

DISASTER 101

WHAT DO I DO NOW?

An accessible guide to Disaster Response



THE DISASTER CARE MISSION



“The mission of the United Methodist Church in Disaster Response is to provide a caring Christian presence in the lives of survivors by sharing the love of Jesus Christ through helping to meet their physical and emotional needs in the aftermath of a disaster.”

This guide is intended to be a quick reference tool for those who may have a specific church responsibility in responding to any disaster. It is not completely comprehensive, nor does it substitute for in-depth training. It should be used as a reference in times of preparation, response, or recovery, and will serve as a summary reminder of the numerous considerations that need to be addressed relative to disaster trauma.

Office of Mission, Service and Justice
Missouri Annual Conference of The United Methodist Church

www.moumethodist.org

www.umcdisaster.org





EMERGENCY CONTACTS

POLICE: _____

FIRE: _____

PASTOR: (Office) _____

(Home) _____

HOSPITAL: _____

ERT LEADER: _____

DISTRICT SUPERINTENDENT: _____

UMC CONFERENCE OFFICE: 3601 Amron Ct., Columbia, 65202, 573-441-1770

CONFERENCE DISASTER RESPONSE COORDINATOR (DRC): _____

PERSONAL EMERGENCY CONTACT: _____

COUNTY EMERGENCY MGMT: _____

FEMA: _____

RED CROSS: _____

SALVATION ARMY: _____

ANIMAL SERVICES: _____

INSURANCE COMPANY: _____

MOBILE APP: FIRST AID BY AMERICAN RED CROSS

OTHER NUMBERS:

New Testament Disaster Care

“The disciples, each according to his ability, decided to provide help for the brothers living in Judea”

and

The disciples were for the first time called Christians

(Acts 11:26)

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CHURCH MEMBER

PREPARE:

1. Discuss how to prepare and respond to emergencies that are most likely to happen.
2. Identify responsibilities for each member of your household: First Aid/CPR, etc.
3. Prepare an Emergency Kit that could include the following:
 1. 1 Battery powered flashlight (2D cell batteries included).
 2. 1 Battery powered water-resistant AM/FM radio.
 3. 4 AA cell batteries, 1 Emergency blanket, Moist towelettes (individually wrapped)
 4. 1 Pen light, Food packets, Breathing mask
 5. Rain poncho (adult sized), 1 Roll of duct tape
 6. Emergency Blanket
 7. 1 Water container, 1 Whistle
 8. 1 Hygiene comfort kit, including toothbrush, toothpaste, shampoo, lotion, soap, razor, deodorant, washcloth, comb, and mesh shower bag
 9. 1 First aid kit, including compresses, adhesive bandages, first aid tape, antibiotic ointment, antiseptic wipes, hand sanitizer, scissors, gauze, and latex-free gloves
 10. Backpack with extra storage for medications and important documents
 11. Plan what to do in case separated during an emergency.
4. Choose two places to meet:
 - Right outside home or outside neighborhood.
 - Choose an out-of-area emergency contact person. Have emergency contact information in writing or saved on cell phones.
5. Plan what to do if evacuation is necessary.
6. Decide where to go and what route to take.
7. Practice evacuation. Plot alternate routes on the map in case roads are impassable.
8. Plan ahead for pets.
9. Call 1-800-RED CROSS (1-800-733-2767) and select the prompt for "Disaster" if in need of shelter or emergency care.

RESPOND:

1. Attend to immediate needs of family.
2. Seek shelter as needed; Red Cross shelters are available in most communities.
3. After you are safe, make plans to help neighbors and other church members.
4. Contact your church to communicate your safety and volunteer to help as needed.
5. Participate as a member of an Early Response Team and contact your ERT leader.

