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| **Marion-Polk Food Share** |
| **Agency Emergency Planning** |
| Emergency and Disaster Planning |
|  |
| **Robert Demchak** |
| **3/18/2016** |

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| **This plan is to help Partner Agencies be prepared in the event of an Emergency or Disaster**  |

The intent of this plan is to efficiently organize staff and volunteers and to describe how will serve its mission during a disaster.

This plan has several important purposes:

* To be a resource for how disaster responses will be managed
* To produce clear direction to the staff
* To inform external organizations, companies, local governments and other partner agencies of resources and abilities to respond to local disaster relief
* To outlines roles, policies and procedures for , volunteers, Board of Directors and the Marion-Polk Food Share network’s roll to collaborate in the event of a disaster.

**What is a disaster?**

A disaster is an occurrence, such as a hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, earthquake, drought, blizzard, pestilence, fire, famine, terrorist attack or other situation, that causes human suffering or creates human needs that the victims cannot alleviate without assistance.

**Types of disasters**

The severity and extent of a disaster may dictate its response. There are three types of disasters.

1) A localized disaster: This is a situation that is local to the immediate area, Marion or Polk Counties and MPFS has determined that its services may help alleviate human suffering. The Chief Executive Officer (CEO) may declare a localized disaster and mobilize MPFS’s support. Generally, no reimbursement or reinstatement of USDA commodities or food can be expected.

2) Presidential declared disasters: This is when the US President, after a request and recommendation from the Governor of Oregon, determines, based on the Federal Emergency Management Agency’s (FEMA) evaluation and recommendation, that a state requires Federal assistance. The USDA Food and Nutrition Service may legally respond to a presidential declared disaster. In this situation, USDA-donated foods can be used for congregate feeding or household distribution. Careful receipts and records of inventory and distribution must be kept in order to request reimbursement of commodities.

3) Situations of distress: This is when a natural catastrophe or other event has not been declared by the President to be a disaster, but which, in the judgment of Oregon Housing and Community Services (the State Distributing Agency) or Food Nutrition Service warrants the use of USDA-donated foods for congregate feeding or household distribution. Careful receipts and records of inventory and distribution must be kept in order to request reimbursement of commodities.

The complete USDA Food and Nutrition Disaster Plan can be found at: [www.fns.usda.gov/fdd/programs/fd-disasters/CommodityDisasterManual.pdf](http://www.fns.usda.gov/fdd/programs/fd-disasters/CommodityDisasterManual.pdf)

1. **Disaster Mission Statement**

 Make sure you know what role you are planning to play in a disaster

* Who are you going to be for your clients and community when disaster strikes?
* Does your current mission statement encompass how you see your agency functioning in a disaster?
* Think about your commitments and your resource limitations and create a disaster mission statement.
1. **Preparing Staff for Emergencies**

 Make sure your staff is mentally, physically and emotionally prepared to respond

 In an emergency, the first concern of staff will be the safety and welfare of family members.

1. Have all staff and key volunteers trained in basic emergency preparedness on a regular basis (We recommend First Aid & CPR, CERT Training, Red-Cross Emergency Planning and Preparedness as well as holding a table-top disaster scenario for key staff and volunteers).
2. Encourage and support staff and key volunteers to have a family or home emergency plan (You can find one on the Red-Cross website)
3. Your agency will want to ensure that all staff members have an opportunity to check on their homes and family members as soon as possible following a disaster.
4. **Personnel**

 Make sure you have enough people to do what needs doing for a response

Determine your staffing requirements for a post-disaster response.

1. Realistically, how many staff will continue working after a disaster if it strikes during work? \_\_\_\_
2. …If a disaster strikes on a weekday, but before a workday begins? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. …If a disaster strikes on a weekend? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Which staff should automatically report to work in the event of a disaster? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Develop a list of home and cell phone numbers for staff for emergency use. (Update a least every 6 months.)
2. To support the work staff in an emergency, we will use volunteers as follows:
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. **Volunteers**

 Make sure you know the best ways to use / work with volunteers in a disaster

Know how you will appropriately recruit, task and manage volunteers.

