



# Virginia Conference Disaster Response Plan



**VIRGINIA CONFERENCE DISASTER RESPONSE  
AND RECOVERY PLAN Revised May 18, 2012**

## TABLE OF CONTENTS

Introduction .....	3
Timeline of a Disaster Response/Recovery.....	4
Providing Assistance to Disaster Victims .....	6
Suggested Use of Conference/District Resources.....	7
Basic Plan.....	13
Disaster levels.....	14
Overview of Preparedness-District and Conference.....	15
Disaster Response Chain.....	17
District Disaster Response Plan (DDRT).....	18
Housing and Office Requirements.....	26
Responsibilities of Local Pastor.....	26
Local Church Disaster Response Coordinator.....	27
Conference Disaster Response Plan .....	29
Conference Disaster Recovery Plan .....	44
 FORMS	
Disaster Trailer.....	50
Team Forms .....	60
Casework Forms.....	71
Staffing Employment Forms.....	85
Staffing Needs for Response and Recovery Teams.....	91
List of useful web sites.....	92
Useful training information.....	94
 Brief Job Descriptions.....	 97

# **VIRGINIA CONFERENCE DISASTER RESPONSE AND RECOVERY PLAN**

## **INTRODUCTION**

Disaster Response and Recovery is a vital part of our church Mission. We are called to love one another. One of the ways we can show the love and the hands, feet, and face of Jesus is through the efforts we make in the community and around the world.

It is the responsibility of every conference and district disaster team member to identify and recruit able and reliable individuals and groups who want to contribute to the conference responses and/or recovery in a disaster situation. It is also our responsibility to promote the plan and the Virginia Conference efforts. Take every opportunity to educate your church family and other church families in your area about disaster response and recovery.

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

### **Response and Recovery happens on five levels at once:**

**1. Local Churches-**

Local knowledge of resources, housing, hospitality, volunteers, office space

**2. District-**

Volunteers, guidance, housing for teams, office space, damage assessment

**3. Conference-**

Funds, support, training, personnel. Receives all offers of assistance and client needs then matches resources to needs to help survivor achieve recovery

**4. UMCOR-**

Funds, supplies, training, and technical assistance, equipment, and kits

**5. Community Support-**

Unmet needs committee, other faith based groups, local non profits

## Timeline of a Disaster And Response/Recovery

### **Preparation –**

No pending disaster; training & staffing

### **Pending -**

Disaster looming; duration of this period could be zero (e.g. chemical spill) to several day (e.g. hurricane)

### **Disaster Strikes –**

The “hunker down” period

### **Rescue/Emergency –**

This stage is left to emergency responders. As a church our early response should be to account for members of our church family, our neighbors, our loved ones, elderly and disabled people that may need help. This would be a good time to activate your Church Disaster Response Team and stand-by to respond. The United Methodist major response comes later and lasts longer.

### **Early Response/Relief –**

In the beginning of the relief phase other faith organizations and non-profits such as the Salvation Army and Red Cross will be providing food, shelter, and hot showers for victims. The United Methodist Early Response Teams (ERTs) will begin during this stage. Early Response includes making homes **SAFE, SANITARY, AND SECURE; no more no less**. During this time the conference response is crisis listening, removing debris, temporary repairs.

The response phase is fast paced, lots of things to do and little time to complete tasks. It is important that we be very careful in this phase **not to do more** than **SAFE, SANITARY, AND SECURE**, doing more may affect insurance payments, FEMA assistance or create future problems for the victim. During this phase there will be long hours and a long time before a day off. It is still very important that you take care of yourself and your family. Duration is approximately 10 times that of **Rescue**.

### **Recovery –**

This stage is much slower paced and more detail orientated. Some response volunteers cannot adjust to the slower speed. During this phase rebuilding, advocacy, resource development, housing plans and long term planning happen. This phase can last up to two years or longer.

During this phase many times you will have to say “no”, “not now”, “not yet”, and “be patient”. Duration is approximately 10 times that of **Early Response/relief**.

## **A NOTE OF CAUTION –**

In the beginning of any disaster everyone wants to do something, they want to help. Sometimes unannounced helpers begin to arrive with their tool trailer or with nothing. They arrive with no place to stay, no food to eat, no plan, and a trailer full of donated goods that are not useful. They only add to an already stressed system. Each disaster may require different response tools. Trying to accommodate well-meaning volunteers that are ill equipped and ill prepared to handle the situation in which they find themselves only adds to the chaos. It is very important that all incoming volunteers check with the Information Center beforehand about what is needed.

All disasters are different! Each community has a different group of people responding with different resources. The Conference has to be a part of the community response and we have to fit in the total picture. Recovery cannot be achieved with local resources alone.

1. When the emergency needs of the community are met then it is time to start a recovery plan: What is going to be needed to restore the community?
  2. What resources are available in each community
  3. What resources are needed in this particular area?
  4. Where do we fit into the recovery effort?
  5. What can the Virginia Conference contribute?
  6. How do the local church volunteers fit into the recovery plan?
  7. How will things change as we move from response to recovery?
- The change from initial Early Response/Relief to Recovery is the most difficult time for people wanting to help. They are ready-to help get people back to their “new normal”. Recovery is the time where verification starts, resource assessment and development begins. A lot of response volunteers want to continue with the response as it is, **but recovery has to be different.**
  - It is important to remember The United Methodist Church **CANNOT** do it all. The Church does a great job in making homes and businesses **SAFE, SANITARY, and SECURE**. We provide rebuilding skills, financial and human resources. We also offer casework training and management to assist communities. Other agencies have their own specialties, when we work together the victim benefits.

## **Preparation –**

No pending disaster; training & staffing

## Providing Assistance to Disaster Victims

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

### **1 Peter 4:8-11 New Living Bible –**

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

### **Matthew 5 :16 -**

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

### **John Wesley’s Rule**

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

### **Disaster Resources -**

It is absolutely imperative that **ALL RESOURCES** (*not just United Methodist resources*) be considered and used to prevent duplication of efforts. Voluntary Organizations Active in Disaster (VOAD) is the most effective way to avoid duplication of efforts while insuring clients have access to all possible resources that aid in recovery. Over time, cooperation with our VOAD partners has proven to be invaluable. Providing the same assistance that has already been given by another agency or individual can place a client in jeopardy with FEMA. This can result in the client being ineligible for assistance in the future. Remember each disaster is different and the amount of all resources available will differ from one kind of disaster to another.

Many factors will come into play to affect resources from something as obvious as funding to something as seemingly secondary as personality conflicts. This will be a “build as you go” process and it will change daily. What seems like a good plan at one part of the response and recovery may need to be changed significantly later. BE FLEXIBLE and remember the only thing you can count on is: You can’t count on anything, nothing is absolute, and be ready to change plans several times in a day.

## Suggested Use of Conference/District Resources

- 1) In a disaster, everyone affected will have a need. The first determining factor should be the client's ability to meet their own need.  
Special consideration should be given to:
  - Elderly
  - Disabled/ Health Issues/Mental Health Issues
  - Lack of family support
  - Single parents
  - Age and number of children
  - Temporary Housing
  
- 2) Consider the potential financial needs of the victims. A good formula to determine how many people will need help is:  
Of the number of people applying to FEMA about 10% will need significant help to recover. On average 1% of FEMA applicants will receive significant help from the United Methodists.
  
- 3) Consider needs of victims **All needs are important**
  - Attention/hand holding/listening
  - Pastoral/Christian care
  - Help meet basic needs, setting direction, and establish individual recovery plan
  - Guide through the process (FEMA appeals, SBA, insurance, etc.)
  - Manpower human resources

## POINTS TO CONSIDER BEFORE COMMITTING UNITED METHODIST RESOURCES

- Consider what resources (human and other) are available in each geographic area affected by a disaster
- Consider what other service providers responding to the disaster can provide and partner with them.
- Consider how much of a difference we can make
- Consider our limitations and strengths and know when to refer
- Don't try to be the only resource. We can't fix it all
- Practice good stewardship. People have entrusted you to manage a lot of resources, manage them wisely.
- Try to make it a positive experience for all
  - clients
  - Local staff paid and volunteers
  - Incoming teams
  - Youth
  - Adults
  - Sr. Citizens

**REMEMBER-** The amount of money spent in an area is not based on the money donated from that area. Resources used in an area are based on needs. Share with others that resources are dispersed relevant to need.

## **POINTS TO REMEMBER BY ALL DISASTER WORKERS**

The Response/Relief and Recovery staff is doing the best they can and want to do a good job. You may only know part of the story. There are a lot of dynamics that are present in each disaster.

- Amount of Community Participation, Cooperation or Interference
- Local laws and regulations
- Weather
- Skills available meeting skills needed
- Some resources may need to be purchased some may be donated.
- The disaster plan is a framework, make it specific to the situation
- There is a big picture. Communication and sharing information is important for a positive experience for everyone. Ask questions or express concerns to the appropriate individuals.
- Countermanding will happen and is not useful

**Need** can result from poverty, but from the standpoint of a ministry of caring, all needs should be addressed. It is our mission and vision to help people rebuild their lives not just property. Service can include work teams, funds, pastoral care, Christian care, referral to mental health services, assistance with application for service from other agencies or crisis listening.

On site Disaster Response and Recovery Staff needs to be flexible when making decisions about how to provide services. Some services can be provided regardless of income or ownership of property. Decisions to help should not be based on the kind of dwelling (such as a mobile home) or income alone, but based on a good assessment of the disaster victim's whole situation. (e.g., statements such as "we don't buy air conditioners" may not be true if the person coming to us for help has breathing difficulty and has medical conditions. "We don't repair trailers" may not be true, dependent on the disaster victim's situation. ) Sometimes just buying materials or paying for a plumber may be the best solution to recovery.

In many cases victims have used all their personal resources and now need help with a mortgage payment, rent, medicine, or with their utilities, this may also be a consideration to help the family recover.

## **BASIC GUIDELINES FOR PROVIDING SERVICES TO VICTIMS**

After a disaster we not only want to repair victim's homes but we want to "repair" their lives That can mean:

- ❑ After a disaster most are in need of knowing someone cares. At the very beginning, *indirectly* showing the face of Jesus is the most important service we can provide. Directly sharing your faith with a recent victim of disaster can be difficult for a disaster victim to hear. They may be angry with God and not be in the frame of mind to hear about how God cares for us. Be patient let God guide you.
- ❑ Individuals may need a listening ear or some information to get them through all the steps of response and recovery
- ❑ Individuals who need financial assistance to make repairs on their home
- ❑ Individuals or families who have the financial resources for materials, but don't have physical resources due to age, illness, or mental incapacity

- ❑ Individuals or families that have some physical resources and some financial resources, but not enough of either to successfully achieve recovery.
- ❑ Sometimes doing a project that benefits the community can make a difference in recovery
- ❑ Providing support to the churches in the disaster area can come in the form of providing a worship service. Sharing your talents and resources with churches can make it possible for them to have a spiritual lift that is invaluable
- ❑ Offering to help a church or the pastor of the church that has been on the frontline of a disaster to give them some relief is important. It is a help to the church if you can help with clean up and repair of church property. You can conduct worship, visit members of the congregation and provide pastoral care so that the local pastors can do their part in recovery without their congregation suffering further

## USEFUL INFORMATION AND LESSONS LEARNED

### Useful Information-

The Response/Relief and Recovery Staff work through the Virginia Conference to supply the following services:

1. Care and Counseling for the victims of a disaster
2. Financial relief for persons who do not have adequate insurance
3. Early Response/Relief Teams who will assist families and churches to clean up and make their buildings **SAFE, SANITARY, AND SECURE** during the **Response/Relief** Phase. VIM and other volunteer teams will later assist in **Rebuilding** during the **Recovery** Phase.
4. Equipment trailers for use by volunteers.
5. Accurate information about the disaster and resources available to the survivors.
6. Case Workers who will assist families who usually fall through the cracks.

Disaster is a chaotic time, sometimes for whatever reason communication breaks down. If you are working in a situation in which the prescribed protocol is not working please address your concerns to and receive guidance from:

1. The Conference Disaster Response Coordinator (if in response)
2. The Conference Disaster Recovery Director (if in recovery)
3. The Conference Staff responsible for Disaster Ministry
4. The Cabinet representative responsible for Disaster Ministry

### Lessons Learned-

1. Planning and preparation are essential to make a disaster response/relief run smoothly.
2. Plan disaster response/relief with possible recovery efforts in mind.
3. In addition to church members identify community members who would be interested in providing volunteer time in response/relief and recovery efforts.
4. Advocate ongoing training and education to all Response/Relief and Recovery paid or Volunteer staff.
5. Provide community education about how to access response/relief and recovery services and changes that occur during the process.

6. Identify and arrange community resources willing to respond during the response/relief and recovery process, such as showers and lodging for teams.
7. Kinds of repairs and property to be repaired should be made on a case by case decision. The decisions to provide assistance should not be based on race, religion, political beliefs, community standing or other factors not related to need.
8. Provide support and clear guidelines to local church(s) and local organizations who have taken responsibility for the response to the disaster. Communicate from the beginning of recovery how things are different in this phase. Promote a clear understanding of their new role in recovery.

## **INFORMATION SERVICES**

Before and following a disaster the Conference Disaster Response Team (CDRT) Coordinator and Assistant Coordinator will be in contact with VOAD (Voluntary Organizations Active in Disaster).

They will receive information including:

The nature of the disaster and resources needed to respond

1. Shelter sites
2. Kitchen sites
3. Supply distribution centers
4. Statewide damage estimates including
  - Power outages
  - Flooding
  - Road closures
5. Communications from State and Federal Government concerning financial relief and the location of processing centers for filing with FEMA.
6. The Conference has a permanent Disaster Toll Free Number (866-264-8488) during an active disaster the number will be forwarded to the Conference Information Center.

The Response/Relief and Recovery Staff will work to insure that accurate and up to date information is available to the Bishop, Cabinet, District Superintendents, District Mission Secretaries, District VIM Coordinators, Pastors, Conference Information Center, and local churches. Information will be available at The Conference Information Center (866-264-8488), Clergy and Laity net, Conference Web site, The Advocate, and any other means possible.

## **WORK TEAMS**

Early Response Teams (ERT) are available to come into a disaster site to help clean up homes, churches, parsonages, and communities. They **will only** make buildings SAFE, SANITARY, AND SECURE until FEMA and insurance agencies have made their assessments. Any rebuilding before then will lessen the chances of the owner receiving financial assistance. Once owners have received local permits and casework is complete volunteers then can begin assisting in the rebuilding.

## **VOLUNTEER PROCEDURES**

Conference Emergency Response Teams (ERT) will be used to assist in response following the ERT Deployment procedure. When appropriate an appeal will go out to the Conference for volunteers to assist in disaster Response and Recovery. All volunteers must first contact The Conference Disaster Information Center. The Response and Recovery Office will coordinate with volunteers to schedule an arrival date. Volunteers will only be allowed into the disaster area once it has been declared safe.

### **Things to Remember When You Volunteer to Do Disaster Work -**

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

15. Be aware of cultural diversity. Respect differences in people and understand you may have to adjust your thinking to be helpful.
16. Priorities, Priorities, Priorities: They change constantly and sometimes have to be reshuffled more than once (even in a day). Change sometimes happens abruptly.
17. Overcome Client Resistance: Sometimes survivors have trouble trusting other agencies, government officials or strangers. Help them trust enough to get the assistance they need.
18. Crisis Issues: Some survivors may exhibit symptoms of trauma and need more help getting past the event. Encourage them to seek counseling, offer referrals.
19. Verify Needs: Remember the **RESPONSE/RELIEF PHASE IS SAFE, SANITARY AND SECURE**. During **RECOVERY** the process will require verification of income, resources, services already received, or need. Work will slow down and be decided on a case by case basis.
20. Have Compassion and Patience. The recovery process is slow and frustrating.
21. Make the survivor your focus: Remember the agency you represent is not the number one priority, assisting the client in getting needs met is why you are there.
22. Confidentiality: Remember the information you are dealing with is important to the family and legally protected.
23. Listen: Listening is the best asset you can contribute. You can be more help listening than giving advice
24. Practice good boundaries: You will not like every client with whom you come in contact. Maintain a professional relationship as long as you are providing assistance to the client.
  - \* We don't want to encourage inappropriate dependencies on our services
  - \* Don't inappropriately insert yourself into victim's lives
  - \* Don't play favorites with clients
25. **Last but not least TAKE CARE OF YOURSELF!**
  - \* Find someone to talk to
  - \* Take time to pamper yourself
  - \* Ask for support
  - \* Don't take your work home with you
  - \* Watch out for compassion fatigue
  - \* Do things that reenergize yourself

## Basic Plan

Before and during a disaster the Virginia Conference has a plan to begin Response/ Relief and Recovery if necessary from natural disasters. For a man-made disaster such as a terrorist attack different skills will be needed but some of the same principals apply. The most important thing to remember we do not respond to any disaster, natural or man-made until the area is declared safe by local officials.

Before the disaster, if there is time

1. The Disaster Response Coordinator should alert every one of the potential disaster and what anticipated response will be needed.
2. Each person who is alerted should begin to perform the duties in their job description.
3. Conference Disaster Director of Communications should be informed daily so the web site and mass communication can be distributed to all necessary parties
  - a. Contact information should be advertised and all communication coordination should be activated or be placed on standby
  - b. Post information on the web site about who to call or contact by e mail if people want to volunteer
  - c. Regularly update information and anticipated needs.
4. In case of evacuation CDRT will evacuate to the Virginia United Methodist Assembly Center (VUMAC) in Blackstone, VA. This is an ideal place to assemble and begin Response/ Relief efforts.

