

LOCAL CHURCH DISASTER PLANNING WORKBOOK

Preparing for a Disaster Response Ministry



***Fire Flood Earthquake Volcano Tsunami Drought Pandemic
Winter Storm Utility Disruption Hazardous Materials Dam Failure***



Disaster Response Ministry

California-Nevada Conference

2009

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United Methodist Church**

Our thanks to the Florida Conference for
permission to use their workbook as a model.

Church Plan Information

This plan is prepared for:

Church Name: _____

Location of church (please include the physical address as well as nearby cross streets):

Church Phone Number(s): _____

Church Fax Number: _____

Church Web site: _____

Church email: _____

Parsonage (or pastor's home) location (please list address and nearby cross streets)

_____	_____
_____	_____
_____	_____
_____	_____

Parsonage (or pastor's home) Phone Number: _____

Local Church Disaster Team Leader: _____

Home Phone: _____ Cell Phone: _____

e-mail: _____ Other: _____

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Disaster Ministry Statements

These are purpose statements from various church disaster plans. While they are mostly different ways of saying basically the same thing, when read as a list they provide a more thorough expression of the meaning of “disaster ministry.”

- Provide faith-based response to disasters
- Responding to God’s call to reduce vulnerability of people to disasters and to meet the humanitarian and spiritual needs of disaster survivors, first responders and caregivers.
- Rebuilding homes, nurturing children and responding globally (Brethren)
- Provide humanitarian aid
- Provide spiritual, physical, financial and psychological aid to people and communities impacted by disasters (UCC)
- Provide immediate relief to acute human need (UMCOR)
- After a disaster strikes, people of God:
 - Stand with and for those in most need
 - Seek out unmet needs of the people who were vulnerable and marginalized before the disaster
 - Provide a larger vision of life that includes emotional and spiritual care as well as physical rebuilding
 - Assist in long-term recovery
 - Restore and rebuild community relationships (CWS)
- To bring assistance and relief from suffering to all who experience loss in times of public disaster through the faithful use of material and spiritual resources of our local churches and the Conference staff, In addition, through a network of trained response coordinators, enable the churches in the conference to respond to needs created by disaster in the most efficient and helpful way. (Illinois Conference of the UCC)

Preparing for Disaster Response Planning

Introduction:

Much of the information in this workbook is very general to disaster management, yet some is specific to the United Methodist Church. Each organization should prepare statements of roles, responsibilities and lines of authority and communication, and then save them in the form of a written plan. Once a plan of action has been completed, then specific procedures should be written to document how the plan will be carried out. When those are established prior to a disaster the recovery effort will be implemented more quickly, far more effectively, and more efficiently.

This workbook is intended to be a tool for you to use, but as with any tool, it is up to you make it work for you. It is intended to present a thorough orientation to disaster response in your community. You may focus on some parts of the workbook more than others. You may make changes to meet the unique needs of your church and community. The goal in preparing and presenting this workbook is to enable you to help the local church inform, prepare and protect themselves and the community – and by so doing, to aid in the recovery of the community!

What is a Disaster?

A *disaster* is an event beyond the control or capacity of the individuals affected resulting in great harm, suffering, destruction and damage. It disrupts personal and community life, involves a significant number of people and causes physical, emotional, economic, social and/or spiritual crises. A disaster damages a community's ability to sustain life without outside assistance.

Natural disasters involve the forces of nature and creation: flood, windstorm, fires caused by lightning, tornado, earthquake, etc. Human-caused disasters occur as a result of violent actions by individuals or groups against people and/or property. Human-caused disaster includes such things as explosions, the collapse of a structure or the release of hazardous material.

Federal/government declared disasters may impact up to several hundred thousand people. These major disasters require emergency relief efforts beyond the ability of local communities and churches to respond. A federal declared disaster makes federal relief assistance available.

A *catastrophic disaster* event is federal declared and larger in scope. It involves a large number of deaths and injuries and extensive damage or destruction of facilities. Catastrophic disasters

involve an overwhelming demand on state and local response resources and mechanisms. Federal response and relief becomes available.

Generally, disasters strike without warning. Each disaster is different in magnitude and impact on the affected area. People react differently and local authorities are often hard pressed to manage the impact of the disaster on the community.

While state and national relief efforts are being mobilized, the local church has an opportunity to reach out and minister to those in need, whether church related or not. The church's response to a disaster is a commitment and witness to the Gospel of Jesus Christ to assist those affected by the disaster.

How can we respond?

Following a disaster, many people and organizations immediately respond. The faith community is a major responder: they support first responders (emergency personnel), are on the ground with assessment and early response teams, provide distribution of hot meals, non-perishable foods and supplies, are active in long term recovery, and address needs that other disaster responders do not address. It is very important to remember that all people work together to meet the needs of a community...but the government is ultimately in charge.

The faith based community and social services do NOTHING that is not in cooperation with the local county and city disaster plans. When the local church acts outside of that plan, it can impede the process of recovery. Coordinated and collaborative recovery efforts of community organizations lead to the best possible recovery of disaster survivors. The size of the disaster, identified needs, physical resources, and available or interested participants are likely to be the most influential forces in determining the structure and efficacy of the recovery mechanisms. Usually, the most sustainable structures are created by residents in the affected communities.

The work of the faith-based community is a caring ministry which is a multifaceted response of Christ's church, with theological, physical, mental health, advocacy and social service components. The goal of this ministry is to strengthen and build relationships between God and persons, persons and families, and persons and communities. When a disaster strikes and strangers lie wounded, all of us, both lay and clergy, are called to respond. We have no choice but to set aside our personal agendas and embrace inconvenience in order to offer care; always at some risk and cost. We are all God's designated caregivers, urged by Jesus to "go and do likewise".

Priority goal: Vulnerable Populations

It is the priority goal of all organizations to help the community recover after disasters. The church must have in place a disaster plan that allows them to help the community immediately following a disaster. Without a plan, the local church is often in a state of chaos and is less efficient in being the hands and feet of Christ to those in need. The local church plans for all that is important to it: worship, education, new buildings, yet what can be more important than those who are in need? Plan to prepare and protect the local church facility and parishioners to allow helping the community at 100% capacity!

The persons most vulnerable in a disaster situation include:

- People with inadequate financial resources to provide daily necessities
- Those that live pay check to pay check with no financial reserves
- People with inadequate/no insurance
- Those that are unable, even with disaster loans and grants, to pay for repairs needed to make their homes safe, sanitary and secure
- Undocumented persons
- Older persons, children and singles
- Deaf
- Persons with a language other than English
- Persons with literacy barriers
- Disabled persons
- Homeless persons
- Those that are vulnerable economically because of employment, legal/citizenship status, and education

Who responds to Disasters?

United Methodists do not respond to disasters in isolation; it is a coordinated ecumenical and interagency response. Partners in disaster response include (but not limited to): Church World Service (CWS), Christian Reform World Relief Committee (CRWRC), The American Red Cross, The Salvation Army, Mennonites, Amish, Catholic Charities, Southern Baptists, Lutheran Services, Presbyterian Disaster Relief, FEMA, county and city Emergency Management, social services, private business partners, and individuals.

Following you will find brief descriptions of the agencies who typically respond in a disaster:

The Federal Emergency Management Agency (FEMA) and the local Office of Emergency Services for each county coordinate of all aspects of a disaster. Emergency Services personnel are *First Responders* (officials with law enforcement, medical and fire training who work for the county or city Emergency Services office; in other words, people with badges!).

Faith based communities support the Office of Emergency Services. Each faith based group who wishes to be active in disaster response must contact OES prior to a disaster to find out how they

can be included in the response to a disaster. Counties in California and Nevada vary considerably in their organization and preparation for responding to a disaster. Counties are in charge of setting up plans to respond after a disaster: including search and rescue; serviceability of streets and utilities; transportation; shelters; and maintenance of essential government services during the emergency and initial response stages. Other responsibilities include education and mitigation efforts through direct actions and public policies.

There may also be Community Emergency Response Teams (CERTs) who are trained by county or city Emergency Services or Human and Health Services Departments. This training is extensive, including CPR and other certifications. It is NOT to be confused with Early Response Teams who are trained largely by faith based initiatives.

The faith based community should not attempt to duplicate these tasks, but to access them on behalf of all the people of the community, especially the vulnerable populations who “fall through the cracks”. Vulnerable populations include anyone who is unable to inform, prepare and protect themselves, their families and their neighbors for a disaster; including – not limited to – the homeless, persons who speak a language other than English, poor/indigent, deaf, disabled, elderly, children, and undocumented. The county and social service agencies are often restricted in their efforts at longer term assistance and reconstruction; however the faith community works with all vulnerable populations whether or not they are members of one’s congregation.

In addition to the government and social services of an area there are other groups who are active in response to disasters.

Church World Service (CWS): CWS is mandated to work domestically and internationally in disaster preparation and response, always with the local faith community. Consultants are trained volunteers who consult with the local faith community so that it may come together and cooperate more effectively and efficiently in the short and long term response to a disaster; and especially and uniquely in the long term recovery process. CWS has resources to share with local interfaith disaster readiness/response groups in survivor assistance and in setting up such groups.

Volunteer Agencies Active in Disaster (VOAD). This is a community of representatives from volunteer agencies who meet year round to share information and resources to better meet needs in their community. The VOAD seeks to recruit organizations willing to accept certain responsibility by its members or employees in the event of a disaster. As a participating member of the local VOAD, a faith based group can learn how it may prepare for, or assist in, the emergency, short and long term phases of a disaster. Members of the VOAD, such as The American Red Cross, Salvation Army and United Way share their training and information so other members know how to access these services for survivors. At the VOAD faith based groups can establish relationships with agencies which will aid in long term disaster recovery. Many VOADs in the state of Florida have become COADs or Community Organizations Active in Disaster because they include government and private business partners at the table with volunteer agencies and faith based groups. COADs are the most effective in responding to disaster as they coordinate the services of all groups in a community.

Chaplaincy: The spiritual ministry is often a forgotten part in disaster response and recovery. Through qualified clerical disaster response specialist, clergy can be trained in the unique task of disaster chaplaincy and in cooperating in efforts to provide chaplaincy within the community after a disaster.

Long Term Recovery committees and organizations (LTR) are focused on long term recovery. The organization is an arm of the local VOAD/COAD and so works in cooperation with them to help the community rebuild. It is the goal of the LTR to represent all segments of the community, with a priority of responding to those who are most vulnerable: undocumented, poor, elderly, disabled, deaf... The presence and role of the organization is an integral part of the community recovery plan. (Each county in California or Nevada with an LTR has implemented this recovery strategy in different ways to most effectively meet their community's unique needs. No matter the structure, the most effective LTR is the one that never loses sight of the goal of helping those who have nowhere else to turn.

Unmet Needs Committees are also an arm of the VOAD/COAD. The committee consists of representatives from the VOAD/COAD who review case work done by the LTR and social service agencies. Unmet needs refer to basic life sustaining needs for which there is not an immediately accessible resource. Needs identified in the early hours or days of a disaster will be much different than those identified in the weeks and months following the disaster. At the same time, different agencies provide different services in determines the priority of unmet needs cases and how to meet those needs.

The California-Nevada Conference Disaster Response Ministry:

The California-Nevada Conference of The United Methodist Church has a structure in place to provide for a disaster response ministry. There is an appointed Disaster Response Coordinator, a Conference Disaster Response Committee, a Conference Disaster Response Center active during a disaster, and the ability to assist districts and local churches in developing their own disaster plans to help respond to a disaster not only when they are the victims of the event, but also in responding to other areas in need.

The United Methodist Committee on Relief (UMCOR) may be invited by the Bishop of the Conference to participate in disaster relief if the situation warrants their direct involvement. UMCOR is a resource agency of the general United Methodist Church for the local 'owners' of a disaster. In practice, it is always considered that the local church "owns" the disaster. As a general agency of the church, UMCOR may not come into a conference without the permission and involvement of the Bishop. The agency serves as a channel through which the resources of our international 'connectional' church flow to give life to local ministries.

The main United Methodist body in charge of directing our church's Disaster Recovery in California and Nevada is the Conference Disaster Response Center. Located in the Conference

Center in Sacramento, California, it is the hub collecting information about the disaster, coordinating between districts, for assigning volunteers to help in affected disaster areas, assisting with funding for case management, receiving and disbursing of supplies and other resources coming into the area and training of conference, district and local church representatives for disaster response and recovery.

CALIFORNIA-NEVADA CONFERENCE DISASTER RECOVERY CENTER:
916-374-1582 (office phone) 916-372-5544 (FAX)

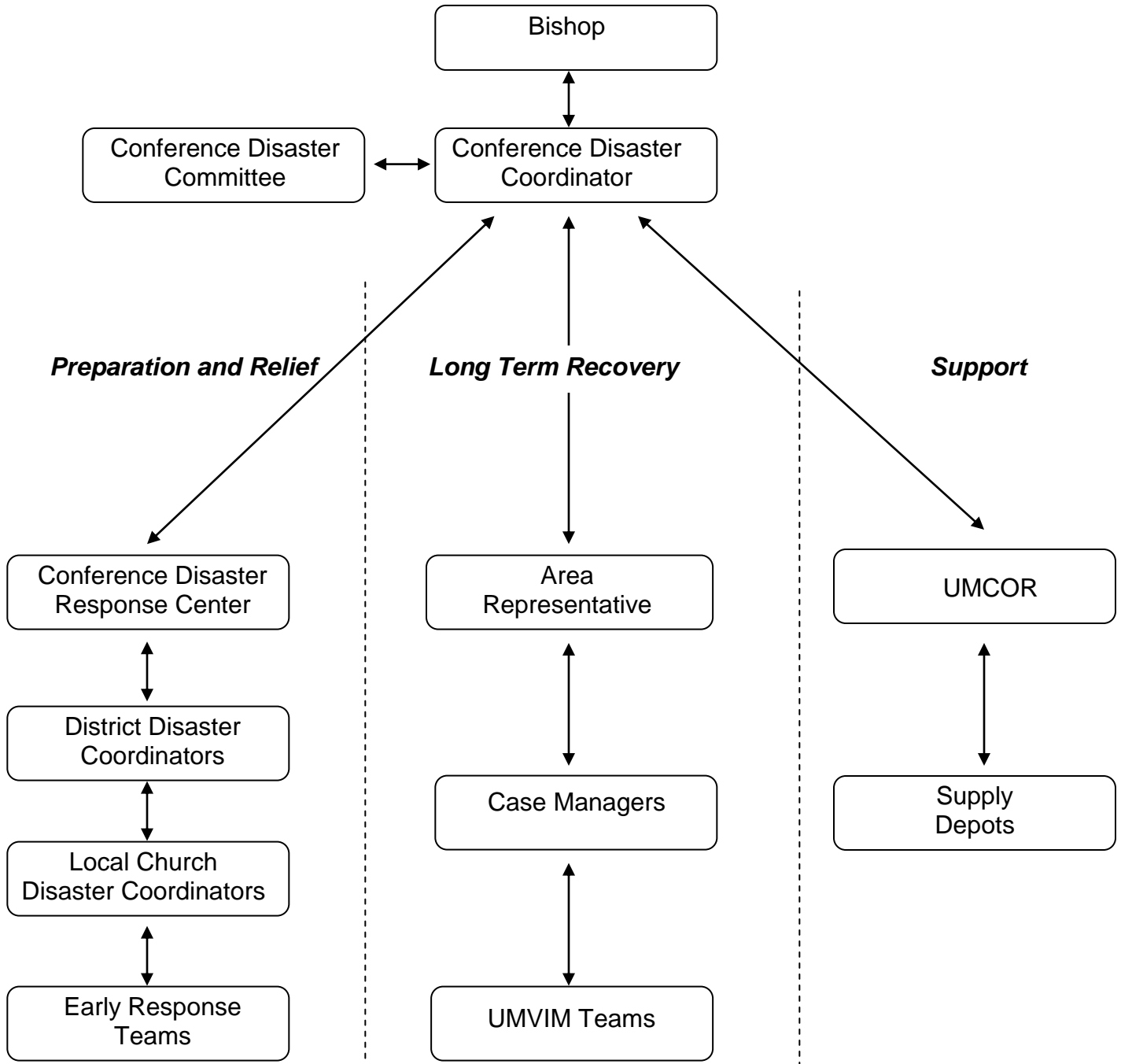
Conference Disaster Response Committee (CDRC):

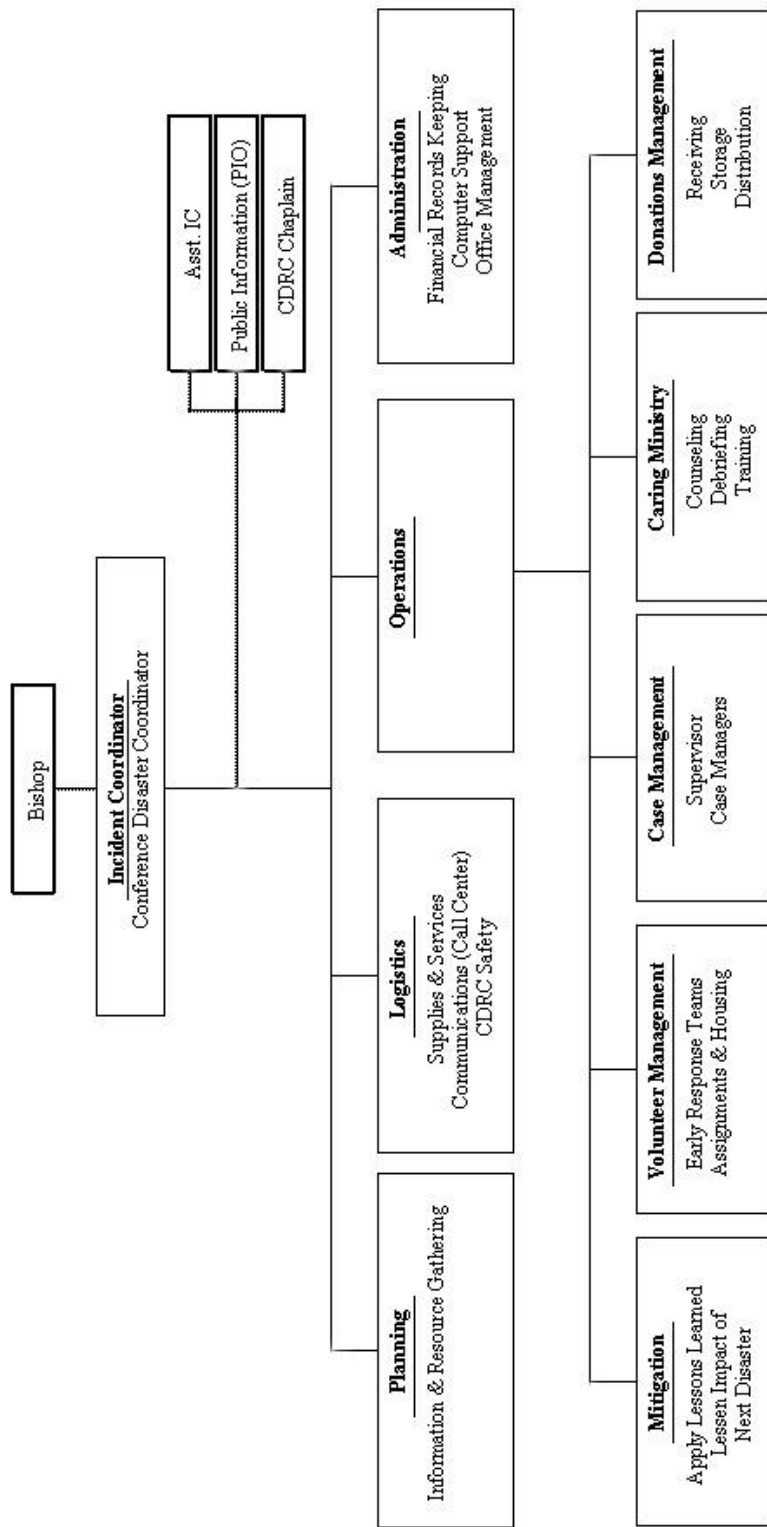
The Conference Disaster Response Committee manages and oversees administrative issues of disaster preparation and response for the conference leadership team. This includes:

- Overseeing the development and implementation of policies and procedures for disaster response in the California-Nevada Conference;
- Establishing short term and long term strategies for disaster response, including guidelines for the role of the conference and local churches in long term recovery and determining if advocacy is needed at the state level;
- Administering the grant process, including grant criteria, approvals, accountability structure and audits;
- Identifying conference staff needs.

