

TEXAS ANNUAL CONFERENCE DISASTER RESPONSE PLAN

Written by
Texas Annual Conference Committee on Relief (TACCOR)

1/8-10/2006

Reviewed by TACCOR

~~March-April 2006~~
July 5, 2006

Deleted:¶

TEXAS CONFERENCE DISASTER RESPONSE PLAN

Introduction/Overview

The most important thing to remember when doing disaster response and recovery is to show the Face of Jesus to everyone involved. Remember, to quote a song "You may be the only Bible some people read."

1 Peter 4:8-11 New Living Bible

"Most important of all, continue to show deep love for each other, for love covers a multitude of sins. Cheerfully share your home with those who need a meal or a place to stay. God has given gifts to each of you from his great variety of spiritual gifts. Manage them well so that God's generosity can flow through you."

Matthew 5:16

"In the same way, let your light shine before men, so that they may see your good works and give glory to your Father in heaven."

John Wesley's Rule

Do all the good you can,
By all the means you can,
In all the ways you can,
In all the places you can,
At all the times you can,
To all the people you can,
As long as ever you can.

Disaster Response and Recovery is a vital part of our church Mission. Within the new structure of the Texas Annual Conference, this falls under the Sending Ministries of the Center for Missional Excellence. We are called to love one another. One of the ways we can show the love, hands, feet, and face of Jesus is through the efforts we make in the community and around the world. This directly reflects our Core Beliefs of "Radical Hospitality", "Risk-taking Mission", "Extravagant Generosity" and "Connectional Ministry"

Deleted:

The mission of the Texas Annual Conference Committee on Relief (TACCOR) in partnership with UMCOR is to support UMCOR's efforts to reduce human suffering by coordinating the ministries of the Texas Annual Conference in the area of Disaster Relief. TACCOR will also promote the One Great Hour of Sharing Offering and work to raise the awareness of the congregations of the Texas Annual Conference regarding the work they are involved in through the UMCOR of the General Board of Global Ministries of The United Methodist Church.

Response and Recovery happens on five levels at once:

UMCOR: funds, supplies, training, and technical assistance, equipment, kits

Conference: funds, support, training, personnel. Receives all offers of assistance and client needs then matches resources to needs to help survivors achieve recovery

District: volunteers, guidance, housing for teams, office space, damage assessment

Local Churches: local knowledge of resources, housing, hospitality, volunteers, office space

Community Support: Unmet needs committee, other faith based groups, local non profits

It is important to remember disaster response and recovery is a chaotic time and all resources including human are stretched to the limit. There are four phases to disaster response:

1. **Disaster preparedness** – The cost of not being prepared is far more expensive in the cost of lives lost and economic devastation than the simple time and efforts of individuals and congregations. We STRONGLY encourage all churches of the Texas Annual Conference to educate their congregations. Every district shall provide at least one session of Disaster Preparedness training annually. Interfaith Ministries of Greater Houston (713-533-4900) can provide this training ANYWHERE in the Texas Annual Conference. Dave Dozier is the current (July, 2006) contact; his phone number is 713-533-4965.

Deleted:

Deleted:

Deleted: April

2. **Early Response** – The United Methodist Church provides AND REQUIRES specific training for early responders. Without Early Responder Training Credentials (which MUST include Safe Sanctuary Certification!), volunteers will not be allowed into a disaster area. While our coastal districts are the ones most prone to hurricanes or chemical disasters, the entire conference is subject to tornadoes, floods, wild fires and other types of disasters. In addition, if a single district is damaged excessively, such as Beaumont with Hurricane Rita, it is imperative that other districts be prepared to mobilize for a broad response. This means that ALL districts need to recruit and train teams for Disaster Response.

Formatted: Bullets and Numbering

3. **Rescue/Emergency** – This phase is left to emergency responders. Groups who respond at this phase are Community Emergency Response Teams (CERT)¹, volunteer fire departments, local police & sheriff's departments. As a church our early response should be to account for members of our church family, our neighbors, our loved ones and elderly and disabled people who may need help. The major response of the United Methodist Church comes later and lasts longer.

Deleted: ¶

4. **Relief** – In the beginning of the relief phase other faith organizations and non-profits such as the Salvation Army and Red Cross will be providing food, shelter, and hot showers for victims. The United Methodist response begins with initial survey and needs assessment by the Bishop, UMCOR national rep and a representative from the Texas Annual Conference Disaster Response Committee. Early Responder teams will be activated to ensure safety by removing debris and doing temporary repairs; doing more may effect insurance payments, FEMA assistance or create future problems for the victim.

Formatted: Bullets and Numbering

Deleted:

Formatted: Bullets and Numbering

Deleted: <#>¶

Deleted: <#>Relief – In the beginning of the relief phase other faith organizations and non-profits such as the Salvation Army and Red Cross will be providing food, shelter, and hot showers for victims. The United Methodist response begins with initial survey and needs assessment by the Bishop, UMCOR national rep and a representative from the Texas Annual Conference Disaster Response Committee. Early Responder teams will be activated to ensure safety by removing debris and doing temporary repairs; doing more may effect insurance payments, FEMA assistance or create future problems for the victim. ¶ <#>¶
Recovery – During this phase rebuilding, advocacy, resource development, housing plans and long term planning happen. This phase can last up to two years or longer.

5. **Recovery** – During this phase rebuilding, advocacy, resource development, housing plans and long term planning happen. This phase can last up to two years or longer.

Formatted: Bullets and Numbering

¹ CERT's support emergency services by preparing for disasters before they occur and by responding, when necessary, to immediate needs in their neighborhoods or workplaces after a disaster occurs.

Information Services

Depending on the location of each disaster, information should be collected from the District Superintendent, the TACCOR Chair, local pastors, Fire Departments, Sheriff's offices, newspapers, local news, etc.

Before and following a disaster, the Assistant to the Bishop and the Conference Disaster Response Coordinator will be in contact with the local VOAD (Volunteer Organizations Active in Disaster).

Deleted: t

Deleted: Conference Executive Director for Disaster Response

Deleted: ay

Necessary information should include:

The nature of the disaster and resources needed to respond

1. Shelter sites
2. Kitchen sites
3. Supply distribution centers
4. Statewide damage estimates including
 - Power outages
 - Flooding
 - Road closures
5. Communications from State and Federal Government concerning financial relief and the location of processing centers for filing with FEMA.
6. Current and reliable sources of needed information, such as radio & TV stations and websites.

Formatted: Bullets and Numbering

As information is received, it should be passed on to the local VOAD or VOAD-type organizations as well as other non-profit & faith-based organizations in the area.

The Texas Annual Conference Disaster Response Committee will work to insure that accurate and up-to-date information is available to the Bishop, Assistant to the Bishop, District Superintendents, District Disaster Response Coordinators, Conference Director of Communications, and Conference Call Center.

Deleted:

Deleted:

Deleted: Cabinet

Deleted: Mission Secretaries

Deleted: Pastors,

Deleted: , and local churches

Deleted: We are looking for a church (Inland and not prone to flooding)

Deleted: Once such a location is established, it is hoped

Deleted: that we can acquire a

Disaster BLAST (an on-demand email function) worked well for Katrina & Rita.

Lakewood UMC in northwest Houston has agreed to serve as the semi-permanent location for the Conference Call Center, which would be activated as needed. We will make arrangements for a permanent toll-free number. We need to work with Aldersgate in College Station and Marvin Memorial in Tyler to establish back-up Call center locations.

