

New Jersey Voluntary Organizations Active in Disaster



VOAD/COAD MANUAL

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NJVOAD/NJ211 | AMERICORPS VISTA

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Overview

The vision for a New Jersey Voluntary Organizations Active in Disaster (NJVOAD) VOAD/COAD Manual came out of a need for a comprehensive, New Jersey-specific resource for NJ VOAD/COADs during Hurricanes Irene (2011) and Sandy (2012). Prior to this publication, there was no New Jersey specific guidance for VOAD/COADs to support them in the beginning stages to stand-up a VOAD/COAD, and to empower them to continue their work during both blue-sky and gray-sky times.

The overarching goal of the document is to provide NJ VOADs/COADs with a state-specific, option-oriented manual drawing from experiences and lessons learned during Hurricanes Sandy and Irene, and from other states who have strong VOAD/COAD organizations in place. The NJVOAD VOAD/COAD Manual integrates relevant information from NVOAD materials, and other states VOADs and COADs, in addition to state-specific resources to serve as a comprehensive resource for NJ VOAD/COADs as they work to stand-up their organization and maintain engagement. It is important to note that the NJVOAD VOAD/COAD Manual is not a step-by-step how-to manual.

New Jersey is one of the most diverse states in the USA both geographically and demographically, and is one of a small number of states who work under the 'home-rule' principal. What works for a VOAD/COAD in one county/municipality may not work for one in another. Therefore, the Manual is designed to offer guidance and resources for VOADs/COADs, not to dictate their working process.

The following sections and sub-sections (outlined in the Table of Contents) offer option-oriented information, resources, activities and detailed examples to help NJ VOADs/COADs function effectively in their community.

The NJVOAD VOAD/COAD Manual is designed to stimulate critical thinking and consideration of county/community strengths and opportunities for improvement. Ultimately, this will positively impact VOAD/COAD activities and operations as well as New Jersey's resiliency in times of disaster.

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Section I: Introduction

Mission

Voluntary Organizations Active in Disaster (VOAD) and Community Organizations Active in Disaster (COAD) are collective groups of organizations based within a community or geographic area. The mission of a VOAD/COAD is to enhance the community's ability to mitigate, prepare for, respond to, and recover from disasters.

What is a VOAD/COAD?

A VOAD/COAD is a collaborative working group that convenes organizations and agencies for the purpose of planning, preparation, and relationship building in advance of future disasters. The VOAD/COAD does not deliver any services directly but fosters communication, coordination, collaboration, and cooperation among governmental and local organizations to provide the most effective services to the community.

Membership into a COAD (Community Organizations Active in Disaster) is not limited to voluntary (non-profit) organizations. For-profit businesses and governmental agencies may hold membership, as well as have voting privileges, and hold leadership roles.

VOADs (Voluntary Organizations Active in Disaster) typically bring together the same partners as a COAD, but the ability to hold office and to have voting rights are generally restricted to the voluntary (non-profit) organizations.

Guiding Principles

The guiding principles of a VOAD/COAD are to bring together organizations active in disaster assistance in order to foster cooperation and coordination in preparedness, response and recovery. The goal of a VOAD/COAD is to eliminate duplication and achieve effective resource coordination of money, materials, and manpower. VOADs/COADs are part of a national VOAD movement which subscribes to the 4Cs - cooperation, communication, coordination, and collaboration. These guiding principles influence how VOADs/COADs operate and provide a platform to work in partnership to achieve their goals.

Below is a list of the 4 Cs and their role in the VOAD movement:

- **Cooperation:** *Work together to overcome challenges.*

Recognize that no single organization has all the answers for all the challenges that arise during disasters. It is important to understand that common goals for a community can be best achieved by working or acting together with a common purpose.

- **Communication:** *Develop and maintain effective channels for sharing information.*

The members and partners foster a climate of openness to promote the regular sharing of information about and between member organizations – their capacities, accomplishments, limitations, and commitments. The members develop and maintain effective channels for sharing information, listen carefully to each other, and deal openly with concerns.

- **Coordination:** *Effectively utilize resources to help communities prepare and recover.*

The organizations who join the VOAD/COAD make a commitment to work together, in a non-competitive manner, toward the goal of effective service delivery throughout the disaster cycle.

- **Collaboration:** *Identify common goals and create shared solutions.*

The VOAD/COAD member organizations actively work together to establish shared goals, achieve specific goals, and undertake specific projects throughout the disaster cycle. These goals in turn lead to strategic partnerships throughout the disaster cycle.

Membership

VOADs/COADs will include any agency or organization with a role to play in any phase of the disaster cycle. This includes disaster service agencies, emergency management agencies, houses of worship, and public, private, not-for-profit, or for-profit organizations with an interest in addressing the community's mitigation, preparedness, response, or recovery needs.

VOADs/COADs are directly linked by purpose and function to a larger organization at the state level known as New Jersey Voluntary Organizations Active in Disaster (NJVOAD). This state level VOAD is directly linked by purpose and function to the National Voluntary Organizations Active in Disaster (National VOAD).

VOADs/COADs will be active in all phases of the emergency management (disaster) cycle.

Disaster Cycle

This image is an overview of the disaster cycle.



Mitigation

Mitigation is defined as any action taken to eliminate or reduce the degree of risk to the community. This phase of disaster includes any activity that prevents an emergency, reduces the likelihood of occurrence, or reduces the damaging effects of unavoidable hazards.

An example of personal preparedness involves mitigating the risk of house fires by following safety standards in selecting building materials, wiring, and appliances. An accident involving fire could still happen, so purchasing property insurance in the event of a fire helps mitigate against the costly burden of rebuilding after a fire. These actions reduce the danger and damaging effects of a fire.

Mitigation activities should be considered long before an emergency. A VOAD/COAD mitigation activity might include the development and implementation of an education strategy, which teaches personal preparedness to school-aged children and provides resources for them to share with their families. This activity would help countless families be better educated and have access to knowledge and resources to protect their family and property in the face of

future disasters, thereby increasing independence in response and decreasing the need for support from first responders and VOAD/COAD members.

Preparedness

The preparedness phase involves any activity taken in advance of a disaster that improves emergency readiness and develops or expands operational capabilities. This includes developing plans before an event occurs for what to do, where to go, or who to call for help in the case of an emergency. These actions will improve chances of successfully dealing with an emergency.

An example of a VOAD/COAD preparedness activity is working with the Office of Emergency Management (OEM) to engage in tabletop exercises and other drills to develop and practice implementation of disaster plans and protocols for various different disaster scenarios. Examples of personal preparedness measures include posting emergency telephone numbers, holding disaster drills, and installing smoke detectors.

Response

The response phase of a disaster includes any action taken immediately before, during, or directly after a disaster or emergency occurs. These actions help to save lives, minimize injuries, lessen property and environmental damage, and enhance the effectiveness of recovery. The safety and well-being of a community in an emergency often depends on the level of preparedness, the ability to respond well in a crisis, and luck. Personal preparedness activities can include taking cover and holding tight in an earthquake, moving to the basement with pets in a tornado, or safely leading horses away from a wildfire.

The VOAD/COAD typically schedules a meeting or conference call prior to an event that provides some notice (i.e., hurricane or winter storm), in order to ensure that members and partners understand their roles and know when and how to deploy if assistance is needed. Response activities include an assessment of the needs of the community and standing up a multi-agency resource center (MARC). These are two key activities that a VOAD/COAD can do in the immediate response to a disaster.

Recovery

The recovery phase of a disaster is usually the short-term period to return vital life support systems to minimum operating standards, and/or a long-term activity designed to return the affected people and areas to their new normal.

For the VOAD/COAD, the recovery phase is the period when a long-term recovery group is stood up, if needed. It is also an ideal time to review and assess response activities and make adjustments for the future. During the recovery period, individuals must take care of themselves and their families to prevent stress-related illnesses and excessive financial

burdens. The recovery phase also provides opportunities to reflect on rebuilding in ways that would lessen (mitigate) the effects of future disasters.



Section II: VOAD/COAD Basic Plan

The VOAD/COAD Basic Plan section will break-down the explanation of what a VOAD/COAD is and what they do.

Purpose

A Voluntary Organizations Active in Disaster (VOAD) or a Community Organizations Active in Disaster (COAD) is a collective group of organizations, based within a community or geographic area, which is comprised of representatives from public, private, and nonprofit agencies.

The purpose of a VOAD/COAD is to enhance the community's ability to mitigate, prepare for, respond to, and recover from disasters using FEMA's Whole Community concept to engage the full capacity of the public, private, and nonprofit sectors. These partners include businesses, faith-based organizations, and community organizations, in conjunction with the participation of local, tribal, state, territorial, and federal government partners.

Scope

A VOAD/COAD has a broad mission that will provide a platform for launching traditional programs (e.g. a Long-Term Recovery Group or LTRG) while promoting an inclusive concept to add more non-traditional programming into their organizations (e.g., preparedness education outreach in the local faith-based community). They do this through the incorporation of FEMA's "Whole Community" concept. This concept engages and empowers all parts of the local community, including those who traditionally may not have been involved in disaster preparedness. A VOAD/COAD can be organized in several ways based on the needs of the community.

Most disasters and emergencies are local events, so it is important that the VOAD/COAD and local emergency management professionals collaboratively continue to build more resilient communities. Effective communication and cooperation prior to an incident will influence community recovery following an event.

Each VOAD/COAD will include any agency that has a role in disaster mitigation, preparedness, response and/or recovery. These include disaster services agencies, emergency management agencies, and any organization—public, private, not-for-profit, faith-based, or community-based—with an interest in addressing a community's emergency needs. The VOAD/COAD will be a collaborative working group in which all the participants are equal partners united by

common goals. It is important to note, all organizations maintain their individual autonomy as members of the VOAD/COAD.

VOADs/COADs can and should coordinate with other county/regional VOADs/COADs to share ideas, resources, trainings, etc. NJVOAD welcomes VOADs/COADs as affiliate members of the state VOAD and offers support and guidance through the resources and partnerships available at the state level. National VOAD offers online and other resources and support and can be utilized for disaster support at the request of NJVOAD.

Although participants at all levels may vary, all three organizations – VOAD/COAD, NJVOAD, and National VOAD – work together to promote the VOAD movement. The VOAD movement represents the commitment of members and partners to build relationships between non-profit, public, and private sector organizations on the foundation of the 4 C's: cooperation, communication, coordination, and collaboration. The VOAD movement also acknowledges that no single organization or agency can effectively mitigate, prepare for, respond to, and recover from disasters alone and seeks to build a community of interested parties to advance efforts in all phases of the disaster cycle in order to build more resilient communities.

Functional Areas

Every VOAD/COAD must determine how best to carry out its community's aspirations and priorities while meeting the needs of its citizens. Many of these areas can be determined by working with the local Office of Emergency Management (OEM). The OEM creates an Emergency Operations Plan which contains Emergency Support Functions (ESFs). Typically Emergency Managers would turn to the VOAD/COAD for support with ESF #6 (i.e. Mass Care), general preparedness efforts, and donations/volunteer management. [See Appendix B for OEM/ESF explanatory resources.]

Potential Functional Areas to be supported within a VOAD/COAD structure:

Community/Public Health

- Outreach and Wellness
- Access and Functional Needs (AFN) Support Services

Citizen Corps Programs

- Medical Reserve Corps (MRC)
- Volunteers in Public Service
- Community Emergency Response Team (CERT)
- National Neighborhood Watch

Children/ Child- Care for First Responders/ Disaster Workers

Donations Management

Volunteer Management

Long-Term Recovery Group/Committee (LTRG/LTRC)

- Volunteer Coordination
- Resource Coordination/Development
- Construction Services
- Disaster Case Management

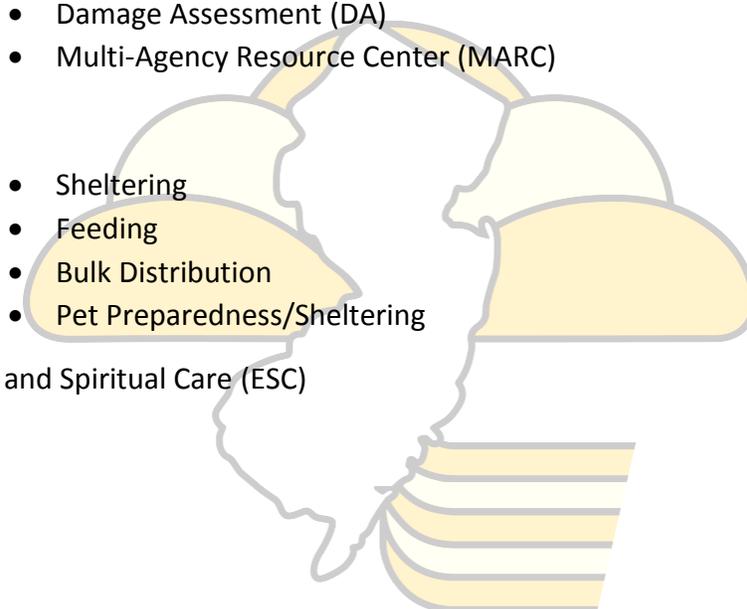
Emergency Assistance

- Information and Referral Assistance (IR)
- Debris Removal
- Damage Assessment (DA)
- Multi-Agency Resource Center (MARC)

Mass Care

- Sheltering
- Feeding
- Bulk Distribution
- Pet Preparedness/Sheltering

Emotional and Spiritual Care (ESC)



Section III: VOAD/COAD Activities by Phase

VOADs/COADs are active all the time, whether or not there is a disaster. The activities that a VOAD/COAD engage in will change based upon which phase of the disaster cycle they are experiencing.