The Conference Disaster Coordinator serves as the chair. District Disaster Coordinators and others representing either disaster response expertise or regional representatives sit on the committee. Regional representatives serve as the “eyes, mouth and ears” helping to interpret the work of the committee to local pastors and laity and can perform the initial on-site assessments of their area as soon as possible after disaster strikes. Conference staff represented on this committee should include a fiscal officer, a communicator and a cabinet representative. They need not serve actively on the committee, but need to be involved and informed.

CA-NV CONFERENCE DISASTER RESPONSE ORGANIZATIONAL CHART





**Conference Disaster Response Center Organizational Structure
(Full-scale Operation)**

District Disaster Coordinators:

These persons are responsible for coordinating response and recovery efforts in their areas following an event. They are to be a Christian presence in the disaster area, do an initial assessment of the disaster area, initiate and activate (with the District Superintendent) the United Methodist response. They are also responsible for training local churches.

Everyone is involved!

Each person in a disaster prone area should be aware of the preparations needed:

Inform – Prepare – Protect.

Inform yourself, your family and your neighbors,

Prepare yourself, your family and your neighbor,

Protect yourself, your family and your neighbor.

If we each prepare not only for ourselves but for our neighbors as well, there would ideally be no one left vulnerable to a disaster except by choice or the unexpected disaster. Local county governments can assist in your planning. *Prepare for yourself, your family and your neighbor for 72 hours. Do not expect outside help (in the most severe disasters) for at least three days.*

Preparing the Congregation for Disaster Response

Establishing a Disaster Planning, Preparation and Response Committee

Local churches have been asked to identify a Disaster planning, preparation and response committee. Each pastor may approach this step as they need to. Some pastors may appoint only a Church Disaster Coordinator, relying on this coordinator to identify and appoint the committee members, while other churches/pastors may appoint key persons to the committee, allowing the committee members to appoint a coordinator.

This chapter is designed to help churches/pastors and/or the designated disaster coordinator work through the steps of setting up a Disaster Committee in each church and/or school. It will help them make decisions such as who should be involved in preparing the church for different types of disasters and how to tap already existing resources in the church. It also will help them determine what role the church will play in serving the community before, during and after a disaster has occurred.

Appointing Committee Members

The first step in developing a Disaster Plan is to establish a Local Church Disaster Committee. Keeping the initial committee to 6 to 10 members may facilitate functionality. The first step in this process is to identify a *Local Church Disaster Coordinator*. This person will be an independent decision maker with the authority to make quick decisions in the event of a disaster. The Local Church Disaster Coordinator should NOT be the pastor, but having a member of the staff or the trustees is recommended. The Local Church Disaster Coordinator should have access to keys for the facilities and an intimate knowledge of the facility layout and community. This person should be FLEXIBLE, detail oriented, self motivated, able to work well with many persons in difficult situations, and is able to work nearly or full time during a disaster. The role of the Church Disaster Coordinator is crucial for preparing a disaster plan, coordinating services during a disaster, participating in the local VOAD/COAD and/or Long Term Recovery program year round, helping the church to decide what its role will be during a disaster and coordinate training for that role. The Church Disaster Coordinator will meet with the District Disaster Response Coordinator and other Church Disaster Coordinators to establish roles and responsibilities during a disaster. The Church Disaster Coordinator is the point person during a disaster and might not be the person with the time to actually chair the committee due to the intensity of the work during a disaster. The chair of the committee will be coordinating the planning process. The Church Disaster Coordinator will work very closely with the Volunteer Coordinator.

The *Volunteer Coordinator* is a key position in disaster planning and response. The role of the Volunteer Coordinator is to develop a plan for recruiting, training, supervising, organizing, logging hours of, and recognizing volunteers. The Volunteer Coordinator will collaborate closely with the Conference Storm Recovery Center during a disaster.

Other members of the Local Church Committee may include staff members, trustees, admin-team, youth, and representatives of service groups. Especially valuable are those who have prior disaster response experience. Additional roles that need to be filled are: chairperson, vice-chair, donations manager, secretary/records keeper, and fundraising coordinator. The building manager/trustees chair could be assigned supervision of all facility preparation before a known disaster strikes. This does not mean that he/she will perform all necessary tasks; instead, this person will serve as the lead contact for those types of activities in an emergency. Additionally, staff should be assigned to operate the phones to inform parents/church visitors about emergency situations, evacuation of the building, protections of archival records, backing up of hardware/software, etc. It is also important to decide the length of a term for members of the committee. Remember that this can be a high stress job during disasters and experience is valued, however due to the stress, members may need to rotate out more often, and all members should have back up people to do their job if they are unable to respond in the wake of a disaster.

Questions for the committee to consider:

- How does the committee fit into the existing structure of the church? Make sure that the committee supports the missional statement of the church.
- How will the church respond to people in need who are not members or constituents of the church?
- How will the church respond to areas outside the geographic boundaries of the church?
- How will the church partner with other churches or faith based groups in the community?
- How does the church plan fit into the District and city/county Disaster Plan?

Once the committee is established, it is important to validate its existence by announcing to the church that the committee is formed and ready for action. An excellent way to do this is in a commissioning service.

Meetings & Committee Discussion

It is recommended that the Local Church Disaster planning, preparedness and response committee meet once a month.

It is important to be realistic in planning for and protecting the community, church body and facilities. It is impossible for one church to “do it all” during a disaster. In fact, if the church is not in sync with the District Disaster Plan and City/County Disaster Plan, it may well impede the process of recovery, even with the best of intentions.

It is useful to recognize that many churches have historically participated in disaster relief activities (i.e. cleaning out homes after floods, cooking food for disaster survivors, distributing donated non-perishable foods and baby items, distributing water and ice, providing for emergency expenses, etc.) in informal ways.

Before a church can make logical decisions to determine what procedures and actions they will put into play during and following a disaster, there must first be a determination of what disasters are likely, as well as their frequency, severity and impact. Complete this threat assessment list.

THREAT ASSESSMENT

Use the lists on the following two pages to help assess the likelihood that the following threats might impact your church and community and to determine what the vulnerabilities are.

While some of the events listed may not be a direct threat to your church's physical property, they could place pastors, employees, church members and others in the community at risk. Also, some of these disasters in another area can cause secondary problems in your area; i.e. people fleeing a large metropolitan area can overwhelm the resources of an outlying community. The impact of a disaster is not always immediate or direct.

Having thought about which disasters could occur and what their frequency, severity and impact may be and where your vulnerabilities lie, which ones do you need to plan for and will the plan for all be the same? We do not recommend "event specific" plans, i.e. a flood plan, an earthquake plan, et cetera, but instead recommend that you develop an all-inclusive disaster plan and include the specific tasks required for specific events in your procedures developed in support of the plan.

How can your church help counteract the results of these disasters? We have looked at the disasters and chosen which ones are most likely to have an effect on our operations, but we haven't looked at the most common results of each of the disasters. As you read through the list of problems likely to result from a disaster, jot down notes about how likely your church facility, congregation and community is to face the problem and how severe the impact will be. From those notes you can start to determine what actions to take to counteract the event.

EARTHQUAKE

- Structural Damage to Buildings:
 - broken windows
 - building collapse
 - T bar ceiling collapse
 - light fixtures fall
 - doors jammed shut
 - loss of life or injuries

- Non-Structural Damage Inside Classrooms and Offices:
 - fallen cabinets
 - four drawer files
 - TVs
 - aquariums
 - bookcases
 - rolling carts/pianos
 - computers
 - books and binders
 - loss of life or injuries
- Transportation Issues:
 - Collapsed overpasses and bridges
 - Damaged roadways
 - Gridlock
 - Parents/guardians cannot reach schools
- Communication Issues:
 - Loss of phone service
 - No way to notify parents/guardians
- Power Issues:
- Loss of electrical services:
 - No power for lighting
 - If on a well, no water
 - Drinking
 - Sanitation
 - First Aid
 - Fire Suppression
 - Traffic lights not functional leading to potential accidents and congestion
- **Liquefaction:**
 - Structural damage to buildings and roadways
 - Buried tanks float to the surface
 - Objects may sink into the soil
 - Pipelines may sustain breaks

WINTER STORM

- Slow-rise flooding of major rivers
- Flash floods
 - Mudslides and Debris Flows
 - Stream and Creek Flooding
- High Coastal Surf
 - Coastal Erosion
- Snowstorms
- Power Disruption
- Freeway and Surface Roads Flooding

- Loss of Life or Injuries
- Possible Mold Contamination

FLOOD

- Flash floods
- Slow-rise flooding of major rivers
 - Mudslides and Debris Flows
 - Stream and Creek Flooding
 - Street and Highway Closures
 - Loss of Life or Injuries
 - Water System Contamination
- Property Damage to Homes
 - Damage to Sheet Rock, Insulation and Wiring
 - Loss of Furniture and Appliances
 - Reduction in Property Values
 - Possible Mold Contamination

LANDSLIDE

- Street and Highway Closures
- Destruction or Property Damage to Homes
- Extended Evacuations
- Loss of Life or Injuries
- Reduction in Property Values

HAZARDOUS MATERIAL INCIDENT

- Road, Air and Water Contamination Potential
 - Long Term Contamination
 - Short Term Acute Symptoms
 - Long Term Chronic Symptoms
 - Loss of Life or Serious Injuries
- Evacuations of Entire Neighborhoods or Communities
- Contaminated Waste Sites
- Illegal Disposal

TRANSPORTATION ACCIDENT

- Air crash
 - Impact on School Site
 - Impact in Neighborhood
 - Hazardous Material Release
 - Blocked Roadways for Emergency Responders
 - Loss of Life or Injuries in Aircraft and on the Ground
- Train Derailment
 - Hazardous Materials Release
 - Loss of Life or Injuries

- Trucking Incident
 - Hazardous Materials Release
 - Impact on School Site
 - Impact in Neighborhood
 - Blocked Roadways for Emergency Responders
 - Loss of Life or Injuries

WILDLAND/URBAN INTERFACE FIRE

- Loss of Life or Injuries
- Loss or Damage to Structures
 - Property Damage to Homes and other Facilities
 - Long Term Evacuations
 - Reduction of Property Values
- Blocked Roadways
- Long Term Erosion Problems Resulting

DAM FAILURE

- Flash Flooding Downstream
 - Damage or Destruction of Homes
 - Loss of Life or Injuries
- Slow-rise Flooding in Inundation Area
 - Property Damage
 - Damage to Roadways
 - Transportation Disruption
 - Other Effects as in Flooding Section

EXPLOSION

- Property Damage
- Loss of Life or Injuries
- Communications Disruption
- Public Utilities Disruption
- Transportation Disruption
- Possible Hazardous Materials Incident

TERRORISM (INCLUDING SHOOTER IN FACILITY)

- Loss of Life or Injuries
- Chemical/Biological Contamination
- Long Term Emotional Issues
 - Short Term Acute Symptoms
 - Long Term Chronic Symptoms

CIVIL UNREST

- Loss of Life or Injuries
- Property Damage

- Transportation Issues

NATIONAL SECURITY EMERGENCY

- Assassinations
- Nuclear/Radiological Attacks
- Chemical/Biological Attacks
- Disruption of Essential Services
 - Electrical Outage
 - Communications Outage
 - Destruction or Blockage of major roadways
- Long Term Emotional Issues
 - Short Term Acute Symptoms
 - Long Term Chronic Symptoms

RADIOLOGICAL EVENT

- Roadway
- Railway
- Air

TSUNAMI

- Loss of Life or Injuries
- Property Damage to Roadways, Schools, Homes and Businesses
- Mass Evacuations

ROUGH

- Economic Losses
- Agriculture Losses
- Reduction of Property Values

PANDEMIC INFLUENZA

- Estimates in one rural Northern California County (Sonoma):
 - 329,000 Infected,
 - 1,600-5,500 Deaths
 - 65,800-164,500 Severe Illnesses,
 - \$3 billion in Economic Losses
- Mass Illness Overwhelming Medical Facilities
- Closure of Businesses, Government Facilities, Schools
 - Closures could exceed 2 months and involve several waves/cycles.
- Closure of other Public Meeting Places
 - Theaters, Restaurants, Sporting Venues, Retail Businesses Closed
- Disruption of Mass Transportation Services
- Airport Closures Throughout the Region, Nationally and Possibly Worldwide
- Bus Service Discontinued
- Disruption of Worldwide Trade and Commerce

Disaster Preparations: Before, During and After Before a Disaster

Disaster preparation activities include two paths:

- First, helping prepare the church body and facilities for disasters
- Second, helping the families in our community to be better prepared for a disaster

This section of the workbook provides questions that will prompt you to think about preparation/mitigation activities that can be undertaken to make your church and your community more disaster prepared and resilient. The term “the church” means your church!

Remember: Informed + Prepared + Protected = Able to Recover!

Recently the media has reported on numerous disasters from wild fires to earthquakes that have impacted California and Nevada. Thinking of those disasters as a guide, imagine one that could happen in your area as having happened. With that in mind, think about your church’s current level of preparedness and ability to provide community outreach. This will aid in determining your church’s most important steps to be taken before, during and after a disaster occurs.

Start by examining your preparedness **before** a disaster occurs. For instance: if you have day care, does the church have procedures in place that communicates special instructions or announcements to parents regarding their children during a disaster? Does the church office take any measures to protect important church documents from being damaged by earthquake or fire? Are all digital files backed up and stored off site?

List preparations that the church currently takes and should take to prepare for a disaster such as phoning vulnerable parishioners to make sure they are prepared for an impending disaster, boarding up windows, enabling staff members to care for their families, et cetera.

Current: _____

Should: _____

Now examine the church’s ability to respond **during** the disaster. What actions were taken that made surviving past disasters easier? If you can’t recall a past disaster, imagine one that was reported in the news media happening in your locale. What were the good things that should have taken place during the disaster for self-preservation and to prepare for actions after?

What problems were encountered at the church during disasters that need to be addressed?

Now think about the church's ability to respond **after** the disaster occurred. Is the pastor able to contact church staff after these events to check on the physical well-being of staff and their families? Does anyone check on the well-being of the pastor's family? How long does it take for the church to address the needs of the community? Is the church able to worship together on the Sunday following the event? List actions which should be taken that facilitate a quick response to the disaster by the church.

Keep a list of current church staff up to date and accessible in the event of a disaster. If there is not one already available, create a chart of church staff with emergency contact numbers. Be sure to include volunteers who may be in charge of various programs as part of the chart since they are an integral part of church activities.

Who are the people that should be on the chart to be contacted in an emergency?

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A call from the pastor or disaster coordinator initiates the phone-calling process. Instruction should be precise and limited to simple and straightforward information.



Land lines and cell phones often do not work immediately following a large scale disaster as lines and towers may be damaged or taken over by emergency response agencies. What other means of communication are feasible?

Details such as offsite meeting areas are established prior to activating the phone tree. Do not waste valuable time and energy immediately after a disaster debating where to meet if the church is inaccessible. Have this planned out ahead of time.

Using the preceding chart, assign each staff member the names of two or three other staff members that they are responsible for calling in the event of an emergency. Make sure that each staff member has access at all times to an employee roster as well as a copy of the phone tree. Include cell phones.

Draw a basic phone tree for your church:

The threat assessment identified which particular disasters could affect the church. Now look back over the past 20 years and make a list of all disasters or emergency situations that have impacted the community. Do not limit the list to natural disasters; non-natural disasters such as chemical leaks can be just as disruptive to the community.

List the disasters that affected the community over the past 10 years.

Other disasters may have affected the community prior to the past decade and the community may be vulnerable to other types of disasters that fortunately have not yet occurred (i.e. terrorism). Review the list of disasters in the Treat Analysis starting on page 20 and list any additional disasters that the church should focus on:

List the problems encountered in past disasters that made it difficult for the church to respond to the community or re-establish church activities. For example: no prayer services were available and the church was not open for people who came to pray, or the sanctuary was not safe to occupy and no alternate site had been planned for. If you are fortunate enough to have never had a disaster, develop a realistic scenario about one.

List outreach activities that the church can undertake after the disaster to help the community. Try not to be redundant with services offered by other organizations.

Identify additional activities, training, and ways to strengthen response in concert with the community effort after a disaster.

Disseminating and Documenting Information

It is important to make sure the church community is informed of the activities of the Disaster Committee. Churches with active disaster preparedness and response planning have often lamented that with each disaster they are ‘reinventing the wheel’ because of a lack of documenting actions done during past disasters, making it difficult to learn from past mistakes and successes. To keep the church informed and up-to-date on disaster planning, place articles in your church newsletter, make presentations to church social groups about how they can help and profit from your efforts and perhaps distribute a copy of the committee’s goals to the church and community groups.

How will your committee disseminate information about the disaster plan to the church and to community groups? How can you motivate folks and make them feel this is “their plan?”

During the entire disaster planning process it is important to keep records of the committee’s activities since the roles and responsibilities of the committee and its members may evolve over time. Information should include (but not be limited to) types of activities undertaken, not undertaken, and why. It is especially critical to keep a concise record of activities during and after a disaster so that future disaster relief efforts don’t need to be organized from scratch.

PLEASE NOTE: *No specific assistance information about individuals (such as addresses, names, financial information) may be publicly disclosed.*

During the various phases of a disaster, it is very important to keep track of all volunteer hours and turn those numbers into the county. Each hour donated during a disaster translates to Federal dollars for community recovery. In 2009 each volunteer hour was worth \$19.50 in reciprocal recovery money from the government to the community.

Disseminating Information

Many agencies such as The American Red Cross, Salvation Army, city fire departments and your county Office of Emergency Services offer printed material and training for informing and preparing the community. You may also contact your District Disaster Coordinator or Conference Area Representative for information on training.

List ways to distribute disaster preparedness information to the church and community:

Receiving and Giving Proper Notification during a Disaster

This section provides information to assist in making decisions about who is responsible for responding to disasters and how disaster notifications are made.

It is important to provide warning whenever possible for any type of emergency/disaster that could affect the church and community. Most churches have landline telephone service, and that is backed by cellular phones, even if they are the staff's personal cell phones. In addition, many churches have the ability to communicate with their members by e-mail, and some may have church members with ham radio support in the event that the phone lines and cellular towers are down.

How will the staff notify the church Disaster Response Team that a disaster is imminent?

The following are recommended basic steps to take once a warning is issued:

1. Whoever receives the initial warning immediately notifies the pastor then the rest of the church staff. (Make sure you have an updated phone tree in place.)
2. Based on the warning, the pastor activates the disaster plan, as appropriate.
3. After an initial briefing, staff members inform all persons on site of the potential disaster.
4. Disaster Team members report to the assigned disaster response location.
5. In the event of a potential or actual evacuation, the incident coordinator implements plans for evacuation based on the emergency situation.

