service Center \_\_\_\_\_

*Give location and hours of service*

Yes / No      Caller needs additional help from 211.



### **Post Disaster Agency Needs Assessment**

Please fill out the following questionnaire and *return to United Way as soon as possible*. We are trying to get an accurate picture of damage to the community and how we can best respond in the relief and recovery efforts.

**Agency Name:**

**Contact Person:**

**Please list one or more numbers where we can reach you by telephone:**

**What is the best way to get-in touch with you during this time of crisis?**

**Is there damage to your physical facility? Please describe.**

**Is your office open? If yes, what are your hours of operation?**

**Are you able to serve your client base? If not, what do you need to resume service?**

**Have all members of your staff been accounted for? \_\_\_\_yes \_\_\_\_ no**

**Is your staff able to go into work? Please elaborate on the status/well-being of your staff?**

**What are your greatest needs? (volunteers, food, water, other supplies, money, etc.)**

**What services, if any, will you be providing to disaster victims?**

*How long do you plan to offer disaster-related services?*

**Are there any other situations or conditions of which we should be aware?**

Please stay in touch with us at United Way if any of the above information changes.

# SAMPLE

## Sweetwater County United Way Business Continuity Plan

United Way's community building effectiveness is directly related to its ability to mobilize a broad base of private and public resources. That connection uniquely positions United Way as a partner in crisis response and planning. United Ways are not front-line disaster response agencies. However, United Ways have been asked to act as fiscal agent, to manage volunteer or in-kind resources, and to facilitate recovery and rebuilding phases of recent disasters nationwide.

The United Way Board of Directors recognizes that if the United Way cannot serve the community if it is unable to carry on day-to-day operations during a crisis. Therefore, it is the policy of the Sweetwater County United Way to maintain a comprehensive Business Continuity Plan.

### I. **Policy Administration:**

- A. The Executive Director of Sweetwater County United Way is responsible for ensuring compliance with this policy and performing an annual plan evaluation each year after the annual board meeting in July.
- B. Sweetwater County United Way's disaster recovery efforts exercise reasonable measures to protect employees and safeguard assets, as well as affiliated agencies and programs and donor accounts.

### II. **Situation:** A disaster is defined as a disruption of normal business operations where the expected time for returning to normalcy will seriously impact Sweetwater County United Way's ability to maintain commitments and regulatory compliance.

- A. The Sweetwater County United Way (SCUW) is located at 2515 Foothill Blvd. Room 203, in the American National Bank. **This is a three story stone structure with modern fire protection and alarm systems.** A fire station is located approximately one mile east.
- B. Sweetwater County United Way is recognized as a primary source of information regarding human service resources in Sweetwater County and our primary mission during times of disaster is to maximize community access to critical resources.
- C. This plan is designed to guide Sweetwater County United Way through an emergency/disaster recovery effort and adapt normal information gathering and service delivery procedures to meet specific disaster needs.
- D. Procedures outlined in this plan provide clear, concise and essential directions to recover from varying degrees of organizational interruptions using the following objectives:
  - 1. Life and safety of all employees and volunteers is paramount throughout the emergency situation, disaster declaration and recovery process.
  - 2. Essential services provided by Sweetwater County United Way are reestablished within the appropriate recovery window.
  - 3. All non-essential activities are suspended until normal and full business operations are restored.

