

MATTHEW 25

Disaster Preparedness and
Response Ministry

Planning & Organization Guide



Matthew 25 Disaster Preparedness and Response Ministry Quick Response Checklist

(REFERENCES ARE TO THE MATTHEW 25 MANUAL AT [HTTPS://WWW.HTDIOCESE.ORG/DISASTER-SERVICES](https://www.htdioocese.org/disaster-services))

PRE-PLANNING / ORGANIZATION

- Identify your Matthew 25 Ministry Team (*Chapter I and Form I-A*)
- Identify your Matthew 25 Ministry Team Coordinator (*Chapter I and Form I-A*)
- Identify the volunteer responses that your parish will provide during disaster response (*Chapter I, Chapter V, and Form I-B*)
- Identify your available resources (buildings, vehicles, trades, equipment, etc.) (*Chapter II*)
- Identify where your parish will need assistance and communicate this to Catholic Charities
- Communicate your parish Matthew 25 plan to Catholic Charities (*Chapter I, Form I-A, and Form I-B*)

PREPARATION

- Identify vulnerable parishioners (*Chapter II and Form II-A*)
- Review checklists to assist with your church and parishioners' preparation (*Chapter II*)
 - Maintenance Checklist (*Form II-B*)
 - Office Emergency Supplies Checklist (*Form II-C*)
 - Family Disaster Supply Kit Checklist (*Form II-D*)
 - BISCO Family Disaster Plan (Form II-E) & TRAC Storm Safe Handbook*
- Review State/Local evacuation plans
- Review Diocesan leave policy (*Chapter II – Section 4*)
- Document and report all disaster-related volunteer service hours using the Matthew 25 Volunteer Service Hours Form (*Form IV-B*)
- Have a copy of this guide available to take with you in the event of an evacuation

POST DISASTER

- Check with local authorities for approval to return to affected areas
- Upon return to your parish, contact Catholic Charities
- Report damage of church property to the Diocesan Risk Manager (*Chapter III*)
- Report damage of sacramental records to the Diocesan Archivist (*Chapter III*)
- Report individual needs for emergency assistance to the Matthew 25 program manager through use of the Matthew 25 Needs Form (*Form IV-A*)
- Implement your parish Matthew 25 teams in coordination with Catholic Charities
- Document and report all disaster-related volunteer service hours using the Matthew 25 Volunteer Service Hours Form (*Form IV-B*)

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INTRODUCTION

PURPOSE OF THE MATTHEW 25 PLANNING AND ORGANIZATION GUIDE

Jesus set the example for us when He described His mission as one of service to others.

“The Son of Man has not come to be served but to serve.” (Mark 10:45)

Churches of all denominations have been responding to human suffering caused by natural disaster, both large and small, for centuries, historically serving those who would have otherwise fallen through the cracks of other helping systems.

By definition, Matthew 25 Disaster Preparedness and Response Ministry is the church parish disaster readiness and response program for the diocese. However, we must remember that it is first a ministry and an ultimate opportunity for evangelization of God’s people. The name of the ministry is taken from the Bible verses found in Matthew 25 Verses 31-40:

*“When the Son of Man comes in his glory, and all the angels with him, he will sit upon his glorious throne, and all the nations will be assembled before him. And he will separate them one from another, as a shepherd separates the sheep from the goats. He will place the sheep on his right and the goats on his left. Then the king will say to those on his right, ‘Come, you who are blessed by my Father. Inherit the kingdom prepared for you from the foundation of the world. For I was hungry and you gave me food, I was thirsty and you gave me drink, a stranger and you welcomed me, naked and you clothed me, ill and you cared for me, in prison and you visited me.’ Then the righteous will answer him and say, ‘Lord, when did we see you hungry and feed you, or thirsty and give you drink? When did we see you a stranger and welcome you, or naked and clothe you? When did we see you ill or in prison, and visit you?’ And the king will say to them in reply, ‘Amen, I say to you, **whatever you did for one of these least brothers or sisters of mine, you did for me.**”*

The purpose of this Matthew 25 Disaster Preparedness and Response Planning Guide is to assist Diocesan staff, church parishes and the Catholic community to be well prepared for a disaster and to guide collaborative relief efforts in response to whatever calamity may occur. This guide also is intended to serve as a tool that church parishes, schools, institutions, and parishioners can use to assist in preparing, developing, implementing and monitoring Disaster Response Plans specific to each church parish’s needs.

Disaster planning is a collaborative effort and a continuous process of assessment, evaluation, and preparation. It is a process that requires research, analysis, decision making, teamwork, implementation, and updating. A disaster plan is not a single document and is never “finalized”; rather, it is a “living” document.

Unfortunately, the question, “Why is disaster planning so important?” has become easier to answer in the immediate aftermath of recent events. Anyone in the areas of the state who personally felt the effects of the hurricanes of 2005 could provide a list of “if only”; “If only we had”, “If only they had”, “If only the storm had”. Hindsight tells us proper planning **would have been helpful**.

The goals of this plan are to (a) reduce human suffering, (b) adequately protect Sacramental Records and church property, and (c) promote outreach efforts to assist our neighbors affected by disasters. It has been developed to allow the Diocese of Houma-Thibodaux to more effectively meet the spiritual, emotional and human needs of the diocesan community should disaster strike. Being prepared can greatly lessen the traumatic effects experienced both during and after a disaster. Most importantly, proper planning can save lives.

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The Matthew 25 Disaster Preparedness and Response Planning Guide in no way seeks to duplicate the efforts of the American Red Cross or any government agencies active in emergency assistance. The Diocese will work collaboratively with these agencies when preparing for a disaster and in bringing assistance to victims.

Particularly throughout coastal Louisiana, we know it is not a matter of *if* disaster strikes, but *when* it will strike. We also know that living inland from the coast does not provide safeguards from disaster. Christ calls us to vigilance. We cannot afford to be unprepared.

DEFINITION OF DISASTER

A disaster is defined as:

A hurricane, storm surge, drought, pestilence, fire, explosion, building collapse, transportation accident, or other situation that causes human suffering or creates human needs that the victims cannot alleviate without assistance.

The types of disasters are: (1) Family Emergency (2) Local Disaster (3) State Disaster (4) Major Disaster

EXPECTATIONS OF THE DIOCESE

The Bishop of the Diocese of Houma-Thibodaux established the Matthew 25 Disaster Preparedness and Response Ministry (Matthew 25). The purpose of this Ministry is to:

- Assess the disaster potential to the Diocese and analyze the resources available to provide services to victims, including procedures to obtain resources from outside the diocese.
- Outline procedures and responsibilities for the delivery of disaster recovery services.
- Articulate the needs, priorities, objectives, and responsibilities of Catholic Charities as the lead Catholic disaster response agency for the Diocese.
- Provide a Disaster Preparedness and Planning Guide for parish/institution use.
- Provide for a method to review and update the plan as needed.

The Diocese of Houma-Thibodaux cannot address every disaster such as individual disasters, international natural disasters or out-of-state events. However, this plan does provide family education materials to help prevent household disasters and discusses responses to international disasters. **The scope of this plan is focused on domestic disasters of a large scale within the diocesan community.**

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ROLES OF THE DIOCESE, CATHOLIC CHARITIES, PARISHES AND INSTITUTIONS

A. Diocese

- Provides initial leadership and subsequent direction in establishing Diocesan, Parish and Institution preparedness and response plans.
- Promotes active clergy and religious participation in disaster planning and response.
- Establishes a Diocesan Disaster Planning Committee.
- Implements Diocesan Disaster Plan.
- Encourages parishes/schools/institutions to develop parish disaster plans.
- Provides leadership and general direction to relief activities.
- Receives information about the state of Diocesan personnel and property.
- Mobilizes resources and funds.

B. Catholic Charities

- Serves on the Diocesan Disaster Planning Committee and as a member of the Diocesan Disaster Team.
- Serves as the lead diocesan agency in disaster relief.
- Coordinates Matthew 25 Program.
- Networks with other organizations and faith communities to develop working relationships and plan disaster relief activities.
- Works with Bishop to secure additional emergency funding as needed.
- Provides case management services to affected victims.
- Maintains records of all disaster-related activities (i.e., client intake, daily logs, reporting, financial, and other necessary forms).
- Thanks donors.
- Produces a summary report of all activities including funds received and expended at the conclusion of the disaster recovery period.

C. Parish/Institution

- Each June 1 makes a tape back-up of all sacramental records and other irreplaceable information and sends the tape to the diocesan Archivist.
- Creates a Disaster Planning Committee at the parish/school/institution level which has the following responsibilities:
 - Networks with other parishes/schools/institutions (and other local faith communities) to share information, ideas, concerns, and resources.
 - Develop a relationship (alliance) with neighbor parishes within their deanery for mutual support if desired.
 - Encourages parishioners/staff to develop their own family disaster plan.
 - Disseminates disaster-related material/information to parishioners/staff.
 - Surveys parishioners/staff to determine:
 - Who would need assistance in evacuating. (Matthew 25 Needs Form)
 - Which individuals/families would be willing to assist others after a disaster. (Matthew 25 Volunteer Membership Form and Matthew 25 Volunteer Area / Roles Sign-up Form)
 - Determines if parish/school/institution facility should be offered as a relief site. (shelter, relief supply distribution center, warehouse).

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- Develops a team of volunteers willing to serve the community following a disaster through the Matthew 25 Program.
- Attends to the spiritual needs of the faith community before, during and after a disaster.
- Identifies where emergency worship services could be held.
- Determines how to protect Sacramental Records.
- Communicates promptly to the Diocese when impacted by disaster.

Cooperation and collaboration is the key to the development and implementation of any disaster response plan. The Church's ability to communicate quickly with key parish/school/institution personnel; facilitate the continuation of regular religious services and activities; and to begin relief activity as soon as possible is vitally important to the well being of the community as a whole.

SEQUENCE OF ACTIONS IN THE EVENT OF DISASTER

In the event of a disaster in a community, **the primary responsibility** for providing people's basic needs (i.e. food, shelter, medical help, and clothing) and other essentials (i.e. electricity, police protection and emergency communication) **rests with civil authorities** (i.e. the American Red Cross, parish government emergency management, police and fire departments, etc.).

The Diocese of Houma-Thibodaux collaborates with these agencies in providing maximum disaster response and ensuring that even the most marginalized persons receive the assistance they need.

FOLLOWING A DISASTER

1. Any damage to parish property is reported by the pastor immediately to the Chancellor or Diocesan Risk Manager so that a Disaster Assessment and Recovery Team can visit the property.
2. Any damage to sacramental records is reported to the Diocesan Archivist.
3. The pastor and Parish Disaster Coordinators assess the needs and resources of the Parish and the community and develop a plan of appropriate response to the disaster with the help of Catholic Charities if requested.
4. The recovery plan is implemented in consultation with the Disaster Team of the Diocese.
5. Catholic Charities may also provide financial assistance for victims. Catholic Charities has developed a case management program to assist victims directly or assist parishes in their supportive efforts. Assistance requests should be directed to Catholic Charities. The CCHT Director and Chancellor will work with the Bishop to secure additional funds as needed.
6. The Diocesan Disaster Team coordinates with FEMA, the civil emergency management offices and appropriate community and interfaith groups to develop a program of short and long-term recovery for individuals and families.

COMMUNICATE, COMMUNICATE, COMMUNICATE

The parish and the diocese both have an obligation to communicate with each other. During times of disaster, however, communications modes may or may not exist. Be creative. Make phone calls or send faxes, send email messages, or make in-person visits to stay in touch and keep each other informed.

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CHAPTER I: GETTING ORGANIZED

Establishing a Matthew 25 Disaster Planning Committee

The Bishop has asked each pastor to appoint a Matthew 25 Disaster Planning Committee. Each pastor may approach this step differently depending on the makeup of his parish. Some pastors may appoint only a Matthew 25 Volunteer Coordinator, relying on this coordinator to identify and appoint the other committee members, while other pastors may appoint several key persons to the committee, allowing the committee members to appoint a coordinator.

This section is designed to help the pastor and/or the designated Matthew 25 Volunteer Coordinator work through the steps of setting up a disaster committee in each parish, school, or institution. It will help them make decisions such as who should be involved in preparing the parish for different types of disasters and how to tap already existing resources in the parish. It also will help them determine what roles a parish should play in serving the community after a disaster has occurred.