After a disaster happens the Response/ Relief should begin with several things happening at the same time.

1. Local Church Disaster Coordinator and team in conjunction with their Local Pastor and checks on the congregation and neighborhood to ascertain needs.
2. The Local Pastor contacts the District Disaster Response Coordinator (DDRT) no matter how small the disaster. (See Responsibilities of Local Pastor-pg. 33)
3. The DDRT makes their report to the District Superintendent (DS), no matter how small the disaster. (See DDRT Plan –pg.26)
4. The DS notifies the Conference Disaster Response Coordinator (CDRT) immediately, no matter how small the disaster. (See 1.3 District Superintendent – pg. 27)
5. The CDRT then makes the necessary decision for needs and Response.
6. If Recovery is determined to be necessary Response/Relief and Recovery Staff will begin the transition at the appropriate time.
  - a. After recovery is complete Recovery Staff will begin the process of transitioning back to Response/Relief Staff and begin to handle:
    1. Return of equipment and supplies
    2. Close office and store confidential files for archives
    3. Response staff will begin to handle new or last minute referrals.



## OVERVIEW OF PREPAREDNESS - DISTRICT AND CONFERENCE TEAMS

### 0) Preparation –

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

### 1) Disaster pending / standby –

- a) Review plan and be ready to respond
- b) Make sure all disaster response positions are filled
- c) Establish contact with appropriate team members and place them on standby
- d) Confirm buildings, trailers and other resources are available and ready
- e) In case of evacuation CDRT and DDRT team members are encouraged to consider using the Virginia United Methodist Assembly Center (VUMAC) in Blackstone, VA. This is an ideal place to assemble and begin response efforts.

### 2) Immediately following disaster –

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

### 3) Early Response/Relief –

- a) Assist in making buildings **safe sanitary** and **secure**
- b) Assist other disaster agencies in their relief efforts
- c) Set up office space and housing units for teams
- d) Arrange for delivery and set up of Disaster Trailers
- e) Arrange for acquisition of necessary equipment

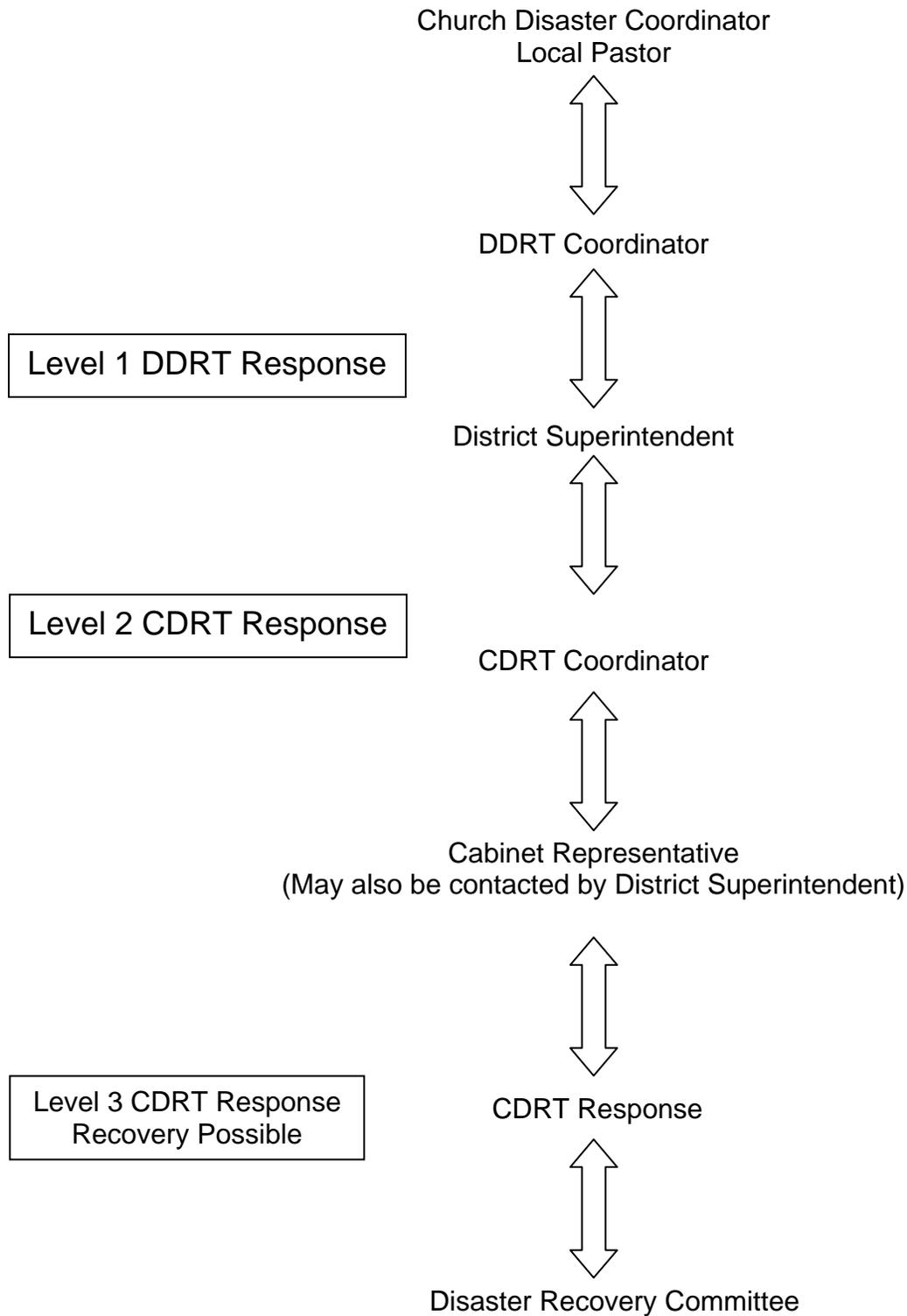
- f) Arrange to receive UMCOR Supplies
- g) Contract use of and terms for personal property (cell phones, vehicles, computers, etc.)
- h) Assess recovery level needed

**4) Recovery -**

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

## DISASTER RESPONSE CHAIN

Every disaster is a local disaster  
“Because every disaster starts as a local disaster and ends as a local disaster”



## **VIRGINIA CONFERENCE** **DISTRICT DISASTER RESPONSE TEAM (DDRT) PLAN**

(Each district shall create a DDRT with at least the following positions)

<b>RESPONSE</b>
1.1 DDRT Coordinator
1.2 DDRT Assistant Coordinator
1.3 District Superintendent
1.4 DDRT Care Team Coordinator
1.5 DDRT Casework Coordinator
1.6 DDRT Communications Coordinator
1.7 DDRT Information Center Coordinator
1.8 DDRT Donations Coordinator
1.9 DDRT Equipment Coordinator
1.10 DDRT Volunteer Coordinator

### **1.1 DDRT Coordinator –**

Responsible for recruiting, coordination, training and organization of District Disaster Response Team. Lead role in determining the level of disaster and reporting to CDRT if conference assistance is needed.

#### **Prior to a Disaster-**

1. Meet with the DDRT and make sure everyone knows his or her duties.
2. Make sure the duties are carried out in a timely fashion.
3. Keep the District Superintendent informed.
4. Work with the District Superintendent and DDRT to plan for a disaster in the district.
5. When a disaster is expected he or she will contact the CDRT Communications Coordinator or CDRT Coordinator to receive the latest information from VOAD (Voluntary Organizations Active in Disaster) as to what state officials are expecting in Virginia.
6. Is a member of the Conference Disaster Response Team. Act as liaison between district and conference
7. Support the Conference Plan and act as ambassador to your district educating and providing accurate information about the progress of response and recovery.
8. Recruit, identify and assist with training of volunteers to fill coordinator positions.
9. In case of evacuation CDRT and DDRT team members are encouraged to consider using the Virginia United Methodist Assembly Center (VUMAC) in Blackstone, VA. This is an ideal place to assemble and begin response efforts.
10. Notify Conference Disaster Response Coordinator of possible need for Early Response Team (ERT).

#### **Following a Disaster-**

1. Be available to assist District Superintendent in making a preliminary assessment of the extent to which the disaster has affected local communities, churches and church property.

2. Contact the CDRT Coordinator to share the latest information concerning the disaster.
3. Meet with the CDRT and VOAD to be briefed on the disaster.
4. Meet with the Bishop, Advocate Representative, members of the CDRT and DDRT and others to tour the disaster area.
5. Work with CDRT Coordinator and District Superintendent in coordinating response efforts of the Conference and UMCOR within the District.
6. Place request to Conference Disaster Response Team Coordinator
7. for Early Response Team(s). (See Early Response Team Protocol document)

#### **During Recovery If Necessary-**

1. Be the United Methodist spokesperson on the Inter-Faith Recovery Committee set up in the disaster area or be responsible for assigning someone to this. This duty falls to the Recovery director when one is named.
2. Do all you can to support transition from response to recovery
3. Be aware of all contact information for recovery staff and refer recovery issues to the appropriate staff.
4. Keep informed of Recovery progress in your district and be prepared to report to interested District groups or individuals

#### **1.2 DDRT Assistant Coordinator-**

Assist DDRT Coordinator in recruiting, coordination, training and organization of District Disaster Response Team. Assumes DDRT Coordinators duties in absence of the Coordinator

##### **Prior to a Disaster-**

1. Support the Conference Plan and act as ambassador to your district educating and providing accurate information about the progress of response and recovery.
2. Assist Coordinator in duties to prepare for response.
3. Maintain a roster of identified volunteers including contact information.

##### **Following a Disaster-**

1. Provide assistance to Coordinator in instituting plan and finding staff to fill positions.
2. Contact volunteers from the roster that can begin to respond to the disaster.
3. In absence of Coordinator assume responsibilities of Coordinator.

#### **1.3 District Superintendent –**

Encourage and assist District Disaster Response Team members in promoting and supporting The Conference Plan. Support efforts of local pastors, DDRT, and local congregations in preparing for disaster and after a disaster in affected areas. Assure that each district church has a Local Church Disaster Response Coordinator. Act as liaison to get response efforts started in the district and assist DDRT in obtaining manpower, supplies, equipment needed to respond to a disaster.

##### **Prior to a Disaster-**

1. Serve on the District Disaster Response Team as an ex officio member.
2. Work with the DDRT in developing a plan for responding to a disaster in the district.

3. When a disaster is expected he or she will call the CDRT Communications Coordinator or CDRT Coordinator who will share the latest information from VOAD as to what state officials are expecting in Virginia.
4. Be available to support the DDRT and assist in identifying potential volunteers to serve on the response team.

#### **Following a Disaster-**

1. Receives report from DDRT on the extent of the damage to churches and communities.
2. After personally assessing damage call Cabinet Representative or and CDRT Coordinator to request assistance. ( Conference cannot provide assistance without the request of the District Superintendent or designee)
3. Meet with the CDRT and VOAD (Voluntary Organizations Active in Disaster) to be briefed on the disaster.
4. Meet with the Bishop, Advocate Representative, members of the CDRT and DDRT and others to tour the disaster area. Make an appeal in writing to the Bishop for VIM Teams and financial assistance.
5. Only the District Superintendent or designee has the authority to make requests for their district.
6. If pastors are unable to continue their ministry because of the needs of their own family following a disaster, the District Superintendent may assign an assistant minister to help with the church responsibilities. The District Superintendent will work with the Bishop on this matter.
7. District Superintendent should provide support and assistance in recruiting pastors in each area that would be willing to take on additional responsibilities for The DDRT/CDRT pastor when he/she is actively performing duties during disaster response
8. If the District Superintendent is unable to continue their ministry because of the needs of their own family following a disaster, or because the disaster effects more than one-quarter of the district churches, he or she should make this known to the Bishop in which case the Bishop is encouraged to appoint someone to assist the District Superintendent.
9. Provide support to pastors, volunteers, churches and conference staff involved in response and recovery efforts.

#### **During Recovery If Necessary**

1. Assist DDRT, CDRT, local churches, recovery staff, local pastors and others to transition from response to recovery.
2. Continue to be involved and assist in any situation that may arise from the stress of long term recovery.

#### **1.4 DDRT Care Team Coordinator –**

Recruit team members and arrange training from UMCOR Organize Care Team Members to provide care to victims and volunteers in disaster areas.

#### **Prior to a Disaster-**

1. Recruit Care Team Members within the district that would be available and willing to spend up to four weeks in a disaster site bringing spiritual care to survivors and volunteers.
2. Create a list of names, phone numbers, experience and availability. Send a copy to the CDRT Coordinator.

#### **Following a Disaster-**

1. Contact recruits on the list and see who is available to assist. Work with the CDRT Care Team Coordinator to make assignments for the Care Team.
2. Arrange to meet the Care Team and the CDRT Care Team Coordinator for a briefing before going to assignments.
3. Work with the CDRT Care Team Coordinator in assigning someone to take each Team Member to their assignment on the first day.
4. Work with the CDRT Care Team Coordinator in assigning someone to brief and de-brief all Volunteers and VIM Teams.
5. Work with the CDRT Care Team Coordinator in assigning a Team Chaplain to care for The Conference and District Team members.
6. Work with the CDRT Care Team Coordinator in assigning a Care Team Chaplain to meet daily with the Team Members to provide support.

#### **During Recovery If Necessary –**

1. Pass on any information about Care Team Members that wish to continue during recovery phase of disaster.
2. Pass information about any clients or others that need continued care

#### **1.5 DDRT Casework Coordinator –**

Provide assistance to DDRT in recruiting, training and organizing a pool of volunteer caseworkers to provide initial assistance to disaster victims.

##### **Prior to Disaster-**

1. Assist in recruiting and training caseworkers to provide casework during response phase.
2. Assist Volunteer Coordinator in scheduling volunteers to staff the Response Office to begin the application process.

##### **Following a Disaster-**

1. Work with CDRT Coordinator in training DDRT Volunteers.
2. Work with the DDRT Communications Coordinator to train the district volunteers in registering disaster victims and completing initial application.
3. Set up Intake Center at the FEMA site to begin disaster application process.
4. Contact the Conference Disaster Response Team Coordinator and request Case Management Support from the Conference/UMCOR.
5. Meet with VOAD, District Superintendent, Pastors, American Red Cross and FEMA and others to receive referrals and coordinate efforts.

#### **1.6 DDRT Communications Coordinator –**

Communicate and encourage congregations to respond to appeals for help with disaster requests. Work with CDRT in setting up disaster office.

##### **Prior to a Disaster-**

1. Communicate to congregations the need for funds during disaster. Encourage people to contribute to appeals by the Bishop for disaster response and recovery.
2. Arrange with several churches or the District Office to allow CDRT to set up a Disaster Response Site there. (See office needs list for specific requirements, page 26.)

3. Set up a calling tree among the pastors in the district. (Use it, test it, and update it)
4. Compile a list of persons on the district who would be willing to perform disaster response and recovery functions. Forward this information to the appropriate coordinator. Communicate the difference in commitment when doing response and recovery work. Response and Recovery team and staff will be trained by CDRT and UMCOR.

#### **Following a Disaster-**

1. Assist the CDRT Communications Coordinator in setting up and operating the District Response Office.
2. Work with the CDRT Communications Coordinator to inform the CDRT and DDRT Information Coordinator, District Superintendent, Conference, and Local Pastors accurate information concerning the disaster and resources available for the survivors.
3. Advise the Equipment Coordinator of the equipment needed for the Disaster Response Office.

#### **In A Non Disaster Area-**

1. Receive information from the CDRT Communications Coordinator about needs within the disaster area. Relay this information to the District Superintendent, all Pastors, and District Mission Secretaries including conference plans to collect supplies for the survivors.
2. Communicate information to the Information Center Coordinator.

#### **1.7 DDRT Information Center Coordinator –**

Cooperate with CDRT and DDRT to find several locations to set up Center in case of disaster. Recruit, train, and organize volunteers to staff center in initial days of disaster. Center will be responsible for providing and receiving information about donations, FEMA sites, volunteer information, needs, resources, and other critical information.

#### **Prior to a Disaster-**

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

## **Following a Disaster-**

Contact District Communications Coordinator about availability of space to set up center and number of volunteers needed to staff center.

Receive information from Communications Coordinator, general public, interested work teams and volunteers such as but not limited to:

▪ Donation Sites	▪ Work team registration
▪ FEMA registration center	▪ Donation Information
▪ Feeding sites	▪ Needs in disaster area
▪ Shelters	▪ Road Closures
▪ UMC Disaster Response Sites	▪ District Contacts

1. Discourage callers from having clothing drives. If they would like to donate goods refer them to Donation sites set up by other VOAD organizations.
2. Encourage financial contributions to the conference. If there is a Bishop's appeal a number will be assigned to specify contributions.
3. Only useful information should be passed to the local disaster area. There is enough going on for the local personnel to handle.
4. In conjunction with The CDRT Coordinator, the CDRT Information Coordinator, the CDRT and DDRT Volunteer Coordinators decide where The Information Center should be located and if necessary get volunteers scheduled and the Information Center open.
5. Notify Conference of the location, coordinating staff, number of volunteers, and contact information for District Information Center.
6. Make arrangements to have phones set up or transferred to office location.
7. Regularly send information received to appropriate response sites in the disaster area.
8. Receive information from trade unions that may be interested in providing skilled professionals, materials and labor to assist in response and recovery effort.

## **During Recovery If Necessary**

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

### **1.8 DDRT Donations Coordinator –**

Work with CDRT and local resources to organize donations and assist other team members in setting up response office.