1. Are your current volunteers appropriate for disaster related work - Can they work long hours? Available year round? Highly dependable?)
2. Do your current practices of recruiting or accepting volunteers include your disaster preparedness and response needs?
3. What important activities (that keep your agency able to provide services) can be assigned to spontaneous/ walk-in volunteers? What activities **should not** be assigned to spontaneous/ walk-in volunteers?
4. What safety and/or legal considerations should you include in your plan? Consider: do you have proper insurance for volunteers, do you need background checks on volunteers, is any specialized training or knowledge required for working with your agency or clients, etc?
5. Do you have someone in charge of volunteers? Who (else) might take that role for new volunteers?
6. It is essential to track all volunteer hours as your organization could possibly be reimbursed for these later through government funding. The reimbursement funds can be substantial and it is better to prepare for this from the start than to try to figure it out after the fact. Volunteers will need to sign in *and* out along with a description of the work they performed.
7. **Meeting the Needs of the People You Serve**

 Make sure you can address the basic needs of staff, clients and volunteers

1. How many total clients would most likely be at your site in a disaster? (Look at both maximum client load and minimum staff/volunteer availability for a day, evening or weekend.) \_\_\_\_\_\_\_\_\_
2. How will you find out about the condition of people you serve who are off site? \_\_\_\_\_\_\_\_\_\_\_\_\_
3. In an emergency, who else needs information about the status of people you serve? Offsite staff? Families of clients? List the most critical contacts that need to be made. Be sure to have all necessary phone, cellular and pager numbers for each contact.
4. What else will be needed (e.g. bedding, medicine, special equipment, etc.)? Where can you get these items?
5. Item: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Item: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Item: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. What are the special needs of the people you serve? Are these needs of the group or of individuals?

**Also consider: What skills can you instill in your clients to let them take part in your preparedness and response efforts as full partners and helpers?**

1. **On-site Supplies Cache**

 Make sure you have preparedness supplies available

Create and maintain an onsite cache of emergency preparedness supplies. The exact contents will depend on the size and diversity or your staff, volunteers, clients and potential visitors. Remember to consider special needs addition as such as medication.

Store these supplies in multiple locations so if one cache becomes unusable or unreachable, you will still have options. The supply cache compliments your agency go-kit.

Some basic contents of an on-site cache are:

1. Food and Water 2) Radio(s) 3) Blankets

4) First aid supplies 5) Batteries 6) Garbage Bags

7) Lights/Flashlights 8) Whistles 9) Duct Tape

Perishable supplies, such as food, water and medicine, need to be replaced regularly. One way to do this is by “cycling” the food and water annually – distribute supplies while they are still good and put new ones in the cache.

1. **Agency Go-Kit**

 Make sure you can operate even if you evacuate

If you need to evacuate your facility, an Agency Go-Kit will allow you to continue providing your most vital services wherever you go. This small, portable container should hold copies of every vital document as well as some basic supplies such as pen and paper.

Some basic contents on an Agency Go-Kit are:

* Your disaster plan
* Insurance documentation
* The deed or lease for your facilities
* Legal identification, such as your taxpayer ID and evidence of exemption status
* Bank information, include all of your account numbers, including personnel contacts
* Documentation for your emergency line of credit (if you have one)
* Memoranda of Understandings (MOUs): *A Memorandum of Understanding is a legal document that will be used as an agreement between two parties. It will be used by two parties who have a common goal or action they will be participating in. It may be used in situations where a legally enforceable agreement is not necessary. You should have MOUs with vendors, donors, utility companies and any other organization that would help benefit you in the event of a disaster. These should be updated annually to ensure all parties are aware of agreed upon goals.*

(MPFS may be able to help facilitate some of these as we move forward with our own)

(See attached MOU template at end of document)

* Contact and Emergency Contact information for your staff, volunteers and other key contacts
* Some cash, including coins for payphones (payphones are still around – locate any in your area)

You may wish to maintain more than one kit. Creating two is not much harder than creating one, and an off-site backup may be what ensures that you have needed records. Update contact info bi-annually.

1. **Facility Preparation**

 Make sure your physical environment supports your safety

 Assigned To Date Done

⃝ Bolt heavy cabinets, bookshelves or other furniture to wall studs \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

⃝ Strap computers, faxes, equipment to desk or tables \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

⃝ Secure pictures and other wall hangings by using safety hooks \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

⃝ Clear exits, pathways and earthquake-safe spaces \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

⃝ Fasten breakables to walls or shelves with museum wax \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

⃝ Lower heavy items to bottom shelves \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

⃝ Remove fire and chemical hazards \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

⃝ Install smoke detectors, fire extinguishers and cabinet latches \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

⃝ Label fire exits and safety supplies \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

⃝ Clearly mark your gas and water shut-off valves. Post clear simple

 instructions for shutting off each one (in all languages needed) \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