Appointing Committee Members

The first step in developing a parish Matthew 25 Disaster Preparedness and Response Plan is to establish a Matthew 25 Disaster Planning Committee. The pastor and/or the disaster coordinator may either create an entirely new committee composed of parishioners having disaster response planning experience and specially chosen parish staff members, or they may want to utilize existing committees such as a Building and Grounds Committee, Parish Social Ministry, Community Outreach, or Respect Life Committee.

It is useful to recognize that many parishes have historically participated in disaster relief activities (i.e. cleaning out homes after floods, cooking food for disaster victims, distributing donated goods, providing for emergency expenses, etc.) in informal ways. Therefore, a good place to begin the committee process is to recognize which activities are already taking place at the parish, assess their utility, and include them in the formal plan.

Although a large group may want to participate in disaster preparedness and response planning, larger groups tend to lose focus. Keep the initial disaster committee to approximately 6-10 persons, since the group will be initially functioning as a steering committee. Later, once goals are established, including more members of the parish may be necessary.

Including representatives from the following groups may enhance your parish's ability to prepare for and respond to disasters:

- Youth Group Leaders
- Boy Scouts/Girl Scouts
- Spanish-speaking Representatives
- Knights of Columbus Councils
- Men's Organizations
- Catholic Daughter Councils
- Saint Vincent DePaul Society
- Parish Social Ministry
- Parent/Teacher Organizations
- Other Service Groups

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The Importance of Having a Matthew 25 Volunteer Coordinator

When establishing basic roles for the committee members, it is important that the key position of Matthew 25 Volunteer Coordinator is appointed early on. Parishioners' hidden talents are a goldmine of potential for aiding the community after a disaster. The parish may have doctors, nurses, crisis counselors, childcare workers, skilled contractors, boat owners, etc. All of these areas of expertise can be utilized after a disaster.

The role of the Matthew 25 Volunteer Coordinator is crucial for collaboration with neighboring parishes. A small disaster that may affect either one or two parishes can be better addressed when two parishes join forces to help the community recover.

The Matthew 25 Volunteer Coordinator also can be responsible for setting up activities such as canvassing neighborhoods for vulnerable parishioners or assembling baby care kits to give to families who have lost everything in a flood.

Appointing a person to and determining the scope of this position prior to a disaster is a critical step. Without a Matthew 25 Volunteer Coordinator it will be nearly impossible to coordinate a parish-wide effort to help those in need.

Goal Setting

It is important to set realistic goals in planning for and protecting the parish from disasters, as well as when responding to the community's needs after a disaster. ***It is impossible for one parish to "do it all" during a disaster.*** Use this section to explore the programs the parish might already have in place that are related to disaster response as well as to determine the most important disaster response activities that the parish needs to address.

What programs does the parish have that could be used to help the community during disasters? (For example: a home repair program for senior citizens, a clothing drive, etc...)

Using previous disasters as a guide, examine the parish's current level of preparedness and ability to provide community outreach. This will aid the committee in determining the most important steps to be taken before, during, and after a disaster occurs as well as in determining what types of community outreach the parish could provide after future disasters.

Examine what actions taken made "surviving the storms" easier. For instance, did the parish function as a shelter during flooding? Were people stranded at the parish, unable to get home as a result of flooding? Was there liturgical staff accessible for prayer at the Church?

Discuss the activities that took place at the parish during previous disasters that allowed of the parish to adequately handle the situations. (For example, the parish had an adequate supply of food, water, and blankets for stranded staff to remain at the parish for at least 3 days after the floods).

Examine the parish's ability to respond after the disaster occurred. Was the pastor adequately able to contact parish staff after these events to make sure that they were ok? How long did it take the parish to re-establish its normal routine? Was the parish able to provide community outreach immediately after these events?

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Discuss any action taken that facilitated a quick response to the disaster by the parish. (For example, because the parish had an updated phone tree, the pastor was able to contact parish staff to tell them to stay home for a few days).

List the problems encountered that made it difficult for the parish to either re-establish its normal routine or respond to the community. (For example, parishioners came to the church hoping to volunteer after Hurricane Katrina/Rita/Gustav/Ike but the parish could not coordinate volunteers and sent them home.)

List outreach activities that the parish undertook after these disasters to help the community. List the outreach activities that were needed after these disasters. List the things that the committee would most like to accomplish in order to prepare the parish to help the community after a disaster.

Volunteer Units and Roles

Using the information gathered above and the “Matthew 25 Disaster Response Plan Volunteer Unit Roles and Responsibilities” documentation found in Chapter V, determine which volunteer units would best fit the needs, resources and talents of the parish and begin identifying parish volunteers that could fill the roles within these volunteer units. Submit a copy of your parish plan and membership to the Matthew 25 Program Manager so that your parish information can be available in the overall Diocesan plan.

Disseminating and Documenting Information

It is important to make sure the parish community is informed of the activities of the Disaster Planning Committee. Parishes with active disaster preparedness and response planning have often lamented that with each disaster they are “reinventing the wheel” because of a lack of documenting what was done during past disasters, making it difficult to learn from past mistakes and successes.

In order to keep the parish informed and up-to-date on disaster planning, consider distributing a copy of the committee’s goals to the pastor, parish council, and parishioners. Some recommendations include putting the minutes in a weekly bulletin, making announcements on Sunday, or posting notices on a bulletin board.

During the entire disaster planning process, it is important to keep records of the committee’s activities since the roles and responsibilities of the committee and its members may evolve over time. Information should include (but may not be limited to) types of activities undertaken (what type of assistance was provided, who was helped, etc.) and not undertaken, and why. It is especially critical to keep a concise record of activities during and after a disaster so that future disaster relief efforts don’t need to be organized from scratch. Appointing a record keeper will facilitate this important step.

Training and Exercises

Disaster preparedness and planning is not a one-time event or exercise. It is a process that must constantly be reviewed and updated. The Diocese of Houma-Thibodaux, upon request, will assist in providing training for all parish staff and volunteers for emergency situations. The Diocese will also provide scheduled training for various units and roles identified within the overall plan.

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CHAPTER II: PREPAREDNESS AND PLANNING

SECTION ONE Profiling the Parish

Hint: It is recommended that the committee contact key parish personnel before working on this section. Critical people to include are the building manager, parish secretary, and Deacon or other person in charge of the parish social services and outreach programs.

Before the disaster planning committee can begin planning for the possibility of a future disaster, a careful examination of the current state of the parish - including its buildings and other property, physical contents, and parish activities – should be performed. Elements of this examination should include: (a) a thorough check of all parish property, buildings, and physical contents; (b) the creation of a log of activities occurring daily in the parish; (c) the updating and maintenance of parish staff listings; (d) the creation of a “phone tree”; (e) the identification of parishioners who are most vulnerable to disaster; and (f) a determination of the possible hazards the parish may be susceptible to because of its location and structure.

Analyze the Parish Facility

Inventory All Equipment

While examining the parish facility, it is important to document all physical contents. The documentation should be written, videotaped, or photographed. It is recommended to generate the inventory in at least two different mediums. Move room by room and list appliances, equipment, furniture and archival records (including but not limited to baptismal certificates and marriage certificates). List all equipment including computers, printers, telephones, fax machines, answering machines, lawn equipment, kitchen equipment, activity equipment, as well as blankets, batteries, flashlights, or other disaster-related materials. Include all furniture from the parish offices, rectory, and sanctuary.

Isolation Switches and Cut-off Valves

In the event of an emergency, it may become necessary to shut down water, power, or gas lines before fire or other officials arrive at the site. Knowing the location of these connections and how to operate each of them may save lives and diminish the risks of property damage. Valves and switches should be color coded according to general standards:

- Water - **Blue**
- Electrical - **Red**
- Gas - **Green**

Understanding the HVAC System

It is important to pay special attention to the ventilation systems (air, heat, fans, etc.) that may transmit toxic emissions in the event of a fire or hazardous materials spill. Every system has some means of shutdown. It is important to note those rooms that are equipped with the capability to shut off outside airflow and designate them as “safe rooms”.

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Documenting Parish Activity

It is important to create a master schedule of activities keyed to their specific rooms, buildings, or areas in order to have a better command of all the activities occurring at the parish. Create a master schedule of parish activities and check it regularly (i.e. semi-annually, annually), updating as needed. It is equally as important to know the age groups of parishioners involved in activities, as well as noting where the activities are located. Safely evacuating a group of young children will require much more supervision and planning than moving a similarly sized group of adults. After creating a master schedule, use it to determine if more staff is needed for events and to answer the following questions: How does the parish know that the buildings are empty at the close of all activities? Is there a checklist procedure that is followed every night?

EXAMINE OR CREATE A CHECKLIST PROCEDURE TO MAKE SURE BUILDINGS ARE EMPTY AT CLOSING. MAKE CHANGES AS NECESSARY.

What about social service activities? Are they concentrated in a single location? Is there a Saint Vincent de Paul food pantry, thrift store or social services office? Do not forget to list these places on a list of activities.

It is also important to focus on the capacity of buildings. List the capacity of any buildings used to gather large numbers of people. (*Include, but do not limit to, the gymnasium, auditorium, sanctuary, parish dining hall, etc.*).

Parish Staff/ Communication

It is important to keep a list of current parish staff up-to-date and accessible in the event of a disaster. If there is not one already available, create an organizational chart of parish staff. Be sure to include volunteers who may be in charge of various programs as part of the chart since they are an integral part of parish activities.

Using the organizational chart, assign each staff member the names of two or three other staff members that they are responsible for calling in the event of an emergency. Make sure that each staff member has access at all times to an employee roster as well as a copy of the phone tree. A call from the pastor or disaster coordinator initiates the phone-calling process. Instructions should be precise and limited to simple and straightforward information.

Note: It is important that details such as offsite meeting areas are established prior to activating the phone tree. Do not waste valuable time and energy debating where to meet if the parish is inaccessible when a disaster is imminent.

Parish Schools

Parish schools will follow the guidelines as set forth in the Diocesan Disaster Plan. Every parish school principal has also been issued the “Guidelines for Emergency Disaster for the Diocese of Houma-Thibodaux Catholic Schools” located in their “Crisis Management Manual”.

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Volunteers

Volunteers are a key component during disaster preparedness and relief activities. They might assist in clean up after a disaster or check on elderly parishioners who may need assistance. Use the following section as a guide to determine which parishioners may offer assistance before, during, and after times of disaster. Doing this before a disaster allows for the parish to coordinate spontaneous volunteers after a disaster event. Each year, the Matthew 25 Volunteer Coordinator should profile the parish to identify and gather a pool of volunteers who could aid in time of disaster.

IDENTIFY THE TYPES OF VOLUNTEER TEAMS YOUR PARISH WILL SUPPORT:

Emergency Response Teams: (Shelter assistance, Cooks, Relief Kit Distribution, Evacuation Assistance, Child Care, Emergency Housing)

On-going Relief Teams: (Spiritual Support, Clean Up, Service Referral, Legal Assistance)

Long-term Recovery Teams: (Construction Teams)

SOME SUGGESTED VOLUNTEER TEAMS (with an emphasis on bilingual communication):

General Purpose Teams

Evacuation/Shelter Assistants
Cooks and Food Distributors
Child Care
Emergency Housing (Identify homes for victims and volunteers)
Clean-up
Home Visitors for At-risk Parishioners
Spiritual Support

Professional Teams

Counselors
Construction
Medical
Legal
Caseworkers

Vulnerable Parishioners

Many parishioners have no one except the Church to turn to in times of disaster. Before a disaster strikes, it is important to determine who these vulnerable people are so the parish can establish outreach programs targeted towards helping them.

Identify those who receive Communion at home and in nearby nursing facilities. Social concerns offices and parish volunteers may also know which persons have medical disabilities that result in their reliance on electricity for homebound medical treatments – *special needs individuals are particularly vulnerable during times of disaster when electrical service can fail for an extended period of time.*

The parish also may be able to identify neighborhoods that are high risk by utilizing information obtained from social service programs in the community. *Are there neighborhoods that routinely flood? What about persons who do not speak English?* Make sure these people are identified.

A form that the parish can use to identify parishioners with special needs can be found on page II - 4 and in the Appendix - Forms section at the back of this manual.