RECOVER:

1. For financial or rebuilding help contact the following:
 - Insurance Company
 - Multi Agency Resource Center for debris removal and/or reconstruction
 - Local Long Term Recovery Committee Case Manager

NOTES:



PREPARE:

1. Develop an Emergency Preparedness Plan and Disaster Response Team for the church. Consider a health care professional as a member.
2. Be sure key leaders fully understand the plan. (Examples are available through Disaster Response training sessions)
3. Have a plan to protect church records (hard copy and e-copy backup)
4. Select a church coordinator for your disaster plan development and implementation. This may include being the communication Point of Contact after a disaster.
5. Talk with the congregation about being prepared.
6. Be sure that there is adequate insurance on buildings and contents and a current inventory of contents.
7. Consider using the church as an emergency distribution center or volunteer team host site and/or register with the local Red Cross as a shelter.
8. Keep a list of phone numbers and addresses of church members offsite to allow for emergency contacts.
9. Plan a communication process for contacting church members.
10. Know the District Disaster Plan and be able to contact other pastors in your district
11. Consider alternate facilities for church services if needed.
12. Locate the closest UMC Disaster Resource Center to obtain tools and equipment if needed.

13. Encourage Early Response Training (ERT) and other disaster trainings.
14. Create 'Shepherd Teams' to serve the spiritual and emotional needs of survivors.

RESPOND:

1. Take care of family and staff first so you can be free to help others.
2. Work with your church Disaster Team Coordinator to assess needs in congregation using a member contact list and predetermined communication process, etc.
3. Communicate with the District Superintendent to convey damage assessment and be connected to the Conference Disaster Response Coordinator, if needed.
4. Determine if needs can be met within the congregation or if District or Conference help is needed.
5. If District or Conference help is needed, request help through the District Superintendent.
6. Be aware of community help available through organizations such as Red Cross, AmeriCorps, FEMA, ERTs, Inter-faith, VOAD and Multi Agency Resource Centers.
7. Make your church available to house, feed or care for responding volunteers.
8. Use Disaster Resource Center items as needed for Early Response.
9. Offer your ERTs, if possible, and set up as a relief/distribution center.

RECOVER:

1. Resume pastoral duties as soon as possible.
2. Provide housing/meals for long-term recovery volunteers working in your area.
3. File insurance claims as needed.

4. Be prepared to offer spiritual and emotional care and use the 'Shepherd Teams'. Trained Care Teams are also available as part of the Office of Mission, Service and Justice Disaster Response Program.
5. Utilize Disaster Resource Center items as needed for reconstruction.
6. Keep the District Superintendent informed of recovery process.

NOTES:



DISTRICT SUPERINTENDENT

PREPARE:

1. Develop an Emergency Preparedness plan for your District. Be sure Pastors fully understand the plan. This should include a network of communicators throughout the district in order to quickly get damage feedback.
2. Encourage Pastors to be sure adequate insurance on buildings and contents and a current inventory of contents exist.
3. Encourage churches to consider serving as an emergency shelter and register as a local Red Cross Shelter if appropriate.
4. Be aware of a Disaster Resource Center in your region that will provide tools, supplies and equipment for Response and Recovery.
5. Keep a list of Pastor contacts offsite to communicate in an emergency.
6. Have a plan to protect district records from harm.
7. Promote attendance at disaster training events held within your district.

RESPOND:

1. Contact district Pastors and/or your District Disaster Response Coordinator for safety and damage assessment.
2. Contact the Conference Disaster Response Coordinator to communicate damage assessment and any help needed from the Conference.
3. Encourage churches to host visiting ERT teams and Recovery Teams.

4. Encourage local pastors to request donations to the Missouri Conference or UMCOR to support relief efforts.

RECOVER:

1. Be aware of recovery needs of local churches and help resource them through Conference and UMCOR funds, if available.
2. Consider an area Memorial or Commemorative Service, if appropriate.
3. Encourage local workdays by churches.
4. Work with the Conference DRC to assure open communication of needs for volunteers.
5. Recognize churches that host Recovery volunteers.

