

Agency Name: \_\_\_\_\_  
Name/Title: \_\_\_\_\_

Date Completed: \_\_\_\_\_  
Phone: \_\_\_\_\_

*Person Managing/ Overseeing Emergency Plan Implementation*

## Agency Disaster Preparedness Planning - Incorporating Volunteers

*Excerpts from A TOOL TO ASSIST WITH DISASTER PREPARATION*

In a major disaster, such as a tornado, flood, or terrorist event, response systems may be overwhelmed (e.g., police & fire departments, hospitals, utility companies, etc.). Officials tell us we might be virtually on our own for the first 48-72 hours. The following outline will help your organization plan and prepare to meet the needs of both your staff and the people that you serve during and after a major disaster. There are several types of situations that your agency may face:

1. A disaster on-site (little to no warning, example fire)
2. A pending disaster (defined time window, example hurricane)
3. A nearby disaster affecting local infrastructure and communication (little to no warning, tornado)
4. A sustained, poorly defined threat to the public (terrorist threat)

At the end of the document you will find additional resources to use to supplement this guide and to enhance your agency's emergency and disaster planning process.

### A. Emergency Management – the Incident Command System (ICS)

An emergency will require a response. The following functions follow the government's Incident Command System (ICS) and more than one function can be assumed by the same properly trained staff person or by properly trained volunteers. More information on ICS can be found at [www.training.fema.gov/EMIWeb/IS/](http://www.training.fema.gov/EMIWeb/IS/).

Please identify the *current* staff person(s) responsible for the following functions, and identify all relevant training and/or certifications and the date completed:

Have assigned **essential staff** been identified and notified? Yes No Notification Date: \_\_\_\_\_

Are assignments included in staff's job descriptions? Yes No Notification Date: \_\_\_\_\_

**1. Incident Command** – Dealing with an emergency requires constant management. This function requires managing the overall response and recovery to an emergency and overseeing all functions below. This is typically the Agency Director.

Assigned staff person: \_\_\_\_\_

Home phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Email: \_\_\_\_\_ Alternate Email: \_\_\_\_\_

**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](http://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 associated with or have regular contact with your agency

**Spontaneous volunteers:** Volunteers that arrive following a disaster seeking to assist *without a current affiliation/association*. These volunteers will be registered by the Volunteer Center or through a Volunteer Mobilization Center (VMC) upon the request of the Department of Citizen Service and referred requesting agencies.

**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 contact information list (home telephone numbers, cell phones, 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 Volunteer Matrix)

- 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 (VMC) 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

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

### Howard County, MD Important Numbers:

#### Post near all phones

911	Use in emergencies, to get medical or public safety assistance
(410) 313-6503	Flu Clinic Information Hot Line – Howard County Health Department
(800) 685-0123	Baltimore Gas & Electric (BGE)
(410) 313-6400	Howard County Department of Citizen Services
(410) 313-6000	Howard County Fire & Rescue Services
(410) 740-7890	Howard County General Hospital
(410) 313-7350	Howard County Mental Health Authority
(410) 531-6677	Howard County Mobile Crisis Team
(410) 313-2900	Howard County Non-emergency Hotline, <b>operational during an emergency</b>
(410) 313-3700	Howard County Police, Southern District, Non-emergency
(410) 313-3200	Howard County Police, Northern District, Non-emergency
(410) 313-6682	Howard County Schools – Public Information Office
(410) 313-2150	Howard County Sheriff's Office
(410) 313-5980	Maryland Access Point (1-800-506-5806)
(800) 492-0618	United Way First Call for Help (call 2-1-1 from Verizon)
(410) 715-3172	Volunteer Center Serving Howard County – Main
(410) 715-3176	Executive Director
(410) 715-3179	Disaster Volunteer Coordinator
(410) 936-1212	Weather

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

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

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