Volunteer Procedures

An appeal will go out to the Conference for volunteers to assist in disaster response and recovery. The Texas Conference Call Center will receive responses from individuals or teams. The Volunteer Coordinator will schedule all teams, **once the disaster area has been declared safe. EVERYONE needs to remember that we must be invited into a disaster area. Uninvited teams showing up unannounced create additional problems and run the risk of being turned away.**

Deleted: .

Work Teams

Certified Early Responder Teams are available to come into a disaster area to help clean up homes, churches, parsonages and communities. They will only make buildings SAFE, SANITARY, AND SECURE until FEMA and insurance agencies have made their assessments. Any rebuilding before then will lessen the chances of the owner receiving financial assistance. Once family advocacy is complete and any required local permits are received, volunteer teams can begin assisting in the rebuilding. **EVERYONE needs to remember that we must be invited into a disaster area. Uninvited teams showing up unannounced create additional problems and run the risk of being turned away.**

Deleted: casework

HOUSING AND OFFICE REQUIREMENTS

Deleted: ----- Page Break-----

HOUSING FOR WORK TEAMS

- * Each district should evaluate, identify & maintain a current list of available resources for volunteer housing sites. Sleeping, eating & showering facilities are not required to be in one building or site.
- * This list should be provided to the TACCOR and updated in the spring.
- * District Disaster Response Coordinators will be responsible for providing this information.

Deleted: Coordinators

Good Resources for Housing Volunteers include:

- * Church camps and public camp sites
- * Public & private school gymnasiums, civic/convention centers, lodges, armories,
- * Military reserve centers, golf clubs, health clubs & YM/YWCAs

Get an agreement in writing to use the facility for housing volunteers

OFFICE

Each district should evaluate, identify & maintain a current list of at least three sites geographically distributed across the district that can be used for initial disaster response office space.

This list should be provided to the TACCOR and updated annually in the spring.

After the disaster office has been identified, the conference will provide the following equipment:

- Cell phones for identified personnel (this may mean picking up the bill for a time on some personal phones)
- Portable Radio/TV combination
- Copiers
- Locking file cabinets
- Computers with most up to date operating systems and software, as well as printers and internet access (high-speed is highly desirable)
- Scanner, Printer, Copy, Fax combination
- Fax machines

Formatted: Bullets and Numbering

Deleted:

- Phones and Phone line(s) for toll free numbers - Consider VOIP (Voice over Internet Protocol) for controlling costs on returning calls from Call Center
- Office Supplies

BRIEF JOB DESCRIPTIONS CONFERENCE DISASTER RESPONSE TEAM

1.1 Executive Director – Disaster Ministries – Appointed by the Bishop for each disaster and Accountable to the Assistant to the Bishop. Responsible for Disaster Response Teams conference wide. Ensure positions on TACCOR and DDRT (District Disaster Response Teams) are filled and members are ready for disaster response. Liaison between Bishop, Assistant to the Bishop, District Disaster Response Coordinators, District Superintendents, VOAD member agencies and government agencies. ~~MAH to change previous changes back to Coordinators.~~

Deleted: .
Deleted: Conference Staff, Cabinet Representative

1.2 Disaster Response Coordinator – Assist Executive Director in recruiting, training, and staffing TACCOR and DDRT positions. Assume Executive Director Duties in absence of the Executive Director.

~~District Superintendent Communicate with TACCOR and DDRT members, other District Superintendents, Bishop and Conference staff to assure preparation for disaster. Be active in the initial response and through recovery phase of disaster as liaison.~~

Deleted: 1.3 → Cabinet Representative
Deleted: – Generally the District Superintendent in the disaster area. Communicate with TACCOR and DDRT members, District Superintendents, Bishop and Conference staff to assure preparation for disaster. Be active in the initial response and through recovery phase of disaster as liaison.
Deleted: (See Sample Plan on page NNNN)
Deleted:

1.4 District Disaster Response Coordinators (1 per district) – Act as liaison between District and TACCOR. Responsible for forming district team and development of district plan. Attend trainings provided by Conference. Attend TACCOR meetings. ~~Verify that Disaster Preparedness Training is held annually.~~

The following positions will need to be quickly recruited and put in place as needed in the event of a disaster.

1.5 Spiritual Care Coordinator – Recruit, supervise and assist in training persons interested in providing Spiritual care to disaster victims, TACCOR & DDRT members, incoming volunteers, and others in need of Spiritual care in a disaster situation. ~~TRY NOVA.org offers 40-hour training class for volunteers. Both trynova.org and voad.org offer hand-outs for dealing with people in crisis.~~

1.6 Volunteer Coordinator – Receives phone calls, keeps schedule of teams by dates and provides some training for new volunteer teams. Maintain data base of potential volunteers needed for various jobs in disaster response.

Deleted: &

1.7 Construction Coordinator – Provides guidance and supervision for the volunteers to insure quality workmanship and a positive experience.

1.8 Family Assistance Director - Recruit, supervise and assist in training individuals interested in providing casework for initial response in disaster situation

1.9 Family Advocates --Is similar to caseworkers in secular agencies, but often includes an added "helping" dimension.

The Texas Annual Conference Committee on Relief shall include the following positions:

2.0 Assistant to the Bishop
2.1 Chair – TACCOR Committee
2.2 Disaster Response Coordinator
2.3 Executive Director – Disaster Ministries
2.4 Spiritual Care Coordinator
2.5 Family Advocacy Director
2.6 Communications Coordinator
2.7 Information Center Coordinator
2.8 Equipment Coordinator
2.9 Volunteer Coordinator
2.10 UM PIM Coordinator
2.11 District Disaster Response Coordinators (1 per dist) (DDRT)

- Deleted: 1
- Deleted: Chair – TACCOR Committee
- Deleted: 1
- Deleted: Executive Director – Disaster Ministries
- Deleted: 1
- Deleted: 1
- Deleted: Cabinet Representative
- Deleted: 1
- Deleted: 1
- Deleted: 1
- Deleted: 1
- Deleted: 1
- Deleted: 1
- Deleted: UM PIM Coordinator
- Deleted: 1
- Deleted: 0
- Deleted: Team

It should be noted here that some positions such as Family Advocacy Director & Information Center Coordinator will be assumed by members of the committee during times between active disaster response phases.

TACCOR RESPONSIBILITIES

1.0 Chair Person – TACCOR Committee

Some of these responsibilities will transition to Executive Director as soon as that person is identified. In the event that the TACCOR Chair is part of the disaster and/or evacuation, these responsibilities will transition to the Conference Disaster Response Coordinator.

Prior To A Disaster:

1. Oversee the work of the TACCOR.
2. Preside at all TACCOR meetings.
3. Participate in Conference Initiatives related to disaster.
4. Ensure representation of the TACCOR on the Voluntary Organizations Active in Disaster (VOAD).
5. Facilitate recruitment and training of Conference (TACCOR) and District Disaster Response Teams (DDRT) and potential additional volunteers in coordination with Recovery Team.

If A Disaster Is Imminent:

1. Call the TACCOR and put on standby. Determine how many TACCOR members will be able to respond.
2. Contact VOAD to arrange a time and place to meet for a briefing on the disaster.
3. Alert the Bishop, Assistant to the Bishop and District Superintendent(s) to inform them the estimated extent of the disaster.
4. Contact District Disaster Response Coordinator and inform him or her of the briefing with VOAD and ask that the DDRC attend the briefing if it is in a local district.
5. Contact the Early Responder Volunteer Coordinator.