CHAPTER II: PREPAREDNESS AND PLANNING

SPECIAL NEEDS PARISHIONERS IDENTIFICATION FORM

Church Parish: _____ *Diocese of Houma-Thibodaux*

Name: _____ Spouse: _____

Address: _____ Phone: _____

List names and ages of additional members in household: _____

Do you only speak a foreign language? No Yes Language: _____

Residence Type: Single Family Mobile Home Apt. __Floor

Name of Residential Complex: _____

Medical Disability: _____

Are You: Legally Blind Deaf Mute Aphasic Are you homebound? Yes No

Do you use a wheelchair? Always Most of the Time Sometimes

Do you use a walker/cane? Always Most of the Time Sometimes

Do you require a special diet? No Yes Type: _____

Special Medical Needs (Ex: severe cardiac, diabetic on insulin)

Do you rely on electricity for home medical treatments? Yes No

Family Physician: _____ Phone: _____

Emergency Contact: _____ Phone: _____

(NOT living with you)

Do you have any pet(s)? Yes No If Yes, what type of pet(s) do you have and how many of each? _____

(Note: Pets are **NOT** allowed in shelters unless they are service animals. Make evacuation shelter arrangements for for your pet(s) **BEFORE** a disaster strikes.) Is your pet a Service Animal? Yes

Do you have transportation in an emergency? Yes No Maybe

Would you need transportation in an emergency? Yes No Maybe

If yes, what type? Standard Vehicle Wheelchair access Ambulance

Additional Comments: _____

CHAPTER II: PREPAREDNESS AND PLANNING

SECTION TWO Protecting Church Property

Hint: Be sure a member of the building or parish staff is present during this stage of planning.

This section focuses on how to minimize damage to the church property by keeping up with routine maintenance as well as maintenance during storms. Additionally, this section includes a list of basic emergency supplies that the parish should keep on hand in case of a disaster.

Routine Maintenance

Routine, preventative maintenance can help to minimize greater damage to a parish facility during a disaster. Many insurance claims are denied because maintenance issues are allowed to go unresolved that, in effect, create a “pre-existing condition.” It is imperative that the building and grounds be routinely checked for maintenance issues and that problems are fixed as soon as they are realized. A leaky pipe may cause major mold problems down the road. Likewise, an unchecked fire extinguisher could malfunction, resulting in a larger fire that causes significant damage. As part of the diocesan disaster preparedness and response plan, routine maintenance is a mandatory requirement. Please assign a member of the committee, a member of the building committee, and/or a parish staff member the task of completing the maintenance checklists (Form II-B) on an annual basis.

Storing and Protecting Parish Records

Inactive records should be stored in filing cabinets or in boxes (on shelves if possible). Do not loosely pile documents on a shelf as this increases the risk of fire or other potential loss. These records should be stored in clean, well lit and ventilated areas that are free from pests. The storage area should contain fire extinguishers and, if possible, have a fire-suppression system. Smoking, eating, and drinking should be prohibited in the area. Access to storage areas should be tightly controlled. The sacramental records books and marriage packets should be stored in a fireproof cabinet. Only the pastor and his assistants, deacons (if any), and the sacramental records secretary should have access to the records. No other person, including other parish staff or parishioners, should have access to any of the sacramental books, even to view his/her own record.

Record Retention and Destruction Policy

All parish records have a prescribed retention period. At the end of the required retention period, non-permanent records should be shredded to ensure confidentiality. The pastor or business manager should authorize the destruction of the records. The parish or organization must keep a log of all records destroyed, noting the type of records, dates of records, and the date of destruction (for example, “cancelled checks, FY 1992-1993”).

Records should never be laminated. The lamination process is irreversible and highly destructive.

If archival records become damaged due to a disaster, call the diocesan archives office immediately.

The table on page II - 6 provides a schedule of how long records should be kept (a copy of this table can also be found in the Appendix - Forms section at the back of this manual).

CHAPTER II: PREPAREDNESS AND PLANNING

| Type of Record | Length of Retention |
|---|---|
| Audit Reports | Permanent |
| Bank Statements, Cancelled Checks | Current Fiscal Year and 5 Previous Fiscal Years |
| Collection Envelopes | Current Calendar Year and 2 Previous Calendar Years |
| Construction Records (Contracts, correspondence, Specifications, Drawings, etc.) | Permanent |
| Contribution Records | Current Calendar Year and 5 Previous Calendar Years |
| Correspondence Files (Letters and Memos to and from Pastor and Staff Members) | Permanent |
| Deeds, Decree of Erection, Blueprints | Permanent |
| General Ledger | Permanent |
| Marriage Packets | 80 Years from the Date of Marriage |
| Minutes of Councils, Organizations, and Groups | Permanent |
| Paid Bills and Receipts | Current Fiscal Year and 5 Previous Years* |
| Parish Bulletins | Permanent |
| Parish Census | Permanent |
| Personnel Files | 10 Years after Termination of Employee |
| Receptionist Logs/ Visitor Sign-in Sheets | Current Calendar Year and 3 Previous Calendar Years |
| Sacramental Registers (Baptism, First Communion, Confirmation, Marriage, Burials) | Permanent |
| State and Federal Tax-Related Documents | Current Calendar Year and 5 Previous Calendar Years |
| Tax Exemption Records (Certificates and Correspondence) | Permanent |
| Telephone Message Books/Pads | Current Calendar Year |
| Time Cards/Sheets | Current Calendar Year and 3 Previous Calendar Years |

* Bill and receipts for capital expenditures should be kept for the life of the equipment.

CHAPTER II: PREPAREDNESS AND PLANNING

Beyond Routine Maintenance

Thunderstorms bringing high winds, hail, lightning, and heavy rain are a common occurrence most of the year in most parts of Louisiana. Although these storms are not as powerful as a hurricane or tropical storm, they still can cause significant damage. If such a storm is forecasted, use the following simple routine maintenance checklist to save the parish from sustaining additional unnecessary damage. (Maintenance checklist is also found in the Appendix section at the back of this manual – Form II-B.) *Hours of preparation can save days of cleanup and restoration.*

Shutting off Utilities

Depending upon the type of disaster, those responsible for preparing the facility for a disaster will need to know what utility lines should be turned off to prevent damage. Please use the following table to help determine when to shut down the following facility utilities. *Note that it is generally not considered necessary to shut off connections during storm conditions.* Under such conditions as a hurricane or tornado, it more likely that electrical power will fail over a wide area. Water and gas lines that are generally buried are not as vulnerable unless a building is damaged.

| Type of Switch | Color Coding | Conditions Necessary for Shut-off |
|----------------|--------------|--|
| Water | Blue | • Severe Flooding • Severe Freezing |
| Electrical | Red | • Fire • Severe Flooding • Brownout • Shorting Connections • Flickering • Equipment Failures |
| Gas | Green | • Smell of Gas • Fire • Severe Flooding |

Routine Maintenance Checklist

- Check roof and foundation of building annually. If roof is leaking, or foundation has problems, schedule for repair.
- Monitor use of candles and open flames. Assign someone to be in charge of knowing when these will be used.
- Test smoke detectors annually. If the alarms are battery operated, replace batteries.
- Inspect HVAC equipment annually. If HVAC needs maintenance, schedule for repair.
- Have an electrician inspect the wiring, power connection, and circuit boxes annually.
- Inspect water heaters annually.
- Provide backups and surge protection for all power sources.
- Clean out gutters and drains annually.
- Maintain grounds and fences.
- Trim all trees away from the rooflines annually.
- Check the security of canopies and covered walks on a regular basis.
- Check emergency supplies. Exchange food and water supplies every 6 months.
- Ensure vehicles have updated preventative maintenance.
- Ensure jumper cables are on hand.

CHAPTER II: PREPAREDNESS AND PLANNING

Beyond Routine Maintenance Checklist

- Close blinds and curtains to minimize damage from broken windows.
- If possible, position computers and other electronic equipment away from windows.
- File and secure all papers, books, and archival materials.
- Cover computers and furniture with heavy plastic to prevent wind and rain damage from broken windows. Elevate computer towers off floor if computers are located on ground floor.
- If high winds are anticipated, board vulnerable windows.
- If high winds are anticipated, remove outside furniture and store inside.
- If high winds are anticipated, remove satellite rooftop dishes.
- Check the integrity of storage sheds; close and lock the doors.
- Check the security of all doors.
- Check attic spaces and windows for leaking after every storm.
- Contact the diocese if the parish facility has sustained damage as a result of the storm. (See page III-1 “Reporting Property Damage”)

Emergency Supplies

It is important that a parish have adequate disaster supplies on hand before the threat of a storm occurs. The parish does not want to be involved in a pre-storm rush for flashlights, batteries, and food supplies in the event of a potential disaster. Even though a parish facility may not function as a shelter, an unexpected storm or a hazardous material incident could strand staff, students, and visitors at the parish for an extended period of time. The list below can be found on page II-9 and in the forms section (Form II-C) at the back of this manual.

Food

Make sure that enough food is on site to feed each staff member, student, and parish visitor. Canned foods are the easiest to stock due to their extended shelf life and easy storage. Be aware that they must be rotated out at least once annually. It is recommended that the supply be exchanged every 6 months and either eaten by the parish or donated to a food shelter.

Stock ready-to-eat canned meat, fruits, and vegetables. Also stock canned or dried juice mixes, powdered or canned milk, and high-energy foods (peanut butter, jelly, crackers, unsalted nuts, trail mixes, cereals, and rice). Do not forget comfort foods such as cookies, hard candies, instant coffee, and tea bags. Be sure to add a manual can opener, cooking and eating utensils, and basic food seasoning (salt, pepper, sugar, etc.).

Water

Plan to store enough water to supply each staff member, student, or parish visitor for 3 days. The standard recommendation is one gallon per person per day; this will provide adequate supplies for drinking, cooking, and washing. Date the water containers and replace them every 6 months. If there are not enough adequate water supplies, water may be purified by boiling for 5 – 10 minutes or by adding drops of unscented household bleach containing 5.25% hypochlorite. The Federal Emergency Management Agency recommends 16 drops of bleach per one gallon of water. Purification tablets or a filter system designed for backpackers also works well.

CHAPTER II: PREPAREDNESS AND PLANNING

Emergency Supplies Check List

Equipment for Facility Preparation and Clean-up

- | | |
|---|--|
| <input type="checkbox"/> Copy of disaster plan | <input type="checkbox"/> Work gloves |
| <input type="checkbox"/> Plastic garbage bags | <input type="checkbox"/> Masks |
| <input type="checkbox"/> Sealable plastic bags | <input type="checkbox"/> Duct tape |
| <input type="checkbox"/> Waterproof boxes | <input type="checkbox"/> Small dehumidifiers/portable fans |
| <input type="checkbox"/> Flashlight/ extra flashlight batteries | <input type="checkbox"/> Wet Vac |
| <input type="checkbox"/> Plastic sheeting/ tarps | <input type="checkbox"/> Extension cords/50', 3 wire grounded |
| <input type="checkbox"/> 2-way radios/extra batteries | <input type="checkbox"/> Portable incandescent lamps/extra bulbs |
| <input type="checkbox"/> Plywood (for boarding windows) | <input type="checkbox"/> Power saws/hand saws |
| <input type="checkbox"/> Ladders | <input type="checkbox"/> Shovels |
| <input type="checkbox"/> Hammer and nails | <input type="checkbox"/> Crowbar |
| <input type="checkbox"/> Mops | <input type="checkbox"/> Wheelbarrow/cart |
| <input type="checkbox"/> Buckets ¹ | <input type="checkbox"/> Jumper cables |
| <input type="checkbox"/> Brooms | <input type="checkbox"/> Cameras (standard, digital, or video) |
| <input type="checkbox"/> Disinfectant/cleaning compounds | <input type="checkbox"/> Battery operated radio/weather radio |
| <input type="checkbox"/> Bleach (at least 3 gallons) | <input type="checkbox"/> Portable gas/electric stove |
| <input type="checkbox"/> Rubber boots | <input type="checkbox"/> Ice chests |
| <input type="checkbox"/> Rubber gloves | <input type="checkbox"/> Waterproof document/safety box |

Disaster Supplies for Persons Onsite

- | | |
|--|--|
| <input type="checkbox"/> Blankets/ sleeping bags | <input type="checkbox"/> First aid kits |
| <input type="checkbox"/> Sun screen | <input type="checkbox"/> CPR kits |
| <input type="checkbox"/> Canned goods ² | <input type="checkbox"/> Paper goods, plates, cups, plastic utensils |
| <input type="checkbox"/> Water ³ | <input type="checkbox"/> Insect repellent |

¹ Be sure to have at least six 3-5 gallon buckets that can be used both to fill with water for flushing toilets and then for necessary cleaning.

² Be sure that the food is non-perishable and packaged or canned. Identify storage date and replace every 6 months.

³ Drinking water should be stored at the rate of one gallon of water per person per day. Store water in sealed, unbreakable containers. Identify storage date and replace every 6 months.