## **Prior to a Disaster-**

1. Be aware of warehouse space that could be available for use in disaster response.
2. Be aware of resources that could be used for transporting donations.

## **Following a Disaster-**

### (In A Non-disaster Area)

1. Receive a call from the CDRT Donations Coordinator about needs in the disaster area and advise if there are sites operated by other VOAD (Seventh Day Adventist or Salvation Army, etc.) agencies within the district to house donated supplies
2. No District Office is to be used as a warehouse.
3. Be responsible for securing trucks to deliver the supplies to the disaster site. Coordinate this with the CDRT Donations Coordinator.
4. If the disaster site is outside Virginia secure trucks to deliver the supplies to a central warehouse site within Virginia for transportation outside the state.
5. If called by the CDRT Donations Coordinator or CDRT Coordinator secure a site within the district to be used as a central warehouse to supplies from other districts.

### (In A Disaster Area)

1. Coordinate with CDRT Donations Coordinator and Volunteer Coordinators (CDRT and DDRT) in providing volunteers to assist at warehouses set up by other VOAD agencies.
2. Coordinate with other DDRT and CDRT Donation Coordinators in receiving donated supplies from across the state and nation.
3. Arrange to meet donors as they enter the disaster site and lead them to established warehouses and donation centers.

## **1.9 DDRT Equipment Coordinator –**

Cooperate with CDRT to maintain disaster trailers and other equipment maintained by the conference or district and used to respond to disaster. Assist in obtaining any equipment, supplies, or office space needed to respond to a disaster

**Prior to a Disaster-** (For Districts that house a Conference or Regional Disaster Trailer incl. Debris Trailer)

1. Work with the CDRT Equipment Coordinator to purchase equipment for the disaster trailer.
2. Be responsible for the upkeep and maintenance of the disaster trailer.
3. Complete a yearly inspection of each trailer including an inventory of the equipment with the CDRT Equipment Coordinator.

## **Following a Disaster-**

1. Make arrangements with CDRT Equipment Coordinator to have the trailer brought to the disaster site.
2. When the trailer is no longer needed, make sure an inventory is done on each trailer before being returned to its home district. (If the trailer is used for recovery it may be a while for it to be returned)
3. Equipment Coordinator will assist the CDRT Equipment Coordinator in purchasing and tracking all equipment.
4. Kinds of equipment to meet needs determined by communications coordinator
  - New or used
  - Rent or borrow

### **1.10 DDRT Volunteer Coordinator –**

Prepare sites to house volunteers for initial disaster response. Recruit, train, and organize volunteers to staff jobs needed for initial disaster response

#### **Prior to a Disaster-**

1. Arrange at least three sites to house the CDRT members, walk-in volunteers and United Methodist Volunteer in Missions (UMVIM) teams.(See Housing requirements/office) Educate churches on what they are being asked to do and what will be expected.
2. Obtain maps of area to be distributed to volunteers.
3. Recruit trade unions that may be interested in providing skilled professionals, materials, and labor to assist in response and recovery

#### **Following a Disaster –**

1. Receive a call from the CDRT Volunteer Coordinator prior to the CDRT coming to the disaster site. Tell them what accommodations are available and what they should bring.
2. Receive a call from the CDRT Volunteer Coordinator as to the number of CDRT members who will be arriving.
3. Contact the site that will house them and get it ready.
4. Have maps copied of the disaster area with every street listed (if possible). Mark storm damage and road closures.
5. Arrange for someone to meet the CDRT when it arrives at the disaster area, lead them to their accommodations and assist them in getting settled.
6. Have someone meet all incoming work teams and take them to their
7. Be available to go with the work team leaders to visit the work sites. Work with the CDRT Volunteer Coordinator in assigning “walk-in” volunteers (make allowances for walk-ins but try to discourage it so the already overtaxed system doesn’t have additional stress).
8. Under no circumstances is a volunteer to be left unsupervised.

(In A Non-Disaster Area)

Be a resource person for volunteers from your district. Assist them in making contact with the CDRT or DDRT Volunteer Coordinator in the disaster site.

## DISTRICT HOUSING AND OFFICE REQUIREMENTS

### HOUSING

Each district should maintain a minimum of three volunteer housing sites with combined accommodations totaling at least 50 persons. Attempts will be made to house volunteer teams together, but there are no guarantees.

#### Housing requirements include-

1. A building with separate showers and bathrooms for men and women (or showers nearby).
2. Kitchen either on site or nearby
  - ✓ Church camps are good resources to house volunteers
  - ✓ Get an agreement in writing to use the facility for housing volunteers

### OFFICE

Each district should have at least three sites that can be used as a command center. Consideration for staff safety, location in relation to the disaster site, public access and handicap accessibility should be considerations when picking a site.

#### Office requirements include-

1. Up to three rooms with doors. (Due to the nature of the confidential information in the room being used the church understands they may have limited access to at least one room during response and recovery efforts.)
2. Tables and chairs in each room
3. Agreement to add up to three separate phone lines at conference expense.
4. Access to a copier
5. Access to bathroom facilities

**Note: Get an understanding with local churches to allow the use of the building for the Response Phase. If recovery is necessary Recovery Staff will be responsible for obtaining written agreement for extended use of the building.**

## LOCAL CHURCH RESPONSE/RECOVERY TEAM

### PASTOR (S) -

While not serving on the DDRT, the success of all response efforts rests in the hands of local pastors, in conjunction with their Local Church Disaster Response Coordinator, who must prepare the congregation for a disaster.

Following the disaster it is the pastor, in conjunction with their Local Church Disaster Response Coordinator, who must relay valuable information to the congregation and likewise to the DDRT.

#### **Prior to Disaster -**

Insure duties of Local Church Disaster Response Coordinator are complete.

Have an effective calling tree to each church family. The calling tree should be used to **send** and **receive** information. We strongly suggest a geographic process so it can still be used in absence of power and telephone service.

If no evacuation is expected the Pastor should enlist the help of the congregation to help people prepare for the disaster, which can include structural preparation and stockpiling of needed supplies etc...

**Set the proper example.** If there is an evacuation, the pastor should leave and urge all the congregation and community to do the same.

#### **Following disaster -**

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

### CHURCH DISASTER RESPONSE TEAM COORDINATOR -

#### **Prior to a Disaster-**

Serve on the Church Administrative Council

Work with the Trustees to ensure the insurance for church and parsonage covers flooding if in a flood plain. Basic insurance only covers water damage from the sky.

1. Make sure the church archives are properly protected from water damage and fire.
2. Have an effective calling tree to each church family. The calling tree should be used to **send** and **receive** information. We strongly suggest a geographic process so it can still be used in absence of power and telephone service.

3. Identify church members who will need assistance in the event of an evacuation and have persons lined up to assist them in evacuation.
4. If no evacuation is expected the Church Disaster Response Coordinator should enlist the help of the congregation to help people prepare for the disaster, which can include structural preparation and stockpiling of needed supplies.
5. **Set the proper example.** If there is an evacuation, the Church Disaster Response Coordinator should leave and urge all the congregation and community to do the same.

#### **Following a Disaster-**

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

## **VIRGINIA CONFERENCE DISASTER RESPONSE TEAM (CDRT)**

<b>RESPONSE</b>
2.1 CDRT Disaster Response Coordinator
2.2 CDRT Disaster Response Asst. Coord.
2.3 Cabinet Representative
2.4 CDRT Care Team Coordinator
2.5 CDRT Case Work Coordinator
2.6 CDRT Communications Coordinator
2.7 CDRT Information Center Coordinator
2.8 CDRT Donations Coordinator
2.9 CDRT Equipment Coordinator
2.10 CDRT Volunteer Coordinator
2.11 CDRT UMVIM Coordinator
2.12 District Disaster Team Coordinators(1per dist.)
2.13 Conference Staff responsible for Disaster Ministry
2.14 CDRT Early Response Team Coordinator

### **2.1 CDRT Disaster Response Coordinator –**

Responsible for Disaster Response Teams conference wide. Ensure positions on CDRT and DDRT are filled and members are ready for disaster response. Liaison between, Bishop, Conference Staff, Cabinet Representative, District Coordinators, District Superintendent, VOAD member agencies and government agencies.

#### **Prior to a Disaster-**

1. Oversee the work of the CDRT
2. Preside at all CDRT meetings
3. Participate in Conference Initiatives related to disaster
4. Represent the CDRT on the state Voluntary Organizations Active in Disaster (VOAD)
5. Recruit and train Conference (CDRT) and District Disaster Response Teams (DDRT) and potential additional volunteers in coordination with Recovery Director
6. Retain a copy of all disaster forms and plans
7. Retain records of volunteers referred from conference and district staff
8. Maintain data base of United Methodist resources available for disaster e.g. UMW, UMM, UMYF, and include leaders in disaster meetings

#### **If A Disaster Is Imminent-**

1. Call the CDRT and put on standby. Determine how many CDRT members will be able to respond.
2. Contact VOAD to arrange a time and place to meet for a briefing on the disaster.

3. Alert the Bishop, Conference DCM (Director of Connectional Ministries) Cabinet Representative and District Superintendent(s) to inform them the estimated extent of the disaster.
4. Call the Conference Treasurer to confirm \$1,000.00 to fund the work of the CDRT.
5. Contact the DDRT Coordinator and inform him or her of the briefing with VOAD and ask that the DDRT attend the briefing if it is in a local district.
6. Contact the CDRT Volunteer Coordinator and provide funds to be used for meeting the needs of the CDRT in the disaster area.
7. Recruit volunteers to fill positions on the conference team.
8. Maintain a data base of conference and district disaster response teams and Southeastern Jurisdiction (SEJ) team leaders. The conference and district response team data base should be used to identify volunteers to be contacted and fill positions such as caseworkers, information center volunteers, and any other volunteers needed for a particular disaster.
9. In case of evacuation CDRT and DDRT team members are encouraged to consider using the Virginia United Methodist Assembly Center (VUMAC) in Blackstone, VA. This is an ideal place to assemble and begin response efforts.

### **Following a Disaster:**

1. The CDRT Coordinator will continue to update the district superintendent with the latest information concerning the disaster, what the plans of the CDRT are and ask how they can continue to provide assistance to the District.
2. Contact the Disaster Cabinet Representative, Conference COM (Council of Ministries), and the Bishop to inform them the estimated extent of the disaster.
3. Meet with VOAD, the CDRT, and the local DDRT(s) for a briefing on the disaster.
4. Pass along the temporary phone number and location of the CDRT office to VOAD and FEMA.
5. Have the local District Superintendent call the Bishop and schedule a tour of the disaster area with other cabinet members including the Conference DCM and Conference Director of Communications.
6. Work with the CDRT Christian Care Coordinator to assign a Chaplain for the CDRT.
7. Meet with CDRT, Local District Superintendent(s) and Local DDRT(s) to assess the damage to church property, congregations and communities. With the CDRT Cabinet Representative take any appeal the District Superintendent(s) has to the Bishop. This preliminary needs assessment should include any information from the CDRT and DDRT, VOAD and FEMA.
8. In cooperation with The Cabinet Representative call the District Superintendents in the disaster areas to get a feel for the level of damage. Ask each DS if they need the CDRT to begin relief operations on their district. The CDRT cannot enter a district without a request from the District Superintendent. Once the Bishop has made a decision concerning how the Conference will respond to the disaster, relay all the information to the pertinent individuals. If the Bishop requests UMCOR assistance, in coordination with cabinet representative contact UMCOR and coordinate their involvement in the disaster.
9. Coordinate with the CDRT Volunteer Coordinator the housing of any UMCOR Catastrophic Disaster Relief Team members who will be arriving at the disaster site.
10. Coordinate with the CDRT members any training sessions volunteers may need.

11. Oversee the work of the CDRT, attend VOAD and FEMA meetings, and see that the work of the United Methodist Church is in cooperation with other agencies active in the disaster.
12. Be responsible for holding briefing sessions with the members of the CDRT and DDRT.
13. If there is no Inter Faith Committee in existence within the disaster area work with the DDRT and local ministers to establish one.
14. Be responsible for handling an evaluation at the close of the response Phase.
15. Oversee the operations of the paid staff until the response work comes to a close.
16. Prepare a yearly budget for the disaster response effort. Submit the budget to The Conference Board of Global Ministries by May 30<sup>th</sup> for the following year.

### **During Recovery If Necessary-**

1. If the Relief and Recovery Phases will be long term, review with the District Superintendent, Conference DCM, CDRT Cabinet Representative and Bishop the possibility of activating the disaster recovery committee to consist of:
  - Bishop or designee
  - Director of Connectional Ministries
  - Cabinet Representative
  - District Superintendents in affected areas
  - Conference Treasurer
  - Director of Communications
  - Conference Staff responsible for Disaster
  - Lay Persons (1 in each effected district max 3 conference wide)
  - Conference Disaster Response Team (CDRT) Coordinator
  - Disaster Recovery Director
2. If the Response and Recovery Phases will be long term, review with the District Superintendent, Director of Connectional Ministries, CDRT Cabinet Representative and Bishop the possibility of hiring a (Recovery Staff to include Recovery Director, Recovery Manager, Assistant Recovery Manager, {all paid if possible} Case Workers, Work Team Director, Work Team Site Leader, District Contractor Consultant, Hospitality Director, Equipment Director [volunteer with some benefits such as mileage, cell phone, and some stipend as necessary])
3. Pass all information to Recovery Director to assure a smooth transition from Response to Recovery to include but not limited to:
  - Case Information
  - Equipment and supplies
  - Concerns
  - Meeting locations and times
  - Community Connections and resources
  - Local Church, District, and Conference connections and resources
4. At the close of recovery the Conference Response Coordinator and the Conference Recovery Director will facilitate closing evaluation and lessons learned.

## **2.2 CDRT Disaster Response Asst. Coordinator–**

Assist Coordinator in recruiting, training, and staffing CDRT and DDRT positions. Assume Coordinator's duties in absence of the Coordinator

1. Work in cooperation with the Team Coordinator, assuming command of the disaster response operations in the absence of the Team Coordinator.
2. Keep a copy of all disaster forms and plans
3. Maintain database on potential volunteers for response to a disaster
4. Work with the CDRT/DDRT Information Coordinator to recruit churches from each district willing to operate and staff a Disaster Information Center. The center will be responsible for collecting and disseminating details about donations, manpower, and other pertinent information relevant to response and recovery.

## **2.3 Cabinet Representative –**

Communicate with CDRT and DDRT members, District Superintendents, Bishop and Conference staff to assure preparation for disaster. Be active in the initial response and through recovery phase of disaster acting as liaison and chairman of Recovery Committee

### **Prior to a Disaster**

1. Contact all local pastors, CDRT and DDRT members to give them your current contact information by phone, or through clergy net or The Conference Web Site.
2. Talk with the District Superintendents of pastors serving on the CDRT and DDRT. Ask them to explain to the Staff Parish chairpersons that their pastor will need to be excused from all ministerial responsibilities for a maximum of four weeks in the event of a disaster.
3. Encourage the District Superintendent's assistance in recruiting pastors in each area that would be willing to take on additional responsibilities for The DDRT/CDRT pastor when he/she is actively performing duties during disaster response

### **Following a Disaster-**

1. If the CDRT Cabinet Representative is able to respond to the disaster, he or she will work with the CDRT Coordinator in working with the District Superintendent(s) in affected areas.
2. Work with the District Superintendent, the CDRT and DDRT to assess the damage and make a decision about what support is needed from UMCOR and the Conference.
3. Meet with the Bishop, Director of Connectional Ministries and CDRT Coordinator to decide what response the Conference should make to the disaster.
4. Meet with the Bishop to request a letter be sent to the District Superintendent of each pastor(s) serving in the DDRT and CDRT. This letter is to request the DS contact the Staff Parish Chairperson of the pastor's church informing them that the Bishop requires their pastor's service for disaster response for maximum of (four) weeks. After the pastor's service to the conference he/she should receive up to two additional weeks leave for rest and recovery. This is necessary for the pastor to transition back into congregational ministry after the intensity of disaster work. The pastor will need time to rest and be with his/her family.

### **During Recovery If Necessary-**

1. Cabinet Representative will serve on the Recovery Committee
2. Cabinet Representative or Bishop's Designee will serve as chair of recovery committee

### **2.4 CDRT Care Team Coordinator–**

Recruit, supervise and assist in training persons interested in providing Christian care to disaster victims, CDRT&DDRT members, incoming volunteers, and others in need of Christian care in a disaster situation.

#### **Prior to a Disaster-**

1. Recruit persons willing to staff positions of care for staff, local pastors, victims, and incoming volunteers. This is a mute point, only trained volunteers are able to do this. Say something about training volunteers to be care team members to serve.

#### **Following a Disaster-**

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

### **During Recovery If Necessary-**

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

### **2.5 CDRT Case Work Coordinator –**

Recruit, supervise and assist in training individuals interested in providing short term casework for initial response in disaster situation.

#### **Prior to a Disaster-**

1. Establish and maintain a data base for a District Response Center in accordance with the Conference guidelines for office needs.
2. Assemble and maintain a list of potential volunteer caseworkers. Assist CDRT staff in providing training.