⃝ Keep a conveniently located set of tools to facilitate prompt gas

 shut-off. Tools should be include both pipe and crescent wrenches \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

 **Earthquake Putty** (also called **Museum Wax)** holds delicate items in place

 **Straps** brace heavy furniture and large items in place

 **Safety hooks** stop pictures, clocks and mirrors from falling

 **Cabinet latches** keep fingers and toes away from broken glass

**Sketch your facility and note vital emergency resources including:**

**○** Fire extinguishers **○** First Aid Supplies ○ Escape routes

○ Go kits ○ Water shutoff ○ Generator(s)

○ Tool kits ○ Gas shutoff ○ Documents safe

○ Supply Cache ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Signage**

 Make sure your safety and preparedness tools are well marked

Make preparedness visible! Clear and visible signs indicating safety tools, exits and emergency

instructions will help people to keep themselves safe while at your agency.

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 **These and other preparedness signs are available at www.CARDCanHelp.org/tools**

1. **Neighborhood Resources**

 Make sure you know the local resources – they may be your only source

1. If you do not have a back-up generator, in an extended power outage, where can you rent or borrow a generator? Create a written agreement with this supplier. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. If the phones at your agency are not working, where are the nearest phones? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Where is the nearest public health clinic?

Clinic Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_

1. Where is the nearest place to go for help if phones are not working?

Place Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_

1. Where is the nearest fire station and do they know about you?

Station Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_

1. Where is the nearest police station and do they know about you?

Station Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_

**Make sure preparedness resources in your neighborhood are clear. Post a large, clear map of your neighborhood. Note these potentially valuable resources and highlights.**

 **key resource framework possible gathering points**

 **○** Office of Emergency Services ○ faith/congregation sites

○ City Hall ○ school

○ other government offices ○ gym

○ Fire Station ○ shelters

○ Police Station ○ open spaces

○ Red Cross ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

○ Public Library

**○** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **food/ water**

 **○**  restaurants

**liaison / connections ○** meal sites

**○** funders **○** grocery stores

○ partner agencies ○ corner stores

○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **supplies**

 ○ hardware stores

**medical** ○ disaster stores

○ hospital○ drug stores

○ clinic ○ sports / camping stores

○ veterinary offices ○ “big box” stores

○ pharmacy ○ dollar stores

○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Evacuation**

 Make sure you can get people safely from your location to a safe alternative site

1. Are there staff, volunteers or program participants who will need assistance evacuating your facility? Remember to assign staff or volunteers to help these participants.
2. If your facility must be evacuated, assign a meeting point (i.e. corner of the parking lot or other open safe place) and a staff person with the responsibility of taking a head count to ensure all staff, volunteers and program participants have exited. It is important to take your volunteer and program participant sign in sheets to use during the head count process.
3. Practice your evacuation plan!
4. Keep an “Agency Go-Kit”. Include copies of your emergency plan, action checklists, phone rosters, copies of vital documents, credit cards, etc.
5. **Communication** (Part 1)

 Make sure you can communicate with staff, clients, funders and your community

Communications will make or break a disaster response. From simple note on the door identifying your new location (if one) to a Public Information Officer correcting news reports about your agency, communication is key to letting people make the right decisions. Establishing when to communicate your message(s) is vital – think through the following considerations before putting out your message.

**WHAT should you communicate? To WHOM are you communicating?**

 ○ Agency Operational Status reports ○ Disaster services partners

 ○ Damage assessment ○ Staff & volunteers

 ○ Services offered or changed ○ Clients

 ○ Funds needed ○ Funders

 ○ Volunteers needed ○ Media

 ○ Other needs ○ General public

 ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WHO should communicate the message? HOW should you communicate?**

○ Ensure they have proper training ○ Electronic

 ○ Ensure they have proper authority ○ Paper

 ○ Ensure they share consistent message ○ Verbal (phone of in person)

 ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ Combination

**What can you prepare in advance?**

○ Agency talking points/key messages

 ○ Disaster/Emergency response press release

 ○ Emergency related funding solicitation

 ○ Email, phone, cell phone and fax lists

 ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Communication** (Part 2)

 Make sure you know all the communication tools available to you

Mastering how you send and receive information will help you in both crisis and opportunity. A

variety of options is the key to maintaining communications. Establish regular times for your

communications.

 **Disaster Communication Tools**

 There are many communication tools we don’t normally consider that may become useful if a disaster

 cuts off normal channels.