6. The church office is responsible for developing and maintaining the up-to-date emergency contact list for the church.

Determine Response Center Location

It is important to decide before a disaster strikes what location will serve as a central area of decision making, your disaster response center. List the location of a meeting place and what steps you need to take to make it workable.

The Basics of Evacuating

Most disaster plans and/or procedures provide information about how to prepare for the disaster but fall short of providing basic information about evacuation procedures. Also, actions are radically different between a short-term evacuation, such as evacuating when a fire alarm sounds and returning as soon as it is safe; and a long-term evacuation such as the result of a building collapse following an earthquake and not being able to re-occupy the building for months, if ever. Evacuating the church on a weekday may not be difficult if your office staff are the only ones affected. It may be far more difficult however, if you need to evacuate a day-care center full of children or evacuate the pastor's residence. Below are recommendations to help you develop an evacuation plan for your church. If your church already has evacuation procedures, examine them now.

Short-term Evacuation:

- Have an evacuation plan that everyone (staff, teachers, volunteers, etc.) knows about and has practiced.
 - Have an established signal to evacuate
 - Map evacuation routes out of the buildings
 - Establish safe and secure gathering places outside
 - If you are sheparding groups of children, have the means to know who should be in your group outside
 - Have a means of coordinating your group's status with the person in charge, reporting missing or injured children, etc.

- Maintain control over people so they do not interfere with emergency responders or re-enter unsafe areas
- Have an established signal to indicate that it is safe to re-enter the facility

Long-term evacuation when there is time to prepare:

- Inform the District Office of your intention for a long-term evacuation of the facility.
- Examine emergency supply lists; make sure that all supplies needed are packed in boxes and ready to transport.
- Make sure that all essential church records are packed in boxes and ready to transport.
- Make sure that transportation is available.
- Take appropriate steps to secure the facility after the last person has left.

After a Disaster: Re-entry into the Facility

The pastor should be the person responsible for authorizing re-entry into the church. Re-entry should occur only after:

- The pastor has been assured by emergency service authorities in the event of a short-term evacuations, or
- In the event of a long-term evacuation, the pastor has been assured by emergency service authorities, the Conference insurance carrier and/or local contractors, that the safety of the church has been restored.

Designated staff members and/or church volunteers should form a damage assessment team to:

- survey the church after a disaster,
- report findings to the pastor, and
- ensure that timely and accurate information about the facility is recorded.

Identify the members of your church damage assessment team:

Damage and needs assessments as well as injury reports should be compiled by the team and provided to the District Disaster Coordinator or Area Representative from the Conference Disaster Response Center, and appropriate information should be submitted to your church’s insurance carrier, who is:

Berger & Jones (Conference Carrier) phone: 1-800-852-4375

Other (name) _____ (phone) _____

Working out what your church can do

Making the right choice

One of the choices that must be made is to determine what your church facility and congregation can support as your part of the ministry of caring. In a disaster we all must be prepared to face the fact that we cannot do everything that needs to be done for the betterment of all. It simply can't be done, even though our hearts cry out for those with unmet needs. What we can do though, through good research and planning, is to do the greatest good within our means for the greatest number of people. Compassionate ministry not only means joyful caring, it also requires us to face reality and make some hard choices.

Existing activities

Recognize which activities are already taking place at the church, assess their utility, and include them in the formal plan.

List existing programs within your church that may be useful in disaster response (i.e. a home repair program for senior citizens or UMVIM teams organized to help in other areas):

Partnering with the Community

PLEASE NOTE: *If your church is not certified as an official American Red Cross emergency shelter and your personnel are not trained in shelter management, you **MAY NOT** use your church as an emergency shelter. The Conference insurance does not cover this activity. This does not preclude the church from housing UMVIM teams and other emergency service volunteers during the recovery phase.*

There are probably many things that are within your means to do, but if you strive to do the greatest good for the greatest number, you must partner with the community to find what the need is. There are many organizations that have been providing disaster care for many years, and they do it well. You should not try to duplicate their efforts. We need to be enablers of their efforts and seek to find what needs are unmet in the community. Once the unmet needs are determined, look into what it would take to fulfill each one and see if something is there that not only could be accomplished by your congregation but also would light a fire in their hearts. Beside the ability to do something, to do it well you need motivation.

Before looking at other organizations, what are some of the activities or roles you think your church can do following a major disaster? What about them will spark a fire in the congregation?

Activity	Motivation
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

If there is nothing within your means to fulfill in your community's list of unmet needs, then consider partnering with another organization to supplement and enhance their efforts.

Roles and Services of Voluntary Agencies

How do you determine what is already being done in the community? Look at the existing community organizations that are active in disasters in your area and see what they provide. Talk to local emergency management people and ask about recent disaster history to learn what needs there are. If there is a local VOAD group (Volunteer Organizations Active in Disasters), become a part of their organization to learn about the needs.

Here is a list of the roles and services that are needed in a disaster and the organizations that fulfill those needs.

Roles/ Services	Emergency Management Phase In Which Roles/ Services Occur	NVOAD Member Agencies Who Provide Roles/Services
<p>Advocacy: Some voluntary agencies work on behalf of disaster victims (particularly those with special problems such as a single parent families with limited resources, the disabled, and older persons) to obtain needed resources and services (e.g. home, health care, translation services, meals on wheels). Voluntary agencies may also act as advocates for change by representing the needs of the community to local and State governments.</p>	<p style="text-align: center;">Mitigation</p> <p style="text-align: center;">Preparedness</p> <p style="text-align: center;">Response</p> <p style="text-align: center;">Recovery</p>	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ Christian Disaster Response ✓ Christian Reformed World Relief Committee ✓ Church of the Brethren Disaster Response ✓ Church World Service Disaster Response ✓ National Organization for Victim Assistance ✓ The Phoenix Society for Burn Survivors ✓ The Salvation Army
<p>Bulk Distribution: Some voluntary agencies purchase and distribute basic commodities in bulk that are not readily available at the time of need. These may include but are not limited to, food, water, health and sanitary needs, baby and childcare products, medicines, and bedding. These supplies cannot be purchased locally because stores and other merchandising outlets are</p>	<p style="text-align: center;">Preparedness</p> <p style="text-align: center;">Response</p> <p style="text-align: center;">Recovery</p>	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ The Salvation Army ✓ Adventist Community Services ✓ Friends Disaster Services ✓ Lutheran Disaster Response ✓ Volunteers of America ✓ World Vision

closed due to the disaster.		
Case Management: Some voluntary agencies help individuals complete the documentation that is required for assistance and then assist in tracking that documentation through the Resource Coordination Committee Process.	Response Recovery	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ The Salvation Army ✓ Catholic Charities USA Disaster Response ✓ National Organization for Victim Assistance ✓ The Phoenix Society for Burn Survivors ✓ The Salvation Army

Roles/ Services	Emergency Management Phase In Which Roles/Services Occur	NVOAD Member Agencies Who Provide Roles/Services
Childcare: Some voluntary agencies establish and professionally staff temporary childcare centers for victim of disaster as they deal with reorganizing their personal affairs.	Response Recovery	<ul style="list-style-type: none"> ✓ Church of the Brethren Disaster Response ✓ Southern Baptist Disaster Relief
Clean-Up and Rebuilding: Some voluntary agencies help individual's clean-up, repair, and rebuild their homes damaged by the disaster. These voluntary agencies often work with private business to encourage the donation of needed building materials.	Mitigation Preparedness Recovery	<ul style="list-style-type: none"> ✓ Church of the Brethren Disaster Response ✓ Christian Reformed World Relief Committee ✓ Friends Disaster Service ✓ Lutheran Disaster Response ✓ Mennonite Disaster Services ✓ Nazarene Disaster Response ✓ Southern Baptist Disaster Relief ✓ UJA Federations of North America ✓ United Methodist Committee on Relief
Community Disaster Education: Some voluntary agencies are involved in community disaster education. For example they	Mitigation Preparedness	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ National Emergency Response Team ✓ The Salvation Army

distribute pamphlets and give presentations to community groups on how to prepare for disaster or they send speakers to talk with school children.		
Community Outreach: Some voluntary agencies contact individuals and organizations, such as local businesses and churches, to educate them about the local disaster relief operation, the existing, damage, and the possible ways they can support the relief effort.	Mitigation Preparedness Response Recovery	<ul style="list-style-type: none"> ✓ Adventist Community Services ✓ The American Red Cross ✓ Church World Service Disaster Response ✓ The Salvation Army
Counseling: Some voluntary agencies provide individual and family counseling and emotional support.	Response Recovery	<ul style="list-style-type: none"> ✓ Adventist Community Services ✓ The American Red Cross ✓ Church World Service Disaster Response ✓ UJA Federations of North America ✓ United Methodist Committee on Relief ✓ Volunteers of America ✓ Ananda Marga Universal Relief Team ✓ National Organization for Victim Assistance ✓ Catholic Charities USA Disaster Response ✓ Lutheran Disaster Response ✓ The Phoenix Society for Burn Survivors
Damage Assessment: Some voluntary agencies physically review area affected by disaster in order to assign a value that can be used to estimate resources required for rebuilding or reconstruction.	Response	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ Christian Disaster Response ✓ The Salvation Army
Debris Removal: Some	Response	<ul style="list-style-type: none"> ✓ Church of the

<p>voluntary agencies provide debris removal such as mucking out and cutting and clearing trees from entryways.</p>	<p>Recovery</p>	<p>Brethren Disaster Response ✓ Church World Service Disaster Response ✓ Lutheran Disaster Response ✓ Mennonite Disaster Services ✓ Southern Baptist Disaster Relief ✓ United Methodist Committee on Relief</p>
<p>Disaster Planning: Some voluntary agencies work with communities before the disasters occur to help them take steps to minimize the effects of disaster and prepare</p>	<p>Mitigation Preparedness</p>	<p>✓ Adventist Community ✓ The American Red Cross ✓ Lutheran Disaster Response ✓ Points of Light Foundation ✓ The Salvation Army</p>
<p>Donations and Management: Many agencies have their own internal systems for donation management for both cash and in-kind donations. These systems address, receiving, transporting, warehousing and distributing donations during disasters. The voluntary agencies also work collaboratively with government agencies to address unsolicited donations</p>	<p>Preparedness Response Recovery</p>	<p>✓ The American Red Cross ✓ Adventist Community Services ✓ The Salvation Army ✓ Second Harvest National Network of Food Banks ✓ United Methodist Committee on Relief ✓ World Vision</p>
<p>Elder Care: Some voluntary agencies provide a variety of support advocacy, casework, counseling, and entertainment to the elderly population.</p>	<p>Preparedness Response Recovery</p>	<p>✓ Catholic Charities USA Disaster Response ✓ Lutheran Disaster Response ✓ Christian Reformed World Relief Committee ✓ Church World Services Disaster Response</p>

		<ul style="list-style-type: none"> ✓ United Methodist Committee on Relief ✓ The Salvation Army
<p>Emergency Repairs: Some voluntary agencies provide funds, staff, equipment, or tools to make emergency repairs to homes immediately following the disaster (e.g., placing tarps on roof to avoid further damage to the home).</p>	Response	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ Christian Reformed World Relief Committee ✓ Friends Disaster Service ✓ Lutheran Disaster Response ✓ Mennonite Disaster Services ✓ Southern Baptist Disaster Relief ✓ United Methodist Committee on Relief ✓ The Salvation Army
<p>Emergency Assistance: Some voluntary agencies provide emergency assistance immediately following a disaster including food, clothing, shelter, cleaning supplies, comfort kits, first aid, and medical care.</p>	Response	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ Catholic Charities USA Disaster Response ✓ Christian Disaster Response ✓ Friends of Disaster Response ✓ International Relief Friendship Foundation ✓ Lutheran Disaster Responses ✓ National Emergency Response Team ✓ Volunteers of America ✓ The Salvation Army
<p>Financial Assistance: Some voluntary agencies provide financial assistance to local church councils including relief grants, financial aid, and long-term rehabilitation grants</p>	<p>Response</p> <p>Recovery</p>	<ul style="list-style-type: none"> ✓ Church World Service Disaster Response ✓ The Episcopal Church Presiding Bishop's Fund for World Relief ✓ Nazarene Disaster Response ✓ Lutheran Disaster Response ✓ Northwest Medical

		<ul style="list-style-type: none"> Teams International ✓ Presbyterian Disaster Assistance ✓ UJA Federation of North America ✓ United Methodist Committee on Relief ✓ The American Red Cross
<p>Financial Planning: Some voluntary agencies help disaster victims locate personal financial records, review their current financial situation and provide advice to help them recover from the financial effects of disaster.</p>	<p>Response</p> <p>Recovery</p>	<ul style="list-style-type: none"> ✓ Catholic Charities USA Disaster Response ✓ Lutheran Disaster Response ✓ The Salvation Army
<p>Funeral Services: Some voluntary agencies work with local mortuaries and mortuary associations for funeral services for families that have lost loved ones in a Disaster</p>	<p>Response</p> <p>Recovery</p>	<ul style="list-style-type: none"> ✓ The Salvation Army ✓ The American Red Cross
<p>Health Care: Some voluntary agencies use trained volunteers to provide first aid and CPR to work in shelters and on disaster sites. They also identify local health care organizations that can provide assistance to disaster victims and relief workers.</p>	<p>Response</p> <p>Recovery</p>	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ Northwest Medical Teams International ✓ Ananda Marga Universal Relief Team ✓ The Salvation Army
<p>Identification: Some voluntary agencies help locate disaster victims and provide information to inquiring family and friends outside the impacted area.</p>	<p>Response</p>	<ul style="list-style-type: none"> ✓ The Salvation Army ✓ The American Red Cross
<p>International Services: Some voluntary agencies provide tracing services when individuals need to locate relatives outside the</p>	<p>Response</p> <p>Recovery</p>	<ul style="list-style-type: none"> ✓ Adventist Community Services ✓ Ananda Marga Universal Relief Team ✓ Christian Disaster

<p>United States in times of disaster. Voluntary agencies may also provide disaster relief assistance to foreign countries and coordinate assistance from foreign countries to the U.S. during disasters. For more information on international disaster relief, see www.Interaction.org.</p>		<p>Response</p> <ul style="list-style-type: none"> ✓ Christian Reformed World Relief Committee ✓ Church of the Brethren Disaster Response ✓ Church World Service Disaster Response ✓ Church World Service Disaster Response ✓ International Association of Jewish Vocational Services ✓ International Relief Friendship Foundation ✓ Mennonite Disaster Services ✓ Northwest Medical Teams International ✓ Presbyterian Disaster Assistance ✓ REACT International ✓ The Episcopal Church Presiding Bishop's Fund for World Relief ✓ The Salvation Army ✓ The American Red Cross ✓ United Methodist Committee on Relief ✓ United Methodist Committee on Relief ✓ World Vision
<p>Massage Therapy: Some voluntary agencies arrange for relief workers to have massages by trained and licensed therapist to help reduce stress.</p>	<p>Response Recovery</p>	<ul style="list-style-type: none"> ✓ Ananda Marga Universal Relief Team
<p>Mass Care: Some voluntary agencies provide a variety of mass care activities. Some of these activities include:</p> <ul style="list-style-type: none"> • Identifying and setting up shelter facilities 	<p>Response Recovery</p>	<ul style="list-style-type: none"> ✓ Adventist Community Services ✓ Ananda Marga Universal Relief Team ✓ Christian Disaster Response ✓ Catholic Charities

<ul style="list-style-type: none"> • Staffing shelters with skilled staff including feeders, registrars, mental health workers, and health care providers • Distributing food and other goods to the shelters • Feeding disaster victims (either in the shelter or through mobile feeding units). • Providing temporary shelter for disaster victims • Providing housing for disaster relief workers. • Rendering First Aid when necessary 		<p>USA Disaster Response</p> <ul style="list-style-type: none"> ✓ International Relief Friendship Foundation ✓ Lutheran Disaster Response ✓ National Emergency Response Team ✓ Southern Baptist Relief ✓ Volunteers of America ✓ The Salvation Army ✓ The American Red Cross
<p>Mental Health Services: Some voluntary agencies provide professional assistance to disaster victims and relief workers to alleviate mental stress and anguish caused either by disaster or the disaster relief operation</p>	<p>Response</p> <p>Recovery</p>	<ul style="list-style-type: none"> ✓ The Salvation Army ✓ The American Red Cross ✓ National Organization for Victim Assistance
<p>Mitigation Planning: Mitigation planning is a relatively new role for voluntary agencies. More and more, voluntary agencies are becoming involved in the mitigation phase of emergency management by doing such things as: rebuilding homes outside of flood zones, retrofitting building in earthquake prone zones, and educating families on mitigation measures in the home.</p>	<p>Mitigation</p>	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ Southern Baptist Relief
<p>Mobile Feeding: Where needed, some voluntary</p>	<p>Response</p>	<ul style="list-style-type: none"> ✓ The American Red Cross

agencies use mobile feeding units to serve hot meals to disaster victims and relief personnel on site.	Recovery	<ul style="list-style-type: none"> ✓ The Salvation Army ✓ Southern Baptist Disaster Relief
Organizational Mentoring: Some voluntary agencies work with local agencies, community based organizations, and non-government organizations that lack disaster experience to help them develop their abilities and respond effectively to the needs of disaster victims.	Mitigation Preparedness Response Recovery	<ul style="list-style-type: none"> ✓ The American Red Cross ✓ Christian Reformed World Relief Committee ✓ The Phoenix Society for Burn Survivors ✓ The Salvation Army
Pastoral Care: Many faith-based voluntary agencies provide spiritual counseling from clergy. People with serious personal problems are almost twice as likely to seek assistance from the clergy than other counselors. Spiritual problems such as lack of faith and discouragement are addressed through active listening and a supporting presence that communicates care and understanding.	Response Recovery	<ul style="list-style-type: none"> ✓ Adventist Community Services ✓ Catholic Charities USA Disaster Response ✓ Church of the Brethren Disaster Response ✓ Church World Service Disaster Response ✓ Lutheran Disaster Response ✓ Presbyterian Disaster Assistance ✓ Southern Baptist Disaster Relief ✓ The Salvation Army ✓ United Methodist Committee on Relief ✓ The American Red Cross
Pet Care: Some voluntary agencies focus on the care of animals during disaster including reuse, sheltering, and grieving services for people who have lost pets. They may also provide resources for different types of animal food.	Preparedness Response Recovery	<ul style="list-style-type: none"> ✓ American Humane Association ✓ American Kennel Club ✓ Canine Search and Rescue ✓ Humane Society of the US ✓ United Animal Nations ✓ Veterinary Medical