### **Following a Disaster-**

1. Work with the DDRT Communications Coordinator to train the district volunteers in registering disaster victims and completing initial application.
2. Assist DDRT in setting up at the FEMA site to begin disaster application process.
3. Oversee the use of emergency funds and with other CDRT members go to local businesses to set up disbursement of vouchers, gift cards, etc.
4. Contact local agencies- Social Services, Council on Aging, public schools to recruit more Response Case Workers if needed. (These caseworkers would only be used in response. They don't transfer well to recovery. It is important to find people for response that can work every day short term. Recovery personnel should be able to work at the victim's home. They may not work every day but the commitment to recovery is long term.)
5. Meet with VOAD, District Superintendent, Pastors, American Red Cross and FEMA and others to receive referrals and coordinate efforts.
6. Offer assistance in filling out FEMA and other paperwork that may be difficult to understand. In the response and recovery process it is crucial to apply for everything including SBA loan even if you know you will not be approved. In the FEMA process you have to be denied to move on to the next step or appeal.

### **During Recovery If Necessary-**

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

## **2.6 CDRT Communications Coordinator –**

Responsible for keeping notes of all CDRT meetings. Assure good communication flow of all parties and communicate clearly to local congregations requests for contributions for disaster funds. Assist the Equipment Coordinator in recruiting possible sites for offices and after a disaster help set up office.

### **Prior to a Disaster-**

1. Be responsible for keeping all minutes of CDRT meetings
2. Communicate to congregations the need for funds during disaster and encourage people to contribute to appeals by the Bishop for disaster response and recovery.
3. Keep an accurate record of the CDRT and DDRT membership, updating by July 30<sup>th</sup> of each year. Share records with CDRT Coordinator
4. Assist DDRT Communications Coordinator in recruiting potential churches for possible office space in several locations in each district
5. Develop and maintain a data base of potential sites to be contacted if the need arises
6. Educate Church Leadership at potential sites for office space (what is being asked)
  - Up to three rooms with doors. Due to the nature of the confidential information files have to be kept in a locked secure place. Make sure the

facility being used understands they may have limited access to at least one room during response and recovery efforts.

- Tables and chairs in each room
  - Agreement to add up to three separate phone lines at conference expense.
  - Access to a copier (or this may be brought in and set up by CDRT staff)
  - Access to bathroom facilities
7. Work with Conference Communications Director to update web site.

### **Following a Disaster-**

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

### **During Recovery if Necessary-**

1. Pass all pertinent information to Disaster Recovery Director

## **2.7 CDRT Information Center Coordinator –**

Work with other members of the CDRT to set up and prepare office to receive and distribute information in case of a disaster.

### **Prior to a Disaster-**

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

### **Following a Disaster-**

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

### **During Recovery If Necessary-**

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

## 2.8 CDRT Donations Coordinator –

Work with other CDRT and DDRT members and VOAD agencies to arrange locations for storing donated goods. Coordinate the arrival and disbursement of supplies after a disaster.

### Prior to Disaster-

1. Establish alliances with Salvation Army and Seventh Day Adventist through VOAD for warehousing.
2. Work closely with Information Center Coordinator to make the operation run smoothly

### Following a Disaster-

1. Work with the DDRT Donations Coordinator in compiling a needs list to be given to the CDRT and DDRT Communications and Information Coordinators.
2. Get information about donation centers from VOAD and relay to the CDRT and DDRT Communications and Information Coordinators.
3. If Donations Centers do not exist work with VOAD in getting them established.
4. Work with CDRT and DDRT Volunteer Coordinators in getting people to assist in the donation centers.
5. Coordinate the arrival and disbursement of United Methodist supplies and materials for disaster response.
6. Work in cooperation with Communications Coordinator and Information Center Coordinator to convey what is needed for this disaster. Gently discourage efforts that are not helpful. Know how and when to say “no” or “not now”.
7. Responsible for all correspondence for acknowledgement and tax purposes.

### During Recovery If Necessary

1. Pass on any information to Disaster Recovery Director

## 2.9 CDRT Equipment Coordinator –

Responsible for maintenance and tracking location of disaster trailers.

Responsible for obtaining equipment and supplies needed for staff after disaster.

➤ *Please note these additional responsibilities of The Equipment Coordinator as relates to the use of the Disaster Trailers.*

1. When not being used the Regional Disaster Trailers and the Disaster Debris Trailer can be used by VIM Teams or other groups on non-disaster projects. The trailers may also be used by another conference for disaster response and recovery in accordance with Virginia Conference Use Agreement Form. (See page 44)
2. The Conference Disaster trailer is not for loan
3. The Conference Disaster trailer is the first called out and the first to be released from response and recovery work.

### **Prior to a Disaster-**

1. Be responsible for the purchasing of equipment for the disaster trailers and response and recovery offices.
2. Be responsible for the upkeep and maintenance of disaster trailers confirming all tools and equipment are color coded to color as assigned to tool trailer.
3. Work with DDRT Equipment Coordinators in the districts where the trailers are housed to ensure that the trailers are maintained and equipment accounted for.
4. Complete a yearly inspection of each trailer including an inventory of the equipment in conjunction with DDRT Equipment Coordinator.
5. Maintain data base of location of trailers and availability and any office or other disaster related equipment or supplies.
6. Submit budget to Conference Disaster Response Coordinator for additional equipment as needed. Budget should be submitted by April 30.

### **Following a Disaster-**

1. Make arrangements with DDRT Equipment Coordinators to have the trailers brought to the disaster site.
2. When the trailers are no longer needed, make sure an inventory is done on each trailer before being returned to its DDRT Equipment Coordinator. Purchase replacement equipment if necessary. {Insure replacement of equipment purchased with recovery or volunteers in mission funds.}
3. Work with the DDRT Communications Coordinator and DDRT Equipment Coordinator to set up a Response Center office. Assist the DDRT Communications Coordinator in the running of that office.
  - Communications Coordinator will be responsible for set up and determining needs of Response Center Office.
  - Equipment Coordinator will be responsible for purchasing and tracking all equipment.
    - a. Kinds of equipment to meet needs determined by communications coordinator
    - b. New or used / Rent or borrow
4. In cooperation with response staff obtain (by lease or purchase) office equipment necessary to respond to the particular disaster. The equipment can include but is not limited to.
  - Computer(s) with most up to date operating systems and software
  - Scanner, Printer, Copy, Fax combination
  - Phone and phone lines
  - Office Supplies
  - Cell phones for identified personnel (this may mean picking up the bill for a time on some personal phones)
  - Used truck
  - Debris trailer

### **During Recovery if Necessary-**

1. Transfer information about all equipment obtained to recovery staff
2. Return all equipment used during response but not needed for recovery.

3. Coordinate with Response Coordinator or Recovery Director to receive equipment and supplies to return or warehouse at the close of response or recovery phase.
4. Purchase any additional equipment needed for recovery.

## **2.10 CDRT Volunteer Coordinator –**

Recruit and assist with training volunteers to fill positions for disaster response. Maintain data base of potential volunteers needed for various jobs needed for disaster response

### **Prior to a Disaster-**

1. Create a data base of volunteers to perform all volunteer functions (administrative and/or operational).
2. Recruit and refer potential volunteers for training
3. Receive information from CDRT coordinator about anticipated needs for volunteers in disaster area
  - Kinds of skills
  - Numbers of volunteers
  - Locations of volunteers
4. Receive list from Information Center of volunteers available and Information Center staffing needs.
5. Recruit trade unions that may be interested in providing skilled professionals, materials, and labor to assist in response and recovery

### **Following a Disaster-**

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

### **During Recovery If Necessary-**

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

### **2.11 CDRT UMVIM Coordinator –**

Communicate the need for teams to respond to disaster. Act as liaison with other CDRT and DDRT members to receive and provide assistance and information to volunteer in mission teams coming into the area after a disaster.

#### **Prior to Disaster-**

1. Become familiar with UMVIM operations in the Virginia Conference

#### **Following a Disaster-**

1. Update UMVIM website to inform potential teams of needs and requesting communication with other conferences.
2. Work with CDRT and DDRT Volunteer Coordinators passing information about UMVIM Teams planning to come to disaster site.
3. Be a liaison with District UMVIM Coordinators across the Conference.
4. See that each UMVIM team receives forms to complete and return at least two weeks before their arrival in the disaster area.

#### **During Recovery If Necessary-**

1. Transfer all information concerning teams that have provided help to recovery staff so if response teams wish to volunteer in the future information will be on file.

### **2.12 District Disaster Team Coordinators (1per district) –**

Act as liaison between DDRT and CDRT in each district. Attend trainings provided by Conference. Recruit and assist in training members for all positions on DDRT. (See also 2.1 DDRT Coordinator's Job Description- Perform duties outlined in district plan)

1. Attend Conference training and planning meetings
2. Receive information from Conference Disaster Response Coordinator
3. Share information with the district
4. Share information from District(s) with CDRT

### **2.13 Conference Staff responsible for Disaster Ministries –**

Administer disaster response. Assure the team and plan is used in responding to disaster and serve on Recovery Committee if necessary.

#### **Prior to a Disaster-**

1. Be responsible to administer disaster response and recovery
2. Responsible to see there is a disaster plan and CDRT Team in place
3. Be responsible to contact CDRT Early Response Team Coordinator to pass requests for teams

### **If A Disaster Is Imminent-**

1. Confirm with the Disaster Response Coordinator that the team is ready to respond
2. Work with Conference Disaster Response Coordinator to see that the Conference Disaster Response and Recovery plan is implemented

### **After the Disaster-**

1. To assure the team has responded and continues to respond to the disaster
2. Offer Conference support, guidance, resources, and assistance

### **During Recovery if Necessary**

1. Serve on the Recovery Committee

## **2.14 CDRT Early Response Team Coordinator –**

Recruit, supervise and assist in training individuals interested in Early Response to disaster situations. The CDRT ERTC is responsible for Early Response Team deployment in and outside the Conference.

### **Prior to a Disaster-**

1. Maintain UMCOR certification for the Early Response Training curriculum. Recruit and refer potential volunteers for training.
2. Provide ongoing training to members, leaders and trainers.
3. Create a data base of volunteers who have completed UMCOR Early Response Training and provide copy to conference office.
4. Receive information from CDRT coordinator about anticipated needs for volunteers
5. Identify potential Early Response Team Leaders and pre-established UMCOR certified Teams available to be deployed outside the conference.
6. Determine needs and prepare to put team(s) in standby mode as needed.

### **Following a Disaster-**

1. Receive request for teams from Conference Disaster Response Coordinator.
2. Identify the following Needs
  - a. Kinds of skills
  - b. Numbers of teams and numbers of volunteers per team
  - c. Deployment location
  - d. Kind of alert (stand by or deploy)
  - e. Time of deployment
3. Consult with CDRT Coordinator on request for potential deployments; and determine information/communications specific to prospective teams.
4. Select Team Leader(s)

**Method I:** Contact short list of team leaders with pre-established teams to determine availability and make assignment(s). If unable to establish a team leader from this method see method II.

**Method II:** Send out e mail to entire Early Response Data Base and select team leader(s) from responses (see early response team manual deployment protocol)

5. Communicate

Team Leader contact information to conference making request

Disaster information and contact information from conference Early Response Conference Deployment Coordinator to team leader

Receive information concerning inside conference deployments from Early Response Deployment Coordinator.

- i. Date of Deployment
  - ii. Number in the team
  - iii. Contact Information
  - iv. Location of Deployment
- a. Receive information concerning outside conference deployment s from team leader when final arrangements for deployment have been made
- i. Date of Deployment
  - ii. Number in the team
  - iii. Contact Information
  - iv. Location of Deployment
- b. Receive information from team leader/deployment coordinator upon return from deployment regarding:
- i. Impacts on future deployments (conditions, extent of hazard, special circumstances etc.)
  - ii. Debriefing (how was your trip?) Inspiring stories to pass along.

## **Financial Procedures**

1. CDRT Coordinator, CDRT Cabinet Representative and the District Superintendent(s) in the disaster area will meet with the Bishop and make a recommendation for financial relief and supplies.
2. To receive money from UMCOR the Bishop must make a written request.
3. For a General Bishop's Appeal the Bishop must make a written request
4. For a Conference Appeal the Bishop must make a written request.
5. A Disaster account is set up with the Conference Treasurer for disbursement of funds during Response and Recovery
6. No money will be given to victims. All disbursement of funds will be made to approved vendors.
7. CDRT Coordinator can request up to \$1,000.00 from the Conference Treasurer in the event of a Disaster in Virginia to be used for supporting the work of the CDRT.

### **Financial Limitations**

1. UMCOR money can only be used for families, not church property or to hire staff.
2. General Appeal money can only be used for its designated purpose.
3. Annual Conference money will be used for needs designated by the Response and Recovery Staff. Conference money must be used first before General Appeal and UMCOR money can be used.
4. All UMCOR money not used must be returned.

### **Resources Available From UMCOR**

1. \$10,000 will be sent to the Conference Treasurer as soon as the Bishop makes the request for UMCOR assistance. This is start-up money for disaster relief.
2. UMCOR money can be requested up to \$100,000.00. Two requests under \$50,000.00 can be made to UMCOR that would only require the UMCOR Director's signature. Requests for more than \$50,000.00 need the approval of the UMCOR Board of Directors.
3. UMCOR personnel to assist the CDRT following a disaster
4. Money to hire Pastoral Care Givers to work with local pastors, District Superintendents, VIM Team members, and other personnel.
5. Equipment such as generators, pressure washers, ice coolers for bulk ice, etc. UMCOR takes care of transporting the equipment to the scene at no cost to the Conference.
6. Flood Buckets and Health Kits.

**CONFERENCE RECOVERY PLAN**

**RECOVERY COMMITTEE**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>❑ Bishop or designee</li> <li>❑ Director of Connectional Ministries</li> <li>❑ Cabinet Representative</li> <li>❑ District Superintendent(s) in affected area(s)</li> <li>❑ Conference Treasurer</li> <li>❑ Conference Director of Communications</li> </ul> | <ul style="list-style-type: none"> <li>❑ Conference Staff responsible for Disaster Ministries</li> <li>❑ Lay Person(s) 3 total<br/>Conference Lay Leader or designee<br/>Two others appointed by Conference Disaster Response Team</li> <li>❑ CDRT Coordinator</li> <li>❑ Recovery Director</li> </ul> |
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**VIRGINIA CONFERENCE RECOVERY TEAM**

CONFERENCE RECOVERY TEAM	COMPENSATION
<b>3.1 CONFERENCE DISASTER RECOVERY DIRECTOR</b>	<b>SALARY</b>
<b>3.2 CONFERENCE RECOVERY MANAGER (S)</b>	<b>SALARY</b>
<b>3.3 CONFERENCE RECOVERY ASSISTANT MANAGER (S)</b>	<b>SALARY</b>
<b>3.4 CONFERENCE CARE TEAM COORDINATOR</b>	<b>VOLUNTEER/ SALARY</b>
<b>3.5 CONFERENCE CASE WORKERS</b>	<b>VOLUNTEER/SALARY</b>
<b>3.6 CONFERENCE WORK TEAM DIRECTOR</b>	<b>SALARY</b>
<b>3.7 CONFERENCE SITE TEAM LEADER</b>	<b>MILEAGE/PHONE</b>
<b>3.8 CONFERENCE CONTRACTOR CONSULTANT</b>	<b>MILEAGE</b>
<b>3.9 CONFERENCE HOSPITALITY DIRECTOR</b>	<b>MILEAGE/PHONE</b>
<b>3.10 CONFERENCE EQUIPMENT DIRECTOR</b>	<b>MILEAGE</b>

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

**3.1 CONFERENCE DISASTER RECOVERY DIRECTOR.....SALARY**

Conference representative at Long Term Recovery groups, manage Conference long term recovery efforts. Responsible for supervision, training and organization of all staff in recovery area(s). (One per event)

1. Reports directly to Disaster Recovery Committee at the Virginia Conference
2. Heads all Recovery Efforts throughout whole disaster area
3. Provides supervision to Recovery Manager
4. Provides support to all staff
5. Oversees Operation of the Disaster Recovery Centers
6. Assigns purchasing agent(s) from staff to purchase supplies and materials needed at work site.
7. Trains Volunteer Case Workers
8. Represents UM Recovery efforts on all the Long term recovery committees in the disaster areas
9. Helps solicit assistance from Local Agencies & Churches
10. Coordinates Communications through Local, District and Conference Media
11. Prepare and distribute staff directory to CDRT and DDRT Coordinators

**3.2 CONFERENCE RECOVERY MANAGER(S).....SALARY**

Manage all recovery operations in a particular district or assigned geographic area under supervision of Recovery Director. (One for each defined area)

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

**3.3 CONFERENCE RECOVERY ASSISTANT MANAGER (S).....SALARY**

ASSIST RECOVERY MANAGER IN ORGANIZATION AND EXECUTION OF RECOVERY SERVICES IN A DISTRICT OR GEOGRAPHIC AREA. (ONE FOR EACH RECOVERY MANAGER.)

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

**3.4 CONFERENCE CARE TEAM COORDINATOR.....VOLUNTEER/SALARY**

RECRUIT AND TRAIN VOLUNTEERS TO PROVIDE CHRISTIAN AND PASTORAL CARE TO RECOVERY STAFF, INCOMING VOLUNTEERS, AND DISASTER VICTIMS IN LONG TERM RECOVERY SITUATIONS. ARRANGE HOUSE BLESSINGS AS PROJECTS ARE FINISHED. (ONE FOR EACH DEFINED AREA)

1. Work with the rest of team to arrange and coordinate the ministry of district pastoral and Christian care givers to victims, volunteers, and response and recovery staff.
2. Coordinate with VOAD in assigning Christian Care Givers in the disaster area.
3. Assign someone to every work team upon their arrival in the disaster area and debrief each work team before they return home.
4. Arrange continued pastoral/Christian care for disaster victims we work with long term.
5. Arrange house blessings as projects are completed.