- Deleted: Bishop's Assistant, Cabinet Representative
- Deleted: the DDR Coordinator and/or District Mission Secretary
- Deleted: (DMS)

Following A Disaster:

1. Oversee the work of the TACCOR.
2. Be responsible, along with the Executive Director and the Disaster Response Coordinator, for holding briefing sessions with the members of the TACCOR and DDRT.

Deleted:

1.1 Executive Director – Disaster Ministries MAH to make the prior to a disaster & if a Disaster is Imminent PLUS all the actions of the Cabinet Rep should be combined for the Assistant to the Bishop.

Following A Disaster:

1. The TACCOR Executive Director will continue to update the district superintendents with the latest information concerning the disaster, what the plans of the TACCOR are and ask how they can continue to provide assistance to the Districts.
2. Contact the Assistant to the Bishop, and the Bishop to inform them the estimated extent of the disaster.
3. Meet with VOAD, the TACCOR, and the local DDRT(s) for a briefing on the disaster.
4. Pass along the temporary phone number and location of the TACCOR office to VOAD and FEMA.
5. Have the local District Superintendent call the Bishop and schedule a tour of the disaster area with other cabinet members including the Assistant to the Bishop and Conference Director of Communications.
6. Work with the TACCOR Spiritual Care Coordinator to assign a Chaplain for the TACCOR.
7. Meet with TACCOR, Local District Superintendent(s) and Local DDRT(s) to assess the damage to church property, congregations and communities. With the Assistant to the Bishop, take any appeal the District Superintendent(s) has to the Bishop. This preliminary needs assessment should include any information from the TACCOR and DDRT, VOAD and FEMA.
8. In cooperation with The Assistant to the Bishop call the District Superintendents in the disaster areas to get a feel for the level of damage. Ask each DS if they need the TACCOR to begin relief operations in their district. The TACCOR cannot enter a district without a request from the District Superintendent. Once the Bishop has made a decision concerning how the Conference will respond to the disaster, relay all the information to the pertinent individuals. If the Bishop requests UMCOR assistance, in coordination with The Assistant to the Bishop contact UMCOR and coordinate their involvement in the disaster.
9. Coordinate with the Early Response Volunteer Coordinator the housing of any UMCOR Catastrophic Disaster Relief Team members who will be arriving at the disaster site.
10. Coordinate with the TACCOR members any training sessions volunteers may need.
11. Be responsible, along with the Committee Chair Person and the Disaster Response Coordinator, for holding briefing sessions with the members of the TACCOR and DDRT.
12. If there is no Inter Faith Committee in existence within the disaster area work with the DDRT and local ministers to establish one.
13. Be responsible for handling an evaluation at the close of the response Phase.
14. Oversee the operations of the paid staff until the response work comes to a close.

Deleted: Prior To A Disaster:

<#>Retain a copy of all disaster forms and plans.
 <#>Retain records of volunteers referred from conference and district staff.
 <#>Contact Supplies to verify availability and schedules for supply shipments.

If A Disaster Is Imminent:

<#>Recruit volunteers to fill positions on the conference and district teams.
 <#>Update a database of conference and district disaster response team and conference and district disaster team coordinators. This database should be used to identify volunteers to be contacted and fill positions such as caseworkers, information center volunteers, and any other volunteers needed for a particular disaster. The master copy may be associated with a previous disaster if active recovery work is still being done. If so, plan to take a periodic copy to be used for new disasters.
 <#>In case of evacuation key TACCOR and DDR team members are encouraged to evacuate to the Bryan/College Station area or to Cameron, depending on the nature of the disaster. These seem to be good places to assemble and begin response efforts.

Deleted: Disaster Cabinet Representative,

Deleted: TACCOR Cabinet Representative

Deleted: Cabinet Representative

Deleted: cabinet representative

During Recovery If Necessary.

1. If the Relief and Recovery Phases will be long term, review with the District Superintendent, Assistant to the Bishop, and Bishop the possibility of activating the disaster recovery committee to consist of:
 - Bishop or designee
 - Assistant to the Bishop
 - District Superintendents in affected areas
 - Conference Treasurer
 - Director of Communications
 - Conference Disaster Response Team (TACCOR) Coordinator
 - Disaster Executive Director
2. If the Response and Recovery Phases will be long term, review with the District Superintendent, Director of Connectional Ministries, TACCOR, ~~The Assistant to the Bishop~~ and Bishop the possibility of hiring a Recovery Staff.
3. Pass all information to Executive Director to assure a smooth transition from Response to Recovery to include but not limited to:
 - Case Information
 - Equipment and supplies
 - Concerns
 - Meeting locations and times
 - Community Connections and resources
 - Local Church, District, and Conference connections and resources
4. At the close of recovery the Conference Response Coordinator and the Conference Executive Director will facilitate closing evaluation and lessons learned.

Deleted:

Deleted: TACCOR Cabinet Representative

Deleted: Cabinet Representative

1.2 Disaster Response Coordinator

Prior to a Disaster:

1. Keep a copy of all disaster forms and plans.
2. Keep an accurate record of the TACCOR and DDRT membership, updating by July 30th of each year. Share records with TACCOR Committee.
3. Assist Conference Communications Coordinator in recruiting potential churches for possible office space in several locations in each district.
4. Develop and maintain a data base of potential sites to be contacted if the need arises.
5. Periodically take a copy of database of potential volunteers for response to a disaster. This ensures we have multiple copies in different physical locations.
6. Work with the TACCOR/DDRT Information Coordinator to recruit churches from each district willing to operate and staff a Disaster Information Center. The center will be responsible for collecting and disseminating details about donations, manpower, and other pertinent information relevant to response and recovery.
7. Attend (or assign someone to attend) VOA D and FEMA meetings, and see that the work of the United Methodist Church is in cooperation with other agencies active in the disaster.
8. Attend any pertinent UMCOR training, such as Early Responder, Case Management and any future training. Assess need for training within the Conference.
9. Assume leadership of TACCOR in the event the chair is unavailable.
10. Work with TACCOR members to identify volunteer trucks and drivers for distributing supplies immediately after disaster.

11. Organize Early Responder Training on a monthly basis. Assure sessions are geographically distributed.
12. Track Certified Early Responders and verify accurate contact information at the start of each Hurricane Season.

Following a Disaster:

1. Work in cooperation with the Executive Director, assuming command of the disaster response operations in the absence of the Executive Director.
2. Assume leadership of TACCOR in the event the chair is unavailable.
3. Be responsible, along with the Committee Chair Person and the Executive Director, for holding briefing sessions with the members of the TACCOR and DDRT.

1.3 The Assistant to the Bishop

Deleted: Cabin of Representative

At the beginning of the Calendar Year (Note: for 2006 this should occur immediately after Annual Conference)

1. Meet with the Bishop to request a letter be sent to the District Superintendent of each pastor(s) serving on TACCOR. This letter is to request the DS contact the Staff Parish Chairperson of the pastor's church informing them that the Bishop requires their pastor's service for disaster response for a maximum of (four) weeks. After the pastor's service to the conference he/she should receive up to two additional weeks leave for rest and recovery. This is necessary for the pastor to transition back into congregational ministry after the intensity of disaster work. The pastor will need time to rest and be with his/her family. *

* If the disaster affects the entire district, it is suggested that the above recommendations be applied to the District Superintendent as well.