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CHAPTER II: PREPAREDNESS AND PLANNING

SECTION THREE

Developing a Family Disaster Plan

The family is the domestic church and is integral to the life of the parish. As such, families should be as prepared as the parish to face a disaster. Parish staff live in two worlds, one with their employer (the parish) and the other with their families at home. If a disaster was to strike and the parish staff and parishioners' families were not prepared, the parish community would be unable to adequately respond to the broader community.

Three forms, found in the Appendix section, can assist with family preparedness. (1) Form II-D "Family Disaster Supply Kit" (see page II-14); (2) Form II-E "BISCO Family Emergency Plan" (distribute to family and friends to identify specifics and contact information); (3) Form II-F "Your Family Prepared for Disaster" (a family readiness guide produced by Catholic Charities USA that will prompt families to begin thinking about preparing themselves for disaster).

We encourage parish staff to distribute these materials to all families within the parish. The parish disaster committee could then host informal meetings with parishioners to review elements of a family disaster plan. The more involved and knowledgeable parishioners are in the preparation for a disaster, the better their ability to respond to such a disaster will be, resulting in less loss of life and property damage. Parishes are also encouraged to distribute the TRAC Storm Safe LA Handbook.

Preparing your Family for a Disaster

Unfortunately, disasters are familiar to many Louisianans. In the past few years, the Gulf Coast region has been impacted by the worst hurricanes and flooding in history, experienced damaging hail storms and tornadoes, seen space shuttle debris rain down across the state, undergone massive fires in factories and plants, and become aware of the threat of terrorism to the community as it grieved with a nation on September 11, 2001.

Having experienced these disasters, we have learned that we can take some simple steps to protect our families and ensure the safety of our children, while at the same time making it easier to recover if and when we have to go through a future disaster. This family readiness guide is designed to help you and your family be prepared for future disasters.

Find Out What Can Happen To Your Family

From experience, we all know that the Gulf Coast region is susceptible to natural disasters such as floods, hurricanes, and tornadoes. Depending on where you live, however, could put you at an even greater risk for a disaster. Parishioners whose houses are located in floodplains are more concerned with flooding than those who live safely outside the floodplain. Take these steps to find out what could happen to your family:

- Contact your Local Emergency Management Office or your local American Red Cross Chapter to find out which disasters could affect you specifically.
- Determine what types of disasters are likely to happen near you and how to prepare for each.
- Identify what your community's warning sirens sound like and what to do if you hear them.

CHAPTER II: PREPAREDNESS AND PLANNING

Create a Family Emergency Plan

Use the following guidelines to teach children about disaster and to make them feel as if they are helping in disaster planning.

- Tell children that a disaster is something that could hurt people or cause damage.
- Explain that “sometimes nature provides too much of a good thing”, like fire, rain, and wind.
- Explain how important it is to make a Family Disaster Plan.
- Tell children there are many people who can help them in a disaster.
- Have a common plan in case family members are separated:
 - Choose a place to go outside of your neighborhood in case you cannot go home.
 - Choose someone out-of-town to be your family contact.
- Fill out the local emergency phone numbers and child identification cards.
- Keep emergency phone numbers by each phone.
- Teach children:
 - How to call for help (emergency numbers).
 - When to call each emergency number.
 - How to dial long distance.
 - How to memorize the names and numbers of local and out-of-state emergency contacts.
- Show everyone how and when to turn off the utilities.
 - Locate the main electric fuse box, water service main, and natural gas main.
 - Keep a wrench near gas and water shut-off valves.
- Remember: if you turn off the gas, you will need a professional to turn it back on again.
- Do a home hazard hunt for items that can move, fall, break, or cause a fire.
- Plan home escape routes – two from each room.
- Find safe places in your home for each type of disaster.
- Designate “rally points” where you and your family can meet if a disaster happens when you are all away from home.
- Have all adults take a Red Cross First Aid and CPR Class.

If you are told to evacuate, please take the following steps:

- In Louisiana, you may be asked to evacuate through a mandatory evacuation order issued by the local emergency management office. If the emergency management office recommends evacuating, take their advice and do so immediately. It could save your life.
- Listen to the radio, TV, or a NOAA weather radio for instructions from local officials. They will provide instructions on evacuation routes and shelter openings.
- Shut off water, gas, and electricity if told to do so.
- Leave a note telling when you left and where you are going.
- Call your family contact to tell them where you are going.
- Make sure you have all of your disaster supplies (see checklist)
- Secure doors and garage doors from the inside.
- Fill up your car with gasoline.
- Use evacuation routes recommended by officials.

CHAPTER II: PREPAREDNESS AND PLANNING

Hurricanes and Evacuation

You will have more time to prepare for evacuation in the event of a hurricane than during a hazardous materials spill. However, it will take more time to prepare your home and your family for this type of evacuation. Here are some steps to take before evacuating.

- If you live in a mobile home, **LEAVE**.
- If it is recommended you evacuate, take the advice and **LEAVE**.
- Cover windows, skylights, and sliding doors with shutters/boards.
- Wrap up irreplaceable items (family photos, videos, etc.) in plastic and pack them so you can take them if you evacuate.
- Take your family records and documents. If your home is damaged in a disaster, you will have to prove home ownership to the American Red Cross and FEMA.
- Move furniture away from windows and cover with plastic.
- Move lawn furniture inside with other loose outdoor items.
- Remove TV and cable antennas and turbines from the roof.
- Secure dumpsters and land-docked boats by filling them with water.
- Leave as early as possible – being stuck on an evacuation route as a hurricane strikes is not only scary but also dangerous.
- Remember any special dietary needs of your family.
- For the elderly or disabled, take all medications, walkers, wheelchairs, extra oxygen or other special health care needs.
- Arrange for pets' safety. **DO NOT** leave pets tied up outside.
- Take bedding and essential clothing.
- Bring enough food/water/medicine to last for 3 days.

If you decide to stay at home during a disaster, do the following:

- Only stay at home if you have **NOT** been ordered to leave.
- Prepare your home as if you were evacuating (see Hurricanes and Evacuation Checklist).
- Stay in a large center room with few or no windows.
- If flooding occurs, move to higher floors. It is recommended that you bring non-perishable food item, bottled water, and an axe/hatchet with you.
- Keep all windows and doors closed tightly.
- Monitor radio for news and weather reports continuously.
- Turn off any propane tanks. Unplug all unnecessary appliances.
- Fill bathtub and large containers with water for sanitary purposes.
- Use flashlights instead of candles. Cook with canned heat; **DO NOT USE** charcoal or pressurized gas inside!
- Turn refrigerator to maximum cold and open only when necessary.
- Turn off utilities if told to do so by authorities.
- If you are in a multiple-story building and away from the water, go to the first or second floor and take refuge in the halls or interior rooms.
- Stay inside until “all clear” is announced. If seeking shelter during a hurricane, do not leave your home when the eye of the storm passes – eye wall winds, the strongest of the storm, can start back up with very little notice.
- Be alert for and ready to seek shelter from tornadoes, which can happen during a hurricane or a severe thunderstorm.

CHAPTER II: PREPAREDNESS AND PLANNING

Create a Family Disaster Supply Kit

Use kit if evacuating or staying put in a disaster!

When preparing for a disaster, use the “15 minute rule”. This rule states that any essential things you need to evacuate or prepare for a disaster should take you 15 minutes or less to get together. To make sure that items are readily accessible: (a) assemble the supplies in easy-to-carry containers like backpacks and duffle bags, (b) have important papers already packed in waterproof containers, and (c) have plastic sheeting easily available if needed. Use this checklist to prepare your family disaster supplies kit (a copy of this list also is found in the forms section (Form II-D) at the end of this manual).

Household Items

- | | |
|---|---|
| <input type="checkbox"/> Battery-powered radio | <input type="checkbox"/> Duct tape |
| <input type="checkbox"/> Battery-powered flashlights | <input type="checkbox"/> Waterproof matches |
| <input type="checkbox"/> Extra batteries | <input type="checkbox"/> Sewing kit |
| <input type="checkbox"/> Cash or travelers checks and change | <input type="checkbox"/> Plastic storage containers |
| <input type="checkbox"/> Basic food seasoning (salt/pepper) | <input type="checkbox"/> Paper, pencils and pens |
| <input type="checkbox"/> Manual can opener | <input type="checkbox"/> Aluminum foil |
| <input type="checkbox"/> Paper plates | <input type="checkbox"/> Plastic sheeting/tarps |
| <input type="checkbox"/> Cups | <input type="checkbox"/> Basic tool kit (adjustable wrench, screwdrivers, hammer, etc.) |
| <input type="checkbox"/> First aid kit | <input type="checkbox"/> Map to follow evacuation routes/ find shelters |
| <input type="checkbox"/> Fire extinguisher (small ABC type) | |
| <input type="checkbox"/> Minimum 3-day supply of nonperishable, packaged or canned food (e.g. canned or dried juice mixes, powdered or canned milk, peanut butter, jelly, crackers, unsalted nuts, trail mixes, cereals, rice, cookies, hard candies, instant coffee, tea bags) | |
| <input type="checkbox"/> Minimum 3-day supply of bottled drinking water – one gallon of water per person per day. Don't forget water for pets. Store water in sealed unbreakable containers. Replace every 6 months. | |

Family Documents (stored in a water proof container):

- | | | |
|--|--|---|
| <input type="checkbox"/> Birth certificates | <input type="checkbox"/> Social Security cards | <input type="checkbox"/> Hat and work gloves |
| <input type="checkbox"/> Marriage certificates | <input type="checkbox"/> Bond/stock issues | <input type="checkbox"/> Sturdy shoes or work boots |
| <input type="checkbox"/> Death certificates | <input type="checkbox"/> Wills/ living trusts | <input type="checkbox"/> Blankets and sleeping bags |
| <input type="checkbox"/> Insurance policies | <input type="checkbox"/> Sunglasses | <input type="checkbox"/> Insect repellent and sun screen |
| <input type="checkbox"/> Passports/ visas | <input type="checkbox"/> Ownership documents | <input type="checkbox"/> Backup disks of computer information |
| <input type="checkbox"/> Rain gear | <input type="checkbox"/> Thermal underwear | |
| <input type="checkbox"/> Medical records/ vaccination histories | <input type="checkbox"/> Clothing & bedding (for each family member) | |
| <input type="checkbox"/> Photocopies of all cards carried in wallet | <input type="checkbox"/> Irreplaceable photographs/ videotapes/ family heirlooms | |
| <input type="checkbox"/> Inventory of personal property for filing insurance claims. List everything and include receipts of big ticket items. | | |
| <input type="checkbox"/> Videotape or photos of home(s)' contents to supplement your written inventory of your home. | | |

CHAPTER II: PREPAREDNESS AND PLANNING

Sanitation Supplies

- | | |
|---|---|
| <input type="checkbox"/> Toilet paper, towelettes | <input type="checkbox"/> Plastic garbage bags with ties |
| <input type="checkbox"/> Soap, liquid detergent | <input type="checkbox"/> Plastic bucket with tight lid |
| <input type="checkbox"/> Feminine supplies | <input type="checkbox"/> Disinfectant |
| <input type="checkbox"/> Personal hygiene items | <input type="checkbox"/> Unscented household bleach |

Baby Needs

- | | | |
|---|--|--|
| <input type="checkbox"/> Disposable diapers | <input type="checkbox"/> Bottles | <input type="checkbox"/> Medications |
| <input type="checkbox"/> Formula | <input type="checkbox"/> Powdered milk | <input type="checkbox"/> Changes of clothing |

Adult/Elderly Needs

- | | |
|--|---|
| <input type="checkbox"/> Walkers/ wheelchairs/canes | <input type="checkbox"/> Don't forget these odds and ends... |
| <input type="checkbox"/> Denture needs | <input type="checkbox"/> Entertainment – Books, Toys, and Games |
| <input type="checkbox"/> Extra set of prescription glasses/ contacts. | <input type="checkbox"/> Extra set of car keys. |
| <input type="checkbox"/> Extra months' supply of prescription medicine refills (Store in easily accessible bag in medicine cabinet, rotate pills as prescription is refilled). | |

Storing Your Kit

Choose a cool, dark location in which to store your kit (i.e. a closet or “safety corner” in the garage). If you live in an apartment or have limited space, be innovative. Other possible storage locations include under stairways or in a large box or plastic tub that can be covered with a tablecloth and used as an end table.