 ○ Bulletin Board/White Board ○ Megaphones/ Bullhorns

 ○ Carbon Paper / NCR paper ○ Smart Phones

 ○ CB Radios ○ Analog Telephones

 ○ Cell Phones ○ Public Signage

 ○ Digital / Satellite Phones ○ Runners

 ○ Flag Pole ○ Walkie-Talkies

 ○ Ham Radios ○ Whistles

 ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Community Outreach Options**

 What are all the different ways you can speak to your community? Different methods have different

 advantages and may help you reach people you had not reached before.

 ○ American Sign Language ○ Language Translators

 ○ Radio ○ Television

 ○ Websites ○ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **ICS** (Part 1)

 Make sure you know the SEMS universal response system

Many states use the **Standardized Emergency Management System** to respond to disasters. Understanding the **Incident Command System** that is the core of **SEMS** will allow you to organize for managing any situation, coordinate with your community partners and “speak the language” of the professional responders – which makes you that much easier to help.

 **Management**

 Incident Commander

 1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Liaison Officer**

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Safety Officer**

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Public Information Officer**

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Finance**

 Finance Team Chief

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_

 **Logistics**

 Logistics Team Chief

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_\_

 **Planning**

 Planning Team Chief

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_\_

 **Operations**

 Operations TeamChief

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. (Alt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Incident Command:** Leads the response; appoints and empowers team leaders; sets tone and standards for response. Also encourages teamwork and communications.

 **Safety and Security Officer:** Focuses on the safety of all people responding to the incident.

**Public Information Officer:** Works with the media and distribute messages to the public and local community.

**Liaison Officer:** Links to and supports external partners and organizations.

**Operation Team:** Handles key actions including first aid, search and rescue, fire suppression and securing the site.

**Planning Team:** Gathers information, creates the action plan, thinks ahead and keeps all team members informed and communicating.

**Logistics Team:** Finds, distributes and stores all necessary resources (supplies and people) to respond appropriately.

**Finance/ Administration Team:** Tracks all expenses, claims and activities and is the record keeper for the incident.

1. **ICS** (Part 2)

 Make sure you know the **SEMS** universal response system

Considering who might do well at certain functions is an excellent tool for understanding SEMS and getting people used to the idea. Be careful though, you never know who will be part of your disaster response team, so be prepared to assign roles when they are needed.

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|  **Primary Functions** |
| **Incident Commander**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt. Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Operations Officer**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Planning Officer** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Logistics Officer**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Finance / Admin Officer** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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|  **Support Functions** |
| **Safety and Security Officer** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Public information Officer** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Liaison Officer** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Alt Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **Financial Resources**

 Make sure you know your financial assets, limitations and commitments

It is a good idea for your organization to be aware of its cost of normal operations; estimate cost increases that might arise from emergencies and be familiar with eligibility and other prerequisites for aid and reimbursements from **Federal Emergency Management Agency (FEMA)** and other agencies.

Some topics to explore include the following:

1. Copies of Financial Support Documentations to have ready
* Insurance policies
* The deed or lease for your facilities
* Bank information, including all of your account numbers, including personnel contacts
* Legal identification, such as your taxpayer ID number and evidence of exemption status
* Memoranda of Understandings (MOUs)
1. Liquid Assets
* How much cash do you keep in “petty cash”
* Do you have $15 - $20 in coins for pay phones?
1. Credit Cards / lines of Credit
* What credit cards does your agency own?
* Where are they?
* What are the limits of each?
* Who can sign on each?
* Do they have emergency credit extensions?
* Do you have a line of credit immediately available?
* Who can access the money?

***Reminder:* Keep this information updated; be sure it reflects any staff or policy changes!**

1. **Ensuring Service Continuation**

 Make sure you are clear on your service priorities

**What is needed to continue providing essential services after a disaster?**

1. List the primary services you will continue to provide following an emergency?
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. What are the critical material resources necessary to maintain these operations?
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. What neighboring agencies or businesses can you form a connection with in order to share resources in an emergency, to maintain operations and to ensure the care of people you serve?
10. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
13. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
14. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your organization should clarify what its mission and priorities will be in the aftermath of a major disaster. It is important for agencies working with at-risk clients on a daily basis to know their client’s needs and how to support their recovery following a disaster.**

1. Some questions to ask include:
* What are the predictable needs of the people you serve in emergencies?
* Will the needs of the people you serve require you to expand services in a disaster’s aftermath?
* Will you need to consider providing new or different services?

***Remember:* Knowing your priorities as an agency makes everything else fall into place. In crisis or opportunity, if you are clear on your priorities you can make the best decisions for your agency.**