**3.5 CONFERENCE CASE WORKERS.....VOLUNTEER/SALARY**

Work with families on a long term basis to provide guidance, and support through the recovery process. Provide application and verification information about clients to rest of recovery team to determine needs and assistance to be provided. Participate with Recovery Team members to schedule volunteers and get needed materials to work site. (Numbers depend on people needing assistance)

1. Verify and continually update income and resources received from FEMA and other resources
2. Negotiate with clients to identify and use all potential and personal assets in addition to any resources received from FEMA, The Virginia Conference or any other disaster recovery agency to avoid duplication of efforts.
3. Assist client in developing a housing plan
4. Advocate for and assist clients in finding resources for unmet needs
5. Document and report to Recovery Manager all information and changes on cases
6. Be prepared to refer clients to other sources for other needed services such as mental health, social services, pastoral counseling....
7. Be responsible for maintaining information to be entered into the Coordinated Assistance Network (CAN) online database.
8. Document all changes and interactions with clients or resources to maintain case record.
9. Make regular reports to Recovery Manager or designee.

**3.6 CONFERENCE WORK TEAM DIRECTOR..... SALARY**

IN COOPERATION WITH CASEWORKER, RECOVERY MANAGER, SITE TEAM LEADER, AND HOSPITALITY DIRECTOR SCHEDULE TEAMS TO WORK ON PROJECTS AS POSSIBLE. PROCESS ALL PAPERWORK RELATING TO WORK TEAMS. (ONE FOR EACH DEFINED AREA.)

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

**3.7 CONFERENCE SITE TEAM LEADER..... MILEAGE/PHONE**

Assure supplies, equipment, and materials are at worksite prior to team arrival. Meet each team and assist them in getting to worksite, provide information about project, be available for questions or problems, and provide debriefing. (One for each defined area, more if needed.)

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

**3.8 CONFERENCE CONTRACTOR CONSULTANT..... MILEAGE**

Inspect and provide direction to recovery staff about materials, skills, and techniques needed to complete repairs. Assist Recovery Manager with code compliance and be available for consultation when necessary. (One for each, more if possible.)

1. Conducts Initial Inspection on Sites where Work is to be done when directed by Recovery Manager
2. Prepares a list of needed materials and skill level of teams needed to complete each job and gives it to the Recovery Manager
3. Available for consultation with Recovery Manager
4. Assures code compliance

**3.9 CONFERENCE HOSPITALITY DIRECTOR..... MILEAGE/PHONE**

Develop facilities interested in hosting teams. Develop and maintain data base of facilities and interested persons willing to provide hospitality to incoming volunteers. Provide local information to incoming teams. Assure acknowledgement and pass statistical information. (One for each defined area)

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

**3.10 CONFERENCE EQUIPMENT DIRECTOR..... MILEAGE**

Be aware of all equipment and supplies acquired during the initial response. Maintain all equipment and tool trailers and re-supply as needed throughout recovery process. With CDRT and DDRT Equipment Coordinators return, store or dispose of all equipment as necessary at the end of recovery. (One for entire disaster, may require assistants in each defined area.)

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

## TRAILER LOCATIONS

ALEXANDRIA (Green) Doug Covert Sydenstricker United Methodist Church 8521 Hooes Road Springfield, VA 22153-1709	(H) 703-455-3982 (O) 703-306-6612 (P) 1-866-219-0460 (C) 703-819-0414
CONFERENCE (Blue) George Masten 17462 Herring Creek Rd Hanover, Va. 23069	804-994-2285 e-mail: <a href="mailto:tractorgw@msn.com">tractorgw@msn.com</a>
EASTERN SHORE (Red) Grace United Methodist Church in Parksley PO Box 156 Parksley, VA 23421-0156	(O) 757-665-4783 (H) 757-665-4586 E Mail <a href="mailto:graces@intercom.net">graces@intercom.net</a>
Elizabeth River District (Orange) Frank Jennings 2004 Dock Landing Rd. Chesapeake Va 23321.	(C)757-536-0010
ROANOKE (Yellow) Ronnie Brooks 4616 Phyllis Rd. Roanoke, VA. 24012	(h)540-977-4908 (c)540-312-7712 E-mail <a href="mailto:BBrooks8@juno.com">BBrooks8@juno.com</a>
STAUNTON (White) Rex Buel Fishersville United Methodist Church 1600 Jefferson Highway (Rt. 250) Fishersville, VA 22939	(H) 540-942-8766 Church 540-949-8627
PORTSMOUTH (debris trailer) Frank Jennings 2004 Dock Landing Road Chesapeake, VA 23321	(C) 757-536-0010 (O) 757-488-8968 E-Mail: <a href="mailto:umdp@msn.com">umdp@msn.com</a>
PETERSBURG (shower trailer) Pete Bishop 17208 Boydton Plank Road Warfield, VA 23889	(O) 434-949-7971 (C) 804-370-2139 (H) 434-949-7895 E-Mail: <a href="mailto:vernonhill@telpage.net">vernonhill@telpage.net</a>

Regional Disaster Trailers are available for use by work teams for trips in or out of state. The procedure is as follows:

1. Contact person listed above as responsible for trailer and make a request.
2. Make arrangements to pick up trailer and complete the Disaster Trailer Use Agreement Form.
3. The person responsible for the trailer at the time of loan will retain a copy of the agreement and submit signed copies to The CDRT and DDRT Team and Equipment Coordinators, the person responsible for the trailer and the Conference Staff assigned to Disaster.
4. Titles for all disaster trailers are in the Conference Treasure's office. A copy of the titles to the tool trailers are kept in the black book in each trailer. A copy of the Debris Trailer and Shower Trailer title is held by the person to whom it is assigned.
5. All black note books containing keys, copy of title, equipment paperwork and trailer inventory, **MUST** be kept in the tool trailer on the right rear shelf at all times.

**VIRGINIA CONFERENCE DISASTER TRAILERS USE AGREEMENT FORM**

**Ownership**

Regional disaster trailers will be owned by the Conference of the Virginia United Methodist Church. The Conference Disaster Response Team (CDRT) will have the ultimate responsibility for equipping, maintaining and using the trailers.

**Equipment**

Each trailer will be equipped with the same basic inventory. Each piece of equipment will be labeled a color to correspond to the trailer to which it belongs. A copy of the trailer inventory will be kept in the trailer and with the District Disaster Response Team (DDRT) Equipment Coordinator, and with the (CDRT) Equipment Coordinator. All black note books containing keys, copy of title, equipment paperwork and trailer inventory, **MUST** be kept in the trailer on the right rear shelf at all times.

**Supervision**

Each trailer will be placed in regional sites across the state by the CDRT. Every trailer will be assigned to a DDRT, who will oversee its security and use. The DDRT will be responsible for repair or replacement of any lost or damaged equipment while in their care.

**Release for Service**

These trailers are for the use of disaster response teams in the state of Virginia. When they are not needed for this purpose, VIM teams and other groups may use the trailers under the following guidelines:

- Written request to a DDRT Equipment coordinator or agent
- DDRT Equipment Coordinator or agent will meet the group representative, review the trailer inventory and note any discrepancies.
- Any broken or missing equipment should be noted at that time.
- The DDRT Equipment Coordinator or agent will retain a signed copy of the Use Agreement noting any discrepancies.
- The DDRT Equipment Coordinator or agent will give the group representative a copy
- The Group making the request will be responsible for the trailer and its contents
- The trailer will be returned immediately upon request of the Conference Disaster Response Coordinator.

**When the trailer is returned:**

- The group representative will meet with the DDRT Equipment Coordinator or agent, inspect the trailer, and its contents to assure the inventory is accurate and all equipment is in good working order.
- If there are any discrepancies the borrowing group will be responsible to repair or replace the equipment

**Agreement**

I, the undersigned have reviewed the inventory sheet for the (\_\_\_\_\_) disaster trailer and agree to the following: (trailer color code)

The items in the trailer are the same as listed on the inventory sheet if there are discrepancies please describe

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I understand that I assume full responsibility for the trailer and will reimburse the Virginia Conference upon returning the trailer for the damage, loss, or theft of any item in or on the disaster trailer including the trailer itself. I also agree to clean the interior and equipment and wash the trailer before returning it.

Name and Contact information for group:

Name	Address	Daytime Phone
E-Mail	Cell Phone	Evening Phone

Signature of Group Representative	Date
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Signature of Virginia Conference Representative	Date
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Contact information for Virginia Conference Representative: \_\_\_\_\_

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**CONFERENCE TRAILER INVENTORY****(BLUE)**

1.	BOLT CUTTER	(1)
2.	BROOM FOLDING HANDLE PUSH	(2)
3.	BROOM (STRAW)	(2)
4.	CANOPY10'X10'	(1)
5.	CAULK GUN	(1)
6.	CHAINS STEEL LINK 10'	(5)
7.	CHAIRS	(8)
8.	CHALK LINE PKG. W/CHALK	(1)
9.	CIRCUIT TESTER	(1)
10.	COAL SHOVELS	(2)
11.	COME-A-LONG	(1)
12.	CORDLESS DRILL/ CASE & CHARGER	(2)
13.	DIGGER BAR 4'	(1)
14.	DISASTER RELIEF BANNER (ROLL 1lg 2sm)	(3)
15.	DRILL BITS	(1PK)
16.	DRILL (CORDED)	(2)
17.	DUST PAN – METAL	(1)
18.	ELECTRIC PLUG 3 FROM 1	(1)
19.	EXTENSION CORD 50'	(3)
20.	FAN BOX TYPE 20"	(1)
21.	FIRE EXTINGUISHER (HOME TYPE)	(1)
22.	FLASH LIGHTS	(6)
23.	FIRST AID KITS	(3)
24.	GAS CAN 5 GAL PLASTIC	(1)
25.	GAS CAN 2.5 GAL PLASTIC	(2)
26.	GAS HEATER 3 BURNER	(1)
27.	GAS SPACE HEATER	(1)
28.	GENERATOR 8HP	(4)
29.	GLASSES SAFETY	(21)
30.	GLOVES JERSEY COTTON	(10 pr)

31.	GLOVES LEATHER WORK	(8PR)
32.	GLOVES LEATHER PALM	(6)
33.	GLOVES DISPOSABLE	(100 PR MINIMUM)
34.	HAMMER	(3)
35.	HAND CLEANER (GOJO ONE BOTTLE)	(1)
36.	HAND SANITIZING WIPES indiv. wrap 100 ct.	(1Box)
37.	HARD HATS	(8)
38.	HEATER PROPANE	(1)
39.	HITCH (CLASS IV WITH 2" BALL)	(1)
40.	HYDRAULIC JACK 12 TON	(1)
41.	HYDRAULIC JACK 4 TON	(1)
42.	ICE CHEST	(1)
43.	INSECT SPRAY ( WITH DEET)	(4)
44.	LEAF BLOWER	(2)
45.	LEVEL 2 FOOT	(1)
46.	LEVEL 4 FOOT	(1)
47.	MASKS DUST	(100)
48.	METAL CUTTING SNIPS	(1)
49.	MUD PAN 12"	(1)
50.	NAIL APRONS –CLOTH	(8)
51.	PAD LOCK	(3)
52.	PHILLIP BITS (FOR DRILL )	(5)
53.	POLE PRUNERS	(6)
54.	PLASTIC SHEETING 20'X100'	(1BOX)
55.	PORTABLE RADIO AM/FM BAND	(1)
56.	POST HOLE DIGGER	(1)
57.	PROPANE STOVE COLEMAN	(1)
58.	PRY BAR (MULTI-BAR)	(4)
59.	RADIO MOTOROLA TALK-A-BOUT	(8)
60.	RAKES – METAL LANDSCAPE	(6)
61.	RAKE –METAL LEAF	(4)
62.	RAKES – PLASTIC LEAF	(4)
63.	SAW (BENCH TABLE ELEC) 10"	(1)
64.	SAW 24" COARSE (HAND)	(2)

65.	SAW 30" BOW	(2)
66.	SAW ELEC RECIPROCATING	(2)
67.	SAW (COMPOUND MITER) 10"	(2)
68.	SAW HORSE FOLDING-STEEL	(2)
69.	SHOVELS 3' SQUARE POINT FLAT	(2)
70.	SHOVELS LONG HANDLE FLAT POINT	(7)
71.	SHOVELS LONG HANDLE POINTED	(4)
72.	SLEDGE HAMMER	(7)
73.	SPARE TIRE WITH COVER	(1)
74.	SPLITTING MAL WOOD HANDLE	(1)
75.	STAPLE GUN T-50	(10)
76.	STEP LADDER (6' ALUM.)	(2)
77.	STORAGE CRATE (with lid apx.15"x21"X 12" )	(1)
78.	SWING BLADE	(1)
79.	TABLES (5 FOOT FOLDING)	(2)
80.	TABLE 2X4	(1)
81.	TAPE MEASURE (POWER-LOC) 25'	(4)
82.	TIE DOWN STRAPS-RUBBER	(6)
83.	TISSUES (MINIMUM 2 BOXES)	(2)
84.	TOOL SET 121 PC IN CASE	(1)
85.	TRANSCEIVER RADIO (RADIO SHACK)	(1)
86.	TRASH BAGS 33 -- 39 GAL (70 MINIMUM)	(2 boxes)
87.	UTILITY KNIVES	(8)
88.	UTILITY KNIFE REPLACEMENT BLADES	(1 box)
89.	VACUUM WET DRY	(2)
90.	WATER COOLER 4 - 5 gallon	(1)
91.	WATER HOSE 5/8" 50 FT.	(7)
92.	WATER NOZZLE	(1)
93.	WOOD EXTENSION HANDLES	(6)
94.	WORKLIGHT W/STAND 500 WT	(1)

## REGIONAL TRAILER INVENTORY

1.	AX (SINGLE BLADE)	(1)
2.	BOLT CUTTER 24"	(1)
3.	BROOM PUSH	(1)
4.	BROOM REGULAR	(1)
5.	BUCKETS (5 GALLON)	(5)
6.	C CLAMP 3"	(2)
7.	CAN 5 GALLON SAFETY (BLUE)	(1)
8.	CANOPY 10'X10'	(1)
9.	CHAIRS FOLDING (MATCH TABLE)	(6)
10.	CHALK LINE PKG. W/CHALK 100' (BLUE)	(1)
11.	COME-A-LONG 2 TON	(1)
12.	CRATES LIDDED 12 GALLON	(3)
13.	DIGITAL MULTIMETER	(1)
14.	DRILL AND SCREW SET (60 PC)	(1)
15.	DRILL BIT 1"X6" WOOD EATER	(1)
16.	DRILL BIT 1 1/2" X 6" WOOD EATER	(1)
17.	DRILL BIT 1 1/4" X 6" WOOD EATER	(1)
18.	DRILL DRIVE 14.4V (DEWALT 2 BATTERY)	(1)
19.	DRILL (CORDED) 3/8" ANGLE	(1)
20.	ELECTRICAL CORD 100'	(1)
21.	ELECTRIC CORD WINDER	(1)
22.	ELECTRIC PLUG (3 FROM 1)	(1)
23.	FAN BOX TYPE 20"	(1)
24.	FIRE EXTINGUISHER (HOME TYPE)	(1)
25.	FIRST AID KITS	(1)
26.	FLASHLIGHT INDUSTRIAL	(2)
27.	GAS CAN 5 GAL	(1)
28.	GENERATOR 5500 WATT	(1)
29.	GLASSES (Safety)	(8pr)
30.	GLOVES CANVAS	(8 pr)
31.	GLOVES LEATHER PALM	(6 pr)
32.	GLOVES DISPOSABLE LATEX/VINYL)	(100 pr)

33.	HAMMER 16OZ. RIP	(3)
34.	HAND CLEANER (GOJO ONE BOTTLE)	(1)
35.	HAND SANITIZING WIPES indiv. wrap 100 ct.	(1Box)
36.	HARD HATS	(8)
37.	HEATER 110 BTU	(1)
38.	HITCH (CLASS IV WITH 2" BALL)	(1)
39.	HYDRAULIC BOTTLE JACK 12TON	(1)
40.	INSECT SPRAY ( WITH DEET)	(1)
41.	ICE COOLER (60 QUART)	(1)
42.	KNIFE (PUTTY 6")	(1)
43.	KNIFE (14" DRYWALL TAPING)	(1)
44.	LADDER FIBERGLASS 6'STEP	(1)
45.	LADDER ALUMINUM MULTI PURPOSE	(1)
46.	LADDER 3 STEP	(1)
47.	LADDER 2 STEP (STEP STOOL)	(1)
48.	LEVEL 4 FOOT	(1)
49.	LEVEL 2 FOOT	(1)
50.	MASKS DUST	(100)
51.	MATTOX PICK	(1)
52.	MUD PAN 12"	(1)
53.	NAIL APRONS -CLOTH	(3)
54.	PAD LOCK (2 outside 4 inside keyed alike)	(6)
55.	PAINT TRAYS (WITH ROLLER AND NAP)	(2)
56.	PAINTING GRATE (for 5 gallon bucket)	(1)
57.	PAINT BRUSHES (3" 2"-1" TWO EACH) TOTAL	(6)
58.	PAINT POLE (TELESCOPING)	(1)
59.	PLIER 7" CURVE JAW LOCKING	(1)
60.	PLIERS 10"JOINT	(1)
61.	POLE PRUNERS	(1)
62.	POST HOLE DIGGER	(1)
63.	PRY BAR 18"	(1)
64.	RAKE 16 TINE	(1)
65.	RAKE LEAF 24 TINE	(1)
66.	SANDER 19" DRYWALL HAND	(1)