4. Impacts affiliated agencies and programs/donors are mitigated through the rapid implementation of effective recovery strategies as defined herein.
  5. Confusion and misinformation are reduced by providing a clearly defined direction and control structure.
  6. Relocation of personnel and facilities is considered as a last resort recovery strategy.
- E. The Sweetwater County United Way Business Continuity Plan will be activated when a disaster significant enough to cause widespread damage occurs, or when an emergency significantly impacts Sweetwater County United Way's ability to maintain normal business operations.
- F. Situations that may require implementation of this plan include, but are not limited to the following.
1. **HAZARDOUS MATERIALS:** The incident that was identified by the Sweetwater County Emergency Management Agency as occurring most frequently is the release of hazardous materials. The office is located near the I-80 freeway entrance, Union Pacific Railroad, Conoco Bulk Plant and other fixed facilities. There is high potential of risk from trucking accidents or derailments, resulting in hazardous material exposure.
  2. **SEVERE WEATHER:**  
The entire county is susceptible to severe winter weather. Heavy snow and ice precipitation could shut down transportation. Blocked roads could result in stranded motorists in need of shelter and the community could face isolation from needed amenities including food, water, fuel, medical supplies and emergency services. There is a high risk of staff not being able to get to work if there are road closures between Rock Springs and Green River. Historically, tornadoes in this country have been relatively small. However, high winds can cause damage to buildings. Flooding is not an ongoing concern. Flooding would create short term disruption to entering or exiting the office building, but the office is located on the second floor and it is not expected to sustain damage.
  3. **PIPELINE RUPTURE:** A Questar Pipeline runs immediately in front of the American National Bank Building. Risk of rupture and permanent building damage is low, however building evacuation would be likely in the event of a break.
  4. **EARTHQUAKE:** There have been over 30 earthquakes with a magnitude greater than 2.0 recorded in Sweetwater County. Rock Springs is located in an Intensity VII area, where damage is negligible in buildings of good design and construction, slight –to-moderate in well-built ordinary structures.
  5. Other situations that could possibly occur are: technical emergencies, civil disturbance, bomb threat, suspicious parcels, and building evacuation.

Response actions for these situations are found in Exhibits 3-14.

**Emergency phone numbers are listed in Exhibit 2.**

- III. **Preparation:** In the event of a major disaster to the City of Rock Springs, it is assumed Sweetwater County United Way may experience extensive damage, resulting in injuries, property loss, or loss of critical services (telephone and utilities) which may lead to a disruption or complete loss of services on which our affiliated agencies and programs/donors are dependent.

In order to address a broad spectrum of disaster scenarios this plan is based on the following assumptions:

- A. Resources required to restore critical operations will reside outside of the primary United Way offices.
- B. Vital records required for recovery can be either retrieved or recreated from an off-site location and moved to the recovery facility within 24 hours.
- C. Every reasonable effort is made to provide critical services to Sweetwater County United Way's affiliated agencies and program and donors by first attempting to restore the primary office location and/or operate using manual procedures.
- D. After all reasonable efforts have failed to restore the primary office location, and using manual procedures severely degrades support efforts, Sweetwater County United Way will relocate employees and resources to an alternate recovery location.

IV. **Direction and Control:**

- A. The Executive Director will be in charge during a situation requiring activation of this plan. Should the Executive Director be unavailable, the backup person will be the **Director of Marketing and Communication** and one board member assigned by the board president.
- B. The location from which immediate response actions will be directed in the event of a situation will be **Western Wyoming Community College in Green River.**
- C. The Executive Director will be responsible for making appropriate notifications when this plan is implemented.
- D. The board president and **treasurer** will need to be notified in the event of a situation requiring activation of this plan along with staff members.
- E. To facilitate recovery operations regardless of the type or duration of disaster, Sweetwater County United Way will use a three-tier approach to provide an effective recovery solution equally matched to the duration of the emergency situation.
  - 1. Tier 1 (Short-Term, One Day or less) - Sweetwater County United Way does not require computerized operations to maintain day-to-day operations.
  - 2. Tier 2 – (Medium-Term, 2 to 14 Day Duration) - Sweetwater County United Way executes its formal disaster recovery strategy, which includes actually declaring a disaster.