NOTES:



CONFERENCE DISASTER RESPONSE COORDINATOR (DRC)

PREPARE:

1. Be certified as an Early Response and Recovery Trainer.
2. Provide UMCOR training to Early Response Teams and Recovery Teams (members and leaders).
3. Develop and disseminate Conference communication guidelines and procedures for disaster situations.
4. Make key conference leaders fully aware of disaster response guidelines.
5. Develop a Communication Control Center at the Conference level.
6. Provide for regional Disaster Resource Centers to house relief equipment and supplies that are accessible within districts.
7. Work with the District Superintendent to plan for Volunteer Management and Construction Management options.
8. Develop a volunteer base of Early Responders and Recovery Volunteers.
9. Assure that the UMC Disaster Response website is current and quickly manageable to share information.

RESPOND:

1. Be available to the District Superintendent and District Disaster Coordinator to assess the severity of the disaster.
2. Assure support to area pastors and listen to their needs and input.
3. Activate the Conference Communications Control Center phone center, and inform the key contacts on the Conference Disaster Advisory Team of the disaster status.
4. Communicate the disaster status and needs through the UMC Disaster Response and Conference websites and other Conference media.
5. Appoint a Volunteer Coordinator and Construction Coordinator to utilize and manage incoming and local volunteers.
6. Serve as the initial Point of Contact for UMCOR, interfaith, state, federal and other local relief agencies.
7. Tour damaged areas with District Superintendent, District Disaster Coordinator and affected local pastors.
8. Set up a visible UMC Disaster Response communication/distribution center in the disaster area.
9. Assist the Bishop in seeking financial assistance for the damaged areas, including UMCOR emergency grant funds if needed.
10. Communicate with the Conference Treasurer to provide donation management.
11. Obtain a list of local resource agencies for distribution to survivors.

RECOVER:

1. Submit grant for UMCOR Long Term Recovery funds with Bishop approval.
2. Seek local sites for Volunteer Reception Center and Construction Warehouse.
3. Connect to other Volunteer Organizations Active in Disaster (VOAD) participants and Long Term Recovery (LTR) committees.
4. Understand and communicate Case Management availability, location and process.
5. Monitor Early Response to Recovery process.
6. Meet with local churches to encourage and assure support.
7. Communicate with the Conference Treasurer regarding donation expenses and receipts.

NOTES:



EARLY RESPONSE TEAM LEADER

PREPARE:

1. Attend Team Leader training and Early Responders Training (ERT).
2. Be Safe Sanctuaries Certified.
3. Know that the focus Early Response lies in 4 key areas:
 - Debris removal
 - Tarping for temporary roof repair
 - 'Muck Out' - cleaning out flooded homes
 - Emotional and spiritual care for victims in crisis
4. Connect with ERT members to form response teams in advance.
6. Develop a communication network with team members.
5. Be sure team members are trained and 'badged'.
6. Be aware of individual health conditions and allergies.
7. Remind team to have current tetanus vaccination.
8. Assign specific responsibilities to team members (housing, transportation, food, equipment, logistics, etc.).

RESPOND:

1. Encourage FLEXIBILITY on the team in helping do whatever is necessary. No. 1 job is to care, relate and listen to needs.

2. Coordinate with the Conference Disaster Response Coordinator (DRC) before going to any disaster site outside your district.
3. Do not go to a site without an invitation by the District, the Conference DRC or from a specific church (please communicate this to the Conference DRC).
4. Know what local needs should be addressed. Work with the local volunteer coordination agency to identify and respond to these needs.
5. Register with the local Volunteer Reception Center (VRC).
6. Utilize Spiritual-Emotional Care team members to provide care to response team members as well as disaster victims.
7. Have a detailed map of the disaster site area.
8. Bring 'liability release' forms.
9. Do NOT make promises to homeowners that volunteers may not be able to fulfill.
10. Be aware of the FEMA 'duplication of services' issue for the homeowner.
11. Bring First-Aid kit for team members.
12. Communicate with team members regarding:
 - Participation cost per member (transportation, housing, supply donation, food, etc.)
 - Housing and food for your team
 - Tools and equipment needed
 - Clothing to bring
 - Transportation to the disaster site
13. Have homeowners (not renters) sign 'liability release' form prior to any work.
14. Take before and after pictures of work completed.