67.	SAFETY GLASSES	(8)
68.	SAW 20"	(1)
69.	SAW 30" BOW	(1)
70.	SAW BLADES (5 PK 7 1/4")	(1)
71.	SAW BLADES (6 PK RIP SAW BLADES)	(1)
72.	SAW CIRCULAR 7 1/4	(1)
73.	SAW (12" DUAL BEVEL MITER)	(1)
74.	SAW RECIPROCATING RIP	(1)
75.	SAW 10" TABLE WITH STAND	(1)
76.	SCAFFOLDING BOARD 2X8X12	(1)
77.	SCAFFOLDING BOARD 2X8X8	(1)
78.	SHOVEL (BEAST SHINGLE REMOVER)	(1)
79.	SHOVEL FLAT	(1)
80.	SHOVEL (GARDEN SPADE)	(1)
81.	SLEDGE HAMMER	(1)
82.	SOCKET SET 140 PIECE	(1)
83.	SPARE TIRE WITH COVER	(1)
84.	SQUARE 48" ALUMINUM (T)	(1)
85.	SQUARE SPEEDLITE 12"	(1)
86.	SQUEEGEE STRAIGHT 24"	(1)
87.	STAPLE GUN T-50	(1)
88.	STAPLE 3/8" 1250PK	(1)
89.	STEELE CABLE 10'	(1)
90.	STEELE CABLE EYES	(1)
91.	SAW HORSE	(4)
92.	SQUEEGEE STRAIGHT 24" WITH HANDLE	(1)
93.	TABLE 2'X4'	(1)
94.	TISSUES	(2 BOXES)
95.	TAPE MEASURE (POWER-LOC) 25'	(4)
96.	TOOL SET 56 PC IN CASE (HOUSEHOLD REPAIR)	(1)
97.	TRASH BAGS 33—39 GALLON 70 MIN.	(2)
98.	UTILITY KNIFE	(1)
99.	UTILITY KNIFE BLADES 100PK	(1)
100.	VACUUM WET/ DRY 16GAL	(1)

101.	WATER COOLER 5 Gallon	(1)
102.	WATER HOSE 5/8" 50 FT. (PLASTIC)	(1)
103.	WATER NOZZLE	(1)
104.	WEED EATER	(1)
105.	WEED EATER BRUSH BLADE	(1)
106.	WEED EATER GAS CAN (2 GALLON)	(1)
107.	WEED EATER OIL (2.6OZ BOTTLE)	(2)
108.	WEED EATER LINE	(1PK)
109.	WHEELBARROW 6 CUBIC FOOT	(1)
110.	WONDER BAR	(1)
111.	WORK LIGHT TWIN	(1)
112.	WORK MATE	(1)

**Virginia Conference**  
**Source of New Equipment**

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Staff Name \_\_\_\_\_  
(print)

Equipment ID # assigned: \_\_\_\_\_

Equipment name: (generator, wheelbarrow, etc.) \_\_\_\_\_

Brand Name: \_\_\_\_\_ Valued at: \$ \_\_\_\_\_

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

**Category of Equipment**

- Cleanup
- Power Tools
- Power Equipment
- General Tools
- General Equipment
- Office Equipment

**Source of Equipment**

Purchased \_\_\_\_\_ Donated \_\_\_\_\_ Loan \_\_\_\_\_

Purchased Date \_\_\_\_\_ Purchased Price \_\_\_\_\_ Store \_\_\_\_\_

Voucher # used \_\_\_\_\_ Purchased By \_\_\_\_\_ Disposed of date \_\_\_\_\_

Date Received \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Date Returned \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Virginia Conference Equipment Checkout**

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Staff Name: \_\_\_\_\_

Checked out to (name) \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_

Phone: (H) ( ) Work): ( ) Cell): ( ) \_\_\_\_\_

**Items loaned:**


***Date Due Back:***                    /                    /                    \_\_\_\_\_

***Date Returned:***                    /                    /                    \_\_\_\_\_

**NOTES:**

**WORK TEAM PROCESSING FORM**

Team Name (Organization/Church): \_\_\_\_\_

District: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact Numbers: \_\_\_\_\_

Best Time to Call: \_\_\_\_\_

Email Address: \_\_\_\_\_

Projected Date of Arrival: \_\_\_\_\_ Time: Morning \_\_\_\_\_ Evening \_\_\_\_\_

Projected Date of Departure: \_\_\_\_\_ Time: Morning \_\_\_\_\_ Evening \_\_\_\_\_

Number of Volunteers Coming: \_\_\_\_\_

\_\_\_\_ # Adult Males

\_\_\_\_ # Adult Females

\_\_\_\_ # Youth

\_\_\_\_ Male

\_\_\_\_ Female

**SKILL**

Office Skills \_\_\_\_\_

Clean-up \_\_\_\_\_

Tree removal \_\_\_\_\_

Framing \_\_\_\_\_

Dry wall \_\_\_\_\_

Dry wall finishing \_\_\_\_\_

Flooring \_\_\_\_\_

Painting \_\_\_\_\_

Masonry \_\_\_\_\_

Electric \_\_\_\_\_

Plumbing \_\_\_\_\_

Additional Skills you would like to contribute such as music, teaching, or other talents you would like to share:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How can we assist your team: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



**Disaster Relief**  
**Participant Liability Release Form**

Please read before signing, as this constitutes the agreement as a volunteer and the understanding of your working relationship as a volunteer with The Virginia Conference

I (Printed Name) \_\_\_\_\_ (Signature), \_\_\_\_\_

Acknowledge and state the following: I have chosen to assist in the Virginia Conference to perform clean-up/construction work designed to repair damage from \_\_\_\_\_.

I understand that this work entails a risk of physical injury and often involves hard physical labor, heavy lifting and other strenuous activity, and that some activities may take place on ladders and building framing other than ground level. I certify that I am in good health and physically able to perform this type of work.

I understand that I am engaging in this project at my own risk. I assume all risk and responsibility as well as related costs and expenses for any damage or injury to my property or any personal injury, which I may sustain while involved in this project.

In the event that my supervising disaster organization arranges accommodations, I understand that they are not responsible or liable for my personal effects and property and that they will not provide lock up or security for any items. I will hold them harmless in the event of theft, or for loss resulting from any source or cause. I further understand that I am to abide by whatever rules and regulations may be in effect for the accommodations at that time.

By my signature, for myself, my estate, and my heirs, I release, discharge, indemnify and forever hold the United Methodist Church and The Virginia Conference, together with their officers, agents, servants and employees, harmless from any and all causes of action arising from my participation in this project, including travel or lodging associated therewith, or any damages which may be caused by my own negligence.

**PLEASE PRINT**

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Signature:** \_\_\_\_\_

Printed Name of Parent or Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

**Signature of Parent or Guardian if participant is under 18:** \_\_\_\_\_

**Person to contact in case of emergency:** \_\_\_\_\_ Phone: (     ) \_\_\_\_\_

Address: (Street or PO Box) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Disaster Relief**  
**Individual Volunteer Intake Form**

Date: \_\_\_ / \_\_\_ / \_\_\_ Team Number: \_\_\_\_\_ Completed by: \_\_\_\_\_

**Group Name/Organization/Church/District:** \_\_\_\_\_

Address: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

**Volunteer Name:** \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ work: (\_\_\_\_) \_\_\_\_\_ email: \_\_\_\_\_

**Arrival date** \_\_\_ / \_\_\_ / \_\_\_ **Departure date** \_\_\_ / \_\_\_ / \_\_\_

**Need housing?** Yes \_\_\_ No \_\_\_

**Emergency contact information:**

Name \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Volunteer liability form signed \_\_\_ / \_\_\_ / \_\_\_

Birthday \_\_\_ / \_\_\_ / \_\_\_ Adult male \_\_\_ Adult female \_\_\_ Youth under 19 years \_\_\_

Previous disaster experience? NO \_\_\_ YES \_\_\_ Where? \_\_\_\_\_

**SKILL LEVEL: Check one**

	<u>Little or no experience</u>	<u>Accomplished handyman</u>	<u>Professional experience</u>	<u>Licensed</u>
Office	_____	_____	_____	
Clean-up	_____	_____	_____	
Tree removal	_____	_____	_____	
Framing	_____	_____	_____	
Dry wall	_____	_____	_____	
Dry wall finishing	_____	_____	_____	
Flooring	_____	_____	_____	
Painting	_____	_____	_____	
Masonry	_____	_____	_____	
Electric	_____	_____	_____	_____
Plumbing	_____	_____	_____	_____

**Health issues and Special Needs: Continue on back**

**Disaster Response and Recovery Group Volunteer Intake Form**

Date: \_\_\_ / \_\_\_ / \_\_\_ Team Number: \_\_\_ Completed by \_\_\_\_\_

Group Name/Organization/Church/District: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Cell: (\_\_\_\_) \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address (if different): \_\_\_\_\_

\_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_

Fax: (\_\_\_\_) \_\_\_\_\_

SKILLS: Check all that apply: Clean Up \_\_\_ Tree Removal \_\_\_

Carpentry \_\_\_ Dry Wall \_\_\_ Flooring \_\_\_ Painting \_\_\_ Masonry \_\_\_

Electric (License?) \_\_\_ Plumbing (License?) \_\_\_ Office Skills \_\_\_\_\_

Arrival date \_\_\_ / \_\_\_ / \_\_\_ Departure date \_\_\_ / \_\_\_ / \_\_\_

Confirmed on \_\_\_ / \_\_\_ / \_\_\_ By staff: \_\_\_\_\_

\_\_\_\_\_ # Adult Males Information packet sent \_\_\_ / \_\_\_ / \_\_\_

\_\_\_\_\_ # Adult Females Information packet returned \_\_\_ / \_\_\_ / \_\_\_

\_\_\_\_\_ # Youth

\_\_\_\_\_ Total in group

Special Needs \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Virginia Conference Trip Evaluation Form**

Trip Location: \_\_\_\_\_ Work dates: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

# of people in group \_\_\_\_\_ About how many hours did you work? \_\_\_\_\_

1. How adequate was the information that you received to prepare for this trip:

\_\_\_ Excellent \_\_\_ fair \_\_\_ poor

Comments: \_\_\_\_\_

\_\_\_\_\_

2. How was your overall trip experience? \_\_\_ excellent \_\_\_ fair \_\_\_ poor \_\_\_

Comments:

\_\_\_\_\_

\_\_\_\_\_

3. How well were your volunteer skills put to use? \_\_\_ excellent \_\_\_ fair \_\_\_ poor

Comments: \_\_\_\_\_

\_\_\_\_\_

4. What type of work did you participate in?

5. What was the best or most meaningful part of your experience?

6. What was the most difficult part of the trip?

7. Would you volunteer to go again? \_\_\_ no \_\_\_ yes

If yes, when over the next year would you be willing to go?

\_\_\_ Summer \_\_\_ Fall \_\_\_ Winter \_\_\_ Spring

Name: \_\_\_\_\_

Address: \_\_\_\_\_

What type of work would you like to do? \_\_\_\_\_

\_\_\_\_\_

Please share any experiences that touched you in a special way.

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Please offer suggestions to make improvements in service delivery or other parts of the response recovery effort.

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Please offer any special comments that reflect your experience being positive due to special efforts of the response or recovery team.

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***Thank you for all of your efforts to help those in need. God's blessings to you!***

**Virginia Conference**

**Request for Construction**

Name: \_\_\_\_\_ Caseworker: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone: (\_\_\_\_) \_\_\_\_\_ Evening Phone \_\_\_\_\_

URGENT!

Elderly

Single Parent \_\_\_\_\_ # children living with parent

Disabled

Low Income

Migrant/Refugee

Undocumented

Uninsured/Underinsured

Church worker

Needs interpreter

Main floor damage

Basement living area damage

Alternative housing needed during construction

Off-site storage of household items needed during construction

Weatherization needed

kitchen \_\_\_\_\_ #bedrooms to repair

roof repair \_\_\_\_\_ # egress windows

main living area \_\_\_\_\_ # bathrooms to repair

Materials are being purchased by:

client Other helpful details: \_\_\_\_\_

UMCOR \_\_\_\_\_

Other \_\_\_\_\_

**Virginia Conference**  
**Construction Needs**

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Case Worker: \_\_\_\_\_ Completed by: \_\_\_\_\_

Client Name \_\_\_\_\_

Address \_\_\_\_\_

Phone: home ( \_\_\_\_ ) \_\_\_\_\_ work ( \_\_\_\_ ) \_\_\_\_\_ cell ( \_\_\_\_ ) \_\_\_\_\_

Needs an Interpreter -Language: \_\_\_\_\_ interpreter name: \_\_\_\_\_

\_\_\_\_ Major job

\_\_\_\_ # of Bedrooms

\_\_\_\_ Minor job

\_\_\_\_ # of Bathrooms

\_\_\_\_ Essential Living Space

\_\_\_\_ Only needs material  
List or scope (doing own work)

\_\_\_\_ Substandard Living Space

\_\_\_\_ Main floor

Y\_\_N\_\_ has building permit

\_\_\_\_ Basement

Y\_\_N\_\_ has electrical permit

\_\_\_\_ Roof

Brief overview of job: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Steps to accomplish this job:

Skilled	Unskilled	Job steps



## VIRGINIA CONFERENCE

**Power Tool Information  
and Disclaimer Form**

The Virginia Conference is happy to loan you this power equipment so you do not have to purchase it during these difficult times. We hope it will be useful to you during the rebuilding process.

However, we want you to understand the conditions for the use of the equipment. We will assume that the individuals using this equipment know how to operate it; therefore The Virginia Conference assumes no responsibility for any injury or accident, which may occur during the operation of this equipment.

I have read and fully understand the above information.

Signature of Recipient: \_\_\_\_\_

Signature of Parent or Guardian If participant is under 18 : \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: (\_\_\_\_\_) \_\_\_\_\_



**VIRGINIA CONFERENCE OF THE UNITED METHODIST CHURCH**  
**Disaster Number 1-866-264-8488**  
 Virginia United Methodist Center  
 10330 Staples Mill Rd., P.O. Box 1719, Glen Allen, VA 23060

**Written Consent**

I, \_\_\_\_\_ born on \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_,

and residing at \_\_\_\_\_ hereby consent to disclosure of the information collected by FEMA under my Application Number, stated below, to The Virginia Conference of The United Methodist Church and/or individuals listed below.

My phone number is ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_.

I specifically consent to have the following information disclosed to them:

My entire case files, including inspection report, amount of assistance, etc.

My current contact information:

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip code \_\_\_\_\_  
 Email address \_\_\_\_\_  
 FEMA number \_\_\_\_\_

In order to provide goods and services (including Case Management), to coordinate recovery effort among agencies and nonprofits, and to prevent duplication of services, the above information may be disclosed to the following organizations and/or individuals:

1. The Virginia Conference of The United Methodist Church
2. The Long Term Recovery Committee Member organizations of Virginia VOAD:

Additionally, I consent to have the above named organizations and/or individuals speak on my behalf and represent me before FEMA.

Additionally, I consent disclosure of my information to any other organization that is a member in good standing of either National Voluntary organizations Active in Disaster (NVOAD) or that is participating in a FEMA or State recognized Long Term Recovery Committee (LTRC) for the FEMA Disaster Number \_\_\_\_\_.

I also understand and acknowledge that signing this does not guarantee that I will get assistance from voluntary agencies and/or appropriate federal and state agencies. However, without my permission my information cannot be shared with other agencies or organizations for consideration.

I understand the four exceptions to the confidentiality agreement

- If I give permission to share information
- If there is a disclosure of abuse of a child, elder, or disabled person
- If I threaten to harm myself or someone else
- If a court order is presented requesting the information

OPTIONAL- I choose to exclude the following agencies from access to this information:

\_\_\_\_\_

This consent is made pursuant to and consistent with 28 U.S.C. 1746. I declare, under penalty of perjury, that the foregoing is true and correct.

Signature of Applicant \_\_\_\_\_ Witness \_\_\_\_\_  
 Consent Date \_\_\_\_\_ Date \_\_\_\_\_

**Virginia Conference**  
**Homeowner Release of Liability**

Date: \_\_\_ / \_\_\_ / \_\_\_      Daytime Phone: ( \_\_\_ ) \_\_\_\_\_      Night phone: ( \_\_\_ ) \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

I, \_\_\_\_\_, am the owner and occupant of the above listed property. I give permission to volunteers from The Virginia Conference to work on my property for the purpose of repairing my home due to the recent disaster. I understand that these are volunteers, not professionals working for profit, and that no warrant is made as to the quality of work done.

In consideration of the volunteer services to be rendered to me or on my property by the volunteers, I, the undersigned, release and agree to hold harmless the volunteers, The Virginia Conference, and any related agency, from any liability, injury, damages, loss, accident, delay or irregularity related to the aforementioned volunteer services.

This release covers all rights and causes of action of every kind, nature, and description, which the undersigned ever had, now has, or but for this release, may have. This release binds the undersigned and his heirs, representatives, and assignees.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Application for Response and Recovery Services



*Initial Information to be completed at Disaster Response Office This Cover Page only*

**WARNING:** The information contained in this application is protected by federal Privacy Act laws and must be kept completely confidential. Upon Completion, the client is entitled to review its contents, comment upon it, and sign it.