		Assistance Teams
<p>Radio Communication Services: Some voluntary agencies have licensed radio amateurs to provide emergency radio communication to fellow agencies and local government personnel who are responding to the disaster.</p>	<p>Preparedness</p> <p>Response</p> <p>Recovery</p>	<p>✓ The American Red Cross</p> <p>✓ American Radio Relay League</p> <p>✓ REACT International</p>
<p>Relocation Services: Some voluntary agencies help move individuals and families from damaged areas to shelter and other temporary or permanent housing facilities.</p>	<p>Response</p> <p>Recovery</p>	<p>✓ The Salvation Army</p>
<p>Resource Coordination: Before, during and after an emergency or disaster, voluntary agencies exchange information on the acquisition and use of personnel and material resources. This information helps provide for the effective and efficient allocation of resources and helps reduce duplication of services.</p>	<p>Mitigation</p> <p>Preparedness</p> <p>Response</p> <p>Recovery</p>	<p>✓ The American Red Cross</p> <p>✓ Adventist Community Services</p> <p>✓ The Salvation Army</p>
<p>Sanitation Services: Some voluntary agencies provide portable toilets, shower units, clean-up kits, comfort kits, or personal hygiene kits to disaster victims.</p>	<p>Response</p> <p>Recovery</p>	<p>✓ The American Red Cross</p> <p>✓ Church World Services Disaster Response</p> <p>✓ The Salvation Army</p>
<p>Special Needs: Some voluntary agencies assist in identifying population that has special needs (e.g., the elderly, disabled, or orphaned; a particular religious group with special dietary needs.)</p>	<p>Mitigation</p> <p>Preparedness</p> <p>Response</p> <p>Recovery</p>	<p>✓ All NVOAD Member Agencies</p>

<p>Technical Assistance: Some voluntary agencies provide telecommunications and management information systems support to the emergency management community.</p>	<p>Preparedness Response Recovery</p>	<ul style="list-style-type: none"> ✓ Church of the Brethren Disaster Response ✓ Church World Service Disaster Response ✓ International Association of Jewish Vocational Services ✓ The Salvation Army ✓ World Vision
<p>Training: Some voluntary agencies train community-based volunteers in major response and recovery activities and provide job skills training to disaster affected individuals</p>	<p>Preparedness Response Recovery</p>	<ul style="list-style-type: none"> ✓ All NVOAD Member Agencies
<p>Transportation Services: Some voluntary agencies provide transportation services for disaster victims, particularly individuals with special needs such as the elderly and physically disabled. Some of these voluntary agencies may also use their transportation means to bring donated goods from outside the disaster area to areas in need.</p>	<p>Recovery Response</p>	<ul style="list-style-type: none"> ✓ The Salvation Army ✓ Volunteers of America
<p>Voluntary Assistance: Some voluntary agencies provide trained volunteers to support response and recovery activities and coordinate spontaneous, unaffiliated volunteers.</p>	<p>Response Recovery</p>	<ul style="list-style-type: none"> ✓ International Relief Friendship Foundation ✓ Northwest Medical Teams International ✓ Presbyterian Disaster Assistance ✓ Points of Light Foundation ✓ The Salvation Army ✓ United States Service Command ✓ The American Red Cross
<p>Voluntary Services: Voluntary agencies provide many services to their volunteers some of which</p>	<p>Mitigation Preparedness</p>	<ul style="list-style-type: none"> ✓ All NVOAD Member Agencies

<p>include:</p> <ul style="list-style-type: none"> Recruiting and training volunteers Matching volunteers' skills to the needs of individuals and the community Providing housing and meals to volunteers Counseling volunteers to help relieve the stress of disaster operations Placing spontaneous volunteers within their organizational structure 	<p>Response</p> <p>Recovery</p>	
<p>Warehousing: Some voluntary agencies locate and set up central locations for storing and organizing donated goods including food, clothing, medical supplies, and building materials, etc.</p>	<p>Preparedness</p> <p>Response</p> <p>Recovery</p>	<ul style="list-style-type: none"> ✓ Adventist Community Services ✓ Christian Disaster Response ✓ The Salvation Army ✓ Second Harvest National Network of Food Banks ✓ Society of St. Vincent De Paul ✓ UMCOR

What agencies or organizations exist in your community? Talk to them and ask what disaster services they are prepared to provide in your community.

Organization	Services Provided
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Based on the list of what is already planned to be provided in the community, what functions or services are not being provided, or are not being provided to the expected level of need?

Now what do you think your church facility and congregation can best support as your part of the ministry of caring, and how do you start to fulfill that role? Be innovative!

Preparing People for Disaster Response

Vulnerable People in the Congregation and Community

Many persons in the congregation and the community have no one except the church to turn to in times of disaster. Before a disaster strikes, it is important to determine who these vulnerable people are so the church can establish outreach programs targeted towards helping them (all year long – not just in times of disaster).

Pastors can provide a list of those who receive communion at home and in nearby nursing facilities. Evangelism and outreach committees and church volunteers may know which persons are vulnerable. Vulnerable populations include elderly, disabled, non-English speakers, undocumented, deaf, speech impaired, children, single parents, medically fragile and those dependent on electrical medical support, isolated rural homes, homeless... and others.

The church may be able to identify neighborhoods that are high risk by utilizing information obtained from social service programs. Identify a representative or contact of the vulnerable population who will communicate with them if the church is unable to. It will take concentrated prayer, effort, time and commitment to establish trust with some vulnerable populations. Persevere!

Identify vulnerable institutions: hospitals, nursing homes, migrant camps, group homes, day cares, etc.

Inform, prepare, and protect yourself, your family and your neighbor. Unfortunately Disasters are familiar to many folks in California and Nevada. In the past few years, the Western United States has been impacted by flooding and drought, experienced damaging storms and wildland fires, and become aware of the threat of terrorism to the community as it grieved with the nation on September 11, 2001. Having experienced these disasters, we have learned that we can take some simple steps to inform, prepare and protect ourselves, our families and our neighbors. If we follow these simple steps we will be better situated to be more resilient and to achieve our new normal more quickly.

Register special needs persons who will need assistance in an evacuation with the County Office of Emergency Services and/or your city Fire Department.

Spiritual and Emotional Care

An individual, family or church response to a community hurting from a horrific disaster is one of the greatest gifts made. An appreciation and understanding of our connectedness to one another encourages many to see the suffering Christ among us and touch Him. National and human caused disasters can potentially harm the spiritual lives of direct and indirect survivors – those who have suffered loss through death or injury, lost property, witnessed a traumatic event, or assisted others in times of disaster.

In The United Methodist Church we are especially blessed to have The United Methodist Committee on Relief (UMCOR). This agency provides conferences with specialized training sessions, and one of the sessions is on Spiritual and Emotional Care or Caring Ministries. The material which follows is designed to give you insight into the kinds of care which one of these training sessions will provide. The Reverend Mary E. Hughes Gaudreau, LPC is an UMCOR Field Staff Consultant from the Oklahoma Conference Disaster Care Ministries (405-820-4069). She has designed training materials for persons who wish to begin a Care Ministry who will respond to disasters in their community. We are especially sensitive to a standard of care that must be maintained for those responding in the area of Spiritual and Emotional Care.

We support and extend the standards provided by Church World Service:

Points of Agreement

- We are called to this ministry by our common commitment to Christ and our desire to be faithful to Scripture in showing mercy, doing justice and walking humbly with our Lord. While we will refrain from using disaster as an opportunity for evangelization and proselytizing, we are nonetheless compelled to do this work out of our love for God, one another and those we serve.
- We celebrate the diversity of faith traditions and their varying expressions, while also recognizing the diversity of those who subscribe to no faith tradition. Our service delivery will, in coordination with others, reflect and respect this diversity.
- The training and credentialing/validation process administered either collaboratively or as individual denominations, will reflect an inclusive perspective for the provision of spiritual care. Training/education and experiential requirements help insure adherence to this Code of Conduct and enable the provision of appropriate spiritual care.
- The credibility of our efforts, collectively and individually, is dependent upon our adherence to the Standard of Care to which we have agreed. This document affirms our commitment that individuals and organizations will not benefit from the vulnerability and suffering of persons affected by disasters. All members are responsible to enforce these standards within our organizations.
- Our arena of response for spiritual care will engage disaster mitigation, preparedness, rescue, relief and long term recovery while acknowledging that some organizations may

be more active in certain areas of disaster ministry. In addressing all of these areas, we acknowledge the importance of a holistic broad based approach for spiritual care.

- We commit to maintaining open communication in working together to build a cross-organizational standard of care. We will consistently communicate to our respective internal and external stakeholders how disaster-affected persons can access suitable spiritual care with ease and comfort in any stage of disaster response.

Code of Conduct for Spiritual Care Providers

To uphold and advance the honor, dignity and effectiveness of disaster spiritual care and in keeping with high standards of competence and ethical conduct, we will adhere to, and are committed to the following in our disaster spiritual care programs:

Professionalism

- Providing appropriate care in line with our capabilities
- Providing correct information to those who seek our care
- Making only promises we can fulfill

An affirmative and respectful interfaith response

- Refraining from the distribution of unsolicited religious literature
- Refraining from all forms of proselytizing and sermonizing

Honest, fair, direct, and impartial behavior

- Offering spiritual care to all, regardless of gender, age, national origin, sexual orientation, religious tradition, or political belief
- Preserving the integrity and confidentiality of the information of and about others

Loyal and respectful service to a community impacted by disaster

- Respecting the various theologies, traditions, and values of each individual and faith group
- Valuing and respecting the variety of disciplines and capabilities present in the community
- Facilitating diverse participation in planning community services

Working within a coordinated response

- Respecting the variety of disciplines engaged in a holistic broad based approach to spiritual care (physical, psychological, emotional, intellectual and relational)
- Referring survivors to other services when it is beneficial, appropriate and accepted
- Carrying current credentials or validation from a sponsoring body

Standard of Care to be Expected by a Disaster Survivor

When disaster survivors encounter a spiritual care giver under our guidance, they may expect to:

- Receive, when possible, spiritual care from someone within their faith tradition
- Experience personal and professional integrity, truthfulness, honest, and diligence
- Receive objective, appropriate holistic counsel and experience a comforting presence
 - As a vulnerable person, to be protected from current and continued harm
 - When requested, receive support through advocacy for spiritual and emotional health, including resources to strengthen their lives
- Receive consistent spiritual care appropriate and sensitive to their faith beliefs and traditions
- Be free from unwanted gifts of religious literature or symbols; evangelistic and sermonizing speech; and forced acceptance of specific moral values and traditions
- Have their confidentiality respected
- Receive bona-fide and reputable referrals to professional services with appropriate expertise and skill

Providers of Spiritual and Emotional Care Trainings include:

- United Methodist Committee on Relief
- FEMA
- State mental health organizations
- Spiritual Directors
- Stephen Ministers
- Chaplains' Association
- VOAD partners
- Church World Service
- Denominational Groups
- Private practitioners
- STAR: Strategies for Trauma Awareness and Resilience

The following information is taken from the STAR website:

www.emu.edu/ctp/star_programs.html.

STAR is sponsored by the Eastern Mennonite University and Church World Service. This program provides training and resources to develop the capacity and resilience of religious and civil society leadership to transform conflict, build peace and security and support justice, through healing trauma within local, national and global communities. Traumatic stress can result when we experience or witness an event involving actual or threatened death, serious injury, or threat to the physical integrity of ourselves or others. Our usual ability to cope with, or respond to threat is overwhelmed. This can happen at physical, emotional and spiritual levels. Daily routine and the sense of safety and security

are destroyed along with the more visible destruction of homes, lives and jobs. Resilience is the capacity humans have to adapt, survive, and bounce back during or after hardship and adversity. Resilience comes from a mix of individual characteristics, grace, and social support. Although people impacted by trauma display amazing resilience, they still can benefit from a listening ear and helping hand.

How to Help each other

Information for family members and friends who experienced the same traumatic event or critical incident:

- Trauma symptoms, also called critical incident stress responses, can be physical, cognitive (thinking), emotional, spiritual, and behavioral.
- They can occur right at the scene, within hours, days, or even weeks.
- You and your loved ones may experience a variety of signs/symptoms of a stress response, or you may not feel any symptoms at this time.
- Suffering from the effects of critical incident stress is completely normal. Other persons are having the same or very similar reactions.
- Symptoms will often subside and disappear in a few days. Some may linger or reappear briefly for a week or more. Talk about what you are feeling and thinking. Listen as other friends or family talk. Listening and talking help to heal the trauma.
- If the signs of stress you and your loved ones are experiencing do not begin to subside within approximately seven days, or if they intensify, consider seeking further assistance. Find a professional who understands trauma and how it can affect individuals.
- Dealing with trauma takes enormous energy. As soon as appropriate, return to normal routines, and do familiar things with your loved ones. This provides reassuring structure. Find the delicate balance between taking time to grieve, and affirming by your actions that life goes on.
- All phases of our lives overlap and influence each other: personal, professional, family, etc. The impact of trauma, or critical incident stress, can be intensified, influenced or lessened by personal, family, and other current issues. Other issues from the past may come up at this time – this is normal.

Courtesy of and adapted from Jack O'Brian Poe, D. MIN

*Chief of Chaplains, Oklahoma City Police Department and from International Critical Incident Stress Foundation, Inc. 10176 Baltimore National Pike, Unit 201 Ellicott City, MD 21042
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How to Help Family Members and Friends when you are NOT directly involved in the Traumatic Event:

- Encourage (but do NOT pressure) your loved one to talk about what happened and his/her reaction to it. Talk is the best medicine. Your primary “job” is to listen and reassure. Listen carefully. If they cry or tremble, assure them that they are now safe, and that their reactions are normal.
- You may not understand what your loved one is going through at this time, but offer your love and support. Don’t be afraid to ask what you can do that he/she would consider helpful.
- Provide help with everyday tasks like cleaning, cooking, caring for the family, and taking care of children.
- Give private time.
- Don’t take their anger or other feelings personally.
- If an event is upsetting to you and your loved one, children may also be affected. They may need to talk, too.
- Don’t tell the survivor that they are “lucky it wasn’t worse.” Traumatized people are not consoled by such statements. Instead, tell them you are sorry such an event has occurred and you want to understand and assist them.

Courtesy of and adapted from Jack O’Brian Poe, D. MIN

Chief of Chaplains, Oklahoma City Police Department and from International Critical Incident Stress Foundation, Inc. 10176 Baltimore National Pike, Unit 201 Ellicott City, MD 21042 Phone (410)750-9600 Fax (410) 750-9601 www.icisf.org Reprinted with permission.

Advice for Helpers going to Areas affected by Disasters

Do:

- Listen. Do not interrupt by telling them similar things that happened to you.
- Listen. Let them talk about what they experienced. Trauma healing requires time and opportunity to talk about it. The people affected by the hurricanes may not have had a chance to process past traumas and so do not be surprised if the conversation includes past events that were traumatic.
- Listening is important because it validates what is said. This does not mean you agree it was right or wrong, only that you understand this is what the person experienced. As such, listening helps in healing and moving forward.
- Debrief with your team. Stay in touch about what you see needs to be done.
- Be flexible – you cannot be sure what you plan to do will in fact work out.
- Laugh – appreciate the person’s humor as a sign of resilience, not avoiding or denying

- Learn about trauma (physiology, warning signs) – what it does to the body and mind, how it changes behavior. See the list of topics below that link to more detail.

Don't:

- Don't think you have to “fix it” or try to fix things: you can't.
- Don't think you have to have the answers.
- Don't use clichés or sugarcoat.
- Don't tread on emotions: let the persons you go to help have their emotions.
- Don't be the lone ranger: you need to stay in touch with your team and debrief.
- Knowing when YOU are getting overwhelmed is essential to your continuing effectiveness.

Common Reactions

The following chart is from the STAR website and describes normal reactions of people who have been through a traumatic incident such as a disaster. By being familiar with these reactions you can respond in more positive and helpful ways. Persons who experience traumas will have a wide range of reactions that are normal and common. You can help to heal the trauma by paying attention to these reactions and helping the person understand this is a *normal* reaction to a *difficult* situation. Listening is one important way to pay attention.

FEELINGS	THINKING	WHAT PEOPLE DO OR SAY	PHYSICAL	SPIRITUAL	WHAT YOU WILL SEE IN GROUPS
Fear, terror, anxiety	Confusion	Withdraw from or avoid usual activities	Thirst, dry mouth	Emptiness, loss of meaning	Apathy
Panic/paranoia	Nightmares	Pacing, restless, hyper-alertness, erratic movements	Vomiting, weakness	Doubt, anger at God	Silence; unable to talk with others
Anger, rage	Suspicious, overly sensitive	Emotional outbursts, suspicious of others	Chest pains, elevated blood pressure; rapid heart rate	Feeling unforgiven or punished	Denial about what is happening—unable to be truthful
Apprehension, depression, vengeful	Overly sensitive	Problems at work	Visual difficulties	Loss of faith in people	Isolated, lack of empathy; low energy and productive, inflexibility
Shame, guilt, sadness, grief, shock	Unable to concentrate or make decisions, “spacey”	Difficulty writing or talking	Nausea, diarrhea	Looking for magic	High rates of stress related health issues

Feeling helpless and/or hopeless	Very critical, blaming others	Excessive use of humor, changes in speech patterns	Shallow breathing; dizziness or faintness, chills sweating	Belief we have failed God or that God is powerless; crisis of faith	Intergenerational transmission of pain
Feeling numb	Poor problem-solving	Increased drug or alcohol use, domestic violence	Grinding teeth, headaches	Sudden turning to God	Spiritual growth, and wisdom
Irritability	Disorientated to time, place or person	Avoiding thoughts and feeling related to the traumatic event	Easily startled	Loss of direction, cynicism, apathy, alienated, mistrust	
Courage	Heightened or lowered awareness	Impaired sexual functioning	Fatigue, changes in sleep patterns, nightmares, inability to rest	Growth, deeper faith, resilience	
Feeling uncoordinated		Caring for others	Changes in appetite, stomach distress		

What Victims Want to Say to Clergy

A Collection of Feelings Expressed by Victims, by Dr. Richard P. Lord, Courtesy of Colonel Jack O'Brian Poe, Chief of Chaplains, Oklahoma City Police Department:

Don't explain

Don't explain as I cry out "Why", I know there is no rational explanation. My "Why" is more a longing for God to hold me in His arms and give me some comfort than it is a question I want answered. I don't want you to try to give me answers. What has happened is absurd. It is surely not as God intended life to be. It doesn't make sense. God didn't cause it. It could not have been God's will.

Therefore, let us together try to explain the cause of the tragedy as factually and honestly as possible. I want God and you, as my spiritual leader, to be companions who will stand with me in my longing, not sources of explanation. Don't take away my reality.

My pain seems unbearable to me and yet, in light of what has happened, it feels right that I should be in pain. I know it is uncomfortable for you. I know you want to take it away, but you can't, so please don't try. The pain is a sign to me of how much I have loved and how much I have lost. If I have doubts, if I am angry, understand that these are normal reactions to a very abnormal situation. I will not always be like this, but I am now. These are my feelings. Please respect them.

Help me deal with forgiveness with integrity

Understand that if my faith is important to me, I will struggle with this issue of forgiveness. I will remember all the times I've been told that I must forgive. And yet, something deep within me resists forgiving someone who has not even said, "I am sorry."

I wonder if I am the appropriate one to forgive the person who harmed or injured someone I love. I don't feel obligated to forgive. I don't even feel that I have the right to forgive under these circumstances. But yet, I feel uncomfortable in my resistance to forgive.

I am also troubled by the difference between forgiving and forgetting. I desperately want my loved one who has been killed or injured to be remembered. I resist anything that threatens the memory of one who has died. Therefore, even if I do decide at some point that I can honestly and with integrity offer forgiveness, please don't ask me to forget what happened. It is impossible to forget, and, to me, it is very undesirable as well. Even Jesus said, "Remember me" when He was dying on the cross.

Understand that forgiveness is far more than just saying three words, "I forgive you." If I say the words, they must be true. I must speak them from the depths of my very soul with absolute integrity. Don't push me to say the words just to satisfy you. I can only say them if I come to really mean them.

Stay close

Just as a one-year old child learns to walk with someone close by to steady him when he stumbles, stay close enough so I can reach out and steady myself on you when I need to. Understand my need to grieve, my need to withdraw, my need to agonize, but remind me that you're there to lean on when I want to share my pain.

