

2. Operations – Manages and assists with daily operations of ICS, including managing the agency's response to staff/client needs during an emergency. Directs the initiation of safety functions listed below, some or all of which may be delegated to other staff. Supervises volunteers unless designated to other function.

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

a. Site security: Responsible for utilities in an emergency (gas, electric, and water). Checks and turns off gas and /or electricity if damage is evident or can smell gas. Turns off water if pipes are broken or leaking.

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

b. Fire Suppression: Checks for and suppresses small fires. Notifies fire department.

Assigned staff person: _____
Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

c. Search and Rescue: If evacuation is required, ensures everyone has evacuated safely. Quickly and safely searches the facility for people who may be trapped or injured. Helps if possible. Notes and records position for other responders, including name and location.

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

d. First Aid: Administers first aid to injured persons. *Note: This may require providing training or making training available for staff persons.*

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

e. Volunteer Coordinator: Manages and supervises affiliated and spontaneous volunteers serving the agency. *Note: This position may or may not be on-going.*

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

3. Logistics – Responsible for obtaining resources necessary for all functions listed to operate safely for staff, clients, and volunteers – may work in cooperation with Finance.

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

4. Finance – Tracks all financial activities and costs (receipts, etc.). If necessary, this person is responsible for obtaining in-kind donations, sponsorship, or monetary donations to cover costs. Also must ensure that there are safe back-up copies of the following agency documents: articles of incorporation (e.g., verification of tax exempt status); recent photographs documenting the interior and exterior of your facility; insurance documentation; licensing documentation, if appropriate; updated mission statement on letterhead.

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

5. Information/ Planning – Tracks data, prepares forms for use by staff, manages information, keeps everyone up-to-date on situation, projects short and long term needs for clients and works with Incident Command to develop and implement plans to meet these needs.

Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

6. Other:

Position Title: _____
Responsibilities: _____
Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

Updates:

Date of most recent fire drill: _____ Scheduled Update: _____
Date of most recent phone list: _____ Scheduled Update: _____
Date of most recent staff training in basic emergency preparedness: _____

B. Preparing Staff for Disasters

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

1. How many staff members/volunteers/clients could be at your site at the time of a disaster?
 - a. During a typical work-day: _____
 - b. During the work-week , but before the day begins: _____
 - c. During a weekend: _____
 - d. During workplace holiday: _____

2. The agency will want to ensure that all staff members (and pre-affiliated volunteers) have an opportunity to check on their homes and family members as soon as possible following a disaster. How will this be accomplished? What critical functions must be performed? Who will perform them? _____

3. Encourage all staff (and pre-affiliated volunteers) to have a family or home emergency plan – resources can be found via your local American Red Cross or at www.ready.gov. This increases the likelihood that staff and their families can cope with the disaster without outside help.

4. All staff should be trained in basic emergency preparedness (please contact your local American Red Cross or utilize the resources listed at the end of this document to learn more about basic emergency preparedness). Identify staff with specialized training (CPR, CERT, etc.). _____

5. How will your agency assess the status of staff members and their families following an emergency?

- Are staff members trained to call in to a general number following an emergency to provide a status update within a certain period of time (are they in good health, is their family in good health, is their property damaged)? Yes No
Phone: _____ Email: _____
- Are managers expected to contact those under their direct supervision to assess status? Yes No
If so, do managers have a list of emergency contact numbers for each staff member? Yes No
- How often is this list updated (suggested every 6 months)? _____
Date of Last Update: _____ Scheduled Update: _____
- Have managers shared this list with upper management in the event that they are unable to carry out this duty? Yes No

6. Does your agency conduct periodic emergency drills (fire, etc.)? Yes No
Date of Last Drill: _____ Next Scheduled Drill: _____

7. Does your agency have copies of plans, emergency contact information, legal papers relating to agency (certificate of 501(c) 3 status, for example) collected in one location in the event that operations move from main facility? Yes No

- Are these papers also stored in a secure location off-site? Yes No
- Are they stored in electronic files? Yes No
- Are regular back-up procedures implemented? Yes No
- Have plans been made for business continuity? Yes No

C. Personnel/Volunteer Resources

(Staffing necessary for post-disaster response)

1. Realistically, how many paid staff will work after a disaster:
 - If it strikes during the work day? _____
 - If it is during a work-week, but before the day begins? _____
 - If it happens on a weekend, holiday? _____

2. Which staff are designated "Essential Personnel" (should automatically report to work in a disaster)?
 - Is their designation included in their job description? Yes No
 - Are they aware of this designation? Yes No
 - Do they know when and where to report and what their responsibilities are? Yes No

Definitions:

Pre-affiliated volunteers: volunteers already affiliated with your agency

Spontaneous volunteers: Volunteers that arrive following a disaster seeking to assist *without a current affiliation*. These volunteers may be referred to requested agencies by the VMC upon the request of the Office of Emergency Management.