Deleted: e

2. Encourage the District Superintendent's assistance in recruiting pastors in each area that would be willing to take on additional responsibilities for The DDRT/T ACCOR pastor when he/she is actively performing duties during disaster response.

Prior To A Disaster

1. Contact all local pastors, TACCOR and DDRT members to give them your current contact information by phone, or through dergy net or The Conference Web Site.
2. Share updated contact information with the Conference Disaster Response Coordinator.
3. Retain a copy of all disaster forms and plans.
4. Retain records of volunteers referred from conference and district staff.
5. Contact Suppliers to verify availability and schedules for supply shipments

Formatted: Bullets and Numbering

If A Disaster Is Imminent:

1. Recruit volunteers to fill positions on the conference and district teams.
2. Update a database of conference and district disaster response team and conference and district disaster team coordinators. This database should be used to identify volunteers to be contacted and fill positions such as caseworkers, information center volunteers, and any other volunteers needed for a particular disaster. The master copy may be associated with a previous disaster if active recovery work is still being done. If so, plan to take a periodic copy to be used for new disasters.
3. In case of evacuation key TACCOR and DDR team members are encouraged to evacuate to the Bryan/College Station area or to Cameron, depending on the nature of the disaster. These seem to be good places to assemble and begin response efforts.

Formatted: Bullets and Numbering

Following A Disaster:

1. If The Assistant to the Bishop is able to respond to the disaster, he or she will work with the TACCOR Executive Director, the District Superintendent(s) and the pastor(s) in effected areas. Work with the District Superintendent, the TACCOR and DDRT to assess the damage and make a decs on about what support is needed from UMCOR and the Conference.
2. Meet with the Bishop, Assistant to the Bishop and a Representative from TACCOR to decide what response the Conference should make to the disaster.

Deleted: the TACCOR Cabinet Representative
Formatted: Bullets and Numbering
Deleted: in working with
Deleted: ¶
Deleted:

During Recovery If Necessary:

1. The Assi stant to the Bishop will serve on the Recovery Committee.
2. The Assi stant to the Bishop or Bishop's Desi gnee will serve as chair of recovery committee.

Deleted: Cabinet Representative
Deleted: Cabinet Representative

1.4 Spiritual Care Coordinator

Prior To A Disaster:

1. Recruit persons willing to staff positions of Christian care for staff, local pastors, victims, and incoming volunteers for every district. This may require working with the District Superintendent, District Mission Secretary and/or District Disaster Response Coordinator.

Following A Disaster:

1. Work with the DDRT Christian Care Coordinator in area to coordinate the ministry of district pastoral care givers to victims, volunteers, and TACCOR and DDRT members.
2. Coordinate with VOAD organizations in assigning Christian Care Givers in the disaster area.
3. Organize and supervise a team of volunteers that will be able to Brief every PIM team upon their arrival in the disaster area and debrief each PIM team before they return home.
4. Coordinate with TACCOR and DDRT Volunteer Coordinators if any Christian Care Givers need accommodations.

During Recovery If Necessary:

1. Provide Recovery staff list of volunteers willing to continue with recovery effort to provide same function as before on a long term basis.
2. Inform current supply of volunteers they can apply for a position on the recovery staff with some new duties such as house blessing when projects are complete and regular visitation to provide supplement to family advocate.

1.5 Family Advocacy Director

Following A Disaster:

1. Establish and maintain a database for a Conference Response Center in accordance with the Conference guidelines for office needs.
2. Assemble and maintain a list of potential volunteer family advocates. Assist TACCOR staff in providing training.
3. Work with the DDRT Communications Coordinator to train the district volunteers in registering disaster victims and completing initial application.
4. Offer assistance in filling out FEMA and other paperwork that may be difficult to understand.
5. Contact local agencies - Social Services, Council on Aging, public schools - to recruit more Response Family Advocates if needed.
6. Meet with VOAD, District Superintendent, Pastors, American Red Cross and FEMA and others to receive referrals and coordinate efforts.

During Recovery If Necessary:

1. Begin assigning families to Family Advocates. Limit them to a small number, less than 5 at a time, depending on the amount of assistance the family needs to recover.
2. Be prepared to turn files over to Recovery Manager to be addressed in Recovery phase if more services are needed.

1.6 Communications Coordinator

Prior To A Disaster:

1. Be responsible for keeping all minutes of TACCOR meetings
2. Communicate to congregations the need for funds during disaster and encourage people to contribute to appeals by the Bishop for disaster response and recovery.
3. Recruit potential churches for possible office space in several locations in each district.
4. Educate Church Leadership at potential sites for office space (what is being asked)

- Up to three rooms with doors. Due to the nature of the confidential information files have to be kept in a locked secure place. Make sure the facility being used understands they may have limited access to at least one room during response and recovery efforts.
 - Tables and chairs in each room
 - Agreement to add up to three separate phone lines at conference expense.
 - Access to a copier (or this may be brought in and set up by TACCOR staff)
 - Access to bathroom facilities
3. Work with Conference Web Master to update web site.

Following A Disaster:

1. Receive approval from Conference Communications Director before releasing print material.
2. Work with the TACCOR Equipment Coordinator (See Section 2.8) to set up a Response Center office. Assist in the running of that office.
 - Communications Coordinator will be responsible for set up and determining needs.
 - Equipment Coordinator will be responsible for purchasing and tracking all equipment.
 - a. Kinds of equipment to meet needs determined by communications coordinator
 - b. New or used / rent or borrow
3. Collect information on donation sites, shelters, and mass feeding sites, locations for filing with FEMA and relay them to the District Superintendent, local pastors, and the TACCOR Coordinators, The Information Center Coordinator, the Conference Office Communications Director and Advocate representative.
 - Communicate with everyone you come in contact with how important it is to file a claim with FEMA. Encourage all local pastors to announce it from the pulpit, to all people who make application and anyone else that will listen. If they don't register they miss out on valuable resources.
 - Continue to encourage local churches to persuade members of their congregation to fill out **all** paperwork they receive from agencies responding to help.
4. Relay information about needed supplies to the TACCOR Donations Coordinator.
5. Attend VOAD and FEMA briefings.
6. Write articles for every Advocate, conference web site, and local newspapers.
7. Contact newspapers and television stations and arrange news coverage of the work of the United Methodist Church in the disaster. Talk with reporters when they arrive.
8. Arrange for video footage and photographs to be taken during the entire response and recovery process.
9. Arrange for still pictures for the Advocate and the conference web site.
10. Work with Conference Communications Director to update web site.
11. Receive approval from Conference Communications Director before releasing print material.

Deleted: 1

During Recovery if Necessary:

1. Pass all pertinent information to Disaster Executive Director.

1.7 Information Center Coordinator

Prior To A Disaster:

1. Receive training and let Response Staff know of your availability
2. Work with Disaster Response Coordinator and DDRT Information Coordinator to locate and obtain a church or churches willing to operate a call center at the beginning of the disaster response.
3. In cooperation with Disaster Response Coordinator and Volunteer Coordinator, recruit volunteers to operate an information center at the Conference Office.
4. Recruit and assist in training volunteers to staff the center.
5. Place church or churches or conference office volunteers on standby when you have been notified that it may be necessary to use a facility for a coming disaster.