Remember me...for a long time

This loss will always be a part of me. I'll need to talk about it for years to come. Most people will be tired of hearing about it after a period of time. Be the person who will invite me to share my feelings about this after others have moved on to other concerns. If my loved one has died, mention his or her name from time to time and let us remember together.

Don't be frightened of my anger

Anger isn't nice to be around. But it's part of what I'm feeling now, and I need to be honest about it. I won't hurt myself or anybody else. I know my anger doesn't threaten God. People got angry in the Bible. Even God got angry at certain things. The one to worry about is the one who has experienced violence but hasn't become angry.

Listen to my doubt

You stand for faith, and I want you to, but listen to my doubts so you can hear the pain it is expressing. Like anger, doubt is not pleasant to be around, so people will want to talk me out of it. But for right now, let me express the questions, which are measured by the depth of the loss I feel. If I cannot doubt, my faith will have no meaning. It is only as I move through doubt that a more meaningful faith will develop.

Be patient

My progress will not be steady. I'll slip back just when everyone thinks I'm doing so well. Be one to whom, on occasion, I can reveal my weakness and regression. Let me be weak around you and not always strong. I'll make it, but it will take much longer than most people think. I'll need your patience.

Remind me this isn't all there is to life

My pain and my questions consume me. I can think and feel nothing else. Remind me there is more to life than my understanding and my feelings. Speak the word "God" not to dull my pain but to affirm life. I don't want God as an aspirin but as a companion who shares my journey. Stay beside me and remind me of that Eternal Presence which can penetrate even my grief.

Ideas That Have Worked

Many of these ideas come from a list compiled by the Reverend Mary E. Hughes Gaudreau, LPC who is an UMCOR Field Staff Consultant with the Oklahoma Conference Disaster Care Ministries.

- First and foremost PRAY. Our faith calls us to be a people of prayer, constantly dialoguing with the God who loves us and created us. An important role within the church disaster committee is that of the Spiritual Support Coordinator.
- Congregational informational meetings for those affected by disasters provided participants with information regarding the long term grieving and recovery process. These meetings were led by persons with specialized training in theology as well as traumatology. Special attention was given to the emotional and spiritual aspects of recovery, the guilt Christians sometimes feel when grieving the loss of things, grief and trauma in children, and what symptoms might alert one to seek professional counseling. The sessions were open ended, allowing participants to decide what, if any, follow up they might want or need. After the session, participants were offered follow up caring and support groups.
- Caring and support groups met at several of our most affected congregations
- Information packets were created and distributed which described the impact of trauma, the recovery process, secondary traumatization of disaster workers, trauma in children, when to seek professional counseling, and ideas for preparing emotionally and practically for future disasters.
- Stephen Ministers and other care ministry volunteers walked through affected neighborhoods, meeting and visiting with storm survivors and distributing disaster recovery information.
- The Director of Care Ministries maintained regular contact with affected pastors, staffs, and congregations, including de-briefings, several "what we see happening now" letters and

education about trauma. “Caring for the Caregiver” informational packets were also created and distributed.

- United Methodist Committee on Relief “Children’s Workshops” were organized to assist parents, teachers, and other interested adults in understanding and assisting children affected by disaster.
- Free counseling with the counselor of the caregiver’s choice was offered and accepted by a number of affected clergy, staff, and family members, paid for out of Care Ministry Funds and referred confidentially by the Director of Care Ministries.
- Coordination of counseling referrals for anyone needing free counseling, regardless of religious affiliation, was available through United Methodist Counseling Services.
- Families for whom United Methodist Volunteers in Mission built homes received follow up pastoral care visits a few weeks after “food-clothing-shelter” needs were met.
- An ecumenical team created and distributed congregational and individual worship resources at the disaster’s first anniversary.
- Local news station meteorologists led congregational meetings to help individuals and families prepare for the season following the disasters.
- In newsletters/bulletins, articles were shared that discuss reactions: fear, sadness, a sense of powerlessness, hopelessness, anger, restlessness, tenseness, body aches, susceptibility to illness, nightmares, and the need for comfort (blankets or cuddlies for children), walks, time away from the area, talking with counselors or pastors, etc.
- A media blitz is a sure thing after a tragedy. Expect that replays of the event will be shown over and over and over. Each viewing or remembrance can trigger more responses in survivors and care givers. It may be best to take a break from the media. Create peaceful environments at home and church for prayer and play, time together and space to be alone.
- Plan a worship service of prayer and commemoration, of grief and hope. The Global Board of Ministries for The United Methodist Church has resources specifically designed for disasters.
- Include prayers for victims and survivors of the disaster as well as those who responded – EMTs, firefighters, police, harbor patrol, disaster response volunteers, government employees, pastors and caregivers, armed services personnel, and others.
- Collect a special offering for UMCOR.
- Give an expression of thanks to those who responded to the disaster such as homemade cookies or a thank you dinner.

Encourage people to tend to their nutrition, sleep and spiritual/emotional needs.

- Remember those with special needs.
- Distribute copies of books on pastoral care:

- Making Sense out of Sorrow by Foster McCurley and Alan Weitzman (Trinity Press International);
 - Act of God/Active God: Recovering from Natural Disasters by Gary Harbaugh (Fortress Press).
 - New Every Day: Forty Devotions for Disaster Survivors by The Evangelical Lutheran Church (Augsburg Fortress)
-

Disaster Caregiver "At Risk" Test

Take periodically during recovery stage

1. I have now been more than two weeks without a day off. No = 0 Yes = 1
 2. The recommended debriefing meetings are not worth the time they take and I am thinking of skipping them. No = 0 Yes = 1
 3. Most of the people involved in the recovery process hardly care about the people they have come to help and simply are looking for accolades. No = 0 Yes = 1
 4. More than six weeks have passed and I've not been able to get back into my usual hobbies. No = 0 Yes = 1
 5. I find myself wanting to be in charge of everything related to the disaster because others just aren't doing what's needed. No = 0 Yes = 1
 6. I realize that for the first time in years my ministry is really exciting. No = 0 Yes = 1
 7. I notice I'm getting paranoid and cynical toward the Bishop and others who call to see how I'm doing. No = 0 Yes = 1
 8. I'm increasingly having run-ins and conflicts with co-workers. No = 0 Yes = 1
 9. I'm having an increasing number of disturbing dreams and nightmares about disasters. No = 0 Yes = 1
 10. My spouse is starting to complain that I am unavailable literally and/or emotionally. No = 0 Yes = 1
 11. I can hardly stand still; relaxing is out of the question. No = 0 Yes = 1
 12. The only thing that seems to slow me down is a stiff drink No = 0 Yes = 1
 13. I have embarrassed myself more than once now by breaking down and crying at inappropriate times. No = 0 Yes = 1
 14. I've had several accidents lately that were probably related to my being preoccupied in thought. No = 0 Yes = 1
 15. I'd just as soon go home or to my room after working all day long and speak to no one. No = 0 Yes = 1
 16. I'm thinking of the survivors as a mass rather than viewing them as individuals needing service. No = 0 Yes = 1
 17. I'm actually feeling burdened and resentful that people need and expect so much from me. No = 0 Yes = 1
 18. Intrusive images, sounds or smells keep brining the disaster to the forefront of my attention. They get in the way of normal life. No = 0 Yes = 1
-

Your Total Score _____

Scoring:

0 Good, you are nearly risk free!

1-5 Review your behavior, remember stress is cumulative

6-10 Consult a mentor or colleague, you are at risk!

11-15 Change your behavior immediately! Counseling may be needed.

16+ Take a break now! You are not indispensable. Soon you will do more harm than good.

*Reprinted from the UMCOR manual, Pastoral Care in Disaster Recovery General Board of Global Ministries
The United Methodist Church*

Burnout Club – Rules and Regulations

- Be a perfectionist. Never accept anything less than perfection.
- Work at least ten hours each day; work as many holidays as possible.
- Adhere to a diet of fast foods and candy bars.
- Adhere to inflexible idealism.
- Assume the responsibility for solving the problems of all your friends, family and co-workers.
- Never delegate any responsibility.
- Never say NO! Try to please all the people all the time.
- Never waste time relaxing.
- Never exercise.
- Never take any time off for yourself; if you are ever forced to do so, feel as guilty as possible about it.
- You must remember that everyone comes first; your needs come last.
- Get emotionally involved in all you do.

Preparing the Church Facility for Disaster Response

Protecting the Church Facility

The purpose of planning for a disaster is to ready the church to respond to the community in time of need. When the church is prepared for disasters it can respond from a plan rather than from chaos. Planning isn't something that happens well in the midst of the aftermath of a disaster – just as we don't plan our worship services as we move along through the service. It has been the experience in Florida and around the United States that the church is the first place that many people turn after a disaster – to come together to pray and to go to for assistance. We best serve our communities when we have a plan to serve those who will turn to the church after a disaster, and when we plan to go out and find those who are in need.

It is important to plan to take care of the facilities before the disaster, so that after a disaster you can focus on caring for people.

An integral component of planning for a disaster is a careful examination of the current state of the church – including its buildings and other property, physical contents, and church activities. Elements of this examination will include: a) a thorough check of all church property, buildings, and physical contents; b) the creation of a log of activities occurring daily in the church; c) the updating and maintenance of church staff listings; d) the creation of a phone tree; and e) a determination of the possible hazards the church may be susceptible to because of its location and structure.

Know the Church Facility

Begin by locating blueprints or drawings made of the facility. A copy of the blueprints should be located at the church. These drawings will show the boundaries of the property and layout of all the buildings including internal rooms and corridors. An example of a church blueprint is found in figure 2-1. Make several copies of the blueprints. Mark and number all rooms and building exits. Using a copy of this blueprint along with the Room Survey Form 2-1, move from room to room, taking an inventory of all equipment, furniture, and data, and noting emergency related items (i.e. exits, smoke detectors, windows, etc.).

Inventory all Equipment

While examining the church facility, it is important to document all physical contents. The documentation should be written, videotaped, and/or photographed. It is recommended to generate the inventory in at least two mediums.

Move room by room and list appliances, equipment, furniture and archival records (including but not limited to baptismal certificates and marriage certificates). List all equipment including computers, printers, telephones, fax machines, answering machines, lawn equipment, kitchen equipment, activity equipment, as well as blankets, batteries, flashlights, and other disaster related materials. Include all furniture from the sanctuary, church offices, and parsonage.

Document Church Activity

It is important to create a master schedule of activities keyed to their specific rooms, buildings, or areas in order to have a better command of all the activities occurring at the church. Create a master schedule of church activities and check it regularly (quarterly), updating as needed. A sample form (Master Schedule Form 2-2) is included in the appendix. It is equally important to know the age groups of parishioners involved in activities, as well as noting where the activities are located. Safely evacuating a group of young children will require more supervision and planning than moving a similarly sized group of adults. Where are social service activities located: food pantry, thrift store? (Don't forget to list these places on a list of activities.

After creating a master schedule, use it to determine if more staff is needed for events and to answer the following questions:

How does the church know that the buildings are empty at the close of all activities? What is the procedure that is followed each evening?

List the capacity of any buildings used to gather a group of people – classrooms, offices, gymnasium, auditorium, sanctuary, fellowship hall, etc.

Maintenance

Preventative maintenance can help to minimize greater damage to a church facility during a disaster. Many insurance claims are denied because maintenance issues are allowed to go unresolved that, in effect, create a 'pre-existing condition'. It is imperative that the building and grounds be routinely checked for maintenance issues and that problems are fixed as soon as they

are realized. A leaky pipe may cause major mold problems down the road. Likewise, an unchecked fire extinguisher could malfunction, resulting in a larger fire that causes significant damage. As part of disaster preparedness, routine maintenance is a mandatory requirement. Assign a person the task of completing the maintenance checklists on an annual basis (sample Maintenance Checklist Form 2-4 in appendix).

List the person or group responsible for Maintenance:

Isolation Switches and Cut-off Valves

Depending upon the type of disaster, those responsible for preparing the facility for a disaster will need to know what utility lines should be turned off to prevent damage. Water and gas lines that are generally buried are less vulnerable unless a building is damaged. In the event of an emergency, it may become necessary to shut down water, power, or gas lines before fire or other officials arrive at the site. Knowing the location of these connections and how to operate each of them may save lives and diminish the risks of property damage.

<u>Type of Switch</u>	<u>Color Coding</u>	<u>Conditions for Shut Off</u>
Water	Blue	Severe Earthquake Severe Flooding
Electrical	Red	Fire Severe Earthquake Severe Flooding Series of Brownouts System Shorts/Flickering Equipment Failures
Gas	Green	Smell of Gas Fire Severe Flooding

Using a diagram of your facility, indicate where each of the shut-off valves are located

Heating, Ventilation, Air Conditioning (HVAC System)

It is important to pay special attention to the ventilation systems (air, heat, fans, etc.) that may transmit toxic emissions in the event of a fire or hazardous materials spill. Every system has some means of shutdown. It is important to note those rooms that are equipped with the capability to shut off outside airflow and designate them as ‘safe rooms’.

Storing and Protecting Church Records

Inactive records should be stored in fire resistant filing cabinets; ideally they should also be digitized and the CDs kept in an off campus location. Do not loosely pile documents on a shelf as this increases the risk of fire or other potential loss. These records should be stored in clean, well lit and ventilated areas that are free from pests. The storage area should contain fire extinguishers and if possible, have a fire suppression system. Smoking, eating, and drinking should be prohibited in the area. Access to storage areas should be tightly controlled. All church records have prescribed retention periods. Check with your Risk Management office about the length of retention. At the end of the retention period, non-permanent records should be shredded to ensure confidentiality. The pastor or business manager should authorize the destruction of the records. The church must keep a log of all records destroyed, noting the type of records, dates of records, and the date of destruction. Records should never be laminated. The lamination process is irreversible and highly destructive.

Protecting Computer Hardware and Software

Electronic information has become a vital part of our organizations. There are various steps churches should take in order to protect these resources in the event of a disaster. In this section, some major steps are identified that should be taken as we prepare to recover from disasters. Copies of the Forms indicated are in the appendix.

Inventory and document systems

- Maintain an Inventory of Assets (*form 2-5*) so losses can be documented for insurance.
- Identify the functions performed by your computer systems and develop procedures and practices to accomplish those tasks manually. For example: publishing the church bulletin and newsletters, maintaining pastoral records.
- Complete a Network Configuration Diagram (*form 2-6*).
Draw a diagram of how your network is connected. Include any routers, hubs, switches, servers, workstations and printers
- Document your hardware configurations. Make a Hardware Configuration List (*form 2-7*) that includes each piece of hardware. Keep a file on each of these pieces of equipment that includes any special settings or software drivers required.
- Document your software applications. Create a Software Applications List (*form 2-8*) that includes all the software programs you use along with their associated licenses, if applicable. Make a copy of this software and store these copies at an off-site location.
Be sure to treat your software licenses as you would any titles or deeds.

- Identify hardware and software critical to the recovery of the administrative functions of the organization. From the lists prepared in items 1d and 1e, identify which hardware and software is critical and needed to the recovery of the administrative functions of the organization.
- Develop a Recovery Priority List (*form 2-9*). Using the information gathered in the above items, prioritize the order in which hardware and software elements will be recovered.

Backups

Perform daily data backups as well as separate weekly and monthly backups. These backups also should be stored at a secure off-site facility. Use a Backup Schedule Chart (*form 2-10*).

Our data backup will be stored at: _____

Backup Processing Facilities

Develop a plan for utilizing other computer systems as a backup for critical processing needs. Consider making vendor agreements and teaming with other churches.

Contact List

Keep an up to date list of support personnel and vendors. Identify and line up alternate vendors for essential supplies and equipment.

Security

Physically secure your computer assets in areas that can be locked and restrict network and PC access with the use of passwords. Additionally, it is very important to obtain up to date virus software patterns from your anti-virus software vendor.

Environment

Consider where business equipment is located, i.e. near a hot water tank or pipes that could burst or on the floor where things could fall on it.

Use UL listed surge protectors and battery backup systems for all computers.

Review & Update

When there is a change in hardware, software, or a process that might impact the business of the church, make sure the plan is reviewed and updated immediately. If vital records are not computerized, ensure that either copies or originals, as appropriate are kept off site (i.e. in a safe depository).

Emergency Supplies

Proper response to the community after a disaster requires adequate fresh supplies in store. The church does not want to be involved in a pre-storm rush for flashlights, batteries, and food supplies in the event of a potential disaster, or the post-earthquake chaos of trying to obtain sufficient supplies after the stores have close to clean up, or worse yet, have collapsed. This means stocking supplies and rotating them out all year long. Supplies that are 5 months old can be given to the local food bank or other organization. Know what your city/county plan is to provide necessary supplies after a disaster.

Food

Decide now what role your church will play in the community to feed people immediately following a disaster. Note that you may only need to offer this service for a short time as there are other agencies that will be on site to assist in this effort (American Red Cross, Salvation Army, etc.). Hot meals are far different to set up for and provide than having a non-perishable food and supply distribution center. Explore your church's ability to be involved in either way. Stock ready to eat (do not need water or heat) canned meat, fruits, and vegetables that can be the foundation of your pantry. Also stock canned juice, canned/powdered milk, peanut butter, jelly, crackers, unsalted nuts, trail mixes, cereals, rice and cultural sensitive foods. Do not forget comfort foods such as cookies, hard candies, instant coffee and tea bags. Be sure to have a supply of manual can openers, cooking and eating utensils, and basic food seasoning.

Water

Water is very difficult to store. It has a relatively short shelf life and is susceptible to heat, light and leaks. The standard recommendation is one gallon per person per day; this will provide adequate supplies for drinking, cooking, and washing. Date the water containers and replace them every 6 months. If there are no adequate water supply, water may be purified by boiling (a camper's stove or other portable stove is a good purchase) for 5 to 10 minutes or by adding drops of unscented household bleach containing 5.25% hypochlorite. The Federal Emergency Management Agency recommends 16 drops of bleach per one gallon of water. Purification tablets or a filter system designed for backpackers also works well.

Essential Supplies

If your facility survives the disaster and if your church plans to take specific emergency actions following the disaster, you will need to stockpile equipment and supplies to support that function as well as supporting the needs of the people performing the function. Do you have flashlights and spare bulbs and batteries? Do you have paper, pencils, maps, charts, phone lists, and appropriate working space for the planned activity? Do you have an adequately prepared and stockpiled alternate location in case the primary facility cannot be occupied?

What Every Church Should Know in Case Of Damage to UMC property

Most California-Nevada Conference United Methodist churches, districts, and conference entities participate in the conference-wide insurance program run by Berger and Jones Insurance, so this section is based on their coverage. If your insurance carrier is another firm, customize this section to fit your policy.

What is covered:

- All property owned by the UMC and the contents of that property are covered by the conference-wide insurance program.

What is **not** covered:

- Personal items, such as furniture, clothing, computers, books, musical instruments, and vehicles personally owned by church staff, teachers and volunteers are not covered by our conference insurance program. Earthquake damage is not covered unless separately insured. Church buildings that lie within Flood Zones of A, V, and D, have no coverage. Works of art, antiques, musical instruments and stained glass probably have a higher value than the standard replacement cost used for the facility, and should be scheduled separately with an increase premium cost.