15. Do ONLY the repairs/clean up approved by the Construction Coordinator.

16. Know where local hospitals and other health facilities are located.

17. Know where local disaster shelters are located.

RECOVER:

1. ERT teams are only active during the Preparation and Response phases.

NOTES:



SPIRITUAL-EMOTIONAL CARE TEAM LEADER

PREPARE:

1. Receive UMCOR Training for Spiritual-Emotional Care Team leaders and teams.
2. Be Safe Sanctuaries Certified.
3. Develop a team from your church, district or geographic area.
4. Select resource materials to share with victims during crisis.
5. Seek experience in grief and trauma support.
6. Be willing to serve in various environments such as shelters, schools, churches, etc.
7. Accept and respect varied local culture customs, values and religious beliefs; our role in disaster is not proselytizing or conversion.
8. Be prepared to share your faith but NOT to critique another's faith.
9. Develop a communication network with team members.
10. Assign specific responsibilities to team members (housing, transportation, food, equipment, logistics, etc.)

RESPOND:

1. Be approved by Conference DRC or Volunteer Coordinator before going to disaster site.

2. Do not go to a site without an invitation by the District, the Conference DRC or from a specific church (please communicate this to the Conference DRC).
3. Work with local Volunteer Coordinator and church leadership to know what local needs should be addressed.
4. Register with disaster site Volunteer Coordinator.
5. Have a detailed map of the disaster site area.
6. Bring First-Aid kit for team members.
7. Communicate with team members regarding:
 - Participation cost per member (transportation, housing, supply donation, food, etc.)
 - Housing and food for team
 - Spiritual/emotional resources needed for victims
 - Clothing to bring
 - Transportation to disaster site

RECOVER:

1. Connect the Spiritual-Emotional Care Team with the site Volunteer Center.
2. Encourage local pastors to set up 'Shepherd' teams to provide after care to families.
3. Arrange for a team orientation upon arrival at the recovery site or shelter.
4. Know where local health facilities are located.
5. Seek access to local social and counseling services and listing of local pastors or ministerial alliance contacts as referral possibilities.
6. Be FLEXIBLE as assignments and needs may change quickly.

NOTES:



RECOVERY TEAM LEADER

PREPARE:

1. Attend Recovery Team Leader training.
2. Be Safe Sanctuaries certified.
3. Know that the Recovery Phase begins only after Early Response is completed.
4. Connect with Recovery Team members to form and organize teams in advance.
5. Develop a communication network with team members.
6. Be aware of individual health conditions and allergies.
7. Be sure that tetanus vaccination is current.
8. Assure individual insurance and medical release forms are in place.
9. Develop a list of individual 'building skills' of the team.
10. Develop 'packing list' for team members.
11. Assign specific responsibilities to team members (housing, transportation, food, equipment, logistics, etc.).

RESPOND:

1. Encourage FLEXIBILITY on the team in helping do whatever is necessary.
2. Coordinate with Conference Volunteer Coordinator before going to disaster site.

3. Please do not go to site without an invitation and registration in advance.
4. Work with the local Volunteer Coordinator and Construction Coordinator to know what local needs should be addressed.
5. Be aware of the FEMA 'duplication of services' issue for the homeowner.
6. Implement team 'logistics plan' for trip.
7. Have a detailed map of the disaster site area.
8. Bring 'liability release' forms.
9. Bring First-Aid kit for team members.
10. Communicate with team members regarding:
 - Participation cost per member (transportation, housing, supply and host church donations, food, etc.)
 - Housing and food for team
 - Tools and equipment needed
 - Clothing to bring
 - Transportation to disaster site

RECOVER:

1. Register the Recovery Team with the local Volunteer Coordinator Center before arrival.
2. Arrange for a team orientation upon arrival at the recovery site.
3. Be sure that homeowners (not renters) have signed a 'liability release' form prior to doing repair work.
4. Take before and after pictures of work completed.
5. Do ONLY the repairs approved by the Construction Site Manager.