Following A Disaster:

1. With Disaster Response Coordinator, decide where The Information Center should be located and get volunteers scheduled and The Information Center open.
2. Contact District Assistant TACCOR and DDRT Coordinators about availability of space to set up center and number of volunteers needed to staff center.
3. Receive information from Communications Coordinator such as but not limited to:
 - Donation Sites
 - FEMA registration center
 - Feeding sites
 - Shelters
 - United Methodist Response Centers
 - District Contacts
 - Road Closures
 - Needs in disaster area
4. Discourage callers from having clothing drives. If they would like to donate goods refer them to Donation sites set up by other VOAD organizations.
5. Encourage financial contributions to the conference. If there is a Bishop's appeal a number will be assigned to specify contributions.
6. Only useful information should be passed to the local disaster area. There is enough going on for the local personnel.
7. Make arrangements with location of office to get phones set up and/or transferred.
8. Regularly send information received to appropriate response sites in the disaster area.

During Recovery If Necessary

1. Transfer all information to appropriate recovery sites so they can continue to process information as needed.

1.8 Equipment Coordinator

All items related to disaster trailers will apply when and if such trailers are obtained.

Prior To A Disaster:

1. Be responsible for the purchasing of equipment for the response and recovery offices.
2. Work with DDRT Equipment Coordinators in the districts where the trailers are on hand to ensure that the trailers are maintained and equipment accounted for..

3. Maintain data base of location of trailers and any other disaster related equipment or supplies in conjunction with DDRT Equipment Coordinators. This database should also include inventory of tools on each trailer.
4. Verify yearly that the trailers are still in place and that we still have the option of asking to use them.

Following A Disaster:

1. Make arrangements with DDRT Equipment Coordinators to have the trailers brought to the disaster site and conduct an “arrival” inventory.
2. When the trailers are no longer needed, make sure a “departure” inventory is done on each trailer before being returned to its DDRT Equipment Coordinator. Purchase replacement equipment if necessary. {Insure replacement equipment purchased with recovery or Partners in Mission funds.}
3. Work with the DDRT Communications Coordinator and DDRT Equipment Coordinator to set up a Response Center office. Assist the DDRT Communications Coordinator in the running of that office.
 - Committee Chairperson, Executive Director or Disaster Response Coordinator will be responsible for set up and determining needs of Response Center Office.
 - Equipment Coordinator will be responsible for purchasing and tracking all equipment.
 - a. Kinds of equipment to meet needs determined in item above.
 - b. New or used / Rent or borrow

During Recovery if Necessary:

1. Transfer information about all equipment obtained to recovery staff
2. Return all equipment used during response but not needed for recovery.
3. Coordinate with Response Coordinator or Executive Director to receive equipment and supplies to return or warehouse at the close of response or recovery phase.
4. Purchase any additional equipment needed for recovery.

1.9 Volunteer Coordinator

Prior To A Disaster:

1. Review existing data bases of volunteers to perform all volunteer functions (administrative and/or operational).
2. Recruit and refer potential volunteers for training. Conference policy requires that all PIM volunteers be Safe Sanctuary Certified.
3. When disaster is imminent or has already occurred,
 - a. Receive information from TACCOR coordinator about anticipated needs for volunteers in disaster area
 - Kinds of skills
 - Numbers of volunteers
 - Locations of volunteers
 - b. Poll all available lists for who’s available immediately, within 24 or 48 hours or within a week.
4. Recruit trade unions that may be interested in providing materials and volunteer (unpaid) labor to assist in response and recovery

Deleted: ¶

Deleted:

Following A Disaster:

1. Work with the DDRT Volunteer Coordinator in getting the TACCOR and DDRT into housing.
2. Work with the DDRT Volunteer Coordinator in assigning volunteers to the office, donation centers and job sites. Work with the DDRT Volunteer Coordinator in coordinating, registering, housing and assigning all volunteers.
3. Schedule someone to meet volunteers as they enter the disaster site, escort them to their accommodations and job assignments. Assure tools, supplies and equipment are available for each work team. The DDRT Volunteer Coordinators will share this responsibility. Provide local information: hospitals, restaurants, shopping areas, and provide maps when possible.
4. Volunteers may be assigned to work on businesses, residences, or other projects if they are in need and the volunteer team agrees to work on said project. This could be, but is not limited to:
 - Community or Civic projects such as cleaning debris at a nursing home that is preventing residents from getting outside.
 - Cleaning a common area in a community.
 - Warehouse work for other VOAD organizations

During Recovery If Necessary:

1. Relay information concerning volunteers interested in continuing recovery effort. Please include any difficulties you are aware of with staff issues or special needs.

1.10 UM PIM Coordinator

Prior To Disaster:

1. Become familiar with UM PIM operations in the Texas Annual Conference.

Following A Disaster:

1. Update UM PIM website to inform potential teams of needs.
2. Requests from other conferences should be coordinated through Conference Call Center.
3. Work with TACCOR and DDRT Volunteer Coordinators passing information about UM PIM Teams planning to come to disaster site.
4. Be a liaison with the Districts across the Conference.
5. See that each UM PIM team receives forms to complete and return prior to their arrival in the disaster area.

During Recovery If Necessary:

1. Transfer all information concerning teams that have provided help to recovery staff for future reference.

1.11 District Disaster Team Coordinators (one for each district)

1. Perform duties outlined in Conference and district plans.
2. Attend Conference training and planning meetings.
3. Receive information from Conference Disaster Response Coordinator.
4. Share information with the district.
5. Share information from District(s) with TACCOR.

Financial Procedures

1. Disaster Response Coordinator, The Assistant to the Bishop and the District Superintendent(s) in the disaster area will meet with the Bishop and make a recommendation for financial relief and supplies.
2. To receive money from UMCOR the Bishop must make a written request.
3. For a General Bishop's Appeal the Bishop must make a written request.
4. For a Conference Appeal the Bishop must make a written request.
5. A Disaster account is set up with the Conference Treasurer for disbursement of funds during Response and Recovery.

Deleted: TACCOR Executive Director;

Deleted: TACCOR Cabinet Representative

Financial Limitations

1. UMCOR money is to provide immediate relief of acute human need.
2. UMCOR money cannot be used to repair or rebuild disaster-damaged church property.
3. General Appeal money can only be used for its designated purpose.
4. No money will be given to victims. All disbursement of funds will be made to approved vendors.
5. Annual Conference money will be used for needs designated by the Response and Recovery Staff.
6. Conference money must be used first before General Appeal and UMCOR money can be used.
7. All UMCOR money not used must be returned.

Deleted:

Resources Available From UMCOR

1. \$10,000 will be sent to the Conference Treasurer as soon as the Bishop makes the request for UMCOR assistance. This is start up money for disaster relief.
2. UMCOR money can be requested up to \$100,000.00. Requests for more than \$100,000.00 need the approval of the entire UMCOR Board of Directors.
3. UMCOR personnel to assist the TACCOR following a disaster.
4. Money to hire Pastoral Care Givers to work with local pastors, District Superintendents, PIM Team members, and other personnel.
5. Equipment such as generators, pressure washers, ice coolers for bulk ice, etc. UMCOR takes care of transporting the equipment to the scene at no cost to the Conference.
6. Flood Buckets and Health Kits are available through Sager Brown at no cost to the Conference. The process is to call Sager Brown, who will attempt to arrange transportation. If we can pick them up, that will give us more control. It is important to remember that there must be a place to receive them.