Layer and Monitor Your Supplies

Layer supplies and keep them together in a container such as a plastic garbage can with wheels. Check the items every 6 months for expiration dates, changes in your children's clothing sizes and weather requirements. A good way to remember to inspect your kit is to do it when you set your clocks back and change your smoke detector batteries.

Use What You Already Have

Use what you already have and prepare as if you are going camping for 3 days in the mountains with no facilities. If you are a camper, you have a head start: camping supplies, tent, camp stove, and water jugs can double as emergency supplies.

Tips for Storing and Using Water

Purify water by boiling it for 5 –10 minutes or by adding drops of unscented household bleach containing 5.25% hypochlorite. FEMA recommends using 16 drops of bleach per one (1) gallon of water. Purification tablets or a filter system designed for backpackers also work well. Store water in plastic three-liter soda bottles instead of plastic milk-type jugs. Milk jugs will break down over time, while soda bottles last considerably longer. Consider freezing water so it will last until needed. Frozen water also can be used for non-emergency situations like camping, fishing, hunting, etc. However, don't forget to replace the water jugs when you get home.

CHAPTER II: PREPAREDNESS AND PLANNING

Practice and Maintain Your Plan

Without practice and maintenance, your family risks forgetting its disaster plan, and your disaster supplies will expire or be ruined. Use this schedule to remember to practice and maintain your plan.

Every Month

Test your smoke alarms.

Every 6 Months

Go over family disaster plan and do escape drills. Quiz children. Replace stored food and water. Make sure to rotate clothing according to the season.

Every Year

Wash blanket/clothing supplies. Replace batteries in smoke alarms.

CHAPTER II: PREPAREDNESS AND PLANNING

SECTION FOUR

Deciding Whether to Evacuate and When to Leave

Hurricane Watch – Hurricane conditions are expected in the specified area of the watch, usually within 36 hours.

Hurricane Warning – Hurricane conditions are expected in the specified area of the Warning, usually within 24 hours.

Louisiana Phased Evacuation – **During a threat of a hurricane, a phased evacuation will be based on geographic location and time in which winds are forecasted to reach the affected areas.**

Phase I – 50 hours before the onset of tropical storm winds – evacuation will include areas south of the Intracoastal Waterway with no levee protection that are vulnerable to Category 1 and 2 storms. This includes South Terrebonne, South Lafourche and Grand Isle.

Phase II – 40 hours before the onset of tropical storm winds – evacuation will include areas south of the Mississippi River which are levee protected but remain vulnerable to Category 2 or higher storms. This includes Houma, Thibodaux and Morgan City areas.

Pre-Disaster Procedure

- I. All Diocesan churches/schools/offices implement appropriate pre-disaster planning steps set up by your individual location plan and the Diocesan Disaster Plan, as it pertains to your location.
- II. Make appropriate emergency contact calls (to your pastor, principal, supervisor or the Bishop as appropriate) to provide information on your whereabouts in the event you evacuate. Ensure accurate information regarding host dioceses, telephone numbers, etc.
- III. Follow the advice of local civil authorities and the Louisiana State Police regarding evacuation.
 - a. **Mandatory Evacuation** – If a mandatory evacuation is ordered, all personnel should leave the affected area, the parish/school/institution should close and all religious services and other activities should stop until the disaster is over.
 - b. **Voluntary Phased Evacuation** – During a threat of a hurricane, a phased evacuation will be based on geographic location and time in which tropical storm winds are forecasted to reach the affected areas. All Diocesan personnel should leave the affected area if you perceive a danger to life. *Only you can make this decision.*

Diocesan Disaster Leave Policy

- I. If a Diocesan employee chooses to leave because they perceive a danger and a mandatory evacuation has not been called and Diocesan offices remain open, permission will be granted to leave; however, any time taken under such circumstances is considered vacation time.
- II. If a Diocesan employee chooses to remain out of the area after a disaster and parishes/schools/institutions have re-opened, any time away from the job is considered vacation time.
- III. When parishes/schools/institutions close, vacation time will not be charged.

If you have questions or need additional information about evacuation plans or evacuation routes please refer to the Louisiana State Police at 1-800-469-4828 or www.lsp.org/lcadeg.html.

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CHAPTER III: WHERE TO GO FOR HELP

| | |
|--|---------|
| Within the Parish | III – 1 |
| Within the Community | III – 1 |
| Within the Diocese | III – 1 |
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CHAPTER III: WHERE TO GO FOR HELP

Helping People: Our most precious asset is the human being. Often times, people are displaced, scared, and hurting after a disaster. After the call to the American Red Cross and other immediate relief agencies, the parish should pursue assistance through Catholic Charities. The spiritual needs of those affected by disaster should not be neglected. The parish should be prepared to address a disaster through prayer, liturgical services and remembrances (see “Healing After a Tragedy” in Chapter IV).

CONTACT CATHOLIC CHARITIES FOR HELP IN ASSISTING PARISHIONERS, STAFF AND NEIGHBORS:

985-876-0490
(Office Phone)

985-876-7751
(Fax Number)

rgorman@htdiocese.org
(E-mail Address)

Catholic Charities Contact Personnel

Robert Gorman
(Executive Director)

Cell: 985-805-0372

Margie Duplantis
(Associate Director)

Media Concerns: In the event you are contacted by the news media about a disaster/emergency situation, consult with the diocesan communications office first and/or refer the call to:

Call: Fr. Mark Toups 985-868-7720
(Diocesan Communications Officer) (Office Phone Number)

In addition, please report volunteer activities to the media office as soon as possible so that the diocese can highlight the good works of the Catholic community.

WITHIN THE STATE OF LOUISIANA

Louisiana State Police: 1-800-469-4828 or www.lsp.org

Troop ‘C’: 1-800-659-5907 or 985-857-3680

2-1-1: To obtain and submit resources and referral information

WITHIN OUR CIVIL PARISHES

ALL EMERGENCIES: 9-1-1

Terrebonne Parish

Sheriff’s Office: 876-2500

Office of Emergency Preparedness (OEP): 873-6357

Lafourche Parish

Sheriff’s Office: 446-2255 (Thibodaux) 532-2255 (Raceland/Lockport) 798-2255 (Galliano)
868-2255 (Bayou Blue) **OEP:** 446-8427

St. Mary Parish

Police Depts.: 384-1622 (St. Mary) 395-6161 (Patterson) 384-7710 (Berwick) **OEP:** 385-2600

St. Mary Outreach: 385-0525

Grand Isle

Police Department: 787-2204

Jefferson Parish OEP: 504-349-5360

CHAPTER III: WHERE TO GO FOR HELP

HELPFUL RESOURCE NUMBERS

(Local Agencies That May Offer Additional Assistance or Provide Information on Resources)
also see Catholic Charities searchable Resource Guide on our home page:

<http://www.htdiocese.org/catholic-charities>

**Terrebonne Parish Consolidated
Government Department of Housing and
Human Services**

809 Barrow St., Houma, LA 70360
985-873-6865

Catholic Charities

1220 Aycock St., Houma, LA 70360
985-876-0490

Housing Authority of Houma

7491 West Park Ave., Houma, LA 70364
985-876-4755

American Red Cross (Fire)

504-620-3105

Salvation Army (Store)

5539 West Main St., Houma, LA 985-262-1871

St. Vincent De Paul

Clothes – 107 Point St., Houma, LA 985-872-9373
Pharmacy – 7358 Main St., Houma, LA 985-872-2253

Council on Aging - Meals on Wheels

995 West Tunnel Blvd., Houma, LA 70360
985-858-5145

Office of Family Support

1012 West Tunnel Blvd., Houma, LA 70360
985-876-3755 / 1-855-562-6941

Terrebonne Churches Food Bank

254 Magnolia St., Houma, LA 70360
985-851-5523
Mon 9-12, Wed 1-4, Sat 9-12

Options for Independence

1340 W. Tunnel Blvd., Houma, LA 70360
985-868-2620

TRAC

1220 Aycock St., Houma, LA 70360
985-851-2952

Southeast LA Legal Services

521 Rousell St., Houma, LA 70360
985-851-5687

Bunk House Inn (Men or Women)

8424 Main St., Houma, LA 70363
985-876-9976

Beautiful Beginnings Shelter

(Husband & wife, Families or Single Women)
300 Bond St., Houma, LA 70360
985-580-8105

Social Security

1-866-748-2071

Bayou Land Families Helping Families

985-447-4461

Mental Health Clinic

5599 Hwy. 311, Houma, LA 70360
985-857-3615

LA Dept. of Labor – Terrebonne Office

807 Barrow St., Houma, LA 70360
985-876-8990

The Work Connection

807 Barrow St., Houma, LA 70360
985-876-8990

Chabert Medical Center

1978 Industrial Blvd., Houma, LA 70363
985-873-2200

Food for Families

1-888-850-9099
(St. Mary & Terrebonne Parishes)

985-532-0459

(Lafourche Parish)

(This list has been provided by Options for Independence)

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**CHAPTER IV: HOW CAN WE HELP
PRAYING, VOLUNTEERING, AND DONATING GOODS AND MONEY**

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CHAPTER IV: HOW CAN WE HELP

PRAYING, VOLUNTEERING AND DONATING GOODS AND MONEY

An individual, family or parish response to a community hurting from a horrific disaster is one of the greatest gifts made. An appreciation and understanding of the Body of Christ and our connectedness to one another encourages many to see the suffering Christ among us and touch Him.

Praying

First and foremost, our faith calls us to be a people of prayer, constantly dialoguing with the God who loves us and created us. An important role within the parish disaster committee is that of spiritual support coordinator. When recruiting for committee membership, scan the parish population and existing organizations for someone who would be interested and best suited to lead this effort. *Does the parish currently have a prayer chain or prayer group? If so, is there a natural leader who would be willing to serve in this capacity on the parish Matthew 25 disaster committee? Does the parish have a Deacon(s)? Would he be willing to assist in spiritual support activities?*

Defining Spiritual Support Activities

As we prepare for a disaster with activities before, during, and after a disaster, our prayer activity should coincide with our preparation.

Before

- Distribute - via church bulletins or other means - prayers specifically tailored to a variety of potential disaster situations (i.e. hurricanes as hurricane season begins, inclement weather, anticipation of war).
- Develop and submit Mass intentions specific to potential disaster situations to the liturgy committee for inclusion in Sunday liturgies.
- Determine in advance where the Eucharistic Liturgy will be celebrated in the event that the parish is damaged. Seek the support of your partner parish.
- Identify in advance the nearest American Red Cross shelter (if it is not the parish) and determine if Mass can be celebrated on site.
- Invite counselors to provide a workshop on dealing with the human spirit in crisis, grief, and the shock of dealing with a disaster.
- Participate in the "Isaiah Project" lay ministry. (See the Matthew 25 program manager for details)
- Encourage prayer groups and prayer chains to pray regularly.
- Determine who the vulnerable parishioners are and include them on a prayer list.

During

- Pray!
- Stay connected with the parish through prayer.

After

- Pray!
- Based upon the work of clean-up volunteers, determine those individuals and families in need of prayers as a result of a disaster.
- Refer those most distraught to Catholic Charities for counseling.
- On the anniversaries of significant community and national disasters, hold a prayer service in remembrance.

The diocesan office of worship will provide sample prayer intentions and liturgy remembrance materials. The Internet contains a wealth of information and recommendations as well. The Church World Service website: www.cwserp.org/training/liturgy.php can provide some good resources. An example is provided on the following page.

CHAPTER IV: HOW CAN WE HELP

HOW TO MARK THE ANNIVERSARY OF A DISASTER WITH HEALING

Healing After a Tragedy

There are many anniversaries in the life of the gathered people of the body of Christ. Some of them are joyous—birthdays, wedding anniversaries, class reunions—and some are anniversaries of loss and grief. Commemorating these events and sharing them is a gift of our life together. Just as we remember the events of a wedding and celebrate the happy memories and the years spent together, anniversaries of loss also replay themselves in our lives.

The emotions at the time of loss—fear, sadness, anger, loss of control, and others— frequently resurface around the anniversary of that loss. Bringing these subconscious reactions into our shared consciousness is the beginning of a healing ministry.

September 11, 2001 is an anniversary not just for the survivors, families and communities hit by the terrorist attacks, but for the nation as a whole. Whether or not we choose to commemorate this event, most of us will be affected by it so the question is, *“How can we respond as a community of faith?”* *What can your congregation do on this anniversary or other anniversaries of painful disasters, or during a disaster itself?*

The first thing to recognize is that reactions of anger, fear, grief, and sadness are normal. We should plan our faith responses to include grief and thanksgiving, recognizing that we will each respond differently.

- In newsletters/bulletins, share articles that discuss reactions: fear, sadness, a sense of powerlessness, hopelessness, anger, restlessness, tenseness, body aches, susceptibility to illness, nightmares, and the need for comfort (food or alcohol for adults, blankets or cuddlies for children).
- A media blitz is a sure thing after a tragedy. Expect that replays of the event will be shown over and over. Each viewing or remembrance can trigger more responses. It may be best to take a break from the media. Create peaceful environments at home and in church for prayer and play, time together and space to be alone.
- Plan a worship service of prayer and commemoration, of grief and hope, such as a candlelight vigil on Sept. 11. Use the litany written for this occasion.
- Include prayers for victims and survivors of the disaster as well as those who responded— EMTs, firefighters, police, harbor patrol, disaster-response volunteers, pastors and caregivers, and armed-services personnel; our elected leaders; and others.
- Collect a special offering for the disaster response program of Catholic Charities.
- Give an expression of thanks to local fire, police and emergency personnel (who have all been on alert this year). Suggestions: Deliver homemade cookies, hold a thank-you dinner that is also a fundraiser for needed equipment, invite them to come in uniform and recognize them, and pray for their work during worship.
- Learn about disasters as a parish and work on individual and congregational preparedness. (Contact your Catholic Charities disaster program).
- Distribute copies of books on pastoral care -- i.e., *Making Sense Out of Sorrow* by Foster McCurley and Alan Weitzman (Trinity Press International); *Act of God/Active God: Recovering from Natural Disasters* by Gary Harbaugh, (Fortress Press). Use the books for study as a group.
- Encourage people to be aware of and tend to their nutrition, sleep, and spiritual needs at this time.
- Remember those with special needs: children, shut-ins (whose only companions may be the TV, which will trigger memories over and over) and armed services personnel.

CHAPTER IV: HOW CAN WE HELP

Volunteering

In Chapter II, Section One, “Profiling your Parish”, you identified a volunteer coordinator and surveyed the parish community for volunteers based on individual gifts and expertise. Now, it is time to enlist and train them.

- Establish an annual “Sign-up Sunday” for disaster volunteerism. This should be integrated with the annual Stewardship appeal.
- Send one copy of completed volunteer forms to the Matthew 25 Program (1220 Aycock Street, Houma, LA 70360) for inclusion in the diocesan volunteer database. (Sample form provided in the forms section at the back of the manual – Form 6-B).
- Screen volunteers and match them with the right task. This is not only important to the tasks at hand when an emergency strikes, but also limits the parish’s liability. You do not want to match a parishioner with a heart condition to move heavy debris in the scorching sun.
- Host a training session for your volunteers with an emphasis on family and parish preparedness. Invite American Red Cross staff to cover first aid and CPR procedures.

Activating the Volunteers

- The volunteer coordinator will call volunteers to action once an assessment has been made of the needs.
- **Family** – Volunteers and their families must first be prepared to respond to their own needs, before they assist others. (**All volunteers must have their family disaster plan in place**).
- **Parish** – Volunteers will respond to the parish and its geographic area after the family has been addressed.
- **Deanery or outside parish** – Some disasters overwhelm a small parish but are not big enough to necessitate a diocesan-wide response. One of the goals of the diocesan disaster plan is to pair parishes so they can help each other during these difficult times.
- **Diocesan** – Some disasters may require a diocesan-wide effort. Certain volunteers may be specialized in certain talents that are required at a parish outside of the deanery. *Will volunteers be willing to provide assistance to a parish in another part of the diocese?*
- **Community** – Some disasters may affect the entire community. The diocese may ask parishes to “loan” their volunteers out to community agencies to facilitate a faster recovery during a disaster. *Will your parish volunteers be willing to reach out and assist?*
- **Long-term** – Some disasters require long-term recovery efforts, sometimes as long as three to five years. Volunteers who specialize in construction work are critically needed for long-term efforts. *Would the volunteers be willing to provide long-term assistance?*

Tracking and Recognizing Volunteers

The news of our generous response to a community rebuilding after a disaster is always an occasion to celebrate. In order for us to appropriately report our efforts to the diocese and the media, a few additional steps are necessary.

- Volunteers should be provided with Mt. 25 t-shirts or name badges that clearly identify them as a volunteer from the Catholic community.
- Volunteers should report on a regular basis the number of hours worked and services provided.
- Volunteers should be thanked publicly by their pastor, volunteer coordinator, and parish disaster committee.

CHAPTER IV: HOW CAN WE HELP

Caution: During intense disaster relief work, it is not uncommon for volunteers to burn out. Rotate volunteers and offer set break times to reduce stress. Consider setting up a retreat zone and prayer center to recharge volunteers throughout their shifts.

Donating Goods

Each parish should determine the role it will take in collecting goods in support of relief efforts. Volunteer teams can provide assistance in this area before a disaster strikes by doing the following:

- Conduct surveys of the vulnerable populations and their needs;
- Conduct food and baby item drives; and
- Involve the parish in collecting and preparing “Gifts of the Heart” disaster relief kits. These kits can be prepared at the beginning of hurricane season and stored at the parish or school. At the end of the hurricane season, unused kits can be donated to a local charity.

Assembling kits before a disaster for distribution to the community during a disaster is a great activity that the entire parish can get involved in. Below are some examples of the “Gifts of the Heart” kits (also found in the forms section at the back of the manual – Form 6-D) that can be assembled and stored until a disaster strikes.

“GIFTS OF THE HEART” KITS

Clean-up Kits:

| | | |
|------------------|-------------------|--|
| plastic bucket | mop | basic cleaning solutions |
| broom | sponges | 50 gallon trash bags |
| scrub brush | one gallon bleach | gloves (1 pair leather, 1 pair rubber) |
| insect repellent | air freshener | laundry detergent |

Comfort Kits:

| | | | | |
|--------------|------------------|--------------|---------|-------------------|
| 1 bar soap | 1 deodorant | 1 hand towel | 1 comb | 1 toothbrush |
| 1 wash cloth | 1 bottle shampoo | 1 box tissue | 1 brush | 1 tube toothpaste |

Baby Care Kits:

| | | | |
|-------------------|----------------------|---------|---------------|
| 1 pack of diapers | 2 baby wash cloths | 2 gowns | baby wipes |
| 2 baby shirts | 2 receiving blankets | formula | 1 baby bottle |

Communities can rotate the kits each year by assembling new kits and donating the old ones to appropriate shelters. This is a good way of combining disaster preparedness efforts with good old fashioned donation drives which benefit the community two-fold.

Within the deanery, one parish could concentrate on developing kits for babies, another for older children and another for the elderly. In this way, each parish develops their specialty area of support and can be called upon in time of crisis for help in this matter.

About Clothing Donations

The Salvation Army is the agency responsible for collecting, cleaning, and distributing clothes to people in need. This relief organization is best equipped with volunteers and large storage space to accept clothing donations. We advise a parish not to undertake this activity but rather refer your parishioners to the Salvation Army, Goodwill a local thrift store.

CHAPTER IV: HOW CAN WE HELP

Food Drives

Within the parish, a food pantry may exist. Utilize it and its space to collect nonperishable items that will assist individuals and families recover from a disaster. Check with your local Catholic Charities office to see if you can help them stock their food pantry.

Donating Money

In the event that a disaster is major, the Bishop of the diocese may call for a second collection from all parishes and missions on or near the weekend nearest the event. All funds collected will either be sent to Catholic Charities USA for assistance where most needed in the impacted area of the state or will be given to Catholic Charities to assist in the short-, intermediate-, and long-term recovery efforts. Catholic Charities will actively engage parishes and existing parish ministries to deliver the needed assistance and supportive services.

In addition, parishes may want to commit a portion of their annual operating budget for disaster response. Those funds may be transmitted to Catholic Charities and will be held in reserve until a need arrives or the parish may retain those funds itself. Individuals and church organizations may want to “pass the hat” to support relief efforts. Catholic Charities will gladly accept such donations, promptly thank donors, and use said funds in its disaster recovery program.

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| Registration and Needs Assessment Unit | Religious Services / Pastoral Care Unit | Medical Supplies Collection and Distribution Unit |
|--|--|--|
| Registration Unit Coordinator | Pastoral Care Unit Coordinator | Medical Supplies Unit Coordinator |
| Registration Donations Coordinator | Pastoral Care Donations Coordinator | Medical Supplies Donations Coordinator |
| Registration / Assessment Team | Ordained / Religious Ministers | Medical Supplies Data Management |
| Registration Volunteer Clearing Team | Pastoral Care Lay Ministers | Medical Supplies Collections Team |
| Registration Data Management | Pastoral Care Religious Services Team | Medical Supplies Distribution Team |
| -- | Pastoral Care Data Management | -- |
| Food Preparation and Distribution Unit | Communication Support Unit | Mental Health Care Services Unit |
| Food Unit Coordinator | Communication Unit Coordinator | Mental Health Care Unit Coordinator |
| Food Donations Coordinator | Communication Donations Coordinator | Mental Health Care Donations Coord. |
| Food Collections Coordinator | Communication Team | Mental Health Care Prof. Services Team |
| Food Data Management | Pet Care Unit | Medical Care Services Unit |
| Food Collections Team | Pet Care Unit Coordinator | Medical Care Unit Coordinator |
| Food Preparation Team | Pet Care Donations Coordinator | Medical Care Donations Coordinator |
| Food Cook Team | Pet Care Registration | Medical Care Prof. Services Team |
| Food Serving Team | Pet Care Volunteer Clearing Team | Medical Care Pharmacist / Pharmacy |
| Food Drivers / Vehicles | Pet Care Professional Services | Medical Care Hospital Contact |
| Food Distribution Team | Pet Care Team | Medical Care Nursing Home Contact |
| Food Cleanup Team | Pet Care Data Management | Medical Care Follow-up |
| General Supplies Collection and Distribution Unit | Transportation and Relocation Unit (Project Starfish) | General Services / Maintenance Unit |
| General Supplies Unit Coordinator | Project Starfish Unit Coordinator | General Services Unit Coordinator |
| General Supplies Donations Coord. | Project Starfish Donations Coordinator | General Services Donations Coordinator |
| General Supplies Data Management | Project Starfish Team | General Services Cleanup Team |
| General Supplies Collections Team | Project Starfish Data Management | General Services Team - Professional |
| General Supplies Distribution Team | Project Starfish Drivers / Vehicles | General Services Team - Other |
| Child Care / Activities Unit | Local Transportation Services Unit | Laundry Services Unit |
| Child Care Unit Coordinator | Local Trans. Unit Coordinator | Laundry Services Unit Coordinator |
| Child Care Donations Coordinator | Local Trans. Donations Coordinator | Laundry Services Donations Coordinator |
| Child Care Baby Sitters Team | Local Transportation Drivers / Vehicles | Laundry Services Team |
| Child Care Teachers Team | -- | Laundry Services Drivers / Vehicles |
| Child Care Activities Team | -- | -- |

(Note: One volunteer may fill multiple roles dependent on needs. Roles and responsibilities may be modified to better fit the various situations that may arise.)

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CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

REGISTRATION AND NEEDS ASSESSMENT UNIT ROLES

Registration Unit Coordinator

- Trained Supervisor position. Shares overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill other roles as needed

Registration Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Registration / Assessment Team

- Takes charge of the evacuee registration tables. Possibly the first contact disaster victim has with Matthew 25. Must make this first impression a positive experience.
- Collects all essential personal data from disaster victim for follow-up and assistance purposes.
- Must make an extra effort to obtain any outside contact information from the disaster victim such as family and friends living in unaffected areas.
- Directs disaster victim to on-site (Parish) assistance areas as needed.
- Refers disaster victims to known agencies and organizations that can assist them with their unmet needs.
- Provide evacuees' information to Registration Data Management.

Registration Volunteer Clearing Team

- Takes charge of the volunteer registration table.
- Provide method for Matthew 25 volunteers to document their time and service information.
- Solicits volunteer schedules and volunteer needs from all Unit Coordinators as applicable. Uses this information to:
 - Direct scheduled volunteers to their assigned units.
 - Assist in filling the volunteer needs with "walk-in" volunteers.
- Provide volunteers' information to Registration Data Management.