6. Know where local hospitals and other health facilities are located.
7. Be FLEXIBLE as repair assignments may change.
8. Do NOT make promises to homeowners that volunteers may not be able to fulfill.

NOTES:



CHURCH HOST FOR VOLUNTEERS

PREPARE:

1. Attend team leader training and church host training.
2. Be Safe Sanctuaries certified.
3. Recruit a local church volunteer team for various hosting duties (cooking, greeting, etc.).
4. Decide what area of the church building is suitable for housing volunteers.
5. Consider how many volunteers can be comfortably hosted.
6. Determine shower availability: in-house or other locations.
7. Consider size of kitchen space for volunteer usage.
8. Provide linens, cots, bedding, etc., if possible but not expected.
9. Select coordinator for scheduling and monitoring visiting volunteers.
10. Determine if donations are needed to cover increased electric, water and custodial costs of for the church.
11. Set up a calendar system to keep team information organized.
12. Prepare necessary information for the teams in a packet (i.e. church information, contacts, maps, emergency medical, list of needs for teams)
13. Consider partnering with other churches to make the best use of resources.

RESPOND:

1. Make contact with all church staff/volunteers.
2. Prepare for communication to/from potential volunteer teams and volunteer coordinator.
3. Alert congregation that teams will be staying at the church.
4. Prepare sleeping areas.
5. Alert volunteer cooks if providing meals.
6. Alert local organizations if shower facilities are needed.
7. Know the location of the Conference Disaster Volunteer Coordinator and the Multi-Agency Resource Center.

RECOVER:

1. Be available to organizations coordinating work projects for the incoming teams.
2. Make efforts to make host site a 'home away from home' environment.
3. Be involved in the lives of volunteers throughout their stay.
4. Be available to teams while they are at their worksites.
5. Encourage participation in your church during the team stay (providing activities and services)
6. Use your designated church volunteers for greeting teams, helping custodial staff, meal coordination, errand running, phone team, etc.
7. Request visiting volunteer teams to address physical needs of the host church that are affected by numerous team visits.

NOTES:



VOLUNTEER COORDINATOR

PREPARE:

1. Attend team leader training.
2. Be Safe Sanctuaries certified.
3. Be familiar with the UMC Disaster Response website (www.umcdisaster.org).
4. Be familiar with the volunteer forms used in registering volunteers such as insurance, liability waivers, health, medical information, team evaluation and team rosters with skill assessments.
5. Understand Safe Sanctuaries guidelines.
6. Know the responsibilities of disaster response at the local, district, and conference levels.
7. Review example volunteer team visit scheduling format.

RESPOND:

1. Locate a place to stay and central communication point.
2. Connect with local host churches regarding their protocol and scheduling planning.
3. Connect with the Construction Coordinator to plan for team visitation work schedules.
4. Establish relationships with secular and interdenominational relief agencies.

5. Work with the Conference Disaster Response Coordinator in communicating Conference invitations and guidelines for volunteer teams.
6. Develop an immediate accountability/information system to track volunteer teams.
7. Work with case managers to develop a tracking system for clients that are being helped by volunteers.
8. Greet volunteers and provide orientation to response and recovery sites as well as the community.

RECOVER:

1. Provide reports for financial expenditures, volunteer participation, and needs met.
2. Work closely with host churches in meeting their needs as they host volunteers.
3. Communicate with various case managers to accept tasks and coordinate specific recovery efforts.
4. Work closely with the Construction Coordinator to place volunteer teams appropriately.

NOTES:



CONSTRUCTION COORDINATOR

PREPARE:

1. Participate in Early Response and team leader training.
2. Be familiar with the UMC Disaster Response website (www.umcdisaster.org).
3. Be familiar with the volunteer forms used in registering volunteers such as insurance, liability waivers, health, medical information, team evaluation and team rosters with skill assessments.
4. Understand Safe Sanctuaries guidelines.
5. Know the responsibilities of disaster response at the local, district and conference levels.
6. Have a broad understanding of a variety of construction trades.
7. Be able to assess building damage, reconstruction, and repair or replacement costs.