Mitigation and Preparedness Activities

In the mitigation and preparedness phases of the disaster cycle, the VOAD/COAD should be working to build their capacity, develop and strengthen the preparedness efforts, and understand the resources of their member agencies and the resource gaps that they have. This can be done through:

- I. Participation in special mitigation and preparedness events, such as severe weather awareness week, Shake-Out drill, National Preparedness Month activities, etc.
- II. Participation in community disaster education to include individual and family preparedness
- III. Supporting mitigation efforts in the community and in community organizations
- IV. Promoting specific resilience-building activities within member organizations
- V. Education, orientation, and training for agencies and individuals involved in the VOAD/COAD and the public at large
- VI. Participation in community disaster planning efforts and creating or developing plans for VOAD/COAD agencies and community partners
- VII. Creating a resource guide of agencies and services that may support local disaster operations
- VIII. Assessing VOAD/COAD member disaster service areas and conducting outreach to organizations that may be able to fill gaps in disaster service areas
- IX. Interaction and collaboration with emergency management agencies
- X. Becoming involved with other local groups with common objectives such as the local OEM, the local Public Health Agency, and community, faith-based, and disability organizations
- XI. Interacting with NJVOAD and other county/regional VOADs/COADs to build relationships prior to a disaster
- XII. Identifying volunteer and donation coordinators or leaders to train on the utilization of HELPNJNOW.ORG and be the local conduit for requesting and claiming volunteers and donated goods post-disaster

Response Activities

When a disaster occurs, the VOAD/COAD should already have plans in place for what activities they will carry out during the brief response period. These activities may include:

- Working directly with local emergency management command and control elements, under the Incident Command System (ICS), to offer or request resources
- Participating in emergency human services functions including, but not limited to:
 - Community/Public Health
 - Donations Management
 - Volunteer Management
 - Mass Care (e.g., sheltering, feeding, bulk distribution, pet sheltering)
 - Emergency Assistance (e.g., debris removal, damage assessment)
 - Spiritual and Emotional Care
 - Administrative Support and Record Keeping
- Establishing ongoing communications with NJVOAD and other partner agencies to assess and address needs
- Supporting the Local Emergency Operations Center (EOC) and providing a designated VOAD/COAD point of contact to staff the EOC upon request
- Establishing and supporting the set-up of a MARC
- Establishing and supporting the set-up of a Volunteer Reception Center
- If HELPNJNOW.ORG has been activated, managing the volunteer portal and making and accepting material donation requests on behalf of the impacted area supported by the VOAD/COAD

Recovery Activities

After the initial disaster response period, the disaster cycle transitions into the longer recovery period. This is the phase where a VOAD/COAD would begin work that does not have a definite end date, such as:

- Establishing a Long-Term Recovery Group or Committee (LTRG or LTRC) in the community (if and when needed)
- Supporting ongoing recovery operations with human services, referrals, and resources
- Supporting ongoing donations and volunteer management
- Advocating for disaster survivors

Section IV: Fundamental Knowledge

This section will cover the mechanics of organizing a VOAD/COAD. The first part explains the important activities that should happen to achieve a working VOAD/COAD. The next part, basic terminology, will cover acronyms and phrases that are incredibly common in the disaster world and will most likely be encountered in the VOAD/COAD arena. The final part of this section covers basic documents that are used to help guide the development, and running, of the VOAD/VOAD.

Structure for developing a VOAD/COAD

Below is a list of activities the VOAD/COAD can do once desire and support has been established:

- Convene regular meetings: assess agencies involved in disaster relief within the county/region, discuss networking capabilities and needs, and continue to build relationships; develop an organizational structure; provide training and education to member organizations
- Determine the geographic boundaries of service that make sense for the VOAD/COAD (county, multi-county, region)
- Develop structure and growth plan: meet regularly, have written and approved by-laws, elect officials, develop tangible goals and objectives
- Develop a membership roster: maintain a roster with agency names, addresses, emails addresses, website addresses, business phone numbers, primary and alternate points of contact, and what services and resources each organization can provide in a disaster, or for preparedness or mitigation activities
- Develop a chain of command roster: begin by listing the VOADs/COADs first point of contact in a telephone chain. Most VOADs/COADs use the President or Chair as the first point of contact
- Complete a VOAD/COAD disaster plan: VOADs/COADs should have a plan that identifies the primary resource of their member organizations and the roles members will fill in times of disaster. The plan should also specify the role of the VOAD/COAD in time of disaster. This needs to be done in partnership with County Emergency Management Officials to ensure the VOAD/COAD is supporting the emergency plans for the county, and is written into these plans as appropriate
- Conduct surveys of disaster relief agencies: members should work on completing a county/region-wide assessment regarding agency preparedness and response capabilities, gaps and duplications

- Develop an identity: take necessary steps to establish VOAD/COAD as visible, credible participants in the disaster response arena; hold trainings, distribute educational materials, etc.
- Broadcast and market: get to know someone at the local newspapers, radio, and TV stations; at a minimum, send editors press releases. Create a newsletter. Let the media know about VOAD's/COAD's existence before, during, and after a disaster
- Retain and recognize members: provide opportunities that allow for information-sharing, networking, planning, and exercising. Recognition of member-agency activities or individuals may be done through events, newsletters, information releases, etc.

One of the main activities for a VOAD/COAD is to be active during disasters and share resources. In order to prepare for the disaster, and to assist in their response efforts VOADs/COADs are encouraged to:

- Gather brief reports from member organizations concerning their disaster activities to share with other members
- Publicize volunteer needs or important information
- Identify an agency to guide the long-term recovery
- Continue to convene VOAD/COAD meetings, and, as necessary, hold special meetings, when the recovery is underway to maintain the momentum created by the disaster. This is an excellent time to recruit new members, discuss lessons learned, best practices, revise plans, and strengthen preparedness.

Basic Terminology

Acronyms are widely used throughout the disaster field. An extensive list of acronyms and terminology can be found in the Appendix located at the end of this document. Below is some common terminology:

- ARC: American Red Cross
- Blue-Sky: Non-disaster period (mitigation and preparedness phases)
- CBO: Community Based Organization
- CERT: Community Emergency Response Team
- DRC: Disaster Recovery Center
- DRCC: Disaster Response Crisis Counselor
- EOC: Emergency Operations Center
- ESF: Emergency Support Function
- FBO: Faith-Based Organization
- FEMA: Federal Emergency Management Agency
- Gray-Sky: Disaster period (response and recovery phases)

- ICS: Incident Command System
- LTRC: Long-Term Recovery Committee
- LTRG: Long-Term Recovery Group
- OEM: Office of Emergency Management
- VAL: Voluntary Agency Liaison

Basic Documents

The following list of potential documents are helpful in forming and maintaining a VOAD/COAD. Examples or templates of these documents can be found in the Appendix located at the end of this document.

- I. Membership Form: This form is a way to collect the basic information on who the member organizations are, what services they provide in the community, where they serve and their contact information.
- II. Membership Resource Form: This form is a way to collect information on the resources the member organizations bring to the VOAD/COAD, e.g. member x can provide Special Needs transportation for 14 people in case of a disaster.
- III. By-laws: These are the guiding principles and rules that govern how the organization functions. These often include the mission of the organization, the structure of the organization and the process of electing leadership.
- IV. Quick Organizing Guide: This document gives a snapshot of the important beginning activities when setting up a VOAD/COAD. (See next page for example.)
- V. Contact List: This document is a quick list to access if a disaster happens and you need to quickly reach-out to member organizations.
- VI. Resource Directory: This document is a quick list to access if a disaster happens and you need to know what resources are available in the area.
- VII. Continuity of Operations Plan (COOP): The COOP plan is intended to help guide the continuing of operations of an organization if something unexpected (such as a disaster) strikes and interrupts the normal operating procedures.
- VIII. Disaster Protocols: These document covers the actions and procedures that need to be implemented and followed in case of a disaster.
- IX. Brochure: This is a potential method of advertising the VOAD/COAD.

Quick Guide for Organizing a Local/Regional VOAD



OBJECTIVE: This quick guide is designed to help local/regional organizations establish a nonpartisan membership based organization that serves as the forum where organizations share knowledge and resources throughout the disaster cycle—preparation, response, recovery and mitigation—to help disaster survivors and their communities.

STEP	ACTION
<i>Visit</i>	The National VOAD website www.nvoad.org to learn more about the National VOAD Movement.
<i>Contact</i>	The Chair of your State VOAD for guidance and input.
<i>Attend</i>	A State VOAD meeting to familiarize yourself with what a VOAD is, how it functions, and the composition of its members, etc.
<i>The 4Cs</i>	Cooperation, communication, coordination, and collaboration are the guiding principles of National VOAD and should be applied in the establishment and sustainment of a Local/Regional VOAD.
<i>Identify</i>	<p>Potential local member and partner organizations that are involved in the disaster cycle (preparedness, response, recovery, and mitigation). Remember that VOADs should be inclusive of the "Whole Community". Some example organizations include but are not limited to:</p> <ul style="list-style-type: none"> • Chambers of Commerce • Citizen Corps Councils • Community-Based Organizations • Ethnic/Cultural Organizations • Faith-Based Disaster Response Organizations • Fire/Police • Food Banks • Health Departments • Homeless Coalitions • Houses of Worship • Legal Aid Organizations • LEPC (Local Emergency Planning Committee) • Local Emergency Management Agency • Mental Health Organizations • Ministerial Alliances/Interfaiths • National VOAD Members (http://www.nvoad.org/members) • Organizations Serving People with Disabilities • Organizations Serving the Elderly • Private Businesses • Schools and Higher Educational institutions • Service Clubs • Social Service Organizations

Section V: Long-Term Recovery Groups and Committees

Long-Term Recovery Defined

The recovery phase is the time following a disaster in which agencies and organizations aid affected persons and communities in developing and implementing plans and structures of assistance to return the affected people and areas to their new normal. The recovery process in each disaster is unique, and a long-term recovery process (going beyond the initial relief and cleanup to actual rebuilding of homes and lives) may last several months or years.

Long-term recovery may be typified by:

- The completion of many, or all, of the emergency relief programs
- A gradual reduction of the presence of outside organizational representatives, staffs, and resource persons
- Most of the casework and recovery initiatives being administered by the local community
- The initiation of government recovery and/or mitigation programs

Purpose of Long-Term Recovery Groups/Committees

Experience has shown that a strong, well-organized long-term recovery group or committee will enhance a coordinated response to address unmet recovery needs of communities, families, and individuals. Organized mechanisms, for addressing the disaster-caused long-term recovery needs of the community and its residents, can maximize the utilization of available resources by enhancing community confidence, avoiding duplicative assistance to individuals, and generating financial, material, and personal resources.

What is a Long-Term Recovery Group/Committee?

A long-term recovery group (LTRG) or committee (LTRC) is a cooperative body that is made up of representatives from faith-based, non-profit, community, and grass-root organizations, as well as from businesses and governmental agencies, who work within a community to assist individuals and families as they recover from disaster. These partnerships require close coordination to address community needs, distribute resources, and to help restore vital support systems, such as health, social, economic, and environmental systems.

LTRGs/LTRCs often become involved when personal resources, insurance, and government grants or loans are not sufficient to meet the needs of disaster survivors. LTRGs/LTRCs identify long-term recovery needs, utilize community volunteers, and assist in determining the best recovery [strategies](#) in order to support individuals and families.

See the [NJ Long-Term Recovery Guide](#) for more resources.



Section VI: Membership

The membership section will cover potential organizations who should be at the VOAD/COAD table, how to find potential members and how to introduce the idea of VOAD/COAD to these organizations who may not see how their organization fits into a disaster group.

Regardless of whether the organization is a VOAD or COAD, the following list contains a number of organizations that should be considered as potential members:

- Local Emergency Management Agency
- Local Non-Profits and Disaster Relief Agencies
 - American Red Cross
 - The Salvation Army
 - Food Banks/Pantries
 - Family Success Centers
 - Catholic Charities
 - Garden State Animal Rescue
 - Community Action Agencies
 - Volunteer Centers
 - Habitat for Humanity
 - The United Way
 - YMCA/YWCA
 - CERT (Community Emergency Response Team)
 - MRC (Medical Reserve Corps)
 - CART (County Animal Response Team)
- Houses of Worship
 - Ensure outreach to and inclusion of faith partners which represent and reflect the diversity of faith in the community
 - Consider outreach to congregants as well as leaders
- Local Government
 - Chamber of Commerce
 - Mental Health Association/Department
 - Department of Disability and Aging
 - Health Department
 - Elected officials
- Businesses
 - Hardware stores
 - Grocery stores
 - Industries with warehousing and/or transportation

- Civic Organizations
 - Ham Radio operators
 - Civil Air Patrol
 - Rotary clubs
 - Fraternal organizations
- Educational institutions
- Public library
- Utility companies
- Hospitals
- Information and referral services
- Local media

How to Find New Members

Whether the VOAD/COAD is in its infancy, or is working to expand its membership, utilizing existing groups and networks is a good way to find potential members.

- Work with existing coalitions and networks
 - Chambers of Commerce
 - County human services advisory councils
 - Interfaith/interreligious/multi-faith
- Work with existing organizations/agencies
 - NJVOAD – state and national partners
 - County/Regional United Way – local non-profits
 - County government: Office of Emergency Management, Dept. of Health
 - Local non-profits and houses of worship

How to Reach Out

Once the VOAD/COAD has identified potential member organizations, they need to be able to express who they are, what they do, and why that organization should participate in the VOAD/COAD. Here are some ways the VOAD/COAD can do that:

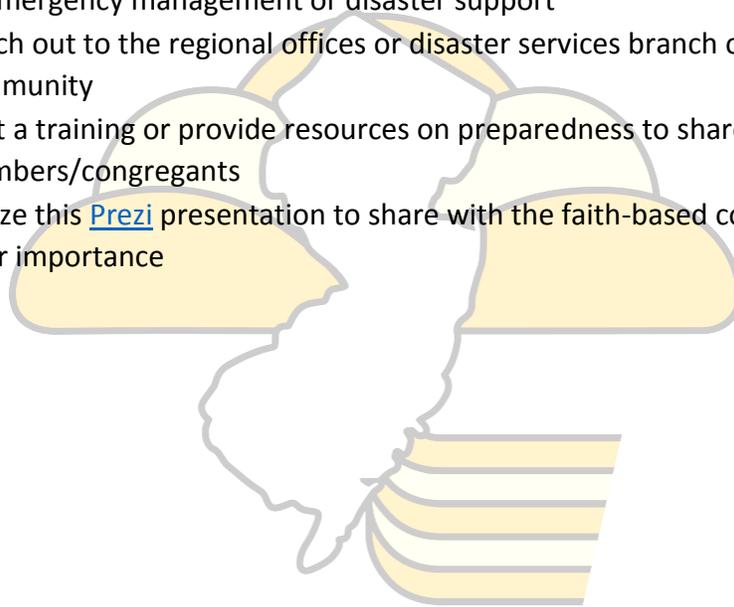
- Develop a brochure or presentation on the benefits of a VOAD/COAD
- Utilize this [video](#) which explains the need for a VOAD/COAD
- Provide trainings of value to community organizations
- Provide guidance and ideas on how organizations can use existing resources and facilities to help in a disaster:

- Facilities: warming centers, charging stations, point of distribution centers, feeding, sheltering, etc.
- Resources: volunteer coordination, donations management, emotional & spiritual care, social media monitoring, information distribution, etc.