- a) A disaster is declared based on the amount of time/expense required to implement the formal recovery process and the impact to Sweetwater County United Way's organization over this time period.
  - 3. Tier 3 – (Long-Term, 15 Days or Longer) - Sweetwater County United Way exceeds the allowed occupancy time of its primary recovery strategy.
    - a) During this recovery phase Sweetwater County United Way will initiate a physical move of personnel and resources to an alternate location.
- F. The Executive Director of Sweetwater County United Way or his or her designated representative is responsible for managing the overall emergency response and initiating emergency recovery operations. Duties include:
  - 1. Determining disaster level based on information provided by local authorities and building a management team.
  - 2. Mobilizing resources and diversion of resources from normal operations based on disaster level.
  - 3. Notifying employees of the emergency situation and what necessary actions are required using the employee notification listing in Exhibit 1.
  - 4. Implementing relocation plan based on recovery strategy identified above.
  - 5. Establishing recovery timelines to insure normal operations are restored as quickly as possible.
  - 6. Authorizing release of information to the media.
  - 7. Supervising employee disaster related activities to include collection, evaluation, dissemination and use of information about current and/or projected operations.
- V. **Communications:** Voice and data communications are essential to helping control rumors, maintaining contact with the media, emergency services and vendors, and assuring employees, the public and other affected stakeholders of how Sweetwater County United Way is responding to the emergency situation.
  - A. Sweetwater County United Way will use various communication systems to attempt contact with employees and board members during an emergency situation impacting operations.
    - 1. Primary means – telephone. Employees (and certain other officers) will be contacted through the Call-Notification Listing (Exhibit 1) and provided instructions on how, when and where to report for work.
    - 2. Secondary means – telephone service is interrupted. Cell phones or e-mail, if available, will be utilized to pass instructions on how, when and where to report for work.

3. In the absence of telephone or cell phone and e-mail service, contact may be relayed through the use of Ham radio, coordinated through the Sweetwater County Emergency Management Agency.
  4. Last resort – no other communication systems are available. Employees will use communication outage procedures (Exhibit 1) and make notifications using their personal vehicles or by messenger.
- B. Data - Computer data will be backed up nightly and backup tapes kept off site. A tape backup of the hard drive is completed every night. The previous night's tape will be in the possession of the Executive Director at her home. (The Finance/Administrative Assistant will take the tapes to her house when the Executive Director is not available.) In case of a disaster rendering the primary office unusable, this data will then be retrieved and taken to the alternate recovery location to restore normal operations as quickly as possible.
  - C. Remote location - **Programmable call forwarding** will be used for all main business lines so they can be programmed to ring at the alternate recovery location when relocation is necessary.
  - D. Sweetwater County United Way will work with outside contractors and service providers to ensure replacement equipment and materials are available for timely delivery and installation should the need arise.
  - E. Personnel information listing addresses and phone numbers is located in Exhibit 1. A listing for the board president and treasurer will also be available. The information would be updated immediately following the annual meeting in July.
- VI. **Life/Safety:** The life and safety of all personnel is paramount during all phases identified by this plan. At no time will actions be undertaken that might endanger the life or health of employees involved or present at the scene.
- A. Immediate actions in response to any emergency situation should only be taken when a person's health or safety would be further endangered by delaying such actions until appropriately skilled emergency responders arrive.
  - B. Undertake only those actions for property protection which can be reasonably expected not to injure the person taking the actions, nor worsen the situation by causing undue danger or damage.
- VII. **Community Outreach:** The President of the Sweetwater County United Way Board of Directors is responsible for directing all meetings and discussions with the news media and the public in conjunction with the emergency situation.
- A. Employees need to be aware of the Sweetwater County United Way guidelines for public relations during an emergency situation (exhibits 16 and 17). Media personnel (TV, radio, press, etc.) need to be directed to the Board President or Executive Director.
  - B. It is in our best interest to cooperate with the media as much as possible so that they will not be forced to resort to unreliable sources to get information that could be untrue and damaging to the Sweetwater County United Way.

- C. Refrain from releasing information on employee casualties until families have been notified. Once families have been notified, names of those employees should be released quickly to alleviate the fears of other relatives.
- D. Provide factual information to the media and authorities as quickly as facts have been verified, and use every means of communications available to offset rumors and misstatements.
- E. Avoid speculating on anything that is not positively verified, including the cause of the accident, damage, estimates, losses, etc. (fire officials normally release their own damage estimates.)
- F. Emphasize positive steps taken by Sweetwater County United Way to handle the emergency and its impact.
- G. Situations requiring community outreach may include, but are not limited to:
  - 1. System malfunctions disrupting the normal course of operations.
  - 2. Accidents, particularly when personal injury results.
  - 3. Natural disasters, such as fires, floods, tornadoes, explosions, etc.
  - 4. Civil disorders, such as riots and sabotage.
  - 5. Scandal, including embezzlement and misuse of funds.
  - 6. Major litigation initiated by or against Sweetwater County United Way.
- H. Existing relationships with local media will be utilized to notify the public of emergency and recovery status.
- I. Contact information for the media is located in Exhibit 15.
- J. Sweetwater County United Way will work coordinate dissemination of information with the county emergency management public information officer when appropriate.