Formatted

Formatted: Bullets and Numbering

Deleted: <#>\$10,000 will be sent to the Conference Treasurer as soon as the Bishop makes the request for UMCOR assistance. This is start up money for disaster relief. ¶ <#>UMCOR money can be requested up to \$100,000.00. Requests for more than \$100,000.00 need the approval of the entire UMCOR Board of Directors. ¶ <#>UMCOR personnel to assist the TACCOR following a disaster. ¶ <#>Money to hire Pastoral Care Givers to work with local pastors, District Superintendents, PIM Team members, and other personnel. ¶ <#>Equipment such as generators, pressure washers, ice coolers for bulk ice, etc. UMCOR takes care of transporting the equipment to the scene at no cost to the Conference. ¶ <#>Flood Buckets and Health Kits are available through Sager Brown at no cost to the Conference.¶

RESPONSIBILITIES OF LOCAL CHURCH PASTOR

While not serving on the DDRT, the success of all response efforts rests in the hands of local pastors, who must prepare their congregations for a disaster. Following the disaster, it is the pastor who must relay valuable information to their congregation and likewise to the District Superintendent, the DDRT and TACCOR so that the people in their community receive the best possible care and assistance.

Prior To A Disaster:

1. Insure disaster plan for church and congregation are in place and complete. (See page 2, item #1).
2. Have an effective communication system (such as a calling tree) to each church family. This system should be used to **send** and **receive** information. We strongly suggest a geographic approach so it can still be used in the absence of power and telephone service.
3. If no evacuation is expected the Pastor should enlist the assistance of the congregation to help people prepare for the disaster, which can include structural preparation and stockpiling of needed supplies etc.
4. **Set the proper example.** If there is an official evacuation covering your local church, the pastor should leave and urge all the congregation and community to do the same.
5. If supply trucks are needed/wanted, identify receiving location and volunteers for reception, unloading & distribution. Notify Executive Director or designees to request supply trucks.

Following disaster:

1. Report to the District Superintendent/Conference Disaster Response Leaders **ASAP** as much of the following information as possible:
 - Status of Congregation (including yourself and your family)
 - Damage to church and parsonage
 - General condition of neighborhood
2. Use the communication system to check on church families.
3. Report to the District Superintendent the Pastor's ability to minister to the congregation if the Pastor's family is also affected by the disaster.
4. Relay information to the congregation and community about federal, state and conference relief options, locations of shelters, food, supplies, filing centers for financial assistance, pastoral care and counseling and other vital information which will be supplied to you by the DDRT Communications Coordinator.
5. **Worship on Sunday.** If the church is damaged, find an alternate location or worship outside.

Local Church Disaster Coordinator

Prior To A Disaster:

1. Serve on the Church Administrative Council
2. Work with the Trustees to ensure the insurance for church and parsonage covers flooding if in a flood plane. Basic insurance only covers water damage from the sky.
3. Make sure the church archives are properly protected from water damage and fire.
4. Have an effective communication system to each church family. This system should be used to **send** and **receive** information. We strongly suggest a geographic approach so it can still be used in absence of power and telephone service.
5. Identify church members who will need assistance in the event of an evacuation and have persons lined up to assist them in evacuation.
6. If no evacuation is expected the Church Disaster Coordinator should enlist the assistance of the congregation to help people prepare for the disaster, which can include structural preparation and stockpiling of needed supplies.
7. **Set the proper example.** If there is an official evacuation covering the local church, the Church Disaster Coordinator should leave and urge all the congregation and community to do the same.

Following A Disaster:

1. Assist the pastor in assessing the following: Damage to church and parsonage, general condition of neighborhood and church families.
2. Use the communication system to check on church families, identify which ones are in shelters, or staying with other people.
3. Relay information to the congregation and community about federal, state and conference relief options, locations of shelters, food, supplies, filing centers for financial assistance, counseling and other vital information which will be supplied to you by the Conference or District Disaster Response Team Communications Coordinator.
4. If the church is damaged, assist the pastor in finding an alternate location to worship the Sunday following a disaster.
5. Be responsible for coordinating the collection and shipment of relief supplies within the local church if the church is not damaged.

**CONFERENCE RECOVERY PLAN
TEXAS ANNUAL CONFERENCE RECOVERY COMMITTEE**

Note: Just as every disaster is different, every recovery is VERY Different!!! This plan is an example of what might be done depending on the specifics of the disaster.

- | | |
|--|--|
| <ul style="list-style-type: none"> □ Bishop □ Assistant to the Bishop □ District Superintendent(s) in affected area(s) □ Conference Treasurer □ Conference Director of Communications | <ul style="list-style-type: none"> □ Lay Person(s) (1 from each district in affected areas max 3 conference wide) □ TACCOR Coordinator □ Executive Director |
|--|--|

Deleted: or designee

Deleted: Conference Staff responsible for Disaster

Deleted: <#> Director of Connectional Ministries
Cabinet Representative

CONFERENCE RECOVERY TEAM
3.1 EXECUTIVE DIRECTOR – DISASTER MINISTRIES
3.2 CONFERENCE RECOVERY MANAGER (S)
3.3 CONFERENCE RECOVERY ASSISTANT MANAGER (S)
3.4 CHRISTIAN CARE DIRECTOR
3.5 FAMILY ADVOCATES
3.6 CONFERENCE WORK TEAM DIRECTOR
3.7 CONFERENCE SITE TEAM LEADER
3.8 CONFERENCE CONTRACTOR CONSULTANT
3.9 CONFERENCE HOSPITALITY DIRECTOR
3.10 CONFERENCE EQUIPMENT DIRECTOR

The Recovery Phase of disaster is a long term commitment. In order for things to run smoothly, all recovery staff, paid and volunteer, should go through an application process. All applicants will be given a job description and a code of ethics. Everyone that applies should be interviewed and have an understanding of the expectations and commitment before they are offered a position on The Conference Staff.

3.1 DISASTER EXECUTIVE DIRECTOR

1. Reports directly to Disaster Recovery Committee at the Texas Annual Conference.
2. Heads all Recovery Efforts through out whole disaster area.
3. Provides supervision to Recovery Manager.
4. Provides support to all staff.
5. Oversees Operation of the Disaster Recovery Centers.
6. Assigns purchasing agent(s) from staff to purchase supplies and materials needed at work site.
7. Trains Family Advocates.
8. Represents UM Recovery efforts on all the Long Term Recovery Committees in the disaster areas.
9. Helps solicit assistance from Local Agencies & Churches
10. Coordinates Communications through Local, District and Conference Media

11. Prepare and distribute staff directory to TACCOR and DDRT Coordinators

3.2 RECOVERY MANAGER

1. Manages all phases of Disaster Recovery Operation in a district or area of assignment.
2. Assists Executive Director in providing supervision and training to:
 - Assistant Recovery Manager
 - Directors
 - Hospitality
 - Work Team
 - Equipment
 - Family Advocates
 - Work Site Team Leaders
 - Site Consultant
3. Receives, Evaluates and Processes all Family Advocacy Referrals.
4. Maintains Confidential Files.
5. Assists with training of Family Advocates.
6. Meets regularly with all Family Advocates for case management
7. Evaluates and follows-up on assistance to applicants.
8. Maintains consistent written and oral communication with Homeowners, Family Advocates, and Other agencies, regarding the progress of all On Site Work.
9. Communicates with Family Advocates, Team Leaders and PIM Team Coordinator weekly to plan and organize the use of work teams.
10. Contacts Local Agencies when referral is needed for unmet needs.
11. Assures all Family Advocates maintain verifications of income and benefits on all clients to avoid duplication of benefits.
12. Attends Long Term Recovery Committee meetings.
13. Maintains contact and on site evaluation of all projects assuring work plan will meet codes and compliances before work begins.
14. Clarifies Building Code Issues, sanitary issues, and mitigation issues to assure projects meet with local codes

3.3 ASSISTANT RECOVERY MANAGER

1. Assists Recovery Manager in daily operations.
2. Schedules volunteers to provide daily office coverage.
3. Maintains Confidential Files.
4. Contacts other staff at request of Recovery Manager to request or pass information.
5. Works with homeowners to assure all necessary permits are obtained before work begins.
6. Contacts trade unions and businesses for skilled workers such as plumbers, carpenters, electricians, and other professionals. (This is a great source of labor, materials, and technical assistance).

3.4 CHRISTIAN CARE DIRECTOR

1. Work with the rest of team to arrange and coordinate the ministry of district pastoral and Christian care givers to victims, volunteers, and response and recovery staff.
2. Coordinate with VOAD in assigning Christian Care Givers in the disaster area.
3. Assign someone to every work team upon their arrival in the disaster area and debrief each work team before they return home.

Deleted:

4. Arrange continued pastoral/Christian care for disaster victims we work with long term.
5. Arrange house blessings as projects are completed.
6. Recommend CISM (Critical Incident Stress Management) training for this function.

← - - - Formatted: Bullets and Numbering

3.5 FAMILY ADVOCATES

1. Verify and continually update income and resources received from FEMA and other resources.
2. Negotiate with clients to identify and use all potential and personal assets in addition to any resources received from FEMA, The Texas Annual Conference or any other disaster recovery agency to avoid duplication of efforts.
3. Assist client in developing a housing plan.
4. Advocate for and assist clients in finding resources for unmet needs.
5. Document and report to Recovery Manager all information and changes on cases.
6. Be prepared to refer clients to other sources for other needed services such as mental health, social services, pastoral counseling,

3.6 WORK TEAM DIRECTOR

1. Provides training to all Team Leaders.
2. Processes all volunteer Contacts & Information.
3. Keep statistical information on all teams.
4. Coordinates with Team Leaders and Recovery Manager to arrange weekly Work Team Assignments for open projects.
5. Communicates to Hospitality Coordinator needs for accommodations and any other hospitality to teams.
6. Maintains files on all incoming and outgoing Teams.
7. Gives team contact information to Conference Hospitality Coordinator so all teams can receive appropriate acknowledgement.

3.7 WORK SITE TEAM LEADER

1. Make sure all tools and supplies are available on site for work teams.
2. Provide Orientation Meeting with all Work Teams Upon Arrival (Include Prayer).
3. Lead all Work Teams to work sites upon direction from Recovery Manager.
4. Communicate building supply needs to purchasing agent for purchase and arrange for pickup or delivery. [Purchasing agent(s) will be determined by Executive Director.]
5. Oversee work of Teams in conjunction with Recovery Manager and Work Team Director.
6. Assures return of all tools and equipment to tool trailer at the end of the assignment of a particular team.
7. Report weekly to Recovery Manager the status of each project and team statistical information.

3.8 DISTRICT CONTRACTOR CONSULTANT

1. Conducts Initial Inspection on Sites where Work is to be done when directed by Recovery Manager.

2. Prepares a list of needed materials and skill level of teams needed to complete each job and gives it to the Recovery Manager.
3. Available for consultation with Recovery Manager.
4. Assures code compliance.

3.9 HOSPITALITY DIRECTOR

1. Receives information about volunteers interested in continuing with recovery from Response Volunteer Coordinator when response phase shifts to recovery phase.
2. Coordinates all aspects of hospitality for Incoming Teams.
 - Maintain and solicit assistance from other churches, civic organizations and individual volunteers to provide all levels of hospitality to incoming teams.
 - Organize and arrange weekly hospitality with Work Team Coordinator and recovery manager.
3. Arranges for teams to have access to host facilities upon arrival.
4. Arranges orientation for teams through host facility.
5. Provides volunteers to help with hospitality.
6. Supervises and coordinates the sending of thank-you notes to all teams.
7. Prepares list of food/housing/local entertainment for teams.

3.10 EQUIPMENT DIRECTOR

1. Receive information from TACCOR and DDRT Equipment Coordinators about equipment purchased, loaned or rented for response that will continue to be used in recovery.
2. Responsible for oversight of all tool/equipment provided by the Texas Annual Conference.
3. Maintains inventory of all original contents of Tool Trailers.
4. Assists Work Site Team Leader in obtaining necessary tools for jobs from tool inventory in trailer.
5. Responsible for assuring all tools are checked out and returned in timely manner.
6. Keeps tool trailers clean and organized at all times.
7. Completes thorough inventory of Tool Trailers Monthly.
8. Maintain and repair or replace tools or equipment as needed.
9. In cooperation with TACCOR and DDRT Equipment Coordinators see that all equipment is returned or disposed of at the end of recovery.

Appendix

SOME USEFUL INFORMATION AND LESSONS LEARNED

Useful Information:

The Response and Recovery Staff work through the Texas Annual Conference to supply the following services:

1. Christian Care and Counseling for the victims of a disaster
2. Financial relief for persons who do not have adequate insurance
3. **Partners** In Mission Teams who will assist families and churches to clean up and make their buildings **SAFE, SANITARY, AND SECURE** during the **Response** Phase, and later assist in **REBUILDING** during the **Recovery** Phase.
4. Accurate information about the disaster and resources available to the survivors.
5. Case Workers who will assist families who usually fall through the cracks.

Deleted: Volunteer

The Texas Annual United Methodist Church is a member of Texas Gulf Coast Regional VOAD (Voluntary Organizations Active in Disaster) that is a volunteer agency comprising of the ARC (American Red Cross), Salvation Army, other denominations, and private organizations. Through this combined effort the victims of a disaster can expect to receive the best possible care and assistance.

Lessons Learned:

1. Planning and preparation are essential to make a disaster response run smoothly.
2. Plan disaster response efforts with possible recovery efforts in mind.
3. In addition to church members, identify community members who would be interested in providing volunteer time in response and recovery efforts.
4. Advocate ongoing training and education to all response and recovery paid or volunteer staff.
5. Provide community education about how to access response and recovery services and changes that occur during the process.
6. Identify and arrange community resources willing to respond during the response and recovery process, such as showers and lodging for teams.
7. Kinds of repairs and property to be repaired should be made on a case by case decision. The decisions to provide assistance should not be based on race, religion, political beliefs, community standing or other factors not related to need.
8. Provide support and clear guidelines to local church(s) and local organizations who have taken responsibility for the response to the disaster. Communicate from the beginning of recovery how things are different in this phase. Promote a clear understanding of their new role in recovery.

THINGS TO REMEMBER WHEN YOU VOLUNTEER TO DO DISASTER WORK

1. You are coming into a place that is chaotic and lacking in basic comforts.
2. Come prepared to provide your own food and lodging: be self-sustaining or make arrangements ahead of time.
3. Remember disaster ministry is more than bricks and mortar, crisis listening is important to disaster victims. Be patient with fellow workers who have good listening skills and spend time letting disaster victims vent. The service they provide is just as important to the victim and their recovery as cleaning and debris removal.
4. Be prepared for disturbing sights of destruction and decay.
5. Be prepared to be overwhelmed by your experience
 - a. Be willing to admit you need to talk to someone about your experience.
 - b. Take care of yourself!
6. As United Methodists we are a part of a disaster response system that includes government agencies (FEMA, HUD, IRS, etc.), faith based organizations, and community organizations. Be prepared to work within the system. Wishing things were done a different way won't change reality.
7. Be a team player, you may not have the whole picture. Bring any information concerning victim's situation, resources, and needs to the team.
8. **Response is a sprint; Recovery is a marathon;** pace yourself. Recognize whether you are a sprinter or a marathoner. Most people can't do both. It is ok to come in where your skills fit.
9. Remember we can't help everyone! We can't fix everything! Do your best and let God do the rest!
10. Know when to say "NO". Sometimes we can't help.
11. Know how to say "NO". Say no respectfully. Be careful to leave the survivors dignity intact. Be honest.
12. Be Flexible. Be prepared for change. Anticipate surprises, and don't expect things to work as planned.
13. Get to know where and how to refer victims to community and recovery resources. Make appropriate referrals.
14. Keep your values to yourself. It is OK to keep your values. It is important to know what they are but check them at the door.
15. Be aware of cultural diversity. Respect differences in people and understand you may have to adjust your thinking to be helpful.
16. Priorities, Priorities, Priorities: They change constantly and sometimes have to be reshuffled more than once (even in a day). Change sometimes happens abruptly.

17. Overcome Client Resistance: Sometimes survivors have trouble trusting other agencies, government officials or strangers. Help them trust enough to get the assistance they need.
18. Crisis Issues: Some survivors may exhibit symptoms of trauma and need more help getting past the event. Encourage them to seek counseling, offer referrals.
19. Verify Needs: Remember the **RESPONSE PHASE IS SAFE, SANITARY AND SECURE**. During **RECOVERY** the process will require verification of income, resources, services already received, or need. Work will slow down and be decided on a case by case basis.
20. Have Compassion and Patience. The recovery process is slow and frustrating.
21. Make the survivor your focus: Remember the agency you represent is not the number one priority, assisting the client in getting needs met is why you are there.
22. Confidentiality: Remember the information you are dealing with is important to the family and legally protected.
23. Listen: Listening is the best asset you can contribute. You can be more help listening than giving advice
24. Practice good boundaries: You will not like every client with whom you come in contact. Maintain a professional relationship as long as you are providing assistance to the client.

- * We don't want to encourage inappropriate dependencies on our services
- * Don't inappropriately insert yourself into victim's lives
- * Don't play favorites with clients
- * Do not lose sight of Personal Safety Issues
- * Do NOT go anywhere alone!

Formatted: Bullets and Numbering

25. In the response and recovery process it is crucial to apply for everything including SBA loan even if you know you will not be approved. **In the FEMA process, you have to be denied to move on to the next step or appeal.**

Deleted:

26. **Last but not least TAKE CARE OF YOURSELF!**

- * Find someone to talk to
- * Take time to pamper yourself
- * Ask for support
- * Don't take your work home with you
- * Watch out for compassion fatigue
- * Do things that reenergize you

PHASES OF DISASTER RESPONSE

0) Preparation

- a) Familiarize plan and be ready to respond
- b) Fill the vacant positions on Conference and District Teams
- c) Establish potential office space and team housing
- d) Maintain a disaster data base to include contact information
 - i) Positions
 - (1) Conference Team roster
 - (2) District Teams roster
 - ii) Potential Office locations
 - iii) Potential Housing locations
 - iv) Potential Work Teams
- e) Ongoing training
 - i) For conference and district response teams
 - ii) Training for individual positions and duties
- f) Disaster Trailers
 - i) Maintain inventory and equipment
 - ii) Confirm location

1) Disaster pending / standby

- a) Review plan and be ready to respond
- b) Make sure all disaster response positions are filled
- c) Establish contact with appropriate team members and place them on standby
- d) Confirm buildings, trailers and other resources are available and ready
- e) In case of evacuation TACCOR members are encouraged to consider using a common place. An effort is underway to identify a location which would be willing to host 8- 10 committee members and spouses for several days.

2) Immediately following disaster

- a) Any duties in phase one that have not been completed
- b) Ascertain degree of damage and determine level of response needed
- c) Follow TACCOR and DDRT Disaster Plan
- d) Begin communication links with other VOAD member agencies, local emergency management centers, and Federal and State Agencies
- e) Activate Information Center

3) Relief

- a) Assist in making buildings safe, sanitary and secure
- b) Assist other disaster agencies in their relief efforts
- c) Set up office space and housing units for teams
- d) Arrange for delivery and set up of Disaster Trailers
- e) Arrange for acquisition of necessary equipment
- f) Arrange to receive UMCOR Supplies
- g) Contract use of and terms for personal property (cell phones, vehicles, computers, etc.)
- h) Assess recovery level needed

4) Recovery

- a) Recovery Committee will meet and determine recovery needs
- b) Determine staff needs for recovery
- c) Establish purchasing agreements for supplies
- d) Set up and contract office space for long term use
- e) Provide training for caseworkers
- f) Participate in long term recovery committee meetings
- g) Communicate needs for volunteer teams
- h) Communicate progress to Conference Communications Office and Recovery Committee
- i) When recovery is discontinued return all equipment, supplies, and documentation to appropriate place, location, or individual

Glossary

This glossary is not intended to list every word in the document. Words/terms which were unfamiliar to the reviewers of this document were identified and included in the glossary. Additional words/terms can be included as they are identified as unfamiliar.

CERT – Critical Emergency Response Team. These are the true First Responders, along with uniformed professionals (fire & police departments primarily.) Training is generally available through local government organizations, such as City of Houston or Harris County.

Formatted

Formatted

CISM Training – Critical Incident Stress Management, such training is recommended for anyone who is likely to be involved in “Critical Incidents”

Formatted

Crisis Training – General term with limited meaning “out-of-context”

Formatted

Formatted

Formatted

DDRT – District Disaster Response Team is appointed by the DM and responsible for disaster planning and response within the district.

Family Advocacy – the new “preferred” term for “Case Management”. UMCOR is encouraging usage of this terminology, but it does not appear to have broad acceptance in the traditional social services community. Be aware of this term but be sensitive to the terminology being used by the various organizations involved in any specific disaster.

FEMA – Federal Emergency Management Agency. Currently part of Homeland Security. Is the national government organization responsible for responding to declared disasters.

Nov a.org – Can anyone help here? www.nova.org has a front page regarding a recent hack and provides essentially no information about what it might be, other than listing a bunch of other sites named NOVA; I went to several of them and didn't really find much that seemed to be relevant.

Field Code Changed

REI – Can anyone help with this? I don't remember it being discussed and “Google” found 32 M hits, but a quick review of the first 6 or 8 pages didn't turn up anything that seemed to be disaster-related

TACCOR – Texas Annual Conference Committee on Relief is the new name of the classic “UMCOR Committee” within the conference. For legal reasons, we should not be calling ourselves “UMCOR” anymore, but rather a local partner of UMCOR. (note: Mary Ann Hodges has been trying to draw this distinction with various non-profit organizations within Houston who are working with Katrina/Rita evacuees and it seems to be a difficult concept for people to grasp. It requires a recognition of the organizational structure of the United Methodist Church and most people just want to remember UMCOR.)

UMCOR – United Methodist Committee On Relief is the not-for-profit global humanitarian aid organization of the United Methodist Church.

VOAD – Volunteer Organizations Active in Disasters. Sometimes prefaced with a state code such as LAVOAD or TXVOAD to indicate a state organization. Can also exist at the local (Houston VOAD) or regional level (one is being started in the Golden Triangle by groups working on Rita Recovery.)

Deleted: ¶

¶