Name \_\_\_\_\_

Pre-Disaster Address \_\_\_\_\_

Current Address \_\_\_\_\_

Phone: (H) \_\_\_\_\_ (W) \_\_\_\_\_ Is it OK to call you at work? (Y) \_\_\_ (N) \_\_\_

When is the best time to call? \_\_\_\_\_

Total number living in the home \_\_\_\_\_

Number of Adults \_\_\_\_\_ Number of Children \_\_\_\_\_

\_\_\_\_\_ Own \_\_\_\_\_ Rent

\_\_\_\_\_ Single-family dwelling \_\_\_\_\_ Multiple Housing \_\_\_\_\_ Duplex

\_\_\_\_\_ Destroyed \_\_\_\_\_ Major Damage \_\_\_\_\_ Minor Damage

\_\_\_\_\_ Insurance Coverage: ( ) Structure ( ) Contents

FEMA # \_\_\_\_\_ RED Cross # \_\_\_\_\_

Gross Income:

Current for head-of -household \_\_\_\_\_

Source(s) \_\_\_\_\_

Current for Spouse \_\_\_\_\_

Source(s) \_\_\_\_\_

Current for others in household \_\_\_\_\_

Source(s) \_\_\_\_\_

Monthly Living Expenses:

Rent \_\_\_\_\_

Utilities \_\_\_\_\_

Mortgage \_\_\_\_\_

Car Expenses \_\_\_\_\_

Food \_\_\_\_\_

Other Expenses \_\_\_\_\_

Medical \_\_\_\_\_

Home owner? \_\_\_\_\_ Yes \_\_\_\_\_ No

Estimated value \_\_\_\_\_

Balance owing \_\_\_\_\_

Own land? \_\_\_\_\_ Yes \_\_\_\_\_ No

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



Additional information to be completed by recovery caseworker add to cover page

Resources:

Cash on hand in bank: \_\_\_\_\_ Insurance \_\_\_\_\_

SBA Loan Amount: \_\_\_\_\_ Red Cross \_\_\_\_\_

FEMA Assistance: \_\_\_\_\_ ONA \_\_\_\_\_

Other \_\_\_\_\_

Disaster-Related expenditures already made or to be made:

Crisis Needs \_\_\_\_\_

Clothing \_\_\_\_\_

Furniture and household items \_\_\_\_\_

Emergency repairs to structure \_\_\_\_\_

Estimates for Repair

\_\_\_\_\_ Estimate by:

\_\_\_\_\_ Estimate by:

Assistance Received

Federal assistance received:

\_\_\_\_\_ Temporary housing

\_\_\_\_\_ Home Repair

\_\_\_\_\_ ONA

\_\_\_\_\_ SBA loan

Other Assistance Received:

Assistance received from any agency sources, such as American Red Cross or other voluntary faith-based organizations. List dollar amounts of disaster relief and other assistance received, e.g., clothing, food, etc. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assistance received from family or friends. List dollar amounts of disaster relief and other types of assistance received. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are insurance, federal, state, and /or family resources sufficient to meet disaster-caused needs?

\_\_\_\_ Yes    \_\_\_\_ No    If no please explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recovery Plan

Has family established a plan for recovery?    \_\_\_\_ Yes    \_\_\_\_ No

If yes, describe: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

What remains to be done? Describe the individual's/family's stated unmet need(s). Be specific.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has the family obtained estimates for repairs or replacement of residence? \_\_\_\_ Yes \_\_\_\_ No

Amount of estimates \_\_\_\_\_

Obtained permits/inspections?    \_\_\_\_ Yes    \_\_\_\_ No

Checked elevation requirements?    \_\_\_\_ Yes    \_\_\_\_ No

**Case Worker's Assessment**

Is further agency involvement needed?    \_\_\_\_ Yes    \_\_\_\_ No

Explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are there other needs identified in the family that need referral to another agency?

Yes\_\_\_\_\_No\_\_\_\_\_

If yes explain:\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Additional Comments:\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

APPLICANT STATEMENT: I agree and affirm that I am making voluntary application for assistance for disaster relief from **The United Methodist Church**. I understand that the information contained in this application and the accompanying individual/Family Plan for Recovery and the Release of Confidential Information form will be utilized by **The United Methodist Church** to assist me with my disaster-related needs. I understand that assistance is not guaranteed and that the case manager does not make the final determination of the availability of funds or other kinds of help. My signature below signifies that I have read and /or understand this document and the service being provided me.

Signature of applicant\_\_\_\_\_Date\_\_\_\_\_

Witness (case manager's signature)\_\_\_\_\_Date\_\_\_\_\_

**Casework Assistance Determination Letter**

Dear Applicant,

You recently applied for services through The Virginia Conference of the United Methodist Church. After reviewing your request for assistance we have made the following determination.

\_\_\_\_\_ You stated you are not in need of assistance at this time. If the need for our assistance changes at any time in the future please contact us at \_\_\_\_\_ to make a new request.

\_\_\_\_\_ We have no resources to assist you at this time. Currently we do not have the financial, human, or other resources available to provide assistance to you. You are encouraged to contact us in the future to see if our available resources have changed and if we may be able to provide assistance at that time.

\_\_\_\_\_ We are waiting for a decision from your insurance company or other agency you have applied to or received assistance from.

\_\_\_\_\_ We need further documentation to complete our assessment. The documentation we need is as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Until we receive requested documentation we will not be able to determine you eligibility to receive assistance from the committee and it's resources.

\_\_\_\_\_ We cannot provide requested assistance to you now or in the future for the following reasons:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you have any questions concerning your receipt of assistance please feel free to contact us at: \_\_\_\_\_

If you have other needs or questions in the future and think we may be of assistance please contact us and we will make every effort to assist you.

Thank you,

Caseworker  
The Virginia Conference of the United Methodist Church

**RECOVERY PLAN WORKSHEET**

**NAME(S)** \_\_\_\_\_

**FAMILY MEMBERS** \_\_\_\_\_

**SITUATION SUMMARY**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EXPRESSED NEEDS**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OTHER NEEDS IDENTIFIED**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RESOURCES NEEDED**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ACTION PLAN**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**CLIENT RESPONSIBILITY FORM**

I realize it is important that I contribute all that I can to my own recovery from this disaster.

I agree to report and contribute any financial assistance that I have received from

1. Red Cross
2. FEMA
3. Faith based organization or local church  
To include but not limited to
  - UMCOR/Virginia Conference
  - Mennonite Disaster Services
  - Friends Disaster Relief
  - Church World Service
4. The Salvation Army
5. Long Term Recovery Committee/ Unmet Needs
6. Community Education
7. Community Services Board
8. Department of Social Services
9. Any member organization of the Assistance Committee
10. Private funds
11. Insurance
12. Any other resources not listed

I also agree to use any resources I have, including financial and human to assist in my own recovery.

If at any time in the past I have received benefits I will use my resources first to assist in my recovery. In the future if I receive proceeds from a source for an item of personal property or repairs to my home I will return additional money to the appropriate agency to avoid duplication of benefits. I understand all income or benefit sources are subject to verification by casework representative of the Assistance Committee and I may be denied assistance for giving false information.

CLIENT SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

WITNESS SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**Interagency Referral**

Agency Making Referral \_\_\_\_\_ Case # \_\_\_\_\_

Agency Receiving Referral \_\_\_\_\_

Date of Referral \_\_\_\_\_

Client's Name \_\_\_\_\_ FEMA # \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Directions to Property \_\_\_\_\_

<b>Services Needed</b>	<b>Services Received (Indicate Name of Agency Providing Service)</b>
Shelter	Shelter
Food	Food
Clothing	Clothing
Medical	Medical
Counseling      Pastoral _____ Mental Health _____	Counseling      Pastoral _____ Mental Health _____
Financial Assistance	Financial Assistance
Appliances	Appliances
House Repair	House Repair
Debris Removal	Debris Removal
Personal Property	Personal Property
Complete Casework Evaluation	Complete Casework Evaluation
Other	Other

Describe work to be completed

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are there un-met needs that should be brought before the Unmet Needs Committee?

Y \_\_\_\_\_ N \_\_\_\_\_ If yes explain \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date work Completed \_\_\_\_\_

Comments \_\_\_\_\_

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Caseworker Signature \_\_\_\_\_ Date \_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Accepting Agency Signature \_\_\_\_\_ Date \_\_\_\_\_

Date Completed \_\_\_\_\_



## **Case Work Best Practices**

**Know when to say NO:** Sometimes we can't help.

**Know how to say NO:** Say no respectfully; be careful to leave the survivors dignity intact. Be honest.

**Priorities, Priorities, Priorities:** They change constantly and sometimes have to be reshuffled more than once (even in a day).

**When and where to refer:** Get to know your community and recovery resources.

**Agency Directory:** This will be a great source to help you make referrals

**Keep your values to yourself:** It is OK to keep your values. It is important to know what they are but check them at the door.

**Be Flexible:** Be prepared for change, anticipate surprises, and don't expect things to work as planned.

**Let the Survivor decide needs:** Part of setting priorities is listening to client's needs and make service plans accordingly.

**Advocate:** Encourage the client and when necessary assist them in removing barriers without taking over.

**Guide the process:** Help survivors understand the process they are involved in and help them navigate through it.

**Overcome Client Resistance:** Sometimes survivors have trouble trusting other agencies; government officials or strangers help them trust enough to get the assistance they need.

**Access Resources:** Many survivors are going to have needs that can't be addressed by the agency you represent. Don't hesitate to ask for help from others. Make sure survivors are bringing resources to their own recovery process.

**Crisis Issues:** Some survivors may exhibit symptoms of trauma and need more help getting past the event. Encourage them to seek counseling, offer referrals.

**Cultural Diversity:** Be aware of differences in people. Respect differences and understand you may have to adjust your thinking to be helpful.

**Verify Needs:** Many agencies will require verification of income, resources, services already received, or need.

**Have Compassion and Patience:** The recovery process is slow and sometimes frustrating.

**Make the survivor your focus:** Remember the agency you represent is not the number one priority, assisting the client in getting needs met is why you are there.

**Confidentiality:** Remember the information you are dealing with is important to the family and private.

**Listen:** Listening is the best asset you can contribute. You can be more help listening than giving advice

**Practice good boundaries:** You will not like every client you come in contact with and some you will want to be friends with. Maintain a professional relationship as long as you are providing assistance to the client. Remember you have knowledge of personal information about these individuals; they may not want to maintain a relationship with you but be too afraid to say so.

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

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







## **Code of Professional Ethics for Virginia Conference UMC Disaster Recovery Staff**

Disaster recovery victims expect all paid staff and volunteers to act with integrity, to treat all survivors with dignity and compassion, respecting their rights. Paid and volunteer staff is also entitled to the same integrity, compassion, and respect from each other. As representatives of a church organization we would expect you to conduct yourself in such a way the people you come in contact with would see the Christian principals reflected in your conduct.

### **I. In relationships with every client, the Conference Staff shall:**

1. Recognize the interests of the client are our primary responsibility; everything we do is client focused and service driven.
2. Respect and protect the client's legal rights.
3. Respect the client's rights to privacy and confidentiality, subject only to laws or regulations requiring disclosure of information to appropriate other sources.
4. Respond with compassion to each client.
5. Provide services to each client based on need of client realizing there may be a difference in the personal values and beliefs of the client and you.
6. Encourage client responsibility for all aspects of recovery, encouraging them to get involved as much as they can.
7. Conduct relationships with clients such that they are given respect and dignity as clients and to promote maximum service delivery.
8. Take steps to quell negative, insubstantial rumors about colleagues, partner agencies, and allied professionals.
9. Notify the Recovery Manager of any client with whom you may have a conflict of interest for reassignment
10. Serve as a client advocate assisting clients as necessary under the direction of Recovery Manager and within your job description.
11. Observe the ethical imperative to have no relationship outside the recovery relationship with any client in a recovery capacity. An outside relationship risks exploitation of the knowledge and trust derived from the professional relationship.
12. Make client referrals to other resources or services only in the client's best interest and to the appropriate person according to your job description.

### **II. In relationships with colleagues, other professionals, other agencies, and the public, the staff shall:**

1. Conduct relationships with colleagues in such a way as to promote mutual respect, public respect and maximum service delivery to the clients.
2. Make statements that are critical of colleagues to them, their supervisor or someone who can use the information for a constructive purpose. Any statement made should be verifiable and made for the purpose of improving the overall system or service delivery.
3. Conduct relationships with allied professionals such that they are given respect and dignity as professionals and to promote maximum service delivery to the clients.
4. Take steps to quell negative, insubstantial rumors about colleagues, partner agencies, and allied professionals.
5. Share knowledge and encourage proficiency and excellence in recovery work among colleagues and allied professionals both paid and volunteer.
6. Provide professional support, guidance, and assistance to other staff, paid and volunteer who are new to the field in order to promote consistent quality and professional assistance and maximum service delivery.

7. Seek to ensure that volunteers and paid staff have access to the training, supervision, resources, and support required in their efforts to assist clients.
8. Respect the process of service delivery and those responsible for supervising the process and staff.
9. Recognize other staff and volunteers right to privacy and avoid sharing the personal information of colleagues, allied professionals or supervisors with other staff or agencies.
10. Recognize each agencies policies and procedures and keep information about the Virginia Conference UMC policies and procedures confidential.

**III. In his or her professional conduct, all volunteers and paid staff of the Virginia Conference UMC shall:**

1. Maintain high personal and professional standards in the capacity of disaster recovery worker.
2. Be willing to take direction from designated supervisors and follow duties as outlined in your job description.
3. Be willing to follow your job description and respect other staff and their duties outside your job description.
4. Be willing to pass information and refer to colleagues, allied professionals, and supervisor's information outside your job description so clients can receive assistance in the most efficient manner possible.
5. Seek and maintain proficiency in the delivery of services to clients.
6. Practice non-discrimination in performance of your duties and in your contact with allied professionals, colleagues, clients or the general public. This includes non-discrimination on the basis of age, gender, disability, ethnicity, race, national origin, religious belief, income, moral or ethics, and sexual orientation.
7. Not reveal the name or other identifying information about a client, colleague, or other volunteer or staff from our agency or others without clear permission or legal requirements to do so.
8. Not reveal to any other person or agency the process or service delivery of another agency.
9. Only discuss information about clients, agency process, and other staff (paid or volunteer) with others identified as having a need to know.
10. Clearly distinguish your personal views from positions adopted by The Virginia Conference of UMC in public statements or conversations.
11. Not use her or his official position to secure gifts, monetary rewards, or special privileges or advantages.
12. Not receive payment for any services provided to a recovery client while affiliated or represented as staff (paid or volunteer) of the Virginia Conference UMC.
13. Report to competent authorities the conduct of any colleague or allied professional that constitutes mistreatment of a client, colleague or other allied professional, or conduct that brings another person, agency, or process into disrepute.
14. Report to competent authorities any conflict of interest that prevents oneself or a colleague from being able to provide competent services to a client, or to work cooperatively with colleagues or allied professionals, or to be impartial in providing services to any client.

**Code of Ethics**

I, the undersigned paid or volunteer staff, hereby certify that I have read, understand and agree to follow the Code of Professional Ethics for Virginia Conference UMC Disaster Response and Recovery Staff.

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

WITNESS: \_\_\_\_\_ DATE: \_\_\_\_\_

(To be filed in personal file)

## Staffing Needs for Disaster Response and Recovery Teams

### CDRT

Local Pastor  
Local Church Disaster Coordinator

Bishop or designee

CDRT Disaster Response Coordinator

CDRT Disaster Response Asst. Coord.