**VIII. Recovery and Restoration:** The Executive Director, Sweetwater County United Way will be the approval authority for all recovery and restoration related activities.

- A. Business functions will be recovered in priority sequence. Resources necessary to maintain operations:

<u>Recovery Area</u>	<u>Number/Item Needed</u>
a) Office Space	4 Offices – 900 square feet, total 1 Storage Area – 75-100 square feet 1 Conference/Meeting space 400 – 500 sq feet
b) Phone System	3 Regular Phone Line 1 Fax Line
c) Furniture	4 Desks 4 Computer desks 4 Credenzas 4 File cabinets 2 Storage containers 1 Conference table

	12	Conference table chairs
	4	Desk chairs
d) Network Server	1	Server
	1	Monitor
e) Desktop	4	Monitors
	4	Computers
	4	Printers
f) Office Equipment	1	Fax Machine
	1	Typewriter
	1	Copier
	1	Binding Machine
	1	Postage Meter
	1	Shredder
g) Applications	1	Microsoft
h) Databases	1	Rainbow
i) Records (hard copy)		
j) Employees	4	Full-time

B. Communications concerning the recovery operation will be coordinated by the Executive Director

C. Purchase and acquisition of equipment and supplies needed for recovery purposes will be coordinated with the Administrative Assistant prior to final Executive Director authorization.

1. Sources of replacements or substitutions:

- a) Rental offices or alternate operating location(s).
- b) Offices of affiliated agencies and programs.
- c) Office equipment and furniture rental agencies.
- d) Computer and office supply stores.
- e) Telephone companies, cell phones and other communications suppliers.
- f) Board of Directors, volunteers, and temporary labor suppliers.
- g) Stored backup copies of important hardcopy and digital records, kept safely at other locations.

D. Individual employee continuity binders contain required procedures for accomplishing daily, weekly, and/or monthly tasks necessary for Sweetwater County United Way to provide efficient/effective services to its partner programs, donors and the community. One copy of these continuity binders should be kept at each employee's work station and one at their residence.

**IX. Administration and Logistics:**

- A. The Executive Director of Sweetwater County United Way is responsible for ensuring compliance with this policy and performing an annual plan evaluation.
- B. As part of the annual Sweetwater County United Way review process this plan will be exercised to determine plan effectiveness in meeting operational recovery needs.

**X. Distribution:**

- A. Each plan recipient will receive and maintain two (2) copies of the business continuity plan; one copy will be kept in the plan recipient's work area; the second copy will be kept at the plan recipient's residence. Each plan will be numbered to better track its distribution. Board recipients will receive one copy.
- B. Replacement plans and additional copies may be obtained from Sweetwater County United Way's Executive Director.
- C. Plan recipients who cease to be an employee of Sweetwater County United Way must surrender both copies of their disaster recovery plan to the Executive Director.

**XI. Exhibits**

- A. Exhibit 1 – Call-Notification Listing
- B. Exhibit 2 – Emergency Phone Numbers
- C. Exhibit 3 – Tornado Response Actions
- D. Exhibit 4 – Flooding Response Actions
- E. Exhibit 5 – Earthquake Response Actions
- F. Exhibit 6– Power Failure Response Actions
- G. Exhibit 7 – Explosion/Fire Response Actions
- H. Exhibit 8 – Hazardous Material Response Actions
- I. Exhibit 9 – Severe Winter Storm Response Actions
- J. Exhibit 10 – Technical Emergency Response Actions
- K. Exhibit 11 – Civil Disturbance Response Actions
- L. Exhibit 12 – Bomb Threat Checklist
- M. Exhibit 13 – Suspicious Parcel Detection Guidelines
- N. Exhibit 14 – Building Evacuation
- O. Exhibit 15 – Media Contact Information
- P. Exhibit 16 – Policy Statement on Releasing Information
- Q. Exhibit 17- Media Immediate Response Plan
- R. Exhibit 18-Distribution List