The Faith-Based Community is a large component of the disaster world, and as such should be part of the VOAD/COAD. In America, after a disaster, 60% of people turn to a [faith](#) leader before anyone else. The faith-based community is a critical member to have at the table, but they may not understand the role they could have in a disaster organization.

Here are some steps for reaching out to the faith-based community:

- Find local houses of worship and reach out to individual leadership
- Consider reaching out to members/congregants with an interest in or knowledge of emergency management or disaster support
- Reach out to the regional offices or disaster services branch of that faith community
- Host a training or provide resources on preparedness to share with members/congregants
- Utilize this [Prezi](#) presentation to share with the faith-based community to explain their importance



Section VII: Maintaining Engagement

Large-scale disasters, such as Superstorm Sandy or Hurricane Katrina, do not occur often. As a result, the interest in disaster preparedness can drop. It is important to maintain engagement in the VOAD/COAD to preserve relationships, to build preparedness in the community, and to sustain the capacity to respond and recover from a disaster.

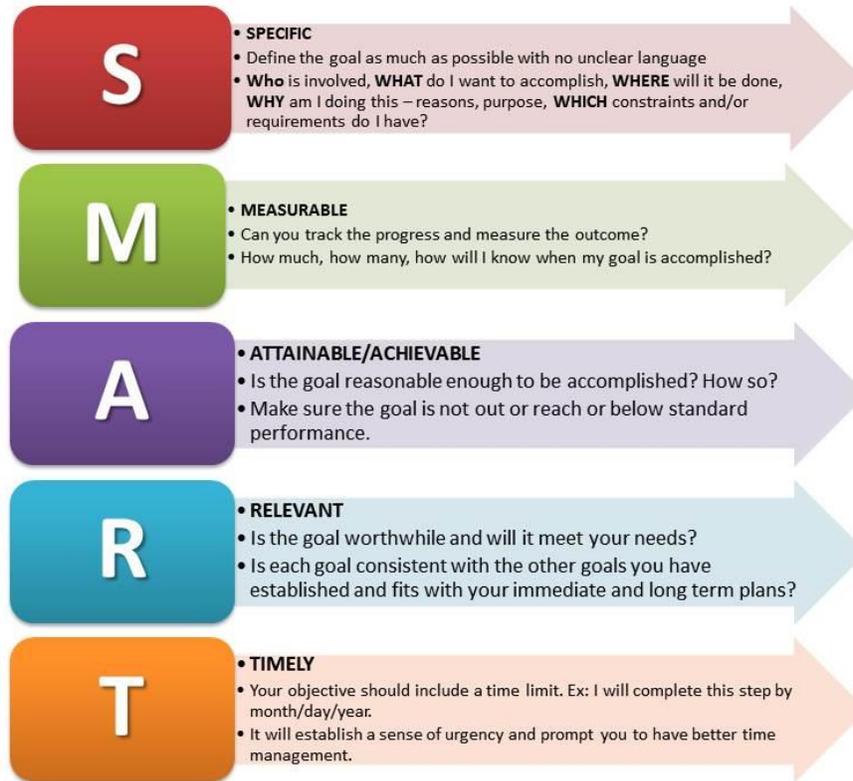
The blue-sky time, or mitigation and preparedness phases, is the time to build the capacity of the VOAD/COAD and the local community. Building and preserving the capacity of the VOAD/COAD through preparedness activities and communication helps maintain member organization interest during blue-sky times. Member organizations need to understand the role of the VOAD/COAD and their contribution or involvement during all phases of the disaster cycle (including mitigation and preparedness times).

The rest of this section will contains tips and suggestions on ways the VOAD/COAD can maintain engagement during the blue-sky period of the disaster cycle.

Decreasing Burnout

One issue that is common in the non-profit, disaster and voluntary organization world(s) is burn-out. It can be difficult to maintain engagement of members over a long-period of time, and potentially no disaster or several disasters. The following section will help address that challenge.

Burnout is a state of emotional, mental, and physical exhaustion caused by stress. It occurs when a person becomes overwhelmed and feels unable to meet constant demands. Burnout occurs when the continued stress results in a loss of interest or motivation. Burnout can occur after prolonged periods of functioning in the same role especially following periods of high stress, such as experienced during times of disaster response and recovery. When disaster strikes, individuals can easily get burned out, especially when they have been personally and professionally impacted by the disaster. Identifying SMART (Specific, Measurable, Attainable/Achievable, Relevant, Timely) goals and objectives can be a key to avoiding burnout during blue-sky and gray-sky periods.



- Break down goals and objectives to specific actions and tasks and identify responsible parties to share in completion of the goals and objectives through delegation
 - Form committees, working groups, or partnerships to manage projects or tasks
- Establish realistic expectations for member organizations and leadership including shared or rotating leadership
 - VOAD/COAD bylaws should be written to include term limits to ensure leaders have the opportunity to step away and re-energize after serving
 - A chain of command should be documented in the bylaws of leadership descriptions to provide back-up and support when one leader is unable to fulfill duties
- Practice the 4 Cs, especially focusing on communication to ensure members are informed of the activities and needs of the VOAD/COAD
- Prioritize those tasks and goals which are most important to accomplish and develop realistic checkpoints and deadlines
- Share updates and status reports, celebrate successes and express appreciation

When disaster strikes, it is critical for organizations to be aware of the unique stress experienced by staff and volunteers who are working directly to support disaster survivors. Self-care should be modeled and taught.

- Remind those engaged in response and recovery of the importance of prioritizing self-care so that they are better able to remain a resource for those in need
- Presbyterian Disaster Assistance (PDA) has information and resources to support self-care in a disaster. This [PDA video](#) defines self-care and explains the importance of self-care for volunteers
- This [FEMA webpage](#) provides a summary of self-care techniques for caregivers

Communication

Communication is one of the cornerstones of the VOAD movement and is a critical component to maintaining member engagement and building the relationships necessary for success.

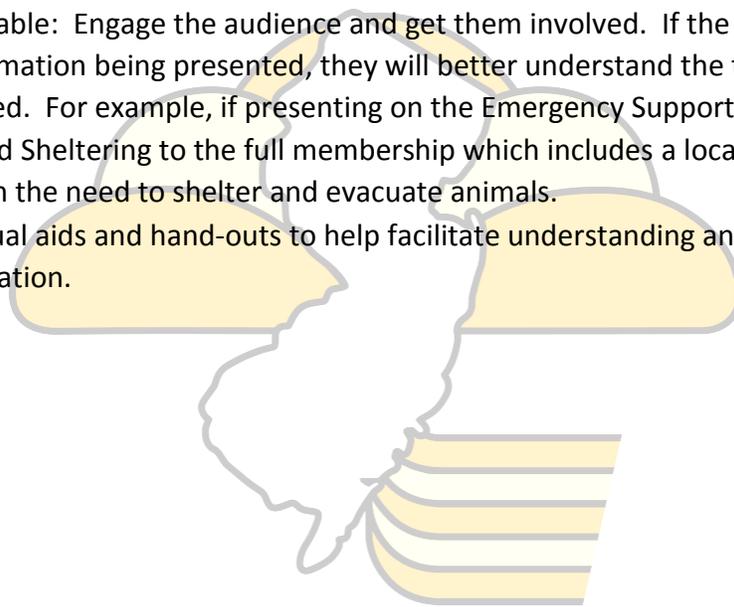
Below are some tips and tools for successful communication strategies:

- Keep in touch
 - Email members important updates and information they can use, including communication from NJVOAD and National VOAD, correspondence from OEM, pertinent severe weather warnings or outlooks, training opportunities, articles of interest, etc.
 - Host regular meetings or conferences calls (when appropriate)
- Create a webpage and ensure it remains up to date with current contact information and member organizational involvement. This can be a no-cost tool with minimal effort requires when facilitated through a partner organization or NJVOAD
- Identify at least one social media platform (e.g. Facebook, Twitter) and designate a member to maintain up to date postings. This is helpful in blue skies but can also become a critical tool in gray skies when other communication methods such as phone, internet and cell towers may be compromised
 - When disaster strikes, critical disaster information can be shared on social media (e.g., “a shelter has been opened at the middle school”, “our building is without power so we are using the Family Success Center”)
 - Ensure that member organizations follow the VOAD/COAD social media pages to ensure they have access to information, which can be shared with their networks and clients. This is especially important during gray skies when critical messaging about evacuations, sheltering and other safety information needs to reach as many people as possible

Presentations: Expanding the VOAD Movement

Giving presentations can be a significant part of the VOAD/COAD activities, whether recruiting new members or at the general meeting. When giving a presentation, engaging the audience is key to ensuring the presentation is a success. Many members of a VOAD/COAD are not immersed in the disaster field and may not know all of the lingo. It is important to understand the audience and use language and examples they will understand. Here are a couple of key concepts to keep in mind:

- **Clear and understandable:** Jargon, acronyms, and buzzwords might not be understood by all in the audience. Explain critical acronyms such as VOAD/COAD and OEM and avoid getting into “alphabet soup” with too many other unnecessary acronyms. Invite the audience to be the “jargon police” and interrupt the presentation whenever an unexplained term or acronym is used
- **Memorable:** Engage the audience and get them involved. If the audience can relate to information being presented, they will better understand the topic being discussed. For example, if presenting on the Emergency Support Function #6, Mass Care and Sheltering to the full membership which includes a local animal shelter, mention the need to shelter and evacuate animals.
- **Use visual aids and hand-outs to help facilitate understanding and increase participation.**



Section VIII: Resources

In the Resources section a variety of materials, opportunities, trainings and other assets will be presented. This section will provide resources that can be used individually, by the member organization and by the VOAD/COAD. This section can help plan meetings, assist in facilitating trainings/ activities that will strengthen member organizations and the VOAD/COAD. The first part will cover several options available on personal phones; these are just two options of many. The next part will cover the national movement that a VOAD/COAD can tie into to increase participation in preparedness activities, then this section will move into assisting member organizations and VOAD/COAD level resources.

Preparedness for Community through Technology

An important part of being prepared is being informed. Here are two apps that people can download onto their phone to help them stay informed:

American Red Cross app

The American Red Cross has phone apps available for both Android and iPhone. These apps are great resources that provide families and individuals with helpful tips for dealing with events, such as everyday occurrences (e.g. first aid) or natural disasters (e.g. tornadoes, earthquakes), and creating plans for themselves and their pets, all through the convenience of their cell phones. There is even a swim app that provides children with helpful tips on water safety. The apps are free to download and available in the app store.

FEMA app

The FEMA app is a great resource which provides important tips on preparedness and surviving a natural disaster. Users can also sign up for weather alerts from the National Weather Service and customize an emergency preparedness plan for their family. This app is available, for free, in the app store.

America's PrepareAthon

Nationwide there is a movement called America's PrepareAthon. This is a grassroots campaign for action to increase community preparedness and resiliency. This campaign leads up to the National PrepareAthon day, held twice a year.

Resources and support are available on the PrepareAthon [website](#). This movement can also be utilized to generate interest and support for VOAD/COAD activities, and as a way to help

support partner organizations (e.g., help the faith-based community put on a PrepareAthon activity). Some examples of ways to participate are listed below:

- Access alerts and warnings
- Test communication plans
- Assemble or update supplies
- Drill or practice emergency response

2015 NATIONAL SEASONAL PREPAREDNESS CONTENT MESSAGING CALENDAR

WINTER		
<p>DECEMBER Winter Weather Preparedness* Holiday Preparedness*</p>	<p>JANUARY Resolve To Be Ready*</p>	<p>FEBRUARY Flood Safety*</p>
SPRING		
<p>MARCH Severe Weather Safety* Flood Safety* Tsunami Safety American Red Cross Month</p>	<p>APRIL Financial Literacy Month National Volunteer Week National PrepareAthon! Day (4/30)*</p>	<p>MAY Older Americans Month National Building Safety Month National Police Week National EMS Week National Small Business Week Wildfire Community Preparedness Day Pet Preparedness Day Military Appreciation Month</p>
SUMMER		
<p>JUNE Hurricane Safety* Lightning Safety Wildfire Safety*</p>	<p>JULY Firework and Park Safety Heat and Drought Safety* Youth Preparedness Summit</p>	<p>AUGUST National Night Out Back to School</p>
FALL		
<p>SEPTEMBER National Preparedness Month* National PrepareAthon! Day (9/30)*</p>	<p>OCTOBER Fire Prevention Week National Crime Prevention Month Great ShakeOut Cybersecurity Awareness Month</p>	<p>NOVEMBER Critical Infrastructure Preparedness Month American Education Week Military Family Month Native American Heritage Month</p>

Visit Ready.gov/Ready2015 to plan your year #Ready2015




Preparing the community also means knowing ahead of time who may need assistance during a disaster. “Register Ready – New Jersey’s Special Needs Registry for Disasters” allows NJ residents with access and functional needs and their families, friends, and associates an opportunity to provide information to emergency response agencies so that emergency responders can better plan to serve them in a disaster or other emergency.

Disasters can be unpredictable. There is no specific time for when it will occur and when it will end. There is no way to predict how much damage will be done. Having the local community prepared will help the response and recovery phases of the disaster to happen more efficiently.

Preparedness for Member Organizations

As a VOAD/COAD, part of the mission is to strengthen member organizations. If member organizations are prepared, then they will be better positioned to deliver services during and after a disaster.

Ask questions of member organizations which will help them to identify holes or gaps in their disaster plans:

- What does the organization’s disaster plan include?
- What plans are in place for a power outage of a day, week, or month?
- What contingency plans are in place in the event the building is damaged and unable to be utilized?
- What is the chain of command if key employees are impacted and unable to report to work?
- What do employees and clients know about individual and family preparedness planning?