How churches should prepare before something happens:

- Establish an individual (and a back-up person) to serve as contact person for insurance. Write down their names, phone numbers, addresses, along with exact directions to these persons' homes. (If phones are inoperable, these directions become vital.) Make sure all church leaders have this information. When the claim is filed, this contact information will need to be provided. The contact person will need to meet with the insurance field adjuster and provide access to the inside of damaged property so the adjuster can complete the assessment. Be certain the contact persons have all necessary keys or have ready access to them.
- Make sure church leaders and contact persons can give directions to all church property using landmarks as guides. Field adjusters will need to find damaged property and street signs may be missing. GPS units may not always be available or functioning.

In case of damage, each church with conference insurance that suffers damage should:

- Immediately file a claim by calling the office of Don Jones, Berger & Jones Insurance, at 1-800-767-9480. Tell them you are filing a claim for the UMC.
- Notify the district office and the Conference disaster Response Office by phone or email of all damage. Tell them how to reach the contact person.
- Make an inventory of damage. Use photographs and video to record damage to structures and contents. Narrate the video to describe damage.

- Take immediate action to minimize further damage to property and contents, but do not put volunteers or others at risk (climbing on steep roofs, working around downed power lines, etc.).
- Keep receipts for temporary repairs done to prevent further damage, so those costs can be reimbursed.
- Keep a detailed log of all calls, contacts, and activities related to claims, including contacts with Berger and Jones Insurance.

What Berger and Jones will do:

- After a claim is filed, a field adjuster will be assigned to visit the site to assess damage.
- In case of multiple simultaneous claims, field adjusters go first to the most severe claims, then to less severe claims.
- The field adjuster will produce an assessment of the damage and an estimate of repair costs.

What the church does next:

- With a Berger and Jones estimate in hand, consult one or more established, licensed, bonded, and insured contractors.
- Obtain at least one quote for repair.
- If quote matches the Berger and Jones estimate in scope and cost, proceed with the repair.
- At every step, keep the claims adjuster advised of the repair process. This will help avoid reimbursement problems.
- If scope and cost of repair differ from the Berger and Jones estimate, contact Don Jones.

If questions arise:

Contact Don Jones, at Berger & Jones Insurance, 1-800-767-9480.

What district offices should do:

- Keep a list of all damaged churches and other property on district. Note the type of damage.
- Keep a record of the contact persons for each church.
- Check in with the conference Disaster Response Center to make sure everyone has all relevant information.
- Help facilitate the filing of claims for churches where power and/or telephone service is out.
- Encourage churches with little or no damage to help suffering churches file claims and perform necessary work to prevent further damage.

Training & Exercise

Disaster preparedness and planning is not a one-time event. It is a process that must constantly be reviewed and updated. Churches may contact their District Disaster Coordinator for current training opportunities, or visit www.cnumc.org for more information. Churches are encouraged to begin training their staff immediately and continue to offer training to staff throughout their tenure with the church.

Key church members should:

- Become thoroughly familiar with the church's disaster plan.
- Attend all disaster preparedness training possible.
- Assist in evaluating the results and making appropriate revisions to the plan and the procedures.

New church staff members should receive disaster training as part of orientation procedures. The Disaster Plan should be exercised annually as both a tabletop exercise and a full scale exercise.

Table top Exercises: Prior to the exercise, key staff should review the plan and should verify information with suppliers and emergency contacts to insure all information is correct and current ideally. Most table top exercises present written scenarios in several steps. The disaster staff assesses the problems presented, discusses the options and makes decisions on what action to take. Exercises are learning experiences and are not pass-fail or graded.

Testing: Testing is pass-fail and is applied equipment, not people. It is an important aspect of preparation in order to ensure that the equipment planned to be used will function in the manner that is necessary for the desired results.

Full Scale Exercise: Churches are encouraged to schedule a full-scale exercise when possible. In a full-scale exercise you will actually do what the plan calls for in response to a simulated emergency. These exercises are complex to develop, require simulators and evaluators in addition to the people being exercised and disrupt the day-to-day business of the church, but there is no better practice short of responding to an actual emergency. Contact the Conference Disaster Coordinator for assistance in putting on a full-scale exercise.

Upon completion of the any exercise, an evaluation report should be submitted to the pastor and the church's disaster team. Based on the evaluation, revisions to the plan or to the procedures may be deemed appropriate.

APPENDIX

National VOAD Members Resource Directory

The following lists each National VOAD member organization and the types of services provided by them during emergencies and disasters. This is not a guarantee of services nor is it a list of every possible service provided. Much is dependent upon the type of disaster, services provided by other coordinating nonprofits, location and local resources.

Agency	Function
National Voluntary Organizations Active in Disaster	<ul style="list-style-type: none"> • Facilitates and encourage collaboration, communication, cooperation, and coordination, and builds relationships among members while groups plan and prepare for emergencies and disaster incidents. • Assists in communicating to the government and the public the services provided by its national member organizations. • Facilitates information sharing during planning, and preparedness, response, and recovery after a disaster incident. • Provides members with information pertaining to the severity of the disaster, needs identified, and actions of volunteers throughout the response, relief, and recovery process.
MEMBERS	
Adventist Community Services (ACS)	<ul style="list-style-type: none"> • Distributes relief items such as: drinking water, groceries, clothing and more. • Provides warehousing & other donation coordination services such as Points of Distribution centers (PODs). • Operates volunteer centers where community members can volunteer during disaster response. • Provides victims with Emotional & Spiritual counseling.
American Baptist Men/USA	<ul style="list-style-type: none"> • Provides cleanup, repair and initial rebuilding. Short-term volunteers work cooperatively with Church World Service. • Provides financial assistance to victims during both the relief & recovery stages. • Operates volunteer centers to serve as clearing houses for relief teams.

<p>American Radio Relay League (ARRL) – Amateur Radio Emergency Services (ARES)</p>	<ul style="list-style-type: none"> • Operators setup and run organized communication networks locally for governmental and emergency officials, as well as non-commercial communication for private citizens affected by the disaster. They activate after disasters damage regular lines of communications due to power outages and destruction of telephone, cellular and other infrastructure-dependent systems. • ARRL volunteers act as communications volunteers with local public safety organizations. In addition, in some disasters, radio frequencies are not coordinated among relief officials and Amateur Radio operators step in to coordinate communication when radio towers and other elements in the communication infrastructure are damaged. • At the local level, Hams may participate in local emergency organizations, or organize local “traffic nets.”
<p>American Red Cross</p>	<ul style="list-style-type: none"> • Provides Mass Care operations such as: shelter, fixed and mobile feeding services for disaster victims and emergency workers in the affected area, and the distribution of supplies and commodities. • Provides emergency and preventive health services to people affected by disaster. • Provides individual assistance at service delivery sites and through outreach, by referral to government and/or voluntary agencies through distribution or financial assistance. • Provides services leading to reunification of family members in the affected area. • Performs damage assessments. • Provides emergency and preventive mental health services.
<p>Ananda Marga Universal Relief Team (AMURT)</p>	<ul style="list-style-type: none"> • Provides food and clothing, shelters, counseling; it also renders emergency medical services, sanitation, short-term case management.
<p>Brethren Disaster Ministries</p>	<ul style="list-style-type: none"> • Provides clean-up and debris removal from damaged or destroyed homes and personal property. • Trains volunteers through the Cooperative Disaster Child Care Program to establish child care centers following major disasters.

	<ul style="list-style-type: none"> • Performs warehousing & distribution services to include: medical supplies & equipments, disaster recovery supplies, cold storage etc. • Provides crisis intervention for young children in shelters • Grants funds to enable its volunteers to assist in rebuilding disaster damaged homes for low income owners.
Catholic Charities, USA	<ul style="list-style-type: none"> • Provides assistance including direct financial assistance to communities in addressing the crisis and recovery needs of local families. • Performs initial damage assessments. • Provides ongoing and long-term recovery services for individuals and families, including temporary & permanent housing assistance for low income families, counseling programs for children and the elderly, and special counseling for disaster relief workers. • Provides relief stage services including shelter and emergency food.
Christian Disaster Response	<ul style="list-style-type: none"> • Initial on-site disaster assessment program. • Emergency food service: fixed-site kitchen/feeding and mobile food service. • In-kind donations of disaster recovery supplies. • Advocacy for disaster victims (elderly, poor, minorities). • Home repair or rebuilding.
Christian Reformed World Relief Committee (CRWRC)	<ul style="list-style-type: none"> • Fully equipped & trained Rapid Response teams for clean up, chain saw & mucking out • Trained volunteer managers assist local community in the formation and operation of long term recovery organizations. • Provides community wide Unmet needs assessments for long term recovery organizations • Provide construction estimating services using skilled volunteers • Provide accounting services for long term recovery and VOAD organizations using volunteer CPA's • Provide skilled teams for long term housing repair and construction. • Chaplaincy services

	<ul style="list-style-type: none"> • Community Development consultants after the recovery.
Churches of Scientology Disaster Response	<ul style="list-style-type: none"> • Assists relief crews in providing food and water. • Emotional and Spiritual Care.
Church World Service	<ul style="list-style-type: none"> • Provides advocacy services for survivors. • Provides case management for low income & marginalized groups. • Provides emotional and spiritual care as well as physical rebuilding programs. • Assists in long-term recovery of those in need. • Restores and build community relationships.
City Team Ministries	<ul style="list-style-type: none"> • Supports first responders during rescue phase. • Provides food, water & shelter during the relief phase. • Provides emotional & spiritual care and case management to assess the needs of victims. • Is committed to the effort of rebuilding homes and communities.
Convoy of Hope	<ul style="list-style-type: none"> • Facilitates relief efforts between churches and other organizations to help best serve the needs of survivors. With our fleet of trucks, 300,000 square foot warehouse, Mobile Command Center, and utilizing the first response P.O.D. (Points of Distribution) model, USDR has become an active and efficient disaster relief organization, providing resources and help to victims in the first days of a disaster. •
Disaster Psychiatry Outreach	<ul style="list-style-type: none"> • Provides education and training in disaster mental health to a range of professionals in the emergency management sector. • Organizes volunteer psychiatrists who provide immediate mental health services in the aftermath of disasters.
Episcopal Relief and Development	<ul style="list-style-type: none"> • Sends immediate relief grants for such basics as food, water, medical assistance, and financial aid within the first 90 days following a disaster. • Provides on-going recovery activities through rehabilitation

	<p>grants, which offer the means to rebuild, replant ruined crops, and counsel those in trauma.</p> <ul style="list-style-type: none"> • Delivers relief kits and other emergency supplies and food to emergency shelters & camps. • <input type="checkbox"/> Works primarily through Church World Service in providing its disaster-related services. • Does rebuilding for individual homes damaged during disasters. • Helps residents restore the social and economic fabric of their communities by providing economic and educational opportunities and improving access to legal services and home ownership. • rains & equip local denominations to prepare for and respond to disasters that devastate their communities.
<p>Feeding America</p>	<ul style="list-style-type: none"> • Collects, transports, warehouses, and distributes donated food and grocery products for other agencies involved in both feeding operations and distribution of relief supplies through its national network of food banks. • Processes food products collected in food drives by communities wishing to help another disaster-affected community. • Develops, certifies, and supports their food banks. • Positions frequently used emergency food products and personal care items in strategic locations and regularly cycles inventories to ensure usage by survivors immediately following a disaster • Serves as a liaison between the food banks and the donors. • Educates the public about the problems and solutions of hunger. • Specializes in disaster training for its network, and continually improves standard operating procedures that enable member food banks to develop seamless, coordinated approaches to delivering disaster assistance.
<p>Feed the Children</p>	<ul style="list-style-type: none"> • Provides help to survivors of natural disasters occurring in the United States and around the world. • Provides food, water, blankets, cleaning supplies or other relief supplies to individuals and families affected. • Through a subsidiary, picks up in-kind contributions from corporate warehouses and individual donors, to any of its six

	<p>regional distribution centers for either bulk distribution or directly to individual relief boxes for families.</p>
<p>Friends Disaster Service (FDS)</p>	<ul style="list-style-type: none"> • Provides clean-up and rebuilding assistance to the elderly, disabled, low income, or uninsured survivors of disasters.
<p>Habitat for Humanity</p>	<ul style="list-style-type: none"> • • Conducts community housing assessments for long-term recovery. • Works with partner families to build or rehabilitate simple, decent, and affordable homes after a disaster. • Offers construction and development technical assistance to communities. • Facilitates community involvement and support during the long-term recovery process. • Introduces alternative construction technologies (modular, panelized/SIP housing, etc) to communities to speed up the delivery of permanent housing solutions.
<p>HOPE Coalition America</p>	<ul style="list-style-type: none"> • Supports disaster survivors by assisting with budgeting and developing financial recovery plans: • Pre-disaster preparedness seminars • Emergency budget counseling • Emergency Credit Management • Assistance with working with creditors • Referrals to government and private agencies • Assistance with obtaining copies of destroyed financial documents • Insurance claim assistance
<p>Humane Society of the United States</p>	<ul style="list-style-type: none"> • Provides assistance with animal rescue, handling and transport in a timely and humane way: • Assessment of animal related needs. • Establishment & management of temporary emergency animal shelters. • Evacuation support. • Veterinary evaluation of animals. • Relocation and support of disaster affected animal facilities. • Transition of support to local resources during the recovery phase.

	<ul style="list-style-type: none"> • Donations & volunteer management including emergent volunteers. • Serves as resource for individuals, animal-related organizations, and others concerned about the urgent needs of animals before, during and after disasters.
International Aid	<ul style="list-style-type: none"> • Provides trained disaster aid and medical personnel. • Provides trauma counseling. • Provides supplies from food & medical supplies. • Provides disease prevention products including portable medical clinics and water purification systems.
International Critical Incident Stress Foundation	<ul style="list-style-type: none"> • Emotional and Spiritual Care: • Pre & post-incident training. • Risk & Crisis Communication. • Crisis planning & intervention with communities& organizations. • Spiritual assessment and care.
International Relief & Development	<ul style="list-style-type: none"> • Distributes food and critical relief supplies. • Helps communities develop effective social services through collaborative efforts to improve roads, renovate schools, rebuild utilities: water and sewage systems, and establish health facilities. • Collaborates with other organizations to provide shelter and necessary tools such as financial counseling to disaster victims. • Performs needs assessment and mapping.
International Relief Friendship Foundation	<ul style="list-style-type: none"> • Provides needs assessment, case management, distribution of designated relief supplies, and spiritual care and counseling.
Latter Day Saints Charities	<ul style="list-style-type: none"> • Provides food and other emergency supplies & kits during response.
Lutheran Disaster Response	<ul style="list-style-type: none"> • Provides response efforts through a pre-selected group of Lutheran social service agencies with established standing in the affected communities. • Provides spiritual and emotional counseling for affected persons

	<ul style="list-style-type: none"> • Helps in coordinating volunteer teams for cleaning-up and rebuilding disaster affected homes. • Provides case management services for long-term recovery • Provides training and expertise on volunteer coordination, case management, long-term recovery, construction, and database management.
Mennonite Disaster Services	<ul style="list-style-type: none"> • Assists disaster victims by providing volunteer personnel to clean up and remove debris from damaged and destroyed homes and personal property. • Repairs or rebuilds under-insured primary residence homeowners with emphasis on assisting with the special needs of the vulnerable populations such as: elderly & people with disabilities.
Mercy Medical Airlift (Angel Flight)	<ul style="list-style-type: none"> • Services of the Homeland Security Emergency Air Transportation System (HSEATS): • Transport into disaster response areas of small high-priority non-hazardous cargo (including blood) up to 300-400 pounds (boxed) when commercial ground or air not available. • Aerial reconnaissance of disaster area. • Air transport of disaster response personnel and evacuees into/from/within disaster area when commercial ground or air not available. • Relocation of special populations including special "surge services" using commercial air ambulance services (by pre-arranged MOU only) • Coordination of available corporate jet aircraft for disaster response in cooperation with NBAA. • Management of large-scale airline provided relocation movements in support of FEMA, Red Cross, etc.
National Association of Jewish Chaplains (NAJC)	<ul style="list-style-type: none"> • Provides spiritual crisis counseling, short term pastoral care and long term pastoral counseling through its board certified chaplains and professionally trained chaplains. • Provides education and training in disaster spiritual care. • Helps organize volunteer disaster chaplains, through its association with American Red Cross' Critical Response Team and other professional chaplaincy organizations, who wish to provide immediate disaster spiritual care services in the aftermath of disasters.

<p>National Emergency Response Team (NERT)</p>	<ul style="list-style-type: none"> • Provides coordinated emergency services with federal, state and local government agencies and non-profit agencies. • Transports food and other disaster goods through trailer units. • Provides communication services through trailers equipped with ham radios, scanners etc. • Provides direct financial aid to victims. • Home repair services for special needs group (elderly).
<p>National Organization for Victim Assistance (NOVA)</p>	<ul style="list-style-type: none"> • Provides social and mental health services for individuals and families, who experience major trauma after disaster, including: psychological first aid, crisis intervention, crime victim resources, crisis management consultation.
<p>Nazarene Disaster Response (NDR)</p>	<ul style="list-style-type: none"> • Provides clean-up and rebuilding assistance, especially to the elderly, persons with disabilities, the widowed, and those least able to help themselves. • Works in the recovery phase by assisting with the emotional needs of disaster victims.
<p>Operation Blessing</p>	<ul style="list-style-type: none"> • Transports food and emergency supplies to disaster survivors. • Assists in disaster medical relief. • Provides direct financial assistance to victims.
<p>Points of Light Institute/Hands On Network</p>	<ul style="list-style-type: none"> • Creates innovative, actionable models for citizen-centered problem solving, and direct, tangible tools and opportunities for people and organizations to apply their interests and passions to make a difference. • Serves 83% of the American population and 12 international communities in nine countries through hundreds of affiliates — places where people can get connected, get involved and make change happen in their communities. • Focus on helping people plug into volunteer opportunities in their local community, helping non-profits manage volunteer resources and developing the leadership capacity of volunteers.
<p>Presbyterian Disaster Assistance (PDA)</p>	<ul style="list-style-type: none"> • Works primarily through Church World Service in providing volunteers to serve as disaster consultants. • Funding for local recovery projects that meet certain guidelines.

	<ul style="list-style-type: none"> • Provides trained volunteers who participate in the Cooperative Disaster Child Care program. • Provide volunteer labor and material assistance at the local level. • Supports volunteer base camps for volunteer groups assisting with the rebuilding efforts.
REACT International	<ul style="list-style-type: none"> • Provides emergency communication facilities for other agencies through its national network of Citizen Band radio operators and volunteer teams.
The Salvation Army	<ul style="list-style-type: none"> • Provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, medical assistance. • Provides warehousing services including the distribution of donated goods including food, clothing, and household items. • Provides referrals to government and private agencies for special services. • Does individual & family counseling. • Recruits, trains, house, and transports volunteers. • Coordinates economic reconstruction efforts. • Provides financial assistance to victims through case management to include: housing needs, disaster related medical & funeral expenses. • Emotional & Spiritual care.
Samaritan's Purse	<ul style="list-style-type: none"> • Emotional and Spiritual Care. • Provides cleanup assistance. • Emergency home repairs.
Save the Children	<ul style="list-style-type: none"> • Provides disaster relief services for children in shelters including food, clothing, diapers, evacuation backpacks. • Also provides supervision in designated areas within shelters.
Society of St. Vincent De Paul	<ul style="list-style-type: none"> • Provides social services to individuals and families, and collects and distributes donated goods. • Makes store merchandise available to disaster victims. Operates retail stores, homeless shelters, and feeding facilities that are similar to those run by the Salvation Army.

	<ul style="list-style-type: none"> • Provides warehousing facilities for storing and sorting donated merchandise during the emergency period.
Southern Baptist Disaster Relief	<ul style="list-style-type: none"> • Provides mobile feeding units staffed by volunteers who prepare and distribute thousands of meals a day. • Provide disaster childcare – mobile units transport equipment and supplies to a facility where trained workers provide safe and secure care for children. • Provide units and trained volunteers to assist with clean-up activities, temporary repairs, reconstruction, chaplains, command/communication, and bilingual services. • Provide water purification, shower and laundry units and trained volunteers for disaster responses.
Tzu Chi Foundation	<ul style="list-style-type: none"> • Emotional and Spiritual Care. • Provides Medical and Financial assistance.
United Church of Christ	<ul style="list-style-type: none"> • Coordinators help to organize volunteers for clean-up and rebuilding efforts; as well as participate in response and long term recovery efforts in communities affected by natural disasters.
United Jewish Communities (UJC)	<ul style="list-style-type: none"> • Organizes direct assistance, such as financial and social services, to Jewish and general communities in the U.S. following disaster. • Provides rebuilding services to neighborhoods and enters into long-term recovery partnerships with residents.
United Methodist Committee on Relief (UMCOR)	<ul style="list-style-type: none"> • Raises and distributes funds equitably to the most vulnerable populations in affected communities. • Provides case management services and related training for the long term recovery of victims. • Coordinates shipments of disaster relief supplies and kits, including cleanup supplies. • Provides spiritual and emotional care to disaster victims and long-term care of children impacted by disaster. • <input type="checkbox"/> Offers training in support of volunteer activities in disaster recovery.
United Way of America	<ul style="list-style-type: none"> • Provides experience, expertise, and resources to local United Ways facing local, regional, state or national emergencies. • Gives direct grants to support disaster recovery, such as: home repairs, food vouchers, counseling.

	<ul style="list-style-type: none"> • Acts as a resource & information guide for survivors, through its 2-1-1 call centers.
Volunteers of America (VOA)	<ul style="list-style-type: none"> • Makes trucks available for transporting victims and supplies to designated shelters. • Collects and distributes donated goods and provides mental health care for survivors of disaster. • Provides case management services modeled from the CAN database.
World Vision	<ul style="list-style-type: none"> • Trains and mobilizes community-based volunteers in major response and recovery activities. • Provides consultant services to local unaffiliated churches and Christian charities involved in locally-designed recovery projects. • Collects, manages, and organizes community based distribution for donated goods.

A BRIEF DESCRIPTION OF AGENCIES MAJOR ROLES IN DISASTERS

The Adventist Community Services (ACS) receives, processes, and distributes clothing, bedding, and food products. In major disasters, the agency brings in mobile distribution units filled with bedding and packaged clothing that is pre-sorted according to size, age, and gender. ACS also provides emergency food and counseling and participates in the cooperative disaster child care program.

The American Radio Relay League, Inc. (ARRL) is a national volunteer organization of licensed radio amateurs in the United States. ARRL-sponsored Amateur Radio Emergency Services (ARES) provide volunteer radio communications services to Federal, State, county, and local governments, as well as to voluntary agencies. Members volunteer not only their services but also their privately owned radio communications equipment.

The American Red Cross is required by Congressional charter to undertake disaster relief activities to ease the suffering caused by a disaster. Emergency assistance includes fixed/mobile feeding stations, shelter, cleaning supplies, comfort kits, first aid, blood and blood products, food, clothing, emergency transportation, rent, home repairs, household items, and medical supplies.

Additional assistance for long-term recovery may be provided when other relief assistance and/or personal resources are not adequate to meet disaster-caused needs. The American Red Cross provides referrals to the government and other agencies providing disaster assistance.

The Ananda Marga Universal Relief Team (AMURT) renders immediate medical care, food and clothing distribution, stress management, and community and social services. AMURT also provides long-term development assistance and sustainable economic programs to help disaster-affected people. AMURT depends primarily on full- and part-time volunteer help, and has a large volunteer base to draw on worldwide. AMURT provides and encourages disaster services training in conjunction with other relief agencies like the American Red Cross.

The Catholic Charities USA Disaster Response is the organization that unites the social services agencies operated by most of the 175 Catholic dioceses in the United States. The Disaster Response section of Catholic Charities USA provides assistance to communities in addressing the crisis and recovery needs of local families. Catholic Charities agencies emphasize ongoing and long-term recovery services for individuals and families, including temporary housing assistance for low income families, counseling programs for children and the elderly, and special counseling for disaster relief workers.

The Christian Disaster Response (CDR) worked in cooperation with the American Red Cross, the Salvation Army, Church World Service Disaster Response, and NOVAD to enable local church members to become effective volunteers for assignment on national disasters. CDR provides disaster assessments, fixed/mobile feeding facilities, and in-kind disaster relief supplies. CDR also coordinates and stockpiles the collection of donated goods through their regional centers throughout the U.S.

The Christian Reformed World Relief Committee (CRWRC) has the overall aim of assisting churches in the disaster-affected community to respond to the needs of persons within that community. CRWRC provides advocacy services to assist disaster victims in finding permanent, long-term solutions to their disaster-related problems, as well as housing repair and construction, needs assessment, clean-up, child care, and other recovery services.

The Church of the Brethren Disaster Response provides cleanup and debris removal from damaged or destroyed homes and personal property. Volunteers are trained through the Cooperative Disaster Child Care Program to establish child-care centers following major disasters. Child-care providers guide children through activities that help them to act out their fears, anger, and confusion following a disaster. Many denominations support this program.

The Church World Service (CWS) Disaster Response assists disaster survivors through inter-religious partner organizations in the U.S. and worldwide on behalf of its 32 member communions plus affiliated agencies. CWS Disaster Response is comprised of consultants who help convene local churches and religious organization to coordinate responses to unmet needs during the recovery phase.

The Episcopal Church Presiding Bishop's Fund for World Relief responds to domestic disasters principally through its network of nearly 100 U.S. dioceses and over 8,200 parishes. It also sends immediate relief grants for such basics as food, water, medical assistance, and financial aid within the first 90 days following a disaster. Ongoing recovery activities are provided through rehabilitation grants, which offer the means to rebuild, replant ruined crops, and counsel those in trauma. The Episcopal Church works primarily through Church World Service in providing its disaster-related services.

The Friends Disaster Service (FDS) provides clean-up and rebuilding assistance to the elderly, disabled, low income, or uninsured survivors of disasters. It also provides an outlet for Christian service to Friends' volunteers, with an emphasis on love and caring. In most cases, FDS is unable to provide building materials and, therefore, looks to other NVOAD member agencies for these materials.

The International Association of Jewish Vocational Services (IAJVS) is an affiliation of 26 U.S., Canadian, and Israeli Jewish Employment and Vocational and Family Services agencies that provides a broad spectrum of training and employment initiatives needed in disaster. Some of these specific services include vocational evaluation, career counseling, skills training, and job placement. In addition to providing vocational services, IAJVS is also involved in problems of drug and alcohol abuse programs for the homeless, specialized services for welfare recipients, and workshops for disabled individuals.

The International Relief Friendship Foundation (IRFF) has the fundamental goal of assisting agencies involved in responding to the needs of a community after disaster strikes. When a disaster hits, IRFF mobilizes a volunteer group from universities, businesses, youth groups,

women's organizations, and religious groups. IRFF also provides direct support and emergency services immediately following a disaster such as blankets, food, clothing, and relief kits.

The Lutheran Disaster Response (LDR) provides for immediate disaster response, in both natural and technological disasters, long-term rebuilding efforts, and support for preparedness planning through synods, districts, and social ministry organizations. The disasters to which LDR responds are those in which needs outstrip available local resources. LDR provides for the coordination of 6,000 volunteers annually. In addition, LDR provides crisis counseling, support groups, mental health assistance, and pastoral care through its accredited social service agencies.

Mennonite Disaster Services assists disaster victims by providing volunteer personnel to clean up and remove debris from damaged and destroyed homes and personal property and to repair or rebuild homes. Special emphasis is placed on assisting those less able to help themselves, such as the elderly and handicapped.

The National Emergency Response Team (NERT) meets the basic human needs of shelter, food, and clothing during times of crisis and disaster. NERT provides Emergency Mobile Trailer units (EMTUs), which are self-contained, modest living units for up to 8-10 people, to places where disaster occurs. When EMTUs are not in use, they serve as mobile teaching units used in Emergency Preparedness programs in communities.

The National Organization for Victim Assistance provides social and mental health services for individuals and families who experience major trauma after disaster, including critical incident debriefings.

The Nazarene Disaster Response provides clean-up and rebuilding assistance, especially to the elderly, disabled, widowed, and those least able to help themselves. In addition, a National Crisis Counseling Coordinator works into the recovery phase by assisting with the emotional needs of disaster victims.

The Northwest Medical Teams International supports the lead voluntary agencies responding to disaster situations by enlisting volunteers as needed to the stricken areas and sending money and supplies for cleaning and reconstruction.

The Phoenix Society for Burn Survivors provides social services and emotional support for individuals who experience major burn injuries, as well as their families. Three-hundred area coordinators throughout the U.S. give their time to support burn survivors and their families on a volunteer basis. All are burn survivors themselves or parents of a burned child.

The Points of Light Foundation coordinates spontaneous, unaffiliated volunteers and meets the needs of the local community and other disaster response agencies through its affiliated network of local Volunteer Centers.

The Presbyterian Disaster Assistance works primarily through Church World Service in providing volunteers to serve as disaster consultants and funding for local recovery projects that meet certain guidelines. This agency also provides trained volunteers who participate in the Cooperative Disaster Child Care program. On a local level, many Presbyterians provide volunteer labor and material assistance.

The REACT International provides emergency communication facilities for other agencies through its national network of Citizens Band radio operators and volunteer teams. REACT teams are encouraged to become part of their local disaster preparedness plan. Furthermore, they are encouraged to take first aid training and to become proficient in communications in time of disaster.

The Salvation Army provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, medical assistance, and distribution of donated goods including food, clothing, and household items. It also provides referrals to government and private agencies for special services.

The Second Harvest National Network of Food Banks collects, transports, warehouses, and distributes donated food and grocery products for other agencies involved in both feeding operations and the distribution of relief supplies through its national network of food banks. Second Harvest also processes food products collected in food drives by communities wishing to help another disaster-affected community. Second Harvest develops, certifies, and supports their food banks; serves as a liaison between the food banks and the donors; and educates the public about the problems and solutions of hunger.

The Society of St. Vincent De Paul provides social services to individuals and families, and collects and distributes donated goods. It operates retail stores, homeless shelters, and feeding facilities that are similar to those run by the Salvation Army. The stores' merchandise can be made available to disaster victims. Warehousing facilities are used for storing and sorting donated merchandise during the emergency period.

The Southern Baptist Disaster Relief provides more than 200 mobile feeding units staffed by volunteers who can prepare and distribute thousands of meals a day. Active in providing disaster childcare, the agency has several mobile childcare units. Southern Baptists also assist with clean-up activities, temporary repairs, reconstruction, counseling, and bilingual services.

The UJA Federations of North America organizes direct assistance, such as financial and social services, to Jewish and general communities in the U.S. following disaster. It also provides rebuilding services to neighborhoods and enters into long-term recovery partnerships with residents.

The United Methodist Committee on Relief provides funding for local units in response and recovery projects based on the needs of each situation. This agency also provides spiritual and emotional care to disaster victims and long-term care of children impacted by disaster.

The United States Service Command provides trained corps of volunteers to voluntary and governmental agencies during disaster.

The Volunteers in Technical Assistance provides telecommunications and management information systems support to the emergency management community.

The Volunteers of America is involved in initial response services aimed at meeting the critical needs of disaster victims, such as making trucks available for transporting victims and supplies to designated shelters. It also collects and distributes donated goods and provides mental health care for survivors of disaster.

The World Vision trains and mobilizes community-based volunteers in major response and recovery activities; provides consultant services to local unaffiliated churches and Christian charities involved in locally-designed recovery projects; and collects, manages, and organizes community-based distribution for donated goods.

ETHICAL GUIDELINES FOR DISASTER RESPONSE WORKERS

1. Disaster response workers are representing a church organization; therefore, their attitudes and actions should be in keeping with the teachings of Christ and the values of the United Methodist Church.
2. Disaster response workers should understand and accept the reality that their actions and attitudes reflect on all other workers.
3. Disaster response workers should be sensitive to people and should take time to listen to persons affect by the disaster. To listen requires an understanding heart as well as a listening ear. Do not be judgmental.
4. Disaster response workers are committed to assist the disaster-affected person within the limits of their training and abilities.
5. Disaster response workers should respect all the belongings of the disaster-affected persons, and therefore should be especially careful to salvage irreplaceable personal items such as family pictures, legal documents, wedding albums, etc., for the persons being helped.
6. Disaster response worker should not accept damaged items from the disaster victims nor attempt to salvage items from the disaster area for their personal use.
7. Disaster response workers should not accept cash contributions from persons being assisted. Persons wishing to make contributions should be encouraged to send contributions to the local church or to the United Methodist Committee on Relief (UMCOR).
8. Disaster response workers should not engage in religious exploitation of the disaster victim. However, sharing of one's faith when asked, "why are you here?" is always appropriate. The work should be seen as putting one's faith into action and thus is a form of sharing the "good news."
9. Disaster response workers should respect personal information obtained from any disaster victim. Sharing of financial and or personal matters by naming specific persons should not be done. Sharing experience in a general way, as illustrative of work done and persons served, is acceptable.
10. Disaster workers must be sensitive to cultural difference and lifestyles.
11. Disaster response workers should be sensitive to persons' feelings when taking pictures of individuals or damaged/destroyed property. Permission should always be obtained before taking pictures of individuals. Permission from property owners should be obtained before taking pictures of damaged property if at all possible.

(Adapted for the United Methodist Church from the guidelines of the Church of the Nazarene)

Recovery: Moving from Agency-Based Assistance Programs To Community-Based Cooperation

(by Church World Services)

In disaster recovery, communities begin the long process of getting back to normal. The focus shifts from meeting emergency needs and creating safe, sanitary, and secure conditions to addressing the growing unmet needs that will surface over the long-term.

- Damage assessments are conducted for press reports, insurance claims, requesting a Presidential disaster declaration.
- Vital services and facilities are gradually restored first to minimum operational standards and then to pre-disaster or better conditions.
- Federal Emergency Management Agency (FEMA) (in a Presidentially-declared disaster) sets up a disaster Field Office (DFO) managed by a Federal Coordinating Officer (FCO) who coordinates U.S. government resources providing grants, loans, and technical assistance. FEMA usually administers public assistance programs through the DFO, receives disaster registrations through a national 800 number, and provides information and other support services through Disaster Resource Centers (DRCs) and 800-telephone help lines.
- American Red Cross and other agencies working in the immediate relief effort wind down their operations.

This stage of the disaster sees the beginning of a shift from outside agencies to community-based programs. For the fullest possible recovery following a disaster in which as many needs as possible are addressed, it is important that a wide range of people and organizations in the community own the disaster that has stuck them and participate in the recovery process. For recovery to be successful, local people need to have input and investment in all decisions and activities.

The continuing needs caused by the disaster coupled with the limited resources available to meet them also require cooperative, collaborative, coordinated work among the people and organizations in the community. No one agency has the resources to respond alone. Information-sharing is vital. Dollars must be stretched and used efficiently.

People of faith cooperate, collaborate, and coordinate activities around spiritual care, case work, volunteer coordination, and donations management. This can take different forms. On one hand, members of the faith community can simply come to a common table to share information, avoid duplication services, and work together as they see fit. They may work as a consortium, dividing up tasks according to their strengths. Some common models of religious community cooperation, collaboration, coordination:

- A strong, independent local faith-based disaster recovery organization in which congregations work cooperatively. The preferred model when a limited area is affected.

- An umbrella response organization including local judicatories to oversee activities of local responders from the religious community and raise and disburse funds for them. A model when affected locations are spread over a wide area.
- A consortium of judicatories that work in a coordinated manner. An alternative model when local congregations will not come together in a cooperative response.
- One or more denominational agencies leading the response on behalf of the interfaith community.

A faith-based recovery organization model usually represents the best stewardship of resources following major disasters. In contrast to its individual organizers, a faith-based recover group has important advantages in meeting disaster recovery needs:

- The big picture. Because of its diverse make-up, a recovery group has fuller understanding of the needs than individual religious organizations with their own distinct constituencies.
- Fuller participation through broad ownership. No one sits it out. Because all religious organizations own the recovery program, everyone contributes to getting the job done. A faith-based recovery organization generates the highest degree of community support and cooperation in disaster recovery.
- Greater visibility for the role of the faith community, in general, and individual religious organizations in particular. The religious community working together achieves greater recognition and gains better appreciation for its work. At the same time, special contributions by individual members of the religious community as part of the larger effort are likely to be spotlighted.
- Expanded service and benefits to disaster survivors. Sharing the disaster work load and limited resources, individual religious organizations extend recovery work over the long term. At the same time, duplication of services is avoided.
- Better fundraising potential. All of these advantages help attract support of donors who appreciate full use of efficient resources.

Organizing to Work Together

In times of major disasters in your community, immediately contact your regional church executives, ministerial association, or council of churches and your state/territory Church World Service disaster volunteer.

Encourage them to initiate an emergency meeting of religious leaders in a ministerial association or already-established interfaith group. All leaders in the wider religious community, even if they have not previously worked together, should be invited.

At this meeting, members of the religious community claim their unique shared theological values, history, and roles in the suffering and helping community. They:

- Recognize the importance of working together in shared ministry to those affected by disaster.
- Estimate the human needs—immediate relief and long-term recovery and determine the desire for common and cooperative response to community human needs.
- Explore the available resources (local, regional, state or territory) of the religious community including those to provide emotional/spiritual/pastoral care.
- Obtain and review information about human needs and available resources from other helping organizations.
- Begin to match resources to needs without duplication or waste. If needs are greater than local resources, the Church World Service Disaster Resource Consultant can share information about resources available through CWS and other national sources. Among key decisions meeting participants will make:
- Is a cooperative program necessary? If there will be substantial unmet needs particularly among vulnerable people, a cooperative, coordinated faith community response makes sense.
- How should a program be organized? Is there an existing interfaith group which can take on the work? Is a new group required? Or a subgroup of an existing group?

Information Needs

These decisions require information:

- Who was affected?
- Part of the city?
- Most of the town?
- Much of the county?
- Much of the state?
- All of the state plus other state(s)?
- Primary homes?
- Vacation homes?
- Percentage of persons with adequate or partial insurance coverage?
- Who are the most vulnerable people (marginalized before the disaster)?
- Where are they located?
- Is the disaster over? Or ongoing?
- What is the human-caused technological/environmental component to the disaster?
- Kind of hazard(s)?

A **damage assessment report** from the American Red Cross (ARC) will provide some quick answers. The initial report will be only a “windshield” survey with preliminary statistics, but it will give you the information you need to make initial decisions.

If the faith community decides to work together to meet disaster needs, the organizing group must:

- Write and publicize a short mission or purpose statement for the shared disaster response.
- Fundraise immediately and save resources for longer-term recovery.
- Project the needed program.
- Establish criteria for assistance.
- Project needed staffing (seek experienced volunteers first).
- Quickly project a budget (it can be revised up or down as more information comes available)
- Plan a volunteer management program which includes recruitment, training, placement, supervision, nurturing, and evaluation.
- Liaison with the American Red Cross and Federal Emergency Management Agency (in a Presidentially-declared disaster) to assure a fully coordinated response

You and Your Church Are Not Alone

You and your church are not alone in disaster recovery. There will be many groups and organizations involved which can complicate and confuse the response. You, your church, and your interfaith counterparts live and work in your community and should claim your right to be in charge.

You know your community, its needs, and its available resources. When you, your church, and other religious leaders work together, you can claim the unique role of the religious community in disaster response for more effective recovery of the whole person and the community.

“In successful recovery, emotional and spiritual renewal and transformation are as important—or even more important— than physical rebuilding.”

Church World Service Can Help

Trained Church World Service disaster volunteers in your area and the Church World Service Emergency Response Program Office in New York can advise about steps to take to begin to bring order to the chaos that is disaster.

Experienced CWS disaster volunteers can advise on such things as organization of the response, interfaith worship, fundraising, liaison with ARC, FEMA, and others disaster responders, program planning, and budget-building. CWS can also help locate available resources, send blankets and “Gifts of the Heart” kits, and provide an initial one-time cash grant to churches working together or a faith-based group.

INFORMATIONAL MATERIALS OFFERED BY CHURCH WORLD SERVICE

CONGREGATIONAL DISASTER PLANNING:

Planning, Prevention, & Mitigation. A booklet about how the faith organizations can work to reduce vulnerability of people and communities to disasters through mitigation and preparedness activities.

The Silent Disaster: People of Faith Respond to Technological Disasters. A manual for local clergy and lay leaders that explores the special nature of technological disasters and how the faith community can respond to them.

Disaster and Disabilities in a Land of Faithfulness. A brochure that points to resources for disaster planning around assisting persons with disabilities in your community.

Hope Help Heal. A training program on preparing for disaster ministry.

DISASTER RESPONSE

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Disaster Response: Donations That Make a Difference. A public education brochure providing guidance on donations following disasters.

Bringing God's Presence To Trauma Victims. A booklet for clergy and lay leaders on spiritual/emotional care of persons traumatized by a disaster.

DISASTER RECOVERY ORGANIZING:

Managing & Operating The Faith-Based Disaster Recovery Organization. A manual for directors and management staff of disaster recovery organizations that provides guidance on policies, practices, procedures, and program.

Why, What & How: Cooperative Faith-Based Disaster Recovery In Your Community. A brochure for local faith community leaders that provides an overview of the disaster recovery process.

GENERAL INFORMATION ABOUT THE ERP & CHURCH WORLD SERVICE:

Alert. A quarterly newsletter covering the Church World Service Emergency Response Program.

Service. A quarterly magazine covering the broad spectrum of Church World Service work in emergency response, development, and refugee resettlement.

www.cwserp.org. The Church World Service Emergency Response Program website which provides disaster reports and program information.

www.churchworldservice.org. The Church World Service web site covering CWS's comprehensive ministry.

To learn more about these materials order information, contact:

Church World Service
Emergency Response Office
475 Riverside Drive (Suite 700)
New York, NY 10115

UMCOR's ROLE

To prevent confusion, here is a list of what UMCOR can and cannot do:

What UMCOR Can Do:

- Provide pre-disaster training and counsel to annual conference and district Disaster Response Committees, and others who might work in your disaster operations. This training includes information on what to expect in the relief and long-term recovery phases, and how you might organize an effective United Methodist response. Emphasis is on special long-term needs of children, youth, and adults; organizing for relief and recovery; management of volunteers and donated goods, as well as casework management.
- Provide cash grants.
- During disaster response, provide consulting services to your committee and response personnel. Upon your request and at UMCOR's expense, volunteer mentors and advisors can be sent following a disaster. These persons have special skills in response management, ministry of caring, case management, logistical support, donations and distribution center management, public relations and communications, and coordination of volunteers. They can provide computer advice as well as technical consultation on rebuilding. Our specialists remain on site only a brief time, on average a few days, at most a week or two. They are there to share experience and insight on disaster management. In a pinch, they can work in some functional area to provide an "extra pair of hands" to buy you time as you recruit workers from within your conference for those tasks. However, our volunteers will not take the place of local workers.
- After departure, all UMCOR staff and volunteers are always available for telephone consultation. They can return to the site, should it be necessary, if approval is given by the UMCOR Network Manager.
- Lend power washers and generators. (Chain saws are not available to loan). Borrowed equipment must be returned to the UMCOR Sager-Brown Center in Baldwin, Louisiana, when no longer needed. This includes equipment you may purchase locally, if the invoice is sent to UMCOR for reimbursement.
- Use its Depot (or other warehouse space UMCOR might rent) for receiving, processing, and shipping donated items from across the church sent in response to a disaster.
- Provide a long-term loan of personnel with skills in case management, rebuilding, and coordination of volunteers to work under the direction of a community-based recovery organization.
- In conjunction with other participating denominations, assist with the formation of a community-based interfaith recovery organization. United Methodists are asked to participate in an interfaith context whenever possible.

- Make its nationwide toll-free numbers available for information, and the registration of volunteers and donations.
- Send UMCOR's volunteer disaster management specialists, for a maximum of 28 days to run some or all response functions in the relief phase. This service will only be provided for Level III or IV disasters (described below) where members of the conference disaster response leadership are immobilized by the scope of the disaster and/or are themselves victims of the tragedy. An invitation by the resident bishop is required. The conference is expected to assume full responsibility for the relief and recovery operation as soon as possible within the 28 days.

What UMCOR Cannot Do:

- Send personnel without an invitation from the bishop.
- Send funds or material resources without a request from the bishop.
- Administer or perform the work of a disaster-recovery operation. This responsibility rests with the annual conference (*except as described above*).
- Allow its funds to be used for the repair of damaged church property. There is a Church-wide Appeal, which clearly states that the money is to be used for property repair along with the relief of human need.

NOTE: The designation "UMCOR" is exclusively reserved for its staff and volunteers. A conference response team should identify itself as being from the affected conference or by the more generic term: "United Methodists in Disaster Response." The general population probably knows of The United Methodist Church and wants to see it working among them. The public has no knowledge of and little interest in the acronym "UMCOR." It tells them nothing. Don't use it to describe our Conference work.

SHEPHERDING LIST

Create a "Shepherding List" within your church and community. Include anyone confined to their bed or restricted by a wheelchair or walker. Include anyone who would need assistance in providing more than basic care for themselves. Assign them a shepherd and an alternate from a volunteer list you have created. Their shepherd will look after them in times of crisis or need. Tasks may be as simple as changing a light bulb or as serious as seeing that they are evacuated to where they can be cared for during a disaster. Shepherds can help with grocery shopping, doctor visits, medicine management, keeping the home clean and safe and any other tasks that the person can no longer do for themselves.

The Shepherding List is valuable all the time and not just an emergency list for disasters. The list does take a certain amount of responsibility off of the pastor and disaster coordinator by knowing that a responsible person is looking after those who will need caring for until family members can take over or aid.

Examples:

Agnes Apple

1212 Whale Street

87, lives alone, uses walker, hard of hearing, very alert

Sister Beulah, 93, resides at Old Oaks Nursing Home

Daughter Susie visits often and will assume responsibility for disaster care when needed.

Notify Susie & Bubba Cartwheel, 1234 Handsome Lane,

Phone 999-555-1111 in case of emergency or other needs.

Shepherds: Billy and Bonny Bugle

Alternate: Jim and Jane Jones

Albert & Inez Walkabout

Albert, 74, partial paralysis left side from stroke,

Inez, 75, very poor eyesight

Son Rodney in Denver no other family.

Both will need assistance with disaster care.

Recommend weekly visit by 2 or 3 members

Shepherds: Pat and Paul Pushup

Alternates: Sam Jackson and Petunia Blossom

PROTECTING THE CHURCH

(by one of the folks in the Florida Conference)

Protection of the church is imperative. You cannot physically protect every board and window of the church building, but you can take steps to protect important records and items within the building.

As for protecting the building, unless your church there is some well defined strategic reason to designate it as such, one of the most important rules you can follow is that ***your church should not be designated as a disaster shelter or relocation center.*** If you do decide that you want to have your church designated as an emergency shelter, an approved agency, such as the American Red Cross, will inspect your building and facilities and either accept or reject it as a shelter. If your church is accepted as a shelter and if there is a disaster in the area the approving agency will take control of your church. After the imminent danger has passed, volunteers will take over and they will operate as they need to out of the church. It is possible that the pews will be removed from the sanctuary for conversion to a warehouse, a hospital, a clinic, administrative facilities or even an emergency nursing home. You will no longer have control of anything until the controlling agency decides to close up or move on to other facilities. Be very cautious about letting any outside agency have control over the church building and grounds under your sphere of responsibility.

The church is seen as a central point of the community by everyone. This will be true of those who do not attend and who do not profess to believe. Regardless of the emergency, the church will be where many people turn for help and information. If the church is a reliably strong building if it has not suffered serious damage and if it is not in danger of suffering major damage, then the church may be used as a temporary *emergency* shelter. Temporary emergency shelters are for people who are caught outside in the disaster, or the building they were in has suffered damage and they can get to the church, or if they do not know where else they can go and Red Cross shelters are not yet set up.

Records must be protected if there is a warning which gives time for gathering certain items. Computerized records should be backed up each time they are updated. If a lap top computer is available and has adequate memory, download files and records so that you will have an active record system that can be set up in a remote site. If your system is destroyed, you will appreciate the importance of this simple protective measure.

Some disasters give no warning and no area is exempt from possible destruction. This stands true even if you live in an area that has never been affected. Natural disasters know no direction or boundaries. If you have prior warning of hurricane and flooding, you can take steps to protect more than just your files. Place important books and records that are too bulky to remove on top of the highest furniture available that will not easily float or upset in high water. Put computers and other movable electronics on the

highest object that is sturdy and will not float easily if you cannot evacuate them. This will give you a marginal chance of saving them if the water does not get over 2 or 3 feet deep.

Cover everything that you have placed for protection with 6-8 mil plastic. Use several layers in case one or two are pierced or torn. Use duct tape to seal and secure the plastic. As a last measure, place a tarp over your protected items to add one last measure of protection in case the roof is lost or windows break.

Raise anything of value as high off the floor as possible. This includes furniture, pew pads, Bibles, hymnals and anything you value that is easily movable. The altar cross, candles, chalice and paten should be evacuated with the pastor or other designated person. These items will be handy in setting up a worship center if the church is destroyed or heavily damaged.

DO NOT take chances in occupying a damaged building until it has been inspected and you have written verification that it is safe to occupy the building. Remember, the building is only a church house. The people, the Body of Christ, are the church. Insurance policies on the building, contents and property should be reviewed and updated annually. Many items of definite value are purchased and never added to inventory lists or covered by insurance. Make an inventory of everything in your church that has any value. Make a photographic inventory with still or video camera. Make three copies and give them to three different responsible persons.

GUIDE TO EMERGENCY PROCEDURES

Whenever we have any type of emergency, the first concern is the safety of our people, both staff and anyone else present on the grounds. In this guide, you will find a quick reference to specific situations. All staff members should use this guide in an emergency. Keep it handy in offices, rooms, and classrooms. Everyone, staff and volunteers responsible for other people, should be familiar with its contents. In all cases, use your best judgment, especially when something doesn't fit into pre-arranged procedures. Always call 911 whenever you feel that you or other people are in danger, or the solution to the problem exceeds your capabilities. Also, insure the office staff is always aware of any emergency.

BOMB THREAT

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

A bomb threat exists when a suspected bomb or explosive device has been reported, but not located. A bomb emergency exists if a bomb had been located, or a bomb has exploded.

- Try to gain as much information from the caller as possible; such as:
 - Detonation time
 - Location of bomb(s)
 - Type of bomb(s)
 - Voice characteristics
 - Background noises, such as: automobiles passing, noises, etc.
 - Reason for bomb threat.
- Cease any radio communications on campus
- Report threat to office, then call 911
- If a suspicious package is found, **DO NOT TOUCH IT.**
- Account for people in the threatened area and evacuate.
- While moving people a safe distance from the buildings, caution them to stay clear of buildings, trash cans, and lockers.
- Once out of the building, remain there until an ALL CLEAR signal is given.

BOMB EMERGENCY

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

A bomb emergency exists when a bomb has been located, or a bomb has exploded.

- **DO NOT TOUCH, MOVE, OR IN ANY WAY HANDLE A SUSPECTED EXPLOSIVE DEVICE**
- Cease any radio communications on site

- Call 911. The dispatcher will ask for information about the device.
- Police, fire and emergency medical services will be dispatched.
- Evacuate in a mannerly order, and caution participants to stay clear of buildings, trash cans, and lockers.
- Move participants a safe distance from the buildings.
- Open areas are best for gathering after evacuation.
- Account for all people.
- Be aware of a potential second device-stay away from explosion area and buildings or vehicles.
- Once out of the building, remain there until an ALL CLEAR signal is given.

CIVIL UNREST

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

Civil unrest may result when people are moving about, challenging authority, committing acts of vandalism, gang activity, etc., to the point where the safety of the staff and people at the facility is jeopardized. The goal is protecting all people from injury or harassment until proper help can be summoned, and keeping property losses and damages to a minimum.

- Get everyone inside, including anyone seeking shelter.
- Do your best to supervise the area outside until everyone is in a room.
- Lock the doors, close the curtains
- Remain in room until an ALL CLEAR signal is given.

CHEMICAL SPILL

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

Should a hazardous chemical spill occur on site or in the immediate area, the following precautions should be taken:

- Evacuate the area nearest the spill. Be sure to locate people upwind from the spill.
- Call 911 for HAZMAT response. (Report the chemical, if known).
- Notify the office immediately.
- Shut down any recirculating air systems.
- Follow all directions given by emergency personnel.

CRIME IN PROGRESS

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

- Do not attempt to apprehend or interfere with the criminal except for self

protection.

- **IF THE ASSAILANT IS IN POSSESSION OF A WEAPON, DIRECT EVERYONE TO DROP, COVER, AND REMAIN MOTIONLESS.**
- **IN THE EVENT GUNFIRE IS HEARD, EVERYONE SHOULD BE DIRECTED TO LAY FLAT ON THE GROUND.**
- If the assailant does not have a weapon, move people away from the scene of the crime in an orderly fashion. If the situation permits, make notes of as many details as possible.
- Call 911. Give them your name and location, and apprise them of the situation
- Notify the office

DRIVE-BY SHOOTING

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

In the event that a drive-by shooting occurs on or adjacent to the site, these procedures should be followed:

- If Inside a secure the room, and DROP, COVER, and HOLD until the danger has passed.
- In an open area- move people to a safe area, rooms or any cover possible.
- Initiate DROP and COVER if it is not possible to safely reach an enclosed area until the emergency is over.

Note: Drive-by shootings usually happen very quickly. Try to get as much information as possible without putting yourself in danger.

EARTHQUAKE

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

Note: Earthquake drills should be conducted often.

Inside buildings:

Implement DROP, COVER, and HOLD, All people should immediately turn away from glass areas and place themselves under tables, or desks. Move away from large panes of glass and out from under heavy, suspended light fixtures. When the earthquake is over, evacuate the building if necessary. Advise people not to touch electrical wires and avoid using matches and lighters until the area is declared safe.

Outside:

The safest place is in the open, away from any potential falling objects (ie, trees, power lines, buildings). Stay in the open until the earthquake is over or until further directions are given.

Check all utilities, shutting off gas water and electrical systems if leaks are occurring. Do not re-enter any damaged buildings until they have been declared safe.

EXPLOSION

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

Take the following actions if an explosion occurs:

- Assess the situation and inform the staff as quickly and calmly as possible.
- If there is any apparent danger, account for people and evacuate in an orderly manner to a safe distance and location.
- If no apparent danger exists, remain with the people in their present location.
- Take any necessary follow up action

FIRE

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

- Activate the fire alarm and evacuate. Move people in an orderly manner according to established exit routes, if passable, to the designated assembly area.
- Clear rooms, close doors and windows. Accompany people to designated area.
- Teachers should take roll call, staff account for people and staff.
- An ALL CLEAR signal will be given indicating when it is safe to return.

HOSTILE INTRUDER/SHOOTING ON CAMPUS

REMAIN CALM-EVALUATE THE SITUATION-TAKE ACTION

HOSTILE INTRUDER:

- Proceed immediately to an inside meeting area.
- Lock doors, close curtains, turn off lights.
- Direct people to DROP, COVER, and HOLD until the situation is resolved.
- All staff not responsible for people should take cover in the immediate area where working, if safe.
- Remain calm, stay indoors until ALL CLEAR signal is given, regardless how long it takes.
- Turn down any radios/cell phones.

HOSTAGE SITUATION:

- Remain calm. Talk with intruder in low, non-threatening manner.
- Keep your distance
- Do not attempt to deceive or threaten the intruder
- Maintain order among people
- Be constantly alert and prepared for violence.

NOTE: If any site becomes involved in a hostage situation, the primary concern must be the safety of people and staff. Individuals who take hostages are frequently

emotionally disturbed, and it is important to not antagonize them. Communication must be handled in a non-threatening, no-joking manner, always remembering that it may take very little to cause such people to become violent.

TRAUMATIC INCIDENTS

REMAIN CALM-EVALUATE SITUATION-TAKE ACTION

Examples of traumatic incidents are: suicide, death, or anything else likely to cause severe emotional reaction.

If you become aware of a traumatic incident that may affect the physical or emotional health and/or safety of people, immediately notify the office. The person in charge will gather information, review options, and inform the staff of appropriate actions.

FORMS

Individual Needs Survey

Name: _____ Spouse: _____

Address: _____ Phone: _____

Alternate Contact (person or phone) _____

List names and ages of additional members in household:

Do you only speak a foreign language? No Yes Language _____

Residence Type: Single Family Mobile Home Apt. ___ Floor

Name of Residential Complex: _____

Medical Disability: _____

Are You Legally Blind Deaf Mute Aphasic

Are you homebound? Yes No

Do you use a wheelchair? Always Most of the Time Sometimes

Do you use a walker/cane? Always Most of the Time Sometimes

Do you require a special diet? No Yes Type: _____

Special Medical Needs (Ex: homeless, severe cardiac, diabetic on insulin)

Do you rely on electricity for home medical treatments? Yes No

Have you registered with the County Emergency Management Department for help in an evacuation? Yes
 No

Family Physician: _____ Phone: _____

Emergency Contact: _____ Phone: _____

(**NOT** living with you) _____

Do you have any dog(s)? Yes How many? _____ Cats? Yes How many? _____

(**Note: Pets are NOT allowed in all shelters. Make evacuation-shelter arrangements for them BEFORE a disaster.**)

Do you have transportation in an emergency? Yes No Maybe

Would you need transportation in an emergency? Yes No Maybe

If yes, what type? Standard vehicle Wheelchair access Ambulance

Local Church Emergency Supplies List

Equipment for Facility Preparation and Clean-up

- Copy of disaster plan
- Plastic garbage bags
- Sealable plastic bags
- Boxes
- Flashlight/ extra flashlight batteries
- Plastic sheeting/ tarps
- 2-way radios/extra batteries
- Plywood (for boarding windows)
- Ladders
- Hammer and nails
- Mops
- Buckets
- Brooms
- Disinfectant/cleaning compounds
- Bleach (at least 3 gallons)
- Rubber boots
- Rubber gloves
- Work gloves
- Masks
- Duct tape
- Extension cords/50', 3 wire grounded
- Portable incandescent lamps/extra bulbs
- Power saws/hand saws
- Shovels
- Crowbar
- Wheelbarrow/cart
- Jumper cables
- Cameras (disposable)
- Battery operated radio/weather radio

Disaster Supplies for Persons Onsite

- Canned goods
- Water
- First aid kits
- CPR kits
- Paper, goods, plates, cups, plastic utensils