Registration Data Management

- Responsible for keeping records of volunteers' time and service.
- Responsible for keeping records of disaster victims' information and needs.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

FOOD PREPARATION AND DISTRIBUTION UNIT ROLES

Food Unit Coordinator

- Trained Supervisor position. Shares overall responsibilities with other Unit Coordinators as applicable
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

Food Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as meats, produce, cooking supplies, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Food Collections Coordinator

- This position is a certified position.
- Primary person responsible for receipt and distribution of all food related items such as perishable and non perishable food, snacks, produce, cooking supplies, etc.
- Will coordinate the organization and proper storage of all food related items prior to cooking and distribution.
- Will oversee food preparation to assure proper guidelines are followed in each process.
- Will consult with Food Unit Coordinator, Food Preparation Teams, and Food Cook Teams to provide daily meal menus.

Food Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving food where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Responsible for keeping records of daily menus.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

Food Collections Team

- Team of volunteers assisting the Food Collections Coordinator in keeping the pantry and cooler/freezer areas clean and organized for easy retrieval by food preparation team and cooks.
- Team will assist in the receipt, unpacking, and storage of all food-related items under the direction of the Food Collections Coordinator.
- Team will assist in making "care packages" under the direction of the Food Collections Coordinator for distribution to disaster victims.

Food Preparation Team

- Qualified team of volunteers will prepare food prior to being cooked. Will clean, chop, season, etc. all necessary ingredients.
- Team will prepare foods that require no cooking such as salads, sandwiches, etc.
- Team will follow all FDA and health agency regulations in the processes they utilize.

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

Food Cook Team

- Qualified cooks will cook meals to meet the needs of all disaster victims reached.
- Cooks will follow all FDA and health agency regulations in the processes they utilize.

Food Serving Team

- Team of volunteers that will serve meals prepared by preparation and cook teams.
- Team should work out best method for them to safely and efficiently serve these meals.

Food Drivers / Vehicles

- Volunteer may be asked to use personal vehicle for transporting food as needed. No expense reimbursements will be offered for this service.
- Volunteers may be coordinated through the Local Transportation Coordinator when used.

Food Distribution Team

- Team of volunteers assisting with the distribution of food to disaster victims.
- Assists with preparation and packaging of food in individual containers for distribution to disaster affected areas.
- Will usually ride in back of food distribution vehicles and hand out food directly to disaster victims at their disaster affected homes.

Food Cleanup Team

- Team of volunteers will clean all cooking utensils used in the preparation, cooking, and serving of each meal.
- Team will make sure that the dining, kitchen, and food preparation areas are cleaned and sanitized after each meal.

GENERAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

General Supplies Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill other roles as needed.
- Primary person responsible for receipt and distribution of all non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, etc.
- Coordinates volunteer General Supplies Collections and Distribution Teams' work schedules.
- Will coordinate the organization and proper storage of these items for easy distribution.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to General Supplies Data Management.
- Responsible for documenting the list of disaster victims receiving supplies and for getting this information to General Supplies Data Management.

General Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as clothing, sheets, blankets, mattresses, toys, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

General Supplies Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

General Supplies Collections Team

- Team of volunteers assisting the General Supplies Unit Coordinator in organizing and storing non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, personal hygiene items, etc. for easy distribution.
- Team will assist in the receipt, unpacking, sorting, and storage of all these items under the direction of the General Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making "care packages" under the direction of the General Supplies Unit Coordinator.

General Supplies Distribution Team

- Team of volunteers assisting the General Supplies Unit Coordinator in distributing non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, personal hygiene items, etc. to evacuees as well as to other disaster victims in need of such items.
- Team may be asked to assist the General Supplies Collection Team in the sorting, and storage of these items under the direction of the Collections Coordinator.
- Team may be asked to assist the General Supplies Collection Team in making "care packages" under the direction of the General Supplies Unit Coordinator.

CHILD CARE/ACTIVITIES UNIT ROLES

Child Care Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

Child Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as toys, video equipment and supplies, and/or additional volunteer personnel.
- Solicits supplies/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

Child Care Baby Sitters Team

- Qualified volunteers willing to assist disaster victims by taking care of infants to give parents time alone to take care of other disaster related business.
- Volunteers will work under schedules developed by Child Care Unit Coordinator.

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

Child Care Teachers Team

- Qualified volunteers willing to assist disaster victims by developing and holding school for older children to give parents time alone to take care of other disaster related business.
- Volunteers will work under schedules developed by Child Care Unit Coordinator.

Child Care Activities Team

- Volunteers willing to assist with child care activities in a controlled environment.
- Services could include such duties as playing games, reading books, telling stories, etc.
- Responsible for organizing the activity unit and for maintaining a clean, safe environment for the children.

RELIGIOUS SERVICES / PASTORAL CARE UNIT ROLES

Pastoral Care Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- Will work with various religious denomination groups to arrange regular religious services for evacuees and other disaster victims.
- Assists in coordination and scheduling of Religious Ministers and Counselors.
- Responsible for documenting listing of services and for getting this information to Pastoral Care Data Management.
- Usually will also fill other roles as needed

Pastoral Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as religious service equipment and supplies and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Ordained / Religious Ministers

- Volunteer services from various qualified religious denomination ministers willing to provide personal religious ministering or willing to provide regularly scheduled religious services for evacuees and other disaster victims.
- Coordination and scheduling of these services will be made through the Pastoral Care Unit Coordinator.

Pastoral Care Lay Ministers

- Volunteer services from various religious denominations lay ministers willing to provide religious ministering to evacuees and other disaster victims. This may be through personal ministering, rosary sessions, etc.
- Lay ministers should be able to provide some type of verification of qualifications to perform such services such as training through “The Isaiah Project” program or other recognized process.
- Coordination and scheduling of these services should be made through the Pastoral Care Unit Coordinator.

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

Pastoral Care Religious Services Team

- Team of volunteers willing to provide assistance with the regularly scheduled religious services for evacuees and other disaster victims.
- Responsible for advertising these religious services throughout the area.
- Responsible for clearing area and setting up tables and chairs as needed for these services.
- Responsible to clean up and returning service area to pre-service condition.
- Assists with services as needed under direction of the Pastoral Care Unit Coordinator.

Pastoral Care Data Management

- Responsible for keeping records of religious services provided for evacuees.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

COMMUNICATION SUPPORT UNIT ROLES

Communication Unit Coordinator

- Trained Supervisor position. Shares overall responsibilities with other Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

Communication Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Communication Team

- Responsible for keeping volunteers informed of the status of the various local and government agencies such as FEMA, Red Cross, etc.
- Responsible for keeping volunteers informed of the status of the where the various evacuation shelters and distribution centers may be located along with the operating hours of each.
- Responsible for finding other means of communication in the event that normal methods are not available. This may mean personally traveling to and from various areas to obtain necessary information.

PET CARE UNIT ROLES

Pet Care Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

Pet Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as pet food, supplies, and/or additional volunteer personnel.
- Solicits supplies/volunteers to fill these needs.
- Usually will also fill other roles as needed

Pet Care Registration

- Takes charge of the Pet Care registration tables. Possibly the first contact disaster victim has with Matthew 25. Must make this first impression a positive experience.
- Interview evacuees - gather as much information as possible about their pet such as name, age, special diet, medication, etc.
- Collects all essential personal data from disaster victim for follow-up and assistance purposes.
- Documents new evacuee/pet information and provides it to Pet Care Data Management.

Pet Care Volunteer Clearing Team

- Takes charge of the Pet Care volunteer registration table.
- Provide method for Matthew 25 volunteers to document their time and service information.
- Provide volunteers' information to Pet Care Data Management.

Pet Care Professional Services

- Volunteer services from Professional Pet Care Providers willing to provide their services for evacuee pet victims. These services may include veterinarian, SPCA, Humane Society, and/or other pet care professionals.
- Coordination and scheduling of these services will be made through the Pet Care Unit Coordinator.

Pet Care Team

- Trained volunteers willing to work with animals that have been victims of a disaster situation under the direction of a Veterinarian or the Pet Care Unit Coordinator.
- Some of the services that they may be asked to perform would be grooming, feeding, exercising, and other general care tasks with the animals.
- They would also be responsible for cleaning and maintaining the pet unit and pet supplies.

Pet Care Data Management

- Responsible for keeping records of volunteers' time and service.
- Responsible for keeping records of disaster affected pet information and needs.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed.

TRANSPORTATION AND RELOCATION UNIT ROLES (Project Starfish)

Project Starfish Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Will coordinate drivers and vehicles in the evacuee relocation process.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill other roles as needed

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

Project Starfish Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, financial assistance, vehicles, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Project Starfish Team

- Takes charge of the Project Starfish registration table.
- Interviews evacuees and assists them in finding families outside affected area that they could move in with.
- Verifies receiving families' information and makes preliminary transportation arrangements under the direction of the Project Starfish Unit Coordinator.
- Documents new evacuee information and provides it to Project Starfish Data Management.

Project Starfish Data Management

- Responsible for keeping records of evacuees' information and updates.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

Project Starfish Drivers / Vehicles

- Volunteer drivers to transport evacuees being relocated out of town.
- Volunteer may be asked to use personal vehicle for these transports. Mileage reimbursement would be available in such cases.

LOCAL TRANSPORTATION SERVICES UNIT ROLES

Local Transportation Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Local Transportation Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as vehicles and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Local Transportation Drivers/Vehicles

- Volunteer drivers to transport evacuees to local business such as going to bank, store, doctor, etc.
- Volunteer will be asked to use personal vehicle for these transports. No expense reimbursements will be offered for this service.

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

MEDICAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

Medical Supplies Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- May also fill other roles as needed
- Primary person responsible for receipt and distribution of all medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc.
- Coordinates volunteer Medical Supplies Collections and Distribution Teams' work schedules.
- Will coordinate the organization and proper storage of these items for secure storage and easy distribution.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to Medical Supplies Data Management.
- Responsible for documenting the list of disaster victims receiving supplies and for getting this information to Medical Supplies Data Management.

Medical Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as medicines, medical supplies, professional services, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Assists in coordination and scheduling of Doctors, Nurses, Dentists, Paramedics, and/or EMTs.
- Usually will also fill other roles as needed

Medical Supplies Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

Medical Supplies Collections Team

- Team of volunteers assisting the Medical Supplies Unit Coordinator in organizing and storing all medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc. for secure storage easy distribution.
- Team will assist in the receipt, unpacking, storage, and distribution of these items under the direction of the Medical Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making "care packages" under the direction of the Medical Supplies Unit Coordinator.

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

Medical Supplies Distribution Team

- Team of volunteers assisting the Medical Supplies Unit Coordinator in distributing medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc. to evacuees as well as to other disaster victims in need of such items.
- All medical items will be distributed under the supervision of a Nurse Practitioner or Doctor.
- Team may be asked to assist the Medical Supplies Collection Team in the sorting, and storage of these items under the direction of the Medical Supplies Unit Coordinator.
- Team may be asked to assist the Medical Supplies Collection Team in making “care packages” under the direction of the Medical Supplies Unit Coordinator.

MENTAL HEALTH CARE SERVICES UNIT ROLES

Mental Health Care Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Mental Health Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as medical services and/or additional volunteer personnel.
- Solicits services/volunteers to fill these needs.
- Usually will also fill other roles as needed

Mental Health Care Professional Services Team

- Volunteer services from qualified counselors willing to provide counseling services for evacuees and other disaster victims.
- Coordination and scheduling of these services will be made through the Mental Health Care Unit Coordinator.

MEDICAL CARE SERVICES UNIT ROLES

Medical Care Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Medical Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs will usually be for medical services and/or additional volunteer personnel.
- Solicits services/volunteers to fill these needs.
- Usually will also fill other roles as needed

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

Medical Care Professional Services Team

- Volunteer services from Professional Medical Care Providers willing to provide medical services for evacuees and other disaster victims. These services may include medical doctors, certified nurses, dentists, paramedics, EMT, etc.
- Coordination and scheduling of these services will be made through the Medical Care Unit Coordinator.
- Expenses for services may be reimbursable through FEMA. Professional Medical Care Providers will be responsible for requesting such reimbursements.

Medical Care Pharmacist / Pharmacy

- Volunteer services from Certified Pharmacist/Pharmacy willing to provide medical prescription services for evacuees and other disaster victims.
- Coordination and scheduling of these services will be made through the Medical Care Unit Coordinator.
- Expenses for services may possibly be reimbursable through FEMA. Pharmacist/Pharmacy will be responsible for requesting such reimbursements.

Medical Care Hospital Contact

- Persons working at area hospitals willing to be hospital representatives that would work hand and hand with Matthew 25 volunteers during any situations that may arise where hospital services may be needed.
- Will keep Medical Care Unit Coordinator up to date as to any changes in hospital status of operation and status of disaster related patients.