Disaster volunteers: both pre-affiliated and spontaneous volunteers utilized following a disaster

3. To support the work of staff in an emergency, we will use *pre-affiliated volunteers* to assist with the following duties:

- a. _____
- b. _____
- c. _____

4. Realistically, how many **pre-affiliated volunteers** will assist after a disaster:

- a. If it strikes during the work day? _____
- b. If it is during a work-week, but before the day begins? _____
- c. If it happens on a weekend, holiday? _____

5. Which **pre-affiliated volunteers** (if any) should automatically report to the site following a disaster? _____

6. How will **pre-affiliated volunteers** receive activation instructions? _____

7. Do **pre-affiliated volunteers** know when and where to report and what their responsibilities are?

Yes No

8. Is there a list of contact information (home telephone numbers, email addresses for **pre-affiliated volunteers**) for disaster use? Yes No
Completion Date: _____ Scheduled Update (suggested every 6 months): _____

9. Do **pre-affiliated volunteers** know whom to contact at the agency following a disaster? Yes No
Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____
Alternate staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____
Email: _____ Alternate Email: _____

10. Our agency has a partnership with the following organizations (groups, businesses, etc.) that will provide volunteers following a disaster: _____
Contact person: _____ Contact Number: _____
Memorandum of Understanding signed: Yes No

11. To support the work of staff in an emergency, we will use *spontaneous volunteers* to assist with the following duties: (See Appendix Volunteer Grid.)
a. _____
b. _____
c. _____

12. Does your agency have position descriptions for **disaster volunteers**? Yes No
Completion Date: _____
Where are they located? _____

13. Volunteer Management Best Practices
a. Do we have volunteer applications and liability forms prepared? Yes No
b. Do we understand risk management issues related to disaster volunteers? Yes No
c. Is this something we need to familiarize staff members with prior to an event? Yes No
d. Are volunteers covered by the agency's liability insurance? Yes No
e. Do we have written standard operating procedures for volunteers? Yes No
Where are they located? _____

14. Are staff members (including designated alternates) assigned to manage, train, and supervise **disaster volunteers**? Yes No
Assigned staff person: _____
Home phone: _____ Cell phone: _____
Email: _____ Alternate Email: _____

15. Does your agency know how to access **spontaneous volunteers** following a disaster using the Volunteer Center's Volunteer Mobilization Center model)? Yes No

16. Is your agency interested in attending a training developed for agencies interested in learning how to effectively access spontaneous volunteers following a disaster? Yes No

This is an excerpt from the original document designed to encourage agencies to begin to prepare and plan for disaster. For a complete copy of this document, please contact the Volunteer Center Serving Howard County at 410.715.3172 or info@volunteerhoward.org.

For more information, additional resources, and training opportunities related to emergency and disaster preparedness, please visit the following websites:

Federal Emergency Management Agency: www.fema.gov
Maryland Emergency Management Agency: www.mema.state.md.us
United States Department of Homeland Security: www.ready.gov
U.S. Department of Labor Occupational Safety & Health Administration:
www.osha.gov/SLTC/emergencyresponse/index.html
American Red Cross: www.redcross.org
Center for Disease Control and Prevention: www.bt.cdc.gov
Howard County Government: www.howardcountymd.gov
Maryland State Government: www.md.state.md.us

Important Numbers: Post near all phones

911	Use in emergencies, to get medical or public safety assistance
(410) 313-2900	Howard County Emergency Operations Center, operational during an emergency
(410) 313-3700	Howard County Police, Southern District, Non-emergency
(410) 313-3200	Howard County Police, Northern District, Non-emergency
(410) 313-6400	Howard County Department of Citizen Services
(310) 313-6000	Howard County Fire and Rescue, Non-Emergency
(310) 313-6300	Howard County Health Department
(410) 313-2150	Howard County Sheriff's Office
(800) 685-0123	Baltimore Gas & Electric (BGE)
(410) 740-7890	Howard County General Hospital
(410) 313-6682	Howard County Schools
(800) 492-0618	United Way First Call for Help
(410) 936-1212	Weather
(410) 381-7350	Mental Health Authority
(770) 488-7100	CDC Emergency Response Hotline
(800) 311-3435	CDC

Please contact the Volunteer Center Serving Howard County to learn more about disaster preparedness and response for both volunteer agencies and community members.

10221 Wincopin Circle, Columbia, MD, 21044; Phone: (410) 715-3172; Fax: (410) 715-0845;
Website: www.volunteerhoward.org; E-Mail: info@volunteerhoward.org

Other disaster volunteer planning resources available upon request from the Volunteer Center:

- All Hazards Volunteer Checklist
- Disaster Volunteer Grid Worksheet
- Tasks that can be provided by spontaneous, unaffiliated volunteers