RESPOND:

1. Locate a place to stay and central communication point.
2. Connect with the Volunteer Coordinator to plan for team visitation work schedules
3. Establish relationships with secular and interdenominational relief agencies.
4. Work with the Volunteer Coordinator in using an accountability/information system to track volunteer teams, work accomplished, and costs.

5. Help the Volunteer Coordinator in the tracking system of clients that are being helped by volunteers.
6. Greet volunteers and provide orientation to response and recovery sites as to needs, work completed and work planned.
7. Provide specific work assignments and locations to ERT and Recovery Teams.
8. Coordinate and purchase supplies and materials for job sites.

RECOVER:

1. Provide reports for financial expenditures, volunteer participation and needs met.
2. Communicate with various case managers to accept tasks and coordinate specific recovery and rebuild efforts.
3. Work closely with the Volunteer Coordinator to place volunteer teams appropriately.
4. Recruit long-term local volunteers or hires to assist with recovery projects and guide teams on site.

NOTES:



PREPARE:

1. Provide leadership vision, support and communication of the Conference Disaster Response mission and preparation efforts.
2. Be knowledgeable of the Conference Disaster Plan.
3. Understand the grant process through UMCOR.
4. Encourage District Superintendents to support disaster preparation and response in their districts and to be trained in disaster protocol.

RESPOND:

1. Be the media spokesperson in the early phase of the disaster.
2. Assure the Conference that prayers and support are with the victims.
3. Work closely with the Conference Disaster Response Coordinator in communications to District Superintendents, Conference Officials and local Pastors through a variety of media.
4. Make a financial appeal for disaster relief contributions through the local churches.
5. Consider approval of disaster relief grant applications to UMCOR as provided by the Conference Disaster Response Coordinator.
6. Maintain personal communications with the area District Superintendent.

RECOVER:

1. Expect periodic reports from the Conference Disaster Response Coordinator on the Conference role in response and recovery.
2. Be able to share fruit-related stories on lives positively impacted by Conference support.
3. Recognize and celebrate the response and recovery efforts of victims, volunteers and pastoral leadership.

NOTES:



DISASTER AGENCIES and ACRONYMS

	Name	Phone #
AAA	Area Agency on Aging	_____
ARC	American Red Cross	_____
AMC	Americorps	_____
CC	Catholic Charities	_____
CH	Convoy of Hope	_____
CAN	Coordinated Assistance Network	_____
CERT	Community Em. Response Team	_____
CMHC	Community Mental Health Center	_____
CWS	Church World Service	_____
DED	Dept. of Economic Development	_____
DFO	Disaster Field Office	_____
DHS	Department of Human Services	_____
DOB	Duplication of Benefits	_____
DRC	Disaster Response Coordinator	_____
EFS	Emergency Food and Shelter	_____
EMA	Emergency Management Agency	_____
EOC	Emergency Operations Center	_____
FEMA	Federal Em. Management Agency	_____
FHA	Federal Housing Administration	_____
FIA	Federal Insurance Administration	_____
HMGP	Hazard Mitigation Grant Program	_____
HUD	Dept. of Housing and Urban Dev.	_____
HSUS	Humane Society of the United States	_____

IHP	Ind. and Household Program (FEMA)	_____
LEPC	Local Em. Planning Committee	_____
LTRC	Long-Term Recovery Committee	_____
LS	Lutheran Services	_____
NGO	Non-Governmental Organization	_____
NOVA	Natl. Org. for Victims Assistance	_____
OSHA	Occ. Safety and Health Admin	_____
PA	Public Assistance Program (FEMA)	_____
PDA	Preliminary Damage Assessment	_____
PIO	Public Information Office	_____
SP	Samaritan's Purse	_____
SBA	Small Business Administration	_____
SEMA	State Em. Mgmt. Agency	_____
TSA	The Salvation Army	_____
UMCOR	United Methodist Com. On Relief	_____
VA	Veteran's Administration	_____
VAL	Voluntary Agency Liaison	_____
VOAD	Voluntary Org. Active in Disaster	_____

OTHER AGENCIES: