



NJVOAD

New Jersey Voluntary Organizations Active in Disaster

Building Resilient New Jersey Communities

Suggested Guidance & Considerations for Executing Virtual MARCs

GUIDANCE

The purpose of a Virtual MARC is to adhere to the [safety precautions and recommendations](#) needed during a pandemic, while still seeking to meet the needs of communities impacted by other disasters, namely hurricanes and flooding. Below is some guidance on how to execute a MARC during times of social distancing:

- **DISTRIBUTION SITES –**
 - Instead of the traditional set-up, MARCs should be transformed into drive-thru distribution sites, where available resources and items will be placed directly into residents' trunks by participating organizational members/volunteers.
 - Residents will receive hand-outs with a description of services and links to access available assistance (instead of filling out forms on site). Some paper packets (with service request forms) should be available on site for those who don't have access to the internet.
 - Residents will also be given available immediate assistance items, such as gift cards and flood buckets, as is appropriate and needed.
- **ONLINE RESOURCES –**
 - All available services, that would normally be offered in-person at a MARC, should be made available online on the participating organizations' websites. Telephone service requests are an alternative virtual option if an online form is not available.
 - Online MARC resource pages can be used as a single depository for available resources. If one is not available through a participating organization or COAD, HelpNJNow is available to post MARC Distribution Site locations, dates and times, as well as agency resource links. Contact Keith Adams (kadams@njvoad.org) if you would like to utilize this option.

KEY CONSIDERATIONS

While there will be obvious adjustments to how a MARC is run, the basic building blocks of a traditional MARC are still relevant. To view this [guidance](#) and others, visit the MARC section of the [NJVOAD Resources](#) page. Below are some key adjustments to the traditional model to be considered:

- **Partner Engagement –**

- All partner agreement forms should be agreed upon/signed electronically prior to the event.
- Participating organizations should make arrangements to have all service request forms available electronically.
- Gather all available resources (i.e. description of services and access links) to compile into a handout or packet to distribute to residents.
- Location Selection –
 - Since the MARC will be drive-thru only, finding a large enough parking lot to line up cars is essential.
 - While a central location to the impacted area is important, a location that is away from common or busy streets is ideal in case of overflow lines.
- Set-up & Management –
 - Marking the flow of traffic in the parking lot—using either signs, attendees, or both—will aid in keeping the event organized and safe.
 - A side area for residents to park should be set up in case they have questions that will take longer to answer or get overwhelmed and need a moment to process/breathe. This lot will allow for the regular flow of traffic to continue as uninterrupted as possible.
 - Some paper copies of the service request forms should be on hand for residents who do not have access to the internet, to either fill out on site or mail in to the appropriate organizations.