Cabinet Representative

Care Team Coordinator

Casework Coordinator

Communications Coordinator

Information Center Coordinator  
Center Volunteers

Donations Coordinator

Equipment Coordinator

Volunteer Coordinator

UM VIM Coordinator  
Work teams

Early Response Team Coordinator

District Disaster Team Coordinators

Conference Staff responsible for Disaster

### DDRT

DDRT Coordinator

Asst. Coordinator

District Superintendent

Care Team Coordinator  
CC Workers

Casework Coordinator  
Caseworkers

Communications Coordinator

Information Center Coordinator  
Center Volunteers

Donations Coordinator

Equipment Coordinator

Volunteer Coordinator  
Volunteers other than work teams

Appendix XI  
Taken from

National Voluntary Organizations Active in Disaster Long-Term Recovery Manual

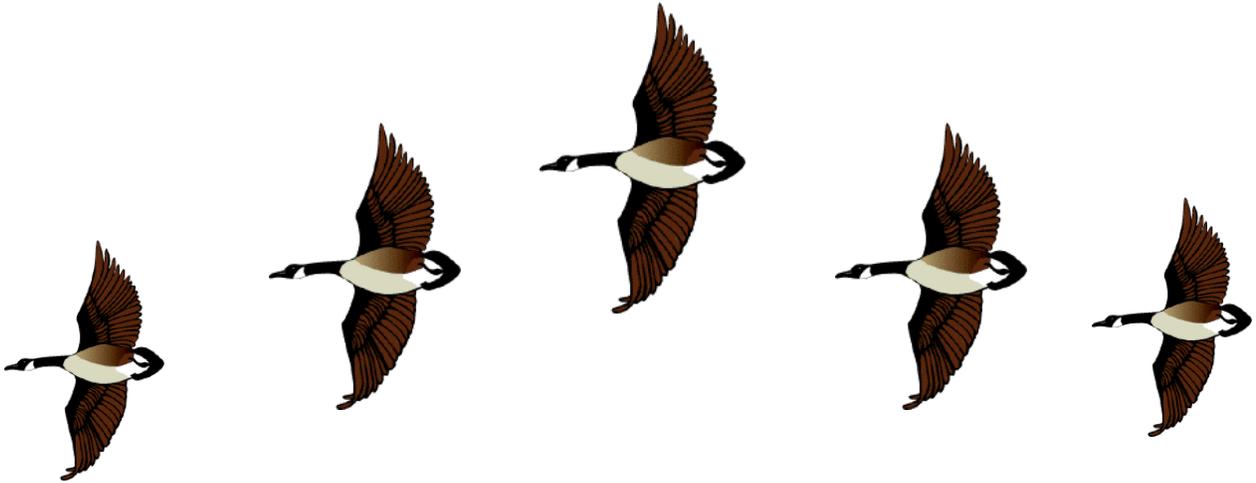
**WEB SITE ADDRESSES**

- American Radio Relay League** ..... [www.arrl.org](http://www.arrl.org)
- American Red Cross** ..... [www.redcross.org](http://www.redcross.org)
- America's Second Harvest** ..... [www.secondharvest.org](http://www.secondharvest.org)
- Catholic Charities** ..... [www.catholiccharities.org](http://www.catholiccharities.org)
- Census and Demographic Information** ..... <http://factfinder.census.gov>
- Poverty** ..... [www.census.gov/hhes/www/poverty.html](http://www.census.gov/hhes/www/poverty.html)
- Christian Church (Disciples of Christ)** ..... [www.weekofcompassion.org](http://www.weekofcompassion.org)
- Christian Reformed World Relief Committee** ..... [www.crwrc.org](http://www.crwrc.org)
- Church World Service Emergency Response Program** ..... [www.cwserp.org](http://www.cwserp.org)
- Civil Air Patrol** ..... [www.capnhq.gov](http://www.capnhq.gov)
- Disaster News Network** ..... [www.disasternews.net](http://www.disasternews.net)
- Federal Emergency Management Agency** ..... [www.fema.gov](http://www.fema.gov)  
FEMA regional office contact information, declarations, disaster resources,  
links to state emergency management sites, FEMA training courses, etc.
- Humane Society of the U.S.** ..... [www.hsus.org](http://www.hsus.org)
- Livable Communities – Info. and Resources** ..... [www.livablecommunities.gov](http://www.livablecommunities.gov)
- Lutheran Disaster Response** ..... [www.ldr.org](http://www.ldr.org) and [www.elca.org/dcs/disaster](http://www.elca.org/dcs/disaster)
- Mennonite Disaster Services** ..... [www.mds.mennonite.net](http://www.mds.mennonite.net)
- National Flood Insurance Program** ..... [www.fema.gov/nfip](http://www.fema.gov/nfip)
- National Organization for Victim Assistance** ..... [www.try-nova.org](http://www.try-nova.org)
- National VOAD** ..... [www.nvoad.org](http://www.nvoad.org)  
Long-Term Recovery Manual online
- Natural Hazards Center** ..... [www.colorado.edu/hazards](http://www.colorado.edu/hazards)  
Online copies of the Natural Hazards Observer (magazine)  
and Disaster Research (newsletter)

Points of Light Foundation.....[www.pointsoflight.org](http://www.pointsoflight.org)  
 Presbyterian Disaster Assistance..... [www.pcusa.org/pda](http://www.pcusa.org/pda)  
 REACT..... [www.reactintl.org](http://www.reactintl.org)  
 Telephone Pioneers of America..... [www.telephone-pioneers.org](http://www.telephone-pioneers.org)  
 United Church of Christ Disaster Ministries ..... [www.ucc.org/disaster](http://www.ucc.org/disaster)  
 United Methodist Committee on Relief..... [www.umcor.org](http://www.umcor.org)  
 Volunteers in Technical Assistance ..... [www.vita.org](http://www.vita.org)

### Virginia United Methodist Conference Web Sites

Virginia Conference Web Page.....<http://www.vaumc.org/>  
 Virginia Conference UMVIM web page.....  
     <http://www.vaumc.org/index.cfm/fa/content.view/menuID/1017.htm>  
 UMVIM web page.....<http://www.umvim.org/home.htm>  
 VIM Store.....[http://www.umvim.org/VIM\\_Store.htm](http://www.umvim.org/VIM_Store.htm)  
 Disaster Relief Virginia Conference.....<http://www.gbqm-umc.org/vaumc-relief/>  
 VA Dept. of Emergency.....[www.vaemergency.com](http://www.vaemergency.com)  
 24 hour phone number the EOC (Emergency Operations Center)..... 804-674-2400  
 Virginia VOAD.....[www.VAVOAD.com](http://www.VAVOAD.com)



## Lessons from Geese

In the fall of the year as the geese fly south for the winter you can gain some important facts and lessons from them.

### **Fact 1:**

As each goose flaps its wings, it creates an "uplift" for the birds that follow. By flying in a "V" formation, the whole flock adds 71% greater flying range than if each bird flew alone.

### **Lesson:**

People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the thrust of one another.

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### **Fact 2:**

When a goose falls out of formation, it suddenly feels the drag and resistance of flying alone. It quickly moves back into formation to take advantage of the lifting power of the bird immediately in front of it.

### **Lesson:**

If we have as much sense as a goose, we stay in formation with those headed where we want to go. We are willing to accept their help and give our help to others.

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### **Fact 3:**

When the lead goose tires, it rotates back into the formation, and another goose flies to the point position.

### **Lesson:**

It pays to take turns doing the hard tasks and sharing leadership. As with geese, people are interdependent on each other's skills, capabilities and unique arrangements of gifts, talents or resources.

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**Fact 4:**

The geese flying in formation honk to encourage those up front to keep up their speed.

**Lesson:**

We need to make sure our honking is encouraging. In groups where there is encouragement, the production is much greater. The power of encouragement (to stand by one's heart or core values and encourage the heart and core of others) is the quality of honking we seek.

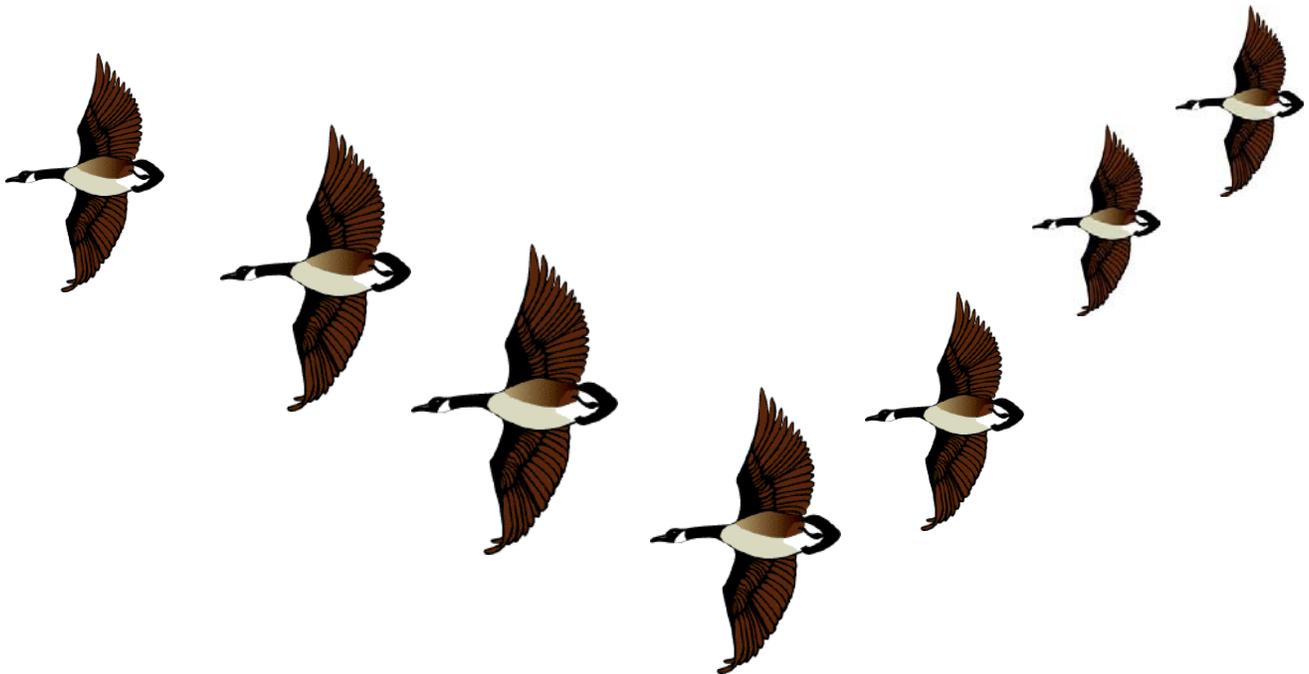
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**Fact 5:**

When a goose gets sick, wounded or shot down, two geese drop out of formation and follow it down to help and protect it. They stay with it until it dies or is able to fly again. Then, they launch out with another formation or catch up with the flock.

**Lesson:**

If we have as much sense as geese, we will stand by each other in difficult times as well as when we are strong.



## **BRIEF JOB DESCRIPTIONS DISTRICT DISASTER RESPONSE TEAM**

**1.1 DDRT Coordinator** – Responsible for recruiting, coordination, training and organization of District Disaster Response Team. Lead role in determining the level of disaster and reporting to CDRT if conference assistance is needed.

**1.2 DDRT Assistant Coordinator** – Assist DDRT Coordinator in recruiting, coordination, training and organization of District Disaster Response Team. Assumes DDRT Coordinators duties in absence of the Coordinator

**1.3 District Superintendent** – Encourage and assist District Disaster Response Team members in promoting and supporting The Conference Plan. Support efforts of local pastors, DDRT, and local congregations in preparing for disaster and after a disaster in affected areas. Assure that each district church has a Local Church Disaster Coordinator. Act as liaison to get response efforts started in your district and assist DDRT in obtaining manpower, supplies, equipment needed to respond to a disaster.

**1.4 DDRT Christian Care Coordinator** – Recruit, train, and organize Christian and pastoral care givers to provide care to victims and volunteers in disaster areas.

**1.5 DDRT Casework Coordinator** – Provide assistance to DDRT in recruiting, training and organization a pool of volunteer caseworkers to provide initial assistance to disaster victims.

**1.6 DDRT Communications Coordinator** – Communicate and encourage congregations to respond to appeals for help with disaster requests. Work with CDRT in setting up disaster office.

**1.7 DDRT Information Center Coordinator** – Cooperate with CDRT and DDRT to find several locations to set up Center in case of disaster. Recruit, train, and organize volunteers to staff center in initial days of disaster. Center will be responsible for providing and receiving information about donations, FEMA sites, volunteer information, needs, resources, and other critical information.

**1.8 DDRT Donations Coordinator** – Work with CDRT and local resources to organize donations and assist other team members in setting up response office.

**1.9 DDRT Equipment Coordinator** – Cooperate with CDRT to maintain disaster trailers and other equipment maintained by the conference or district and used to respond to disaster. Assist in obtaining any equipment, supplies, or office space needed to respond to a disaster.

**1.10 DDRT Volunteer Coordinator** – Prepare sites to house volunteers for initial disaster response. Recruit, train, and organize volunteers to staff jobs needed for initial disaster response.

## **BRIEF JOB DESCRIPTIONS CONFERENCE DISASTER RESPONSE TEAM**

**2.1 CDRT Disaster Response Coordinator** - Responsible for Disaster Response Teams conference wide. Ensure positions on CDRT and DDRT are filled and members are ready for disaster response. Liaison between, Bishop, Conference Staff, Cabinet Representative, District Coordinators, District Superintendent, VOAD member agencies and government agencies.

**2.2 CDRT Disaster Response Asst. Coordinator** – Assist Coordinator in recruiting, training, and staffing CDRT and DDRT positions. Assume Coordinator's Duties in absence of the Coordinator

**2.3 Cabinet Representative** – Communicate with CDRT and DDRT members, District Superintendents, Bishop and Conference staff to assure preparation for disaster. Be active in the initial response and through recovery phase of disaster acting as liaison and chairman of Recovery Committee

**2.4 CDRT Care Team Coordinator**– Recruit, supervise and assist in training persons interested in providing Christian care to disaster victims, CDRT&DDRT members, incoming volunteers, and others in need of Christian care in a disaster situation.

**2.5 CDRT Case Work Coordinator** - Recruit, supervise and assist in training individuals interested in providing short term casework for initial response in disaster situation.

**2.6 CDRT Communications Coordinator** – Responsible for keeping notes of all CDRT meetings. Assure good communication flow of all parties and communicate clearly to local congregations requests for contributions for disaster funds. Assist the Equipment Coordinator in recruiting possible sites for offices and after a disaster help set up office.

**2.7 CDRT Information Center Coordinator** – Work with other members of the CDRT to set up and prepare office to receive and distribute information in case of a disaster.

**2.8 CDRT Donations Coordinator** – Work with other CDRT and DDRT members and other VOAD agencies to arrange locations for storing donated goods. Coordinate the arrival and disbursement of supplies after a disaster.

**2.9 CDRT Equipment Coordinator** – Responsible for maintenance and tracking location of disaster trailers. Responsible for obtaining equipment and supplies needed for staff after disaster.

**2.10 CDRT Volunteer Coordinator** – Recruit and assist with training volunteers to fill positions for disaster response. Maintain data base of potential volunteers needed for various jobs needed for disaster response.

**2.11 CDRT UVMIM Coordinator** - Communicate the need for teams to respond to disaster. Act as liaison with other CDRT and DDRT members to receive and provide assistance and information to volunteer in mission teams coming into the area after a disaster.

**2.12 District Disaster Team Coordinators (1per district)** – Act as liaison between DDRT and CDRT in each district. Attend trainings provided by Conference. Recruit and assist in training members for all positions on DDRT. See also 2.1 DDRT Coordinator's Job Description.

**2.13 Conference Staff responsible for Disaster Ministries** – Administer disaster response. Assure the team and plan is used in responding to disaster and serve on Recovery Committee if necessary.

**2.14 CDRT Early Response Team Coordinator** - Recruit, supervise and assist in training individuals interested in Early Response to disaster situations. The CDRT ERTC is responsible for Early Response Team deployment in and outside the Conference.

## **VIRGINIA CONFERENCE RECOVERY COMMITTEE**

The committee is responsible for the Virginia United Methodist Recovery efforts. They share the responsibility for providing guidance and support to the Recovery Team. The members of the committee will consist of:

- ❑ Bishop or designee
- ❑ Director of Connectional Ministries (DCM)
- ❑ Cabinet Representative
- ❑ District Superintendent(s) in affected area(s)
- ❑ Conference Treasurer
- ❑ Conference Director of Communications
- ❑ Conference Staff responsible for Disaster Ministries
- ❑ Lay Person(s) 3 total
  - Conference Lay Leader or designee
  - Two others appointed by Conference Disaster Response Team
- ❑ Conference Disaster Response Team (CDRT) Coordinator
- ❑ Conference UMVIM Coordinator
- ❑ Recovery Director

### **Brief JOB DESCRIPTIONS CONFERENCE RECOVERY TEAM**

#### **3.1 CONFERENCE DISASTER RECOVERY DIRECTOR.....SALARY**

Responsible for supervision, training and organization of all staff in recovery area(s).

#### **3.2 CONFERENCE RECOVERY MANAGER(S).....SALARY**

Manage all recovery operations in a particular district or assigned geographic area under supervision of Recovery Director

#### **3.3 CONFERENCE RECOVERY ASSISTANT MANAGER (S).....SALARY**

Assist Recovery Manager in organization and execution of recovery services in a district or geographic area.

#### **3.4 CARE TEAM**

##### **COORDINATOR.....VOLUNTEER/SALARY**

Recruit and train volunteers to provide Christian and Pastoral care to Recovery Staff, Incoming Volunteers, and Disaster Victims in long term recovery situations. Arrange house blessings as projects are finished.

#### **3.5 CONFERENCE CASE WORKERS.....VOLUNTEER/SALARY**

Work with families on a long term basis to provide guidance, and support through the recovery process. Provide application and verification information about clients to rest of recovery team to determine needs and assistance to be provided. Participate with Recovery Team members to schedule volunteers and get needed materials to work site.

#### **3.6 CONFERENCE WORK TEAM DIRECTOR..... SALARY**

In Cooperation with Caseworker, Recovery Manager, Site Team Leader, and Hospitality Director schedule teams to work on projects as possible. Process all paperwork relating to work teams.

**3.7 CONFERENCE SITE TEAM LEADER..... MILEAGE/PHONE**

Assure supplies, equipment, and materials are at worksite prior to team arrival. Meet each team and assist them in getting to worksite, provide information about project, be available for questions or problems, and provide debriefing.

**3.8 CONFERENCE CONTRACTOR CONSULTANT..... MILEAGE**

Inspect and provide direction to recovery staff about materials, skills, and techniques needed to complete repairs. Assist Recovery Manager with code compliance and be available for consultation when necessary.

**3.9 CONFERENCE HOSPITALITY DIRECTOR..... MILEAGE/PHONE**

Develop facilities interested in hosting teams. Develop and maintain data base of facilities and interested persons willing to provide hospitality to incoming volunteers. Provide local information to incoming teams. Assure acknowledgement and pass statistical information.

**3.10 CONFERENCE EQUIPMENT DIRECTOR..... MILEAGE**

Be aware of all equipment and supplies acquired during the initial response. Maintain all equipment and tool trailers and re-supply as needed throughout recovery process. With CDRT and DDRT Equipment Coordinators return, store or dispose of all equipment as necessary at the end of recovery.