The VOAD/COAD can provide tremendous value to organizations by helping them understand the importance of having a comprehensive preparedness plan, such as:

- Continuity of Operations Plan ([COOP](#)) – a national initiative which provides a framework for government agencies and private sector non-profits and businesses to prepare and plan for continued operations in the face of disaster
- Emergency Action Plan ([EAP](#)) – a workplace emergency plan which is required by certain Occupational Safety and Health Administration (OSHA) standards

Trainings/Activities

This section will provide information on various types of trainings, activities, conferences, and other resources to help strengthen VOADs/COADs, support member organizations, and create more prepared and resilient communities.

Preparedness/Response/Recovery Training Resources:

- Children
 - FEMA: Planning for the Needs of Children in Disasters ([IS-366](#))
 - [Let's Get Ready](#) created by Sesame Street and PSEG
 - [Pillowcase Project](#) created by ARC and sponsored by Disney (available through local Red Cross)
 - Save the Children's [Prep Rally](#) program
- Animals
 - FEMA: Animals in Disasters: Awareness and Preparedness ([IS-10.a](#))
 - [Garden State Animal Resource Team](#)
 - Local CART (Community Animal Resource Team)
 - [ARC pet preparedness and Pet First Aid](#)
- Shelter fundamentals (local Red Cross)
- Disaster planning / disruption training
 - Continuity of Operations Plan ([COOP](#)) – courses may be available through FEMA Region II or the NJ Disaster & Terrorism Branch
 - ARC provides training on the disaster cycle and individual and family preparedness – click [here](#) to contact a trainer
 - Latter-Day Saint Charities has developed a community training on managing disruptions that can be applied to almost any disaster scenario – click [here](#) to contact a trainer

Online Trainings

Below, you will find a sample list of available trainings and links to additional training resources. Click the link for more information on available trainings:

- [FEMA](#)
 - [Are You Ready?](#) An In-depth Guide to Citizen Preparedness
 - Introduction to Incident Command System, [ICS- 100](#) (IS-100b)
 - An Introduction to Exercises ([IS-120:a](#))
 - Community Hurricane Preparedness ([IS-324.a](#))
- [NJ Emergency Management training](#)
- [Just in Time Disaster Training - Library](#)
- [Donations and volunteer management](#)
- NJVOAD member and partner [training resources](#)

Conferences

- NJVOAD Annual Conference
- NJEPA Annual Conference
- NJ Office of Homeland Security and Preparedness Conference

Organizations

The following organizations are a small sample of those who have created trainings and resources for VOAD/COADs which may be available for training members at an upcoming meeting:

- [Save the Children](#)
- [FEMA](#)
- [NJVOAD](#)
- Local Office of Emergency Management

Activities

The following options are ways members can be actively involved in the Disaster world. These activities will facilitate a deeper understanding of the numerous parts that make up the disaster world.

- Encourage members to become Disaster Response Crisis Counselors ([DRCCs](#))
 - DRCCs respond to disasters across the state of New Jersey. They are trained and credentialed through the Disaster and Terrorism Branch and the Mental Health Association
- Field Trips
 - Local OEM Office / Emergency Operations Center (EOC)
 - Red Cross Disaster Services
- Table-top exercises or simulations
 - Simulate the initial disaster and response, such as planning and opening a MARC, or simulate a longer-term activity, such as standing up an LTRG or LTRC
 - This type of activity allows partner agencies to understand what a VOAD/COAD does, and does not do, in a disaster, and provides a chance to identify any gaps in resources
 - Ask the local Emergency Management Office or ARC representative for assistance in preparing a table-top exercises

See Appendix J for more resources.

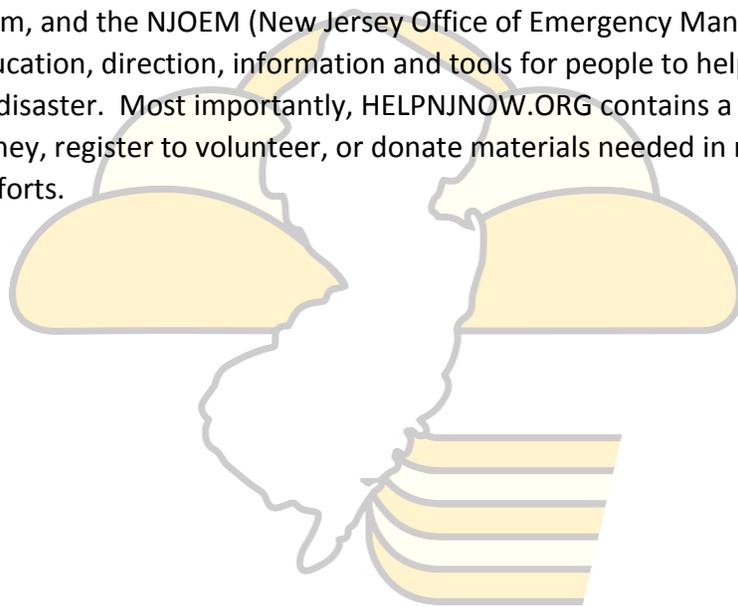
Online Resources

This section provides a list of links that can be used to find more resources such as preparedness activities, teaching/education materials, planning documents, New Jersey organization contact information and New Jersey disaster information.

- [Ready.gov](#) – a national public service advertising campaign meant to educate and assist Americans in the preparation for and response to disasters. The website offers

materials in several languages, and resources (including a Spanish version of the website and a toll-free emergency number).

- ReadyRating.org - a free service provided by the ARC with numerous resources to help gauge preparedness (short quiz) and assist in preparing (videos, guides and worksheets).
- FEMA.gov – This is the FEMA website; FEMA offers trainings/ classes, materials, fact sheets, information on each FEMA Region, contact information and numerous other resources for disaster preparation and response.
- [National Disaster Interfaiths Network](http://NationalDisasterInterfaithsNetwork.org) - This website provides information and resources on/for the faith-based community.
- NJVOAD.org – This is the New Jersey VOAD website. Here you will find contact information, resources and state updates.
- HELPNJNOW.org – HELPNJNOW.ORG is a web-based tool developed by NJVOAD (New Jersey Voluntary Organizations Active in Disaster), the NJ Governor’s Office of Volunteerism, and the NJOEM (New Jersey Office of Emergency Management) to provide education, direction, information and tools for people to help themselves and others in a disaster. Most importantly, HELPNJNOW.ORG contains a portal for people to donate money, register to volunteer, or donate materials needed in response and recovery efforts.



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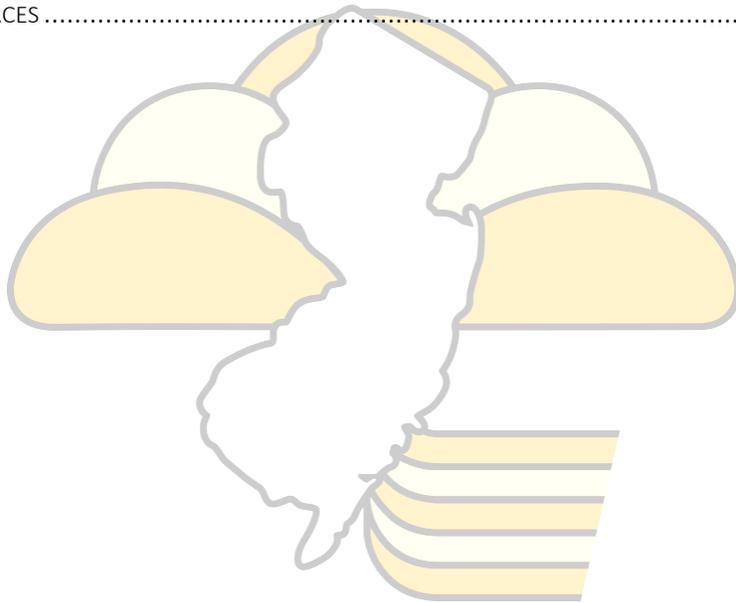
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Appendix A: VOAD/COAD Introduction

NJVOAD PowerPoint

NJVOAD: New Jersey Voluntary Organizations Active in Disaster

Cooperation | Communication | Coordination | Collaboration



What is VOAD?



- **Voluntary Organizations Active in Disaster**
- National organization with a VOAD presence in all 50 states, 4 territories and the District of Columbia
- Non-profit, non-partisan, membership-based organization;
- Forum where organizations share knowledge and resources throughout the disaster cycle—preparation, response and recovery—to help disaster survivors and their communities;
- Convening mechanisms, outreach, advocacy, and facilitator for the application of our values and core principles.

NJVOAD Mission



NJVOAD's mission is to bring together New Jersey organizations active in disaster relief, and to foster cooperation and coordination in preparedness, response, and recovery in order to offer more effective services to people and communities affected by disaster.



It Takes a VOAD



- The guiding principle behind NJVOAD's mission is to build and strengthen relationships and partnerships to provide the most effective and efficient services and resources to communities and individuals in need. Just as "it takes a village" to raise a child, it takes a VOAD to bring organizations together to help a community and individuals recover from a disaster. This approach:
 - Eliminates or reduces duplication of services
 - Creates effective coordination of resources
 - Provides a consistent and coordinated message
 - Builds trust in communities



The 4 Cs



- **Cooperation:** recognizing that we need each other, acknowledging that each member organization adds value, and understanding that our common goals for the community are best achieved when we work together.
- **Communication:** fostering a climate of openness which promotes sharing of information among members, and actively disseminating information to partners through social media, newsletters, directories, research and demonstration, case studies, and critique.
- **Coordination:** establishing processes to work together in a non-competitive manner to effectively utilize resources among member organizations and state and national partners.
- **Collaboration:** identifying shared goals and developing strategic partnerships to actively work together to accomplish the mission of NJVOAD.

NJVOAD History



- NJVOAD in its current form began after Hurricane Andrew in 1992
- NJVOAD hosted the National VOAD Conference in Atlantic City in 1998
- Tropical Storm Floyd – September 1999
- 9/11 – NJIPDR (NJ Interfaith Partnership for Disaster Recovery) was formed
- Hurricane Irene – August 2011
- Hurricane Sandy – October 2012
- Localized and regional events

Statewide Partners



- American Radio Relay League
- Association of NJ Volunteer Centers
- Center for Non-Profit Corporation
- Community FoodBank of NJ
- Council of New Jersey Grantmakers
- Family Support Centers of NJ
- Family Resource Network NJ Caregivers
- Goodwill Industries of Greater NY and Northern NJ
- Governor's Office on Volunteerism
- H.E.A.R.T. 9/11
- Homeless to Independence
- International Institute of NJ
- Islamic Society of NJ
- Jersey Cares
- Legal Services of NJ
- NJ 2-1-1 Partnership
- NJ Business Force – BEOC Alliance
- NJ First Aid Council
- NJ Interfaith Partnership for Disaster Recovery
- NJ Motor Truck Association
- NJ Office of Emergency Management
- NJ Psychiatric Association
- NJ State Police
- NJ Task Force 1
- Norwescap RSVP Volunteer Resource Center
- Pass It Along
- Voices of September 11
- Volunteer Management Centers

Disaster Response and Recovery



- Advance planning / convening pre-disaster
- Activation of the NJVOAD reflects the “home rule” process utilized throughout NJ.
 - County or regional VOAD(s)/COAD(s) (Voluntary or Community Organizations Active in Disaster) will be the first to identify and address the needs for localized disasters. NJVOAD can support if asked
 - Regional or statewide events will likely trigger NJVOAD convening to mobilize resources needed for the affected population
- Long Term Recovery Groups (LTRGs)

National Partners



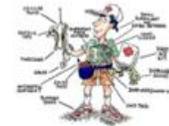
- Adventist Community Services
- American Disaster Reserve
- American Red Cross
- Buddhist Tru-Chi Foundation
- Catholic Charities
- Church of Jesus Christ of Latter Day Saints
- Church World Services
- Episcopal Disaster Relief
- FEMA
- ICNA Relief USA
- Lutheran Social Ministries
- National VOAD
- Presbyterian Disaster Assistance
- The Salvation Army
- United Methodist Church
- United Sikhs



Get Involved



- **Become a NJVOAD member**
 - All organizations involved in disaster preparedness, response and/or recovery in the State of New Jersey are eligible and encouraged to apply for membership in the NJVOAD
 - NJVOAD welcomes local, state and national businesses as well as governmental partners to join NJVOAD and support our mission
- **Support NJVOAD and member organizations**
 - Financial donations
 - Donated goods/services
 - Volunteer
- **Be Prepared – ready.gov**



'Levels of COAD' PDF

COAD Levels

Each level includes the items in the level before it.

Below, check the first blank if your COAD/VOAD has this covered. If the item has a blank line after it, think of an organization/group member who currently does that task or might help in the future.

Basic Level:

- ___ Familiar faces
- ___ Email group and contact info _____
- ___ Bylaws and membership forms _____
- ___ Officers
- ___ Open to the entire community
- ___ Meets regularly
- ___ Contact with the local OEM

Intermediate Level:

- ___ Member of New Jersey VOAD _____
- ___ Explore educational opportunities within the community _____
- ___ Advocate for disaster resiliency _____
- ___ Committees and people trained in _____
- Long-term Recovery _____
- Disaster Case Management _____
- Donations Management _____
- Volunteer Management _____
- Spiritual and Emotional Care _____

Advanced Level:

___ Plan for disaster response_____

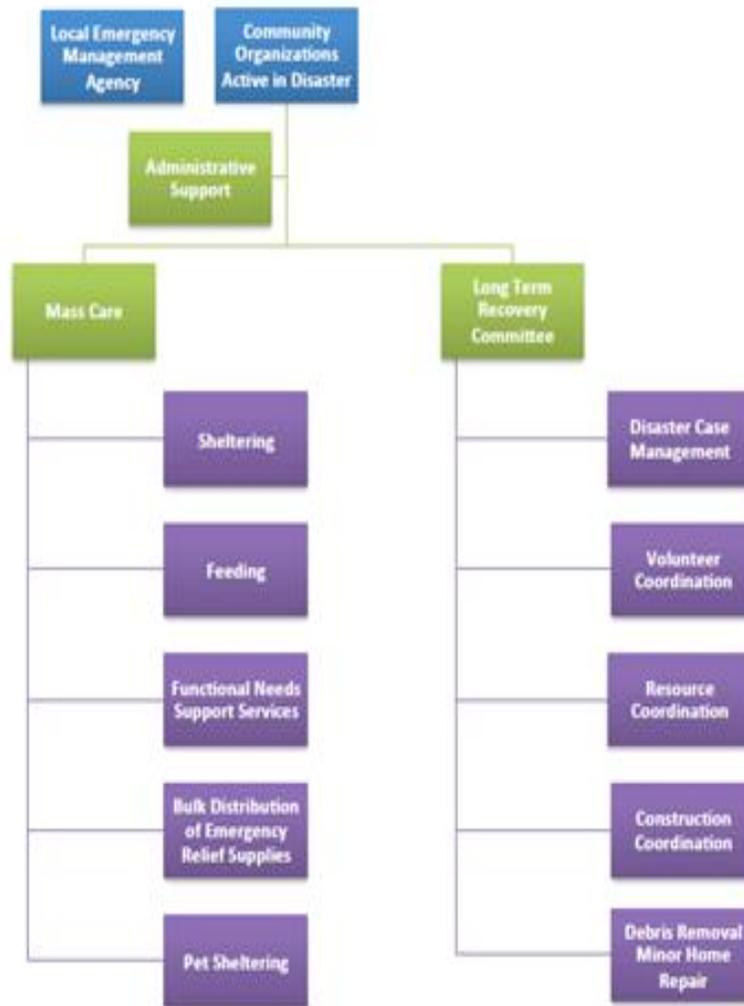
___ Exercise disaster scenarios_____

___ Plugged into local disaster planning and preparedness_____

___ Plan/people who can act/respond on behalf of the COAD/VOAD_____

Sample Structure of COAD

APPENDIX 1: SAMPLE STRUCTURE OF COMMUNITY ORGANIZATIONS ACTIVE IN DISASTER



Appendix B: Federal, State, Local Government

Federal Disaster Programs

This section is an overview of some governmental agencies and some of their programs; this is not a comprehensive list or a list of programs that will be available for each disaster. This is a place for VOAD/COADs to begin research that can help them create a preparedness plan before a disaster that can help to improve the recovery process.

[Federal Disaster Program Information](#)

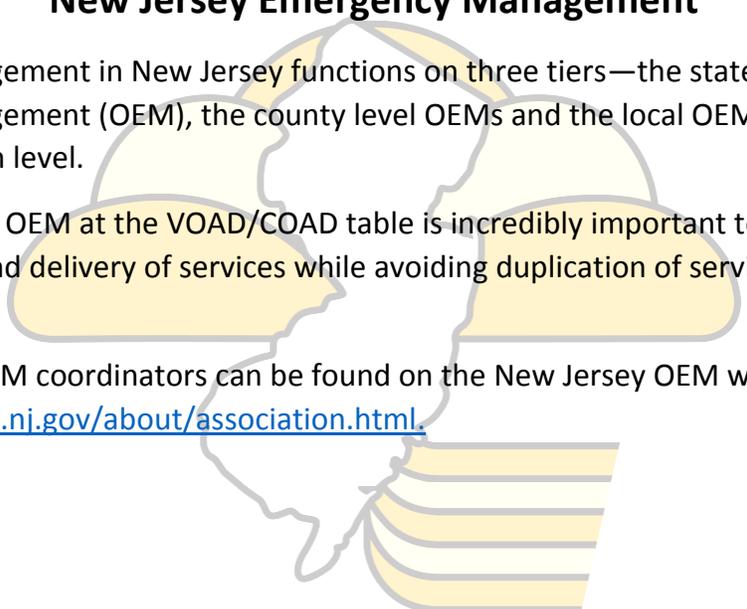
New Jersey Emergency Management

Emergency Management in New Jersey functions on three tiers—the state level Office of Emergency Management (OEM), the county level OEMs and the local OEMs at the township/borough level.

Having the county OEM at the VOAD/COAD table is incredibly important to improve the communication and delivery of services while avoiding duplication of services and resources.

A list of county OEM coordinators can be found on the New Jersey OEM website:

<http://www.ready.nj.gov/about/association.html>



ESF PowerPoint

Emergency Support Function (ESF): An Introduction

Background

- The ESFs provide the structure for coordinating interagency support for a response to an incident. They are mechanisms for grouping functions most frequently used to provide support to other jurisdictions, both for declared disasters and emergencies.
- While ESFs are typically assigned to a specific section of the Emergency Operations Plan (EOP), for management purposes, resources may be assigned anywhere within the Unified Coordination structure. Regardless of the section in which an ESF may reside, that entity works in conjunction with other sections to ensure that appropriate planning and execution of missions occur.

What does that mean?

- ESFs move away from “task based” operations to “coordination based” operations.
- ESFs are designed to group agencies or organizations that can mutually support each other to accomplish a mission.
E.g. - ESF 2 Firefighting- Fire Service, EMS, Law Enforcement, Emergency Management, Public Works, Contractors (Both Public and Private)
- ESFs now function with a coordinated effort and can be deployed to handle “non-traditional” tasks. E.g. ESF 2 (Fire) for Damage Assessment

Structure

- ESF Coordinator- Manage the ESF before, during and after an incident.
- Primary Agency- Providing primary support to the ESF Coordinator, usually the Coordinator's parent agency (managing missions and coordinating support agencies) and serves as the resident SMEs.
- Support Agency- Bring specific capabilities or resources to support the mission. E.g. Public Works supports Firefighting with Heavy Equipment.

Typical Structure

Emergency Support Function 6A (Sheltering)

Coordinator:	Mass Care Coordinator, OCM
Primary Agency:	Atlantic County Office of Emergency Management (OCM)
Supporting Agencies:	American Red Cross Atlantic County Transportation Atlantic County Department of Human Services Municipal School Districts Municipal Emergency Medical Services Agencies Municipal Fire Agencies Municipal Law Enforcement Agencies Salvador Army VOAD CERT CART

Emergency Support Function 6C (Bulk Distribution)

Coordinator:	Operations Officer Emergency Management
Primary Agency:	Atlantic County Emergency Management
Supporting Agencies:	Atlantic County Budget and Purchasing Atlantic County Justice Facility Atlantic County Support Services CERT Municipal School Districts VOAD/VOAD

County Emergency Management ESFs (Atlantic County)

Base Plan

- | | |
|-------------------------------|-----------------------------------|
| 1- Transportation | 7- Resource Support |
| 2- Communications | 8A- Public Health Services |
| 3- Public Works & Engineering | 8B- Emergency Medical Services |
| 4- Firefighting | 9- Urban Search and Rescue |
| 5- Emergency Management | 10- Hazmat |
| 6A- Sheltering | 11- Agriculture |
| 6B- Mass Feeding | 12- Energy |
| 6C- Bulk Distribution | 13- Public Safety & Security |
| 6D- Access & Functional Needs | 14A- Long Term Recovery |
| 6E- Medical Needs Sheltering | 14B- Infrastruc Rest & Comm Redev |
| | 15- External Communications |

Appendix C: National VOAD Materials

National VOAD Resource Guide

National VOAD has developed modules which help guide the formation and continuing work of VOAD/COADs. Module 2 aids a VOAD/COAD in the developing stages.

[National VOAD Module 2](#)

National VOAD Quick Guide on Structure Development

Quick Guide for Organizing a Local/Regional VOAD  NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER

OBJECTIVE: This quick guide is designed to help local/regional organizations establish a nonpartisan membership based organization that serves as the forum where organizations share knowledge and resources throughout the disaster cycle—preparation, response, recovery and mitigation—to help disaster survivors and their communities.

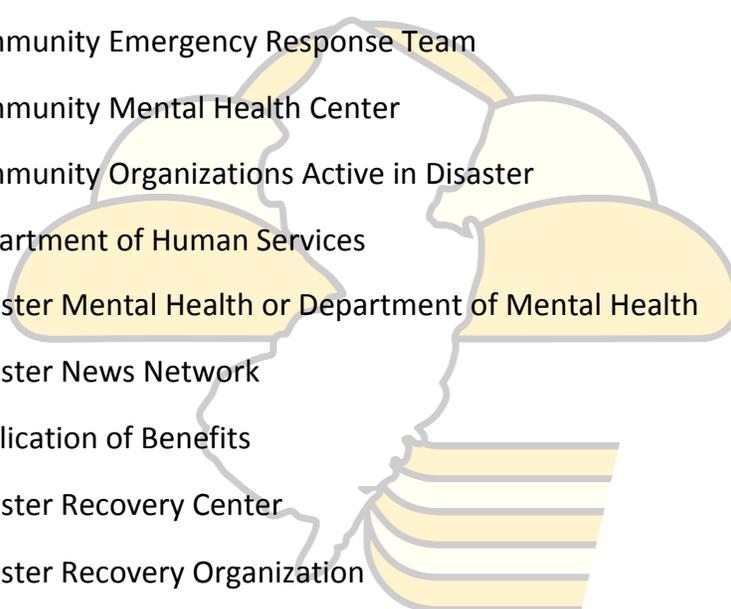
STEP	ACTION
<i>Visit</i>	The National VOAD website www.nvoad.org to learn more about the National VOAD Movement.
<i>Contact</i>	The Chair of your State VOAD for guidance and input.
<i>Attend</i>	A State VOAD meeting to familiarize yourself with what a VOAD is, how it functions, and the composition of its members, etc.
<i>The 4Cs</i>	Cooperation, communication, coordination, and collaboration are the guiding principles of National VOAD and should be applied in the establishment and sustainment of a Local/Regional VOAD.
<i>Identify</i>	<p>Potential local member and partner organizations that are involved in the disaster cycle (preparedness, response, recovery, and mitigation). Remember that VOADs should be inclusive of the "Whole Community". Some example organizations include but are not limited to:</p> <ul style="list-style-type: none"> • Chambers of Commerce • Citizen Corps Councils • Community-Based Organizations • Ethnic/Cultural Organizations • Faith-Based Disaster Response Organizations • Fire/Police • Food Banks • Health Departments • Homeless Coalitions • Houses of Worship • Legal Aid Organizations • LEPC (Local Emergency Planning Committee) • Local Emergency Management Agency • Mental Health Organizations • Ministerial Alliances/Interfaiths • National VOAD Members (http://www.nvoad.org/members) • Organizations Serving People with Disabilities • Organizations Serving the Elderly • Private Businesses • Schools and Higher Educational institutions • Service Clubs • Social Service Organizations

Appendix D: VOAD/COAD Starting Documents

NJVOAD Terminology Sheet

NJVOAD (New Jersey Voluntary Organizations Active in Disaster)

Commonly Used Acronyms



AFN	Access and Functional Needs
BFE	Base Flood Elevation
CAN	Coordinated Assistance Network
CDBG	Community Development Block Grant
CERT	Community Emergency Response Team
CMHC	Community Mental Health Center
COAD	Community Organizations Active in Disaster
DHS	Department of Human Services
DMH	Disaster Mental Health or Department of Mental Health
DNN	Disaster News Network
DOB	Duplication of Benefits
DRC	Disaster Recovery Center
DRO	Disaster Recovery Organization
EMA	Emergency Management Agency
EO	Executive Order
EOC	Emergency Operations Center
ESF	Emergency Support Functions
FCO	Federal Coordinating Officer
FDRC	Federal Disaster Recovery Coordination [FEMA]
FEMA	Federal Emergency Management Agency
FIRC	Federal Interagency Regional Coordination [FEMA]

FHA	Federal Housing Administration
FIA	Federal Insurance Administration
FRP	Federal Response Plan
GIS	Geographic Information System
HMGP	Hazard Mitigation Grant Program
HUD	Department of Housing and Urban Development
HSNJRF	Hurricane Sandy New Jersey Relief Fund
IA	Individual Assistance Program [FEMA]
IFG	Individual and Family Grant Program
IHP	Individuals and Households Program [FEMA]
LMI	Low to Moderate Income
LTR	Long Term Recovery
LTRC	Long Term Recovery Committee
LTRG	Long Term Recovery Group
LTRO	Long Term Recovery Organization
NDRF	National Disaster Response Framework
NEMIS	National Emergency Management Information System
NFIP	National Flood Insurance Program
NGO	Non-Governmental Organization
NVOAD	National Voluntary Organizations Active in Disaster
OEM	Office of Emergency Management
PIO	Public Information Officer
RAP	Rental Assistance Program
RREM	Reconstruction, Rehabilitation, Elevation and Mitigation Program
ROI	Release of Information
SHRAP	Sandy Homeowner/Renter Assistance Program

SEMA	State Emergency Management Agency
SRFO	Sandy Recovery Field Office
SSBG	Social Service Block Grant
TBRA	Tenant-Based Rental Assistance
TRO	Transitional Recovery Office
VAL	Voluntary Agency Liaison
VISTA	Volunteers in Service to America
VOAD	Voluntary Organizations Active in Disaster



Document Templates

This section contains examples of various documents that a VOAD/COAD may utilize: by-laws, membership application form and membership resource form.

Blank By-laws Template

Article I: Name and Relationships

- ✓ Section A: Name _____
- ✓ Section B: Relationships
 - Describes the relationship between state/territory/tribal VOAD/COAD & National VOAD with the regional VOAD/COAD

Article II: Purpose

- ✓ Mission statement & purpose of values (4 Cs)

Article III: Membership

- ✓ Section A: Membership Categories and Qualifications
 - 1. Categories
 - a. Members: non-profit, community based, 501 (c)(3) or faith-based organizations (voting)
 - b. Partners: government agencies, educational institutions, foundations, business or private corporations (the non-voting participants in VOAD; in COAD these could be members)
 - 2. Qualifications for Membership
 - a. Define membership criteria for members and partners
- ✓ Section B: Conditions of Membership
 - What are the rights & responsibilities of Members & Partners?
- ✓ Section C: Membership Application Procedures
 - Outlines process for becoming Member or Partner
- ✓ Section D: Termination of Membership
 - Defines process for voluntary and involuntary termination

Article IV: Meetings

- ✓ Section A: Meeting Schedule
 - States how frequently VOAD/COAD will meet regularly and defines conditions for special and emergency meetings

- ✓ Section B: Meeting Notices
 - States how members are notified of meetings (email, phone); minimum time required for notice
- ✓ Section C: Conduct of Business
 - Statement of parliamentary rules
- ✓ Section D: Meeting Minutes
 - Describes how meeting minutes are approved and distributed

Article V: Voting and Quorum

- ✓ Section A: Voting Rights
 - States number of votes allowed for each Member
- ✓ Section B: Proxy Voting
 - States if voting by proxy is permitted or not
- ✓ Section C: Quorum for Meetings
 - States what constitutes a quorum
- ✓ Section D: Voting for Passage of Motion
 - States what number of votes will determine passage (e.g. simply 51% or 2/3rd majority)
- ✓ Section E: Recording of Votes
 - Describes how votes are recorded (e.g. public vote, private ballot)

Article VI: Board of Directors/Executive Board

- ✓ Section A: Board Composition
 - States the number of Board members (e.g. fixed or minimum and maximum)
- ✓ Section B: Eligibility of Board Candidates
 - Candidates for the Board of Directors must represent a Member organization
- ✓ Section C: Election of the Board
 - Defines term length, term limits, staggered or fixed terms
- ✓ Section D: Vacancies on the Board
 - Defines how to fill Board vacancies (special elections or appointment)
- ✓ Section E: Election of Officers
 - Defines how officers are elected
- ✓ Section F: Meetings of the Board of Directors/Executive Board
 - States the minimum number of regular meetings of the Board; describes the process for calling special/emergency meetings and who can call special meetings

- ✓ Section G: Powers and Responsibilities of the Board
 - Defines the powers and responsibilities of the Board, including but not limited to: acting on behalf of the membership, establishing committees and sub-committees, advising and consenting to approve Members and Partners in the VOAD/COAD, compliance with all state and federal laws and NJVOAD policies

Article VII: Officers

- ✓ Eligible candidates from Member organizations; defines roles and responsibilities of officers, terms of officers, term limits, succession (if applicable)

Article VIII: Nominations and Elections

- ✓ Section A: Nominating Committees
 - Defines responsibilities of the nominating committee, number of members, how committee members are selected, term limits
- ✓ Section B: Elections
 - States the process for conducting elections, including when elections occur

Article IX: Committees and Sub-Committees

- ✓ Section A: Committee Authorization
 - Affirms the responsibilities of either the Board or President to create committees, sub-committees, working groups, etc.
- ✓ Section B: Standing Committees
 - Defines standing committees and responsibilities of each
- ✓ Section C: Sub-Committees, Ad-Hoc Committees, Working Groups
 - Establishes how sub-/ad-hoc committees/working groups are created

Article X: Function in Disaster

- ✓ Defines the role of the VOAD/COAD in disaster

Article XI: Amendments

- ✓ Section A: Proposed Changes
 - Describes the process of amending by-laws, including minimum notice to members
- ✓ Section B: By-Law Amendments
 - Describes the necessary quorum and vote to approve

Membership Application Form

COAD/VOAD
Membership Application Form



Organization Information

Organization Name:

Physical Address:

City:

State:

ZIP:

Mailing Address (if different from headquarters):

City:

State:

ZIP:

Website Address:

Please list all the municipalities you have programs in and hours of operation:

Organization classification:

- | | |
|---|--|
| <input type="checkbox"/> Federal Government | <input type="checkbox"/> Business |
| <input type="checkbox"/> State Government | <input type="checkbox"/> Non-Profit Organization |
| <input type="checkbox"/> County Government | <input type="checkbox"/> Civic/Social |
| <input type="checkbox"/> Local Government | <input type="checkbox"/> Faith Based |
| <input type="checkbox"/> Other: _____ | |

(Please Specify)

Contact Information

Chief Officer/Director:

Work Phone:

Email:

Fax:

Primary Contact Person (if different from Director):

Work Phone:

Email:

Fax:

Alternate Contact Person:

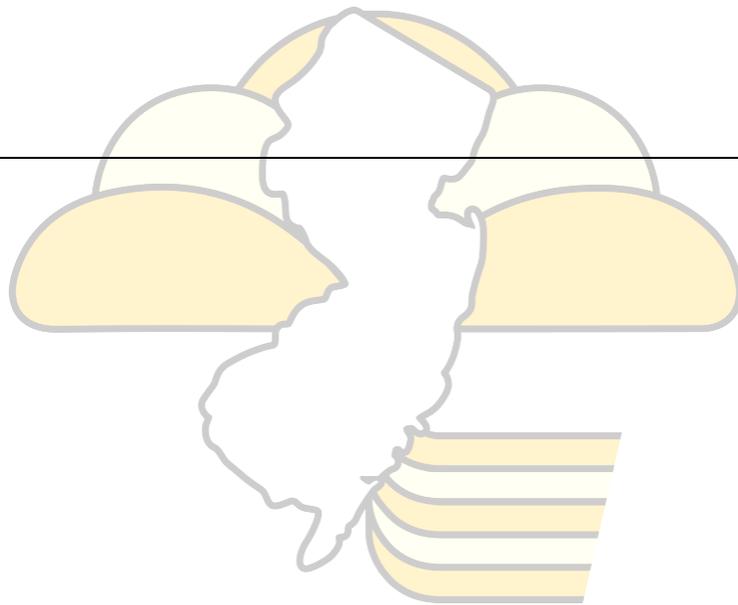
Work Phone:

Email:

Fax:



List Counties Served and Description of Services



Membership Resource Form

Name of Organization: _____

Mailing Address: _____

Office Phone: _____ Office Fax: _____

Primary Contact: _____

Title: _____

Day Phone: _____

Cell Phone: _____

E-mail Address: _____

Alternate Contact: _____

Title: _____

Day Phone: _____

Cell Phone: _____

E-mail Address: _____

Geographic Area(s) Served: _____



Please mark all recovery assistance items your organization could provide or assist with.

RESPONSE ACTIVITIES	RECOVERY ACTIVITIES

- Transportation
- Debris Removal
- Donated Goods & Clothing
- Temporary Housing/Rental Assistance
- Elderly/Special Needs
- Financial Support
- Child Care/Children's Services
- Food Vouchers
- General Family Assistance
- Food Pantry
- Building and Repair
- Information & Referral
- Building Materials

- Utility Bill Assistance
- Warehousing of Building Materials
- Congregate Feeding
- Warehousing of Household Furniture
- Skilled Labor
- Management of Volunteers
- Disaster Volunteer Training
- Language Interpreters (specify below) _____
- Casework Responsibilities
- Family Counseling
- Emotional & Spiritual Care
- Other (Please describe assistance)

Does your organization have a business recovery plan to operate post disaster or incident?

Yes No

Are your resident clients covered under this plan? Yes No N/A

Do you have transportation resources? Yes No

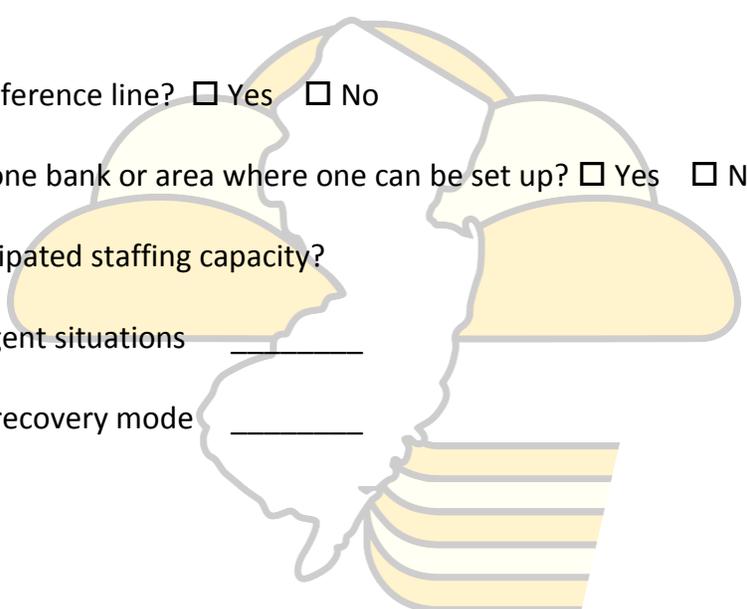
	Number	# Passengers	Wheelchair Accessible?
Car(s)			
Van(s)			
Bus(es)			
Box Truck(s)			Lift Gates?
Other			

Do you have a conference line? Yes No

Do you have a phone bank or area where one can be set up? Yes No

What is your anticipated staffing capacity?

- Non-emergent situations _____
- Response/recovery mode _____



VOAD/COAD Guide to Organize the Initial Process

This is chart can be utilized and modified to assist in the planning and execution of VOAD/COAD activities. The information filled in has come from an existing VOAD/COAD but can, and should, be changed to reflect the needs of the VOAD/COAD.

Task	Description	Timeline	Responsible Party
Develop VOAD Plan	"Blue Sky" vs. "Gray Sky"	12/1 – 1/31	VOAD staff
Survey VOAD members	Get feedback on how we did in Sandy, what can we do better next time	1/1 – 4/30	
VOAD Membership Agreements	Create and get signatures on Membership Participation Agreements with VOAD agencies (agree to participate, and respond to the best of their capacity in disaster)	1/1 – 6/30	VOAD chair and member agencies
Inventory of VOAD Services	List of VOAD capabilities based on member commitments and expectations	1/15 – 3/31	VOAD staff
Inventory of local services	Create and maintain a list of 'VOAD-relevant' emergency services like CERT teams, key players, very large facilities (colleges, emergency centers, etc.)	1/15 - ongoing	VOAD staff
Meetings	Schedule annual or semi-annual meetings of member agencies, VOAD planning committee?	1/31	VOAD chair
Outreach to Emergency Managers	Market VOAD program to OEMs, other stakeholders. Request State or County OEMs to outreach to local OEMs	3/1 – 6/30	VOAD staff and members
Disaster Volunteers	Recruit, screen, train local volunteers to call upon in disaster. Topics 1) Disaster 101 2) Setting up an Info Center 3) Setting up a commodities distribution center 4) Donations (goods) management 5) Managing Volunteers 6) Disaster Preparedness	4/1 – 12/31	VOAD staff and members
Mobilization Plan	Create a plan for how VOAD will mobilize in disaster 1) Chair mobilizes VOAD member agencies 2) Chair assigns point person 3) Chair mobilizes (disaster name) Long Term Recovery Committee	4/1 – 6/30	VOAD chair, staff, and members

Appendix E: Preparedness Plans

Preparedness plans are a key part of developing community resilience. The plans offered in this section will allow organizations to be prepared to respond to a disaster, continue to provide services after a disaster and to aid in preparing their staff.

Each section offers a description and links to copies of the plan and resources to aid in the development of a strong plan.

Continuity of Operations Plan

Every business, including non-profits and houses of worship, should have a Continuity of Operations Plan (COOP). A COOP provides a foundation for organizations to continue to provide services in the event of any disaster, whether it be a large-scale event or a local event that damages the building. FEMA also offers trainings that aid in the development of these plans.

[Business Continuity of Operations](#)

<http://www.training.fema.gov/is/courseoverview.aspx?code=IS-547.a>

Emergency Action Plan

An emergency action plan provides organizations with the ability to plan for various potential emergencies. This plan will provide instruction on who is responsible for what and how to respond. This can protect the organization's staff, and it can assist organizations in maintaining operations and continuing to provide services.

[Business EmergencyResponsePlans 10pg 2014.pdf](#)

Pet Preparedness

Over 79% of Americans have pets, and studies have shown that 60% of those people will not leave without their pets in a disaster. It is important that individuals have preparedness plans for their animals and that counties and organizations are also prepared and able to understand that protecting pets is key to protecting human lives.

[Pet Preparedness](#)

The Humane Society has created an animal preparedness quiz and preparedness tip sheets.

http://www.humanesociety.org/issues/animal_rescue/tips/pets-disaster.html?credit=web_id88701235

http://www.humanesociety.org/issues/animal_rescue/tips/disaster_preparedness_quiz.html?referrer=https://www.google.com/

http://www.humanesociety.org/issues/animal_rescue/tips/pet_disaster_preparedness_kit.html?credit=web_id88701235

Readiness Quizzes

BRACE (Be Ready Alliance Coordinating for Emergencies) has created a survey for individuals to measure their preparedness.

<http://www.bereadyalliance.org/survey/>

AARP Foundation has a disaster preparedness quiz and offers helpful preparedness links.

<http://www.aarp.org/aarp-foundation/our-work/housing/info-2014/emergency-preparedness-quiz.html>

Preparedness quiz, crossword puzzle, word search.

http://www.ready.gov/sites/default/files/documents/files/2012_R2BR_p24-26.pdf

Individual/Family Preparedness Plan

Get a kit



At a minimum, have the basic supplies listed below. Keep supplies in an easy-to-carry emergency preparedness kit that you can use at home or take with you in case you must evacuate.

- Water—one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
- Food—non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home)
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area

Consider the needs of all family members and add supplies to your kit. Suggested items to help meet additional needs are:

- Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Baby supplies (bottles, formula, baby food, diapers)
- Games and activities for children
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Two-way radios
- Extra set of car keys and house keys
- Manual can opener

Additional supplies to keep at home or in your kit based on the types of disasters common to your area:

- Whistle
- N95 or surgical masks

Make a plan



- Meet with your family or household members.
- Discuss how to prepare and respond to emergencies that are most likely to happen where you live, learn, work and play.
- Identify responsibilities for each member of your household and plan to work together as a team.
- If a family member is in the military, plan how you would respond if they were deployed.

Plan what to do in case you are separated during an emergency

- Choose two places to meet:
 - Right outside your home in case of a sudden emergency, such as a fire
 - Outside your neighborhood, in case you cannot return home or are asked to evacuate
- Choose an out-of-area emergency contact person. It may be easier to text or call long distance if local phone lines are overloaded or out of service. Everyone should have emergency contact information in writing or programmed into their cell phones.

Plan what to do if you have to evacuate

- Decide where you would go and what route you would take to get there. You may choose to go to a hotel/motel, stay with friends or relatives in a safe location or go to an evacuation shelter if necessary.
- Practice evacuating your home twice a year. Drive your planned evacuation route and plot alternate routes on your

Be informed



Learn what disasters or emergencies may occur in your area. These events can range from those affecting only you and your family, like a home fire or medical emergency, to those affecting your entire community, like an earthquake or flood.

- Identify how local authorities will notify you during a disaster and how you will get information, whether through local radio, TV or NOAA Weather Radio stations or channels.
- Know the difference between different weather alerts such as watches and warnings and what actions to take in each.
- Know what actions to take to protect yourself during disasters that may occur in areas where you travel or have moved recently. For example, if you travel to a place where earthquakes are common and you are not familiar with them, make sure you know what to do to protect yourself should one occur.
- When a major disaster occurs, your community can change in an instant. Loved ones may be hurt and emergency response is likely to be delayed. Make sure that at least one member of your household is trained in first aid and CPR and knows how to use an automated external defibrillator (AED). This training is useful in many emergency situations.
- Share what you have learned with your family, household and neighbors and encourage them to be informed.

Emergency Contact Cards for All Household Members

Get your cards online at

<http://www.redcross.org/prepare/>

Go-Kit Checklist



Additional Items to Consider Adding to an Emergency Supply Kit:

- Prescription medications and glasses
- Infant formula and diapers
- Pet food and extra water for your pet
- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container
- Cash or traveler's checks and change
- Emergency reference material such as a first aid book or information from www.ready.gov
- Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate.
- Complete change of clothing including a long sleeved shirt, long pants and sturdy shoes. Consider additional clothing if you live in a cold-weather climate.
- Household chlorine bleach and medicine dropper – When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.
- Fire Extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Mess kits, paper cups, plates and plastic utensils, paper towels
- Paper and pencil
- Books, games, puzzles or other activities for children

Ready

Prepare. Plan. Stay Informed.®



Emergency Supply List



FEMA

www.ready.gov



Recommended Items to Include in a Basic Emergency Supply Kit:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Local maps

Through its *Ready Campaign*, the Federal Emergency Management Agency educates and empowers Americans to take some simple steps to prepare for and respond to potential emergencies, including natural disasters and terrorist attacks. *Ready* asks individuals to do three key things: get an emergency supply kit, make a family emergency plan, and be informed about the different types of emergencies that could occur and their appropriate responses.

All Americans should have some basic supplies on hand in order to survive for at least three days if an emergency occurs. Following is a listing of some basic items that every emergency supply kit should include. However, it is important that individuals review this list and consider where they live and the unique needs of their family in order to create an emergency supply kit that will meet these needs. Individuals should also consider having at least two emergency supply kits, one full kit at home and smaller portable kits in their workplace, vehicle or other places they spend time.

Ready



FEMA

Federal Emergency Management Agency
Washington, DC 20472

Appendix F: Volunteer & Donations Management

Volunteer Management

National VOAD resources, the Missouri COAD Manual and Burlington County COAD were instrumental in guiding the writing of this section.

The federal and local governments, in conjunction with the National Voluntary Organizations Active in Disasters (National VOAD) and New Jersey Voluntary Organizations Active in Disasters (NJVOAD), all recognize that volunteers are inherently valuable and, when properly coordinated, make up an essential part of the human resources needed to respond to disasters of all magnitudes. In times of disaster, people are drawn to help their neighbors physically, spiritually and emotionally. It is believed volunteers' skills are best utilized and are most effective when they volunteer as part of an established organization trained in disaster response activities. It is recognized that not all volunteers will be affiliated with an organization and trained prior to a disaster, but they are a valuable resource and should receive the same level of care.

In addition, it is acknowledged that volunteer organizations have the right and responsibility to select volunteers in agreement with their Mission, Code of Conduct and Statement of Faith.

Affiliated volunteers are attached to a recognized voluntary or nonprofit organization and are trained for specific disaster response activities. Their relationship with the organization precedes the immediate disaster, and they are invited by that organization to become involved in a particular aspect of emergency management.

Unaffiliated volunteers, also known as spontaneous, emergent or convergent volunteers, are individuals who offer to help or self-deploy to assist without fully coordinating their activities. They are considered "unaffiliated" in that they are acting independently, as an individual or group, outside of the recognized coordination system of the impacted jurisdiction(s).

Convergent groups include individuals that may have a distinguishable identity, organizational structure and a collective desire to assist. These groups do not have an affiliation. They are considered "convergent" in that they are acting independently, as an individual or group, outside of the recognized coordination system of the impacted jurisdiction(s).

Volunteers are a key component to disaster response and should be managed and treated as a valuable resource throughout all the phases of disaster. While successful use of volunteers is important in preparation, response and mitigation, particular issues will arise

in long-term recovery. Volunteers should be encouraged to affiliate with an organization to receive proper training and liability coverage.

Volunteer service is a valuable asset offered to the disaster survivors, yet they can also serve an important role for a VOAD/COAD seeking additional funding. Volunteer hours are considered an in-kind donation and can be leveraged by long-term recovery organizations when applying for grants.

Important Elements in a Volunteer Program

Volunteer Make-up:

- Will there be age limits?
- What kind of work will be available?
- Will the VOAD/COAD supply supervision or are the volunteer teams self-managed?
- What are the appropriate numbers of volunteers? (This is determined by the amount of work, the available housing and supervision.)
- Short term volunteers: usually in the area for one day to one week
- Long term volunteers: usually in the area for two weeks to several months

Legal Considerations:

- Liability and medical insurance
- Client confidentiality
- Release of liability

Hosting Volunteers:

- Accommodations
- Typical sites to accommodate volunteers include churches, unused buildings, homes, apartments, camps, schools, tents
- Should there be a cost? If so, what does it cover?
- Keep in mind the age group of the volunteer. The younger volunteer may be fine with sleeping on the floor with a bed roll, which may not suit the more mature volunteer
- Are separate arrangements available for males and females?
- Showers?
- Kitchen facility?
- Internet/phone?
- RV hook-ups?
- Laundry?
- Will meals be provided?
- Community hospitality? (Discounts from local businesses?)
- Maps of area and emergency facilities
- Gifts? (T-shirts, small thank you to express volunteer appreciation)

Potential Partners

- AmeriCorps
- Local Emergency Management Agency
- Local, State and National VOAD members
- Faith-based organizations
- Retired and Senior Volunteer Program (RSVP)
- Civic organizations

Resources

Church World Service: Community Arise – Managing Volunteers in Disaster Module
<http://www.communityarise.com/>

Church World Service: Managing & Operating a Disaster Long-Term Recovery Organization:
The Work of the Recovery Group: Volunteer Coordination
<http://www.disasterrecoveryhelp.info/>

Corporation for National and Community Service – Disaster Services
<http://www.nationalservice.gov/focus-areas/disaster-services>

Energize Inc. (Recognize and Encourage Volunteers)
<http://www.energizeinc.com/ideas/ongoing.html>

FEMA - IS-244.B: Developing and Managing Volunteers
<http://training.fema.gov/is/courseoverview.aspx?code=IS-244.b>

National Disaster Interfaith Network: Faith Communities & Disaster Volunteerism
<http://www.n-din.org/>

National Voluntary Organizations Active in Disaster Long-Term Recovery Guide, December,
2011 National VOAD Training Resources Database (Volunteer management)
<http://www.nvoad.org/resource-center/>

United Methodist Committee on Relief: -Hosting Volunteers (Under Training Menu)
<http://www.umcor.org/UMCOR/>

Spontaneous Volunteer Annex

HELPNJNOW.ORG is a web-based platform developed by NJVOAD in coordination with The NJOEM and the Governor's Office of Volunteerism. It is designed to operate as a Virtual Volunteer Reception Center when disaster strikes the State or multiple counties.

VOADs/COADs have access to the Volgistics database which will collect contact information, availability and skills of potential volunteers interested in assisting with response and recovery efforts. The following documents are available to VOADs/COADs to support with managing unaffiliated volunteers.

[HELPNJNOW Partner Guide](#)

[Virtual Volunteer Reception Center Annex](#)

[Volgistics User Manual](#)

Below is an annex designed to provide for adequate management and utilization of spontaneous volunteers in the event of an emergency or disaster.

[Spontaneous Volunteer Annex](#)



HELPNJNOW.ORG is a dynamic, interactive web-based resource providing education, direction, information, and tools for people to help themselves and others in a disaster. This site was developed by NJVOAD (New Jersey Voluntary Organizations Active in Disaster), the New Jersey Governor's Office of Volunteerism, and the NJOEM (New Jersey Office of Emergency Management) to meet several needs identified after superstorm Sandy devastated so many New Jersey communities. When Sandy struck, the structure and systems were not in place to manage the outpouring of people who wanted to help. There was also no mechanism to accurately and consistently communicate the needs of affected communities. As a result, volunteers with time and talent got lost in the shuffle and

valuable resources were wasted trying to store and manage donated items that were not requested or needed.

HELPNJNOW.ORG was designed to address these gaps in two modes:

When New Jersey is not responding to a declared disaster (the “blue sky” mode), the focus is on personal preparedness—information and links for people to prepare themselves and their families for potential threats. The site also provides education about the best ways to help when a disaster strikes. One primary focus is to encourage people to register and train as a disaster volunteer before a disaster strikes; trained volunteers are critical to successful disaster relief efforts. Education about donated goods is also a critical focus, as many people don’t realize the burden of shipping, sorting, storing and distributing items; many items, such as used clothing, cannot be distributed in shelters and other settings due to hygienic issues. The site also provides a conduit to make donations to vetted organizations that assist in local disaster relief efforts; cash donations are the best way to help in a disaster, as cash allows organizations to purchase what is needed locally and helps rebuild the local economy.

When a disaster is declared in one or more New Jersey counties, the site will operate in “gray sky” mode with links to 4 key resources:

- Monetary Donations: Financial donations are the best way to help in any disaster.
- Material Goods: Information about items needed will be listed, as well as a portal for people to offer donated goods – Please only donate what is requested!
- Volunteers: Trained volunteers who are working with an organization are given priority when disaster strikes, but people without prior training who want to help can complete an online application and skills inventory to sign up for volunteer opportunities.
- Information/Assistance: For those in need of help, links and numbers to NJ 2-1-1 are provided.

Material Goods Donations

HELPNJNOW.ORG promotes financial contributions as the best way to help in a disaster and stresses the benefits of doing so, which include reinvesting in the local economy and being able to purchase what is needed when it is needed. The site contains a page with links to vetted NJVOAD organizations that accept donations specifically for disaster response and recovery in New Jersey. The majority of these organizations have long established histories in supporting disaster response and recovery.

The secondary disaster caused by having to manage unsolicited and unwanted material donations creates additional work and tons of waste. The scope and scale of this problem can range from individuals donating bags of used clothing to corporations donating truckloads of new but unrequested items. HELPNJNOW.ORG contains a solution for making and accepting donation requests as well as public messaging about what and how to donate. A link to a web-based [FORM](#) is located on the Donated Goods page.

All donation offers generate an email to the site administrator and are automatically populated into a spreadsheet. This spreadsheet is shared with NJVOAD members and county and regional VOADs/COADs to match with identified or anticipated needs of the communities. Any of these organizations can claim a donation and coordinate directly with the individual making the offer to receive the items. Additionally, NJVOAD member organizations and county and regional VOADs/COADs can submit requests for specific items needed, and the site will be updated to reflect the current donation needs. Emergency Managers can submit requests for donated items through their county or regional VOAD/COAD point of contact.

Unaffiliated Volunteers

The best case scenario for disaster volunteer management is to have as many volunteers as possible trained and affiliated with organizations prior to a disaster. HELPNJNOW.ORG messaging and marketing supports this and has already proven successful in driving volunteers to sign-up with member and partner organizations.

Even if New Jersey was in the ideal situation of having more than enough trained volunteers to staff shelters, prepare and serve food for survivors and relief workers, remove trees and debris from streets and neighborhoods, clean-up and muck-out affected households, provide emotional and spiritual care, and countless other response activities, thousands of untrained and unaffiliated people would still want to help when disaster strikes.

HELPNJNOW.ORG provides a portal for these individuals to connect with ways to help when disaster strikes. When the “gray sky” mode is activated, NJVOAD also activates Volgistics, a

volunteer management website, to serve as a Virtual Volunteer Reception Center (VVRC).

During the “gray sky” mode, messaging on the HELPNJNOW.ORG Volunteer page changes to include the following message:

If you want to submit a general application to volunteer, please enter your information [HERE](#).

If a need is identified which matches your skills and availability, you will be contacted.

Please be patient as it may take days or weeks after a disaster strikes to sort out the true needs of the community.

This links to a volunteer application form where potential volunteers can enter their contact information, availability, and skills. They will also have the option of signing up on the spot for any available volunteer opportunities. Data that is entered by potential volunteers loads automatically into the Volgistics system. All NJVOAD member organizations and county and regional VOADs/COADs have access to Volgistics to post volunteer events and opportunities as well as to search for volunteers by skill or availability. Volunteer hours can also be entered and tracked for reporting and use in meeting the [FEMA match](#) requirements for public assistance. The Volgistics Manual is available [here](#).

NJVOAD has created a [Virtual Volunteer Reception Center Annex](#) to provide specific information on how HELPNJNOW.ORG, Volgistics and the VOAD community can provide for adequate utilization and management of spontaneous volunteers in the event of an emergency or disaster. County or regional VOADs/COADs should be partnering with the county [OEM](#) to identify projected volunteer needs and the VOAD’s/COAD’s role in managing volunteers post-disaster.

Donations Management

Donations can overwhelm a community response. Without proper messaging and management, unsolicited donations can become a secondary disaster diverting time and resources away from relief efforts. Public information from the affected community should stress what the community needs and is willing to accept and how donations will be accepted. HELPNJNOW.ORG provides a public portal for messaging about donation needs and requests.

See the [HELPNJNOW Partner Guide](#) for information about how to utilize this resource for post-disaster messaging and information. This sample [Donations Management Annex](#) can help explain challenges and details that are important to keep in mind.

Appendix G: Emotional & Spiritual Care

The Missouri COAD Manual and National VOAD resources provide the foundation for much of the information in this section. Links to these and other resources can be found at the end of this section.

Emotional and Spiritual Care (ESC) has an important role in all phases of a disaster. Over 60% of Americans will turn to a faith-based leader for guidance in times of disaster. The faith-based community is present before disaster strikes and will remain after the disaster response agencies finish their work. The faith-based community can provide resources, support, networks of people, and connections between the local community and national organizations deployed for response and recovery.

The transition from the initial stage of disaster to long-term recovery can be painful and confusing for a community. Disaster response agencies provide important long-term recovery assistance; nevertheless, transformation to long-term recovery in the community may be accompanied by feelings of abandonment. This is an important time for ESC providers to be aware of and attend to survivor needs. The New Jersey Interfaith Disaster Network (NJIDN) developed a [model](#) for long-term ESC which can be explored and developed long before disaster strikes.

Most people will return to their level of pre-disaster functioning without any mental health assistance or services after a disaster event. Individuals with mental health disorders, intellectual disabilities, substance abuse history, seniors and people who have experienced prior trauma may be at higher risk of requiring specialized support to prevent long-term adverse effects from a disaster event.

Potential Partners

- Behavioral health providers
- Community mental health centers
- Ministerial alliances/Ministeriums/Fellowships
- Higher education resources (universities, colleges, seminaries, etc.)

Resources

NJIDN Emotional and Spiritual Care Model

<https://njvoad.communityos.org/cms/system/files/Emotional%20and%20Spiritual%20Care%20Model.pdf>

Missouri COAD

[MO COAD Manual](#)

National Voluntary Organizations Active in Disaster Long-Term Recovery Guide

<http://www.nvoad.org/resource-center/?mdocs-cat=mdocs-cat-61>

National VOAD – Disaster Case Management Guidelines

<http://www.nvoad.org/mdocs-posts/dcmguidelines-final/>

National VOAD – Disaster Spiritual Care Points of Consensus

<http://www.nvoad.org/mdocs-posts/poc-disaster-emotional-care/>

International Critical Incident Stress Foundation

<http://www.icsf.org/education-atraining/course-descriptions/>

United Methodist – Spiritual and Emotional Care Training

<http://www.umcor.org/ArticleDocuments/369/umcorsec.pdf.aspx>

Light Our Way – A Guide for Spiritual Care in Times of Disaster

<http://www.nvoad.org/resource-center/?mdocs-cat=mdocs-cat-69>

Church World Service – Community Arise: Emotional and Spiritual Care in Disasters Module

<http://www.communityarise.com/>

Church World Service – Managing & Operating a Disaster Long-Term Recovery Organization

<http://www.disasterrecoveryhelp.info/>

Faith Community Preparedness Packet

Preparing Houses of Worship for Disaster

There are a number of initiatives which provide resources and information to assist faith-based organizations in preparing themselves and their members for disaster.

I. Ready and Faithful

The New Jersey Interfaith Disaster Network (NJIDN) has developed resources to support houses of worship in preparing for disaster. For more information, please visit:

<https://njvoad.communityos.org/cms/Interfaith%20Resources>

II. ReadySunday Initiatives

ReadySunday Initiatives have been launched in multiple locations throughout the United States to encourage faith-based organizations to educate their membership on how to respond when disaster strikes.

Many of these initiatives offer fully prepared kits to host a Ready Sunday event, including a Church Disaster Plan template, a brochure, a Disaster Response Checklist and information to help prepare houses of worship. For more information, please visit:

<http://www.readyoc.org>

<http://www.readyalabama.gov/ReadySunday>

III. Be Ready Sunday (Fire Prevention at the Church)

The mission behind Be Ready Sunday is to engage faith based organizations from across the United States to take the time to develop and test a Fire Evacuation Plan for their house of worship. The Be Ready Sunday initiative has three easy to follow steps that will ensure your house of worship is prepared in the event a fire should occur during worship service.



<http://www.drc-group.com/project/brs.html>

- For the House of Worship:
Guide to Developing Emergency Operations Plans for Houses of Worship
https://www.whitehouse.gov/sites/default/files/docs/developing_eops_for_houses_of_worship_final.pdf
Resources (Including free webinars and trainings)
<http://www.fema.gov/protecting-houses-worship>

IV. New Jersey Resources

- NJ Office of Homeland Security and Preparedness, Office of Faith-Based Initiatives
http://www.nj.gov/state/programs/dos_program_faith_based.html
- County/regional VOADS/COADS (Voluntary Organizations Active in Disaster/Community Organizations Active in Disaster)
<https://njvoad.communityos.org/cms/find>
- NJVOAD Member Organizations
<https://njvoad.communityos.org/cms/>

Engaging Faith Communities in Disaster Prezi Presentation

This Prezi presentation works to help explain the power and importance of the faith-based community. The presentation has several distinct sections: one section is to explain the power of the faith-based community, another section is to help your organization begin to reach out to faith-based organizations, and the final section offers guidance for a meeting with the faith-based community.

http://prezi.com/injyzzocw7zs/?utm_campaign=share&utm_medium=copy&rc=ex0share



Appendix H: Save the Children

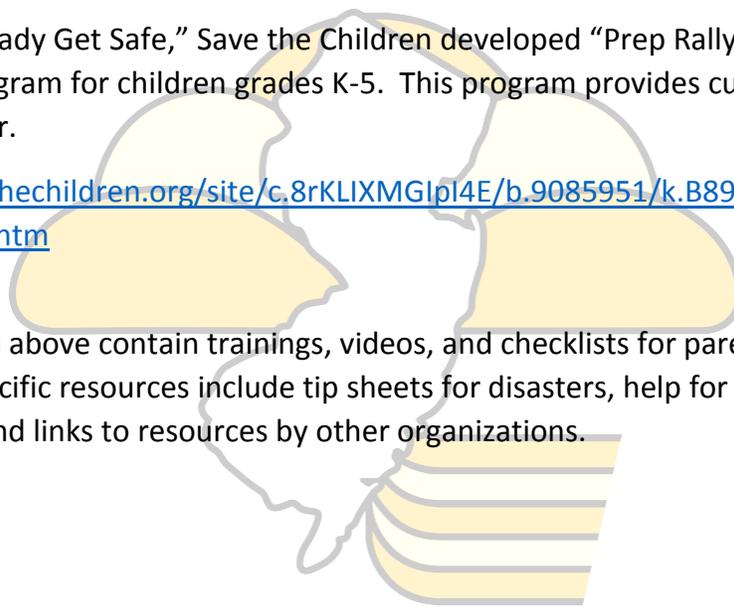
Save the Children is an international organization with an initiative that focuses on preparing children for disasters. “Get Ready Get Safe” is a Save the Children project designed to help United States communities prepare to protect and care for children in times of crisis. This project helps develop child-focused emergency plans, gives tools and trainings to help prepare the community and the children, helps to develop an awareness of the unique needs of children in disaster(s), and works to ensure emergency resources are in place before a crisis.

http://www.savethechildren.org/site/c.8rKLIXMGIpI4E/b.9085877/k.6DF4/Get_Ready_Get_Safe_Project.htm

As part of “Get Ready Get Safe,” Save the Children developed “Prep Rally”—an emergency preparedness program for children grades K-5. This program provides curriculum to teach kids about disaster.

http://www.savethechildren.org/site/c.8rKLIXMGIpI4E/b.9085951/k.B899/Get_Ready_Get_Safe_Community.htm

The links provided above contain trainings, videos, and checklists for parents and child care professionals. Specific resources include tip sheets for disasters, help for families to create emergency kits, and links to resources by other organizations.



Appendix I: VOAD/COAD Tools

Initial Meeting Presentation PowerPoint

This PowerPoint presentation provides a template to develop a customized presentation specific to make the case for a county or regional VOAD/COAD.

[Why VOAD-COAD Presentation](#)

Multi-Agency Resource Center Toolkit

As a VOAD or COAD, one of the disaster response activities may include setting up a Multi-Agency Resource Center (MARC). This MARC Guideline PDF was created by the American Red Cross, The Salvation Army and Catholic Charities.

[Multi-Agency Resource Center Planning](#)

National Domestic Preparedness Consortium (NDPC)

The NDPC is a partnership of several nationally recognized organizations, the mission of the NDPC is to enhance the preparedness and to reduce the vulnerability of the Nation to incidents involving weapons of mass destruction, terrorism, and all-hazard high consequence events. The NDPC offers free trainings through each of its partner organizations. These partner organizations will bring the training to your organization, free-of-charge.

Please reach-out to Michael Urbanski, the New Jersey point of contact, for the trainings. His email is MUrbanski@njohsp.gov. (This information is as of June 2016.) You can look up the current point of contact by going to this link and searching for New Jersey:

<https://www.ndpc.us/SAALookup.aspx>

Appendix J: Resources List

Hyperlinks List

Through-out the VOAD/COAD Manual, there are hyperlinks inserted to access resources. For ease of use, these links are listed here in the order they appear in the manual.

Section V

FEMA story on LTRG support in New Jersey:

<http://www.fema.gov/news-release/2013/05/22/long-term-recovery-groups-help-new-jersey-sandy-survivors>

New Jersey LTRG Guide:

[NJ LTRG GUIDE](#)

Section VI

YouTube video to explain VOAD/COAD:

<https://www.youtube.com/watch?v=qhurBdMXraM>

Faith-based community resources:

http://www.n-din.org/ndin_resources/tipsheets_v1208/01_NDIN_TS_DisasterBasics.pdf

Prezi presentation on reaching out to the faith-based community:

<https://prezi.com/injyzzocw7zs/the-role-of-the-faith-based-community-in-disasters/>

Section VII

Presbyterian Disaster Assistance Video:

<http://pda.pcusa.org/pda/resource/video-self-care-for-volunteers/>

FEMA webpage for self-care:

<http://www.fema.gov/disaster/4168/updates/simple-self-care-techniques-caregivers>

Section VIII

America's PrepareAthon:

<http://community.fema.gov/>

Continuity of Operations Plan:

[http://www.niqca.org/documents/IT Plan for Emergencies.pdf](http://www.niqca.org/documents/IT_Plan_for_Emergencies.pdf)

Emergency Action Plan:

<https://www.osha.gov/SLTC/etools/evacuation/eap.html>

FEMA Training, IS-366, Children Preparedness:

<https://training.fema.gov/is/courseoverview.aspx?code=IS-366.a>

Sesame Street, Children Preparedness:

<http://www.sesamestreet.org/parents/topicsandactivities/toolkits/ready>

American Red Cross Pillowcase Project, Children Preparedness:

<http://www.redcross.org/get-help/prepare-for-emergencies/resources-for-schools#/The-Pillowcase%20Project>

Save the Children Prep Rally, Children Preparedness:

[http://www.savethechildren.org/site/c.8rKLIXMGIpI4E/b.9085951/k.B899/Get Ready Get Safe Community.htm](http://www.savethechildren.org/site/c.8rKLIXMGIpI4E/b.9085951/k.B899/Get_Ready_Get_Safe_Community.htm)

FEMA Training, IS-10.A, Animals in Disasters:

<https://training.fema.gov/is/courseoverview.aspx?code=IS-10.a>

Garden State Animal Resource Team:

<http://www.njsart.com/>

ARC Pet Preparedness/Pet First Aid:

<http://www.redcross.org/get-help/prepare-for-emergencies/types-of-emergencies/pet-safety#/About>

Continuity of Operations Plan Training:

[http://www.niqca.org/documents/IT Plan for Emergencies.pdf](http://www.niqca.org/documents/IT_Plan_for_Emergencies.pdf)

ARC Disaster Cycle Trainers:

<mailto:paul.gass@redcross.org%20?subject=ARC%20disaster%20training>

Church of Latter-Day Saints Charities, Contact a Trainer:

<mailto:mail@rwbarton.com?subject=LDS%20Managing%20Disruptions%20training>

FEMA training:

<https://training.fema.gov/>

FEMA Training Hyperlinks –

Citizen Preparedness:

<https://training.fema.gov/is/courseoverview.aspx?code=IS-22>

Incident Command System:

<https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b>

Intro to Exercises:

<https://training.fema.gov/is/courseoverview.aspx?code=is-120.a>

Community Hurricane Preparedness:

<http://www.training.fema.gov/is/courseoverview.aspx?code=IS-324.a>

NJ Emergency Management Training:

http://www.state.nj.us/njoem/programs/field_training.html

Just in Time Disaster Training - Library:

<http://www.drc-group.com/project/jitt.html>

Donations and Volunteer Management PowerPoint:

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwi4q6-XyOjLAhVM6SYKHQosCoUQFggoMAE&url=https%3A%2F%2Ftraining.fema.gov%2Fhiedu%2Fdocs%2Fvolunteer%20and%20donations%20mgmt%20information%20overview.ppt&usg=AFQjCNHTPKA3jC5KYF0kHugpLOL-rY_nLA

NJVOAD partner training resources:

<http://helpnjinow.org/training/>

Save the Children:

http://www.savethechildren.org/site/c.8rKLIXMGIpI4E/b.6115947/k.B143/Official_USA_Site.htm

FEMA:

<http://www.fema.gov/>

NJVOAD:

<https://njvoad.communityos.org/cms/>

NJ Disaster Response Crisis Counselor:

<http://www.mhanj.org/nj-disaster-response-crisis-counselor-certification/>

Ready.gov

<https://www.ready.gov/>

American Red Cross Ready Rating

<http://www.readyrating.org/>

FEMA

<http://www.fema.gov/>

National Disaster Interfaith Network:

<http://n-din.org/>

NJVOAD

<https://njvoad.communityos.org/cms/>

HELPNJNOW.ORG

<http://helpnjinow.org/>

Additional Resources

Ready.gov –

Ready.gov is a national website that explains how to respond before, during and after natural and man-made disasters. This website breaks down each disaster, explains how to handle it and also provides resources.

<http://www.ready.gov/natural-disasters>

FEMA –

America's PrepareAthon! Is a grassroots campaign for action to increase community preparedness and resilience. The website provides free, hazard-specific resources for download that are designed to help you plan, conduct and promote your preparedness activities and discussions.

<http://www.community.fema.gov/>

PrepareAthon Materials

<https://community.fema.gov/resources>

PrepareAthon Resources in Other Languages

[https://community.fema.gov/apex/resources in other languages](https://community.fema.gov/apex/resources_in_other_languages)

FEMA Recovery Process Valuable Item Checklist. This checklist provides guidance on protecting valuable items.

[http://www.fema.gov/media-library-data/1395861094548-8b4300b082ced42be701c089ce1640b3/Americas PrepareAthon Safeguarding Valuables 508.pdf](http://www.fema.gov/media-library-data/1395861094548-8b4300b082ced42be701c089ce1640b3/Americas_PrepAthon_Safeguarding_Valuables_508.pdf)

National Disaster Preparedness Consortium Training Catalog:

<https://www.ndpc.us/Training.aspx>