Medical Care Nursing Home Contact

- Persons working at area nursing homes willing to be nursing home representatives that would work hand and hand with Matthew 25 volunteers during any situations that may arise where nursing home services may be needed.
- Will keep Medical Care Unit Coordinator up to date as to any changes in nursing home status of operation and status of disaster related patients.

Medical Care Follow-up

- Volunteer services from Professional Medical Care Provider willing to provide follow-up medical services for evacuees after they relocate to a different address.
- Coordination and scheduling of these services will be made through the Medical Care provider and the patient.
- Expenses for services may possibly be reimbursable through FEMA. Paramedic will be responsible for requesting such reimbursements.

GENERAL SERVICES/MAINTENANCE UNIT ROLES

General Services Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed.

CHAPTER V: UNIT ROLES AND RESPONSIBILITIES

General Services Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as cleaning supplies, basic tools, electrical/mechanical parts, and/or additional volunteer personnel.
- Solicits services/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed.

General Services Cleanup Team

- Team of volunteers responsible for basic clean-up of assigned areas under the direction of the General Services Unit Coordinator.
- Usually will also fill other roles as needed.

General Services Team - Professional

- Professional service providers willing to donate their time and services to assist with disaster related incidents as needed. Services could include electrical, mechanical, refrigeration, etc.
- Usually will also fill other roles as needed.

General Services Team - Other

- Volunteers not assigned to any specific task or role willing to assist in any way that they can under the direction of the General Services Unit Coordinator.
- Duties could be to take charge of the portable shower areas, assist with clean-up (homes, church property, etc.), set-up and tear-downs, and various other general tasks and duties.
- May also fill other roles as needed.

LAUNDRY SERVICES UNIT ROLES

Laundry Services Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Laundry Services Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as clothes bags, washing detergent, and/or additional volunteer personnel.
- Solicits supplies/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

Laundry Services Team

- Qualified volunteers willing to donate personal time and equipment to wash/dry evacuees' clothes.
- Volunteers may be asked to use personal laundry equipment. No expense reimbursements will be offered for this service.

Laundry Services Drivers/Vehicles

- Volunteer may be asked to use personal vehicle for transporting clothes as needed. No expense reimbursements will be offered for this service.
- Volunteers may be coordinated through the Local Transportation Coordinator when used.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

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CHAPTER VI: MANAGEMENT TEAM EXAMPLES

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| Distribution Center |
| <i>Distribution Center Coordinator</i> |
| Registration and Needs Assessment Unit |
| Communication Support Unit |
| General Supplies Collection and Distribution Unit |
| Food Preparation and Distribution Unit |
| Local Transportation Services Unit |
| General Services/Maintenance Unit |

| |
|---|
| Evacuation Shelter |
| <i>Evacuation Shelter Coordinator</i> |
| Registration and Needs Assessment Unit |
| Communications Unit |
| Transportation and Relocation Unit |
| Religious Services / Pastoral Care Unit |
| Medical Services Unit |
| Mental Health Services Unit |
| Food Preparation and Distribution Unit |
| General Supplies Collection and Distribution Unit |
| Medical Supplies Collection and Distribution Unit |
| Pet Care Unit |
| Child Care/Activities Unit |
| General Services/Maintenance Unit |
| Local Transportation Services Unit |
| Laundry Services Unit |

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| Parish General Store |
| <i>Parish General Store Coordinator</i> |
| Registration and Needs Assessment Unit |
| General Supplies Collection and Distribution Unit |
| Local Transportation Services Unit |
| General Services/Maintenance Unit |

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|---|
| Parish Host Family Meals w/ General Store |
| <i>Parish Coordinator</i> |
| Registration and Needs Assessment Unit |
| Food Preparation and Distribution Unit |
| General Supplies Collection and Distribution Unit |
| Local Transportation Services Unit |
| General Services/Maintenance Unit |

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| Parish Nursing Home Visitations |
| <i>Parish Visitation Coordinator</i> |
| Registration and Needs Assessment Unit |
| Religious Services / Pastoral Care Unit |
| Local Transportation Services Unit |

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| Parish Hotel/Motel Visitations |
| <i>Parish Visitation Coordinator</i> |
| Registration and Needs Assessment Unit |
| Religious Services / Pastoral Care Unit |
| Local Transportation Services Unit |

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| Parish Host Family Visitations |
| <i>Parish Visitation Coordinator</i> |
| Registration and Needs Assessment Unit |
| Religious Services / Pastoral Care Unit |
| Local Transportation Services Unit |

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|---|
| Parish Meal Preparation and Distribution |
| <i>Parish Food Coordinator</i> |
| Registration and Needs Assessment Unit |
| Food Preparation and Distribution Unit |
| Local Transportation Services Unit |
| General Services/Maintenance Unit |

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| Church Cleanup After Disaster |
| <i>Church Cleanup Coordinator</i> |
| Registration and Needs Assessment Unit |
| Religious Services / Pastoral Care Unit |
| Local Transportation Services Unit |
| General Services/Maintenance Unit |

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CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

| Distribution Center Coordinator | | |
|---|---|--|
| Registration and Needs Assessment Unit | Food Preparation and Distribution Unit | General Supplies Collection and Distribution Unit |
| Unit Coordinator | Unit Coordinator | Unit Coordinator |
| Donations Coordinator | Donations Coordinator | Donations Coordinator |
| Registration/Assessment Team | Collections Coordinator | Data Management |
| Volunteer Clearing Team | Data Management | Collections Team |
| Data Management | Collections Team | Distribution Team |
| | Preparation Team | |
| Communication Support Unit | Cook Team | |
| Unit Coordinator | Serving Team | |
| Donations Coordinator | Drivers/Vehicles | |
| | Distribution Team | |
| | Cleanup Team | |

(*Note: One volunteer may fill multiple roles dependent upon size of distribution center and available volunteers)

Distribution Center Coordinator

- Trained Distribution Center Supervisor position.
- Primary person responsible for all volunteer activities at distribution center.
- Primary contact person for distribution center. Communicates directly to Matthew 25 Program Manager.
- Assists Unit Coordinators with volunteer work schedules and general activities for distribution center.
- Will usually also fill the role of one of the Unit Coordinators or other roles as needed.

REGISTRATION AND NEEDS ASSESSMENT UNIT ROLES

Registration Unit Coordinator

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

Registration Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

Registration/Assessment Team

- Mans the registration tables. Possibly the first contact that disaster victim has with the Matthew 25 Ministry. Must make this first impression a positive experience.
- Interviews disaster victims and assists them in completing the Matthew 25 Needs Assessment Form. Identify met needs and indicate how these needs were met. Identify unmet needs and attempt to capture as much detail as possible.
- Should make an extra effort to obtain any outside contact information from evacuees, such as family and friends living in unaffected areas.
- Directs disaster victims to on-site assistance areas as needed.
- Refers disaster victims to known agencies and organizations that can assist them with their unmet needs.
- Forward Matthew 25 Needs Assessments Forms to Matthew 25 Program Manager via Registration Unit Coordinator.
- Provide method for center volunteers to document their time and service information.
- Provide volunteers' and disaster victims' information to Registration Data Management.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

Volunteer Clearing Team

- Mans the volunteer registration table.
- Provide method for shelter volunteers to document their time and service information.
- Provide volunteers' information to Registration Data Management.

Registration Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims' information and needs, as found on Matthew 25 Needs Assessment Form.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.

COMMUNICATION SUPPORT UNIT ROLES

Communication Unit Coordinator

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

Communication Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

Communication Center Team

- Responsible for keeping center volunteers informed of the status of the various local and government agencies such as FEMA, Red Cross, etc.
- Responsible for keeping center volunteers informed of the status of the where the various evacuation shelters and distribution centers may be located along with the operating hours of each.
- Responsible for finding other means of communication in the event that normal methods are not available. This may mean personally traveling to and from various areas to obtain necessary information.

GENERAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

General Supplies Unit Coordinator

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill other roles as needed.
- Primary person responsible for receipt and distribution of all supplies.
- Coordinates volunteer Collections and Distribution Teams' work schedules.
- Will coordinate the organization of all supplies.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to General Supplies Data Management.
- Responsible for documenting the list of disaster victims receiving supplies and for getting this information to General Supplies Data Management.

General Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as cleaning supplies, clothing, sheets, blankets, mattresses, personal hygiene items, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

General Supplies Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.

General Supplies Collections Team

- Team of volunteers responsible for the receiving process in handling supplies.
- Team will assist in the receipt, unpacking, and storage of all supplies under the direction of the General Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making "care packages" as needed under the direction of the General Supplies Unit Coordinator.

General Supplies Distribution Team

- Team of volunteers responsible for the distribution of supplies.
- Some team members would man a sign-up table where they would use the pre-filled Matthew 25 Needs Forms to help the disaster victim(s) determine their needs as related to the supplies available to them.
- Volunteer "shoppers" would then fill the requested orders to help meet the disaster victims' needs.

FOOD PREPARATION AND DISTRIBUTION UNIT ROLES

(May operate in remote locations independent from primary distribution centers)

Food Unit Coordinator

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill other roles as needed.

Food Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as meats, produce, cooking supplies, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

Food Collections Coordinator

- This position is a certified position.
- Primary person responsible for receipt and distribution of all food related items such as perishable and non perishable food, snacks, produce, cooking supplies, etc.
- Will coordinate the organization and proper storage of all food related items prior to cooking and distribution.
- Will oversee food preparation to assure proper guidelines are followed in each process.
- Will consult with Food Unit Coordinator, Food Preparation Teams, and Food Cook Teams to provide daily meal menus.

Food Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving food where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Responsible for keeping records of daily menus.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

Food Collections Team

- Team of volunteers will assist the Food Collections Coordinator in keeping the pantry and cooler/freezer areas clean and organized for easy retrieval by food preparation team and cooks.
- Team will assist in the receipt, unpacking, and storage of all food-related items under the direction of the Food Collections Coordinator.
- Team will assist in making “care packages” under the direction of the Food Collections Coordinator.

Food Preparation Team

- Qualified team of volunteers will prepare food prior to being cooked. Will clean, chop, season, etc. all necessary ingredients.
- Team will prepare foods that require no cooking such as salads, sandwiches, etc.
- Team will follow all FDA and health agency regulations in the processes they utilize.

Food Cook Team

- Qualified cooks will cook meals to meet the needs of all distribution center guests and/or remote distribution victims.
- Cooks will follow all FDA and health agency regulations in the processes they utilize.

Food Serving Team

- Team of volunteers that will serve meals prepared by preparation and cook teams to all distribution center guests.
- When unit is operated independently of a Distribution Center, this team will be responsible for packaging meals for distribution to remote locations by Food Distribution Teams.
- Team should work out best method to safely and efficiently serve and package these meals.

Food Drivers/Vehicles

- Volunteer drivers to transport prepared meals to local disaster victims.
- Volunteers will be asked to use personal vehicles for these transports. Pickup trucks are preferred transport vehicle. No expense reimbursements will be offered for this service.
- Volunteers may be coordinated through the Local Transportation Coordinator when used.

Food Distribution Team

- Team of volunteers that will assist in the distribution of food to local disaster victims.
- Teams will distribute meals door to door from the back of volunteer pickup trucks or other such means.

Food Cleanup Team

- Team of volunteers will clean all cooking utensils used in the preparation, cooking, and serving of each meal.
- Team will make sure that the dining, kitchen, and food preparation areas are cleaned and sanitized after each meal.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Evacuation Shelter Management

| Evacuation Shelter Coordinator | | | | |
|--|------------------------------------|---|---|----------------------------|
| Registration and Needs Assessment Unit | Transportation and Relocation Unit | General Supplies Collection and Distribution Unit | Medical Supplies Collection and Distribution Unit | Child Care/Activities Unit |
| Unit Coordinator | Unit Coordinator | Unit Coordinator | Unit Coordinator | Unit Coordinator |
| Donations Coordinator | Donations Coordinator | Donations Coordinator | Donations Coordinator | Donations Coordinator |
| Registration/Assessment | Project Starfish Team | Data Management | Data Management | Child Care Baby Sitters |
| Volunteer Clearing | Data Management | Collections Team | Collections Team | Child Care Teachers |
| Data Management | Drivers/Vehicles | Distribution Team | Distribution Team | Children Activities |
| Local Transportation Services Unit | Mental Health Care Services Unit |  | Communication Support Unit | Laundry Services Unit |
| Unit Coordinator | Unit Coordinator | | Unit Coordinator | Unit Coordinator |
| Donations Coordinator | Donations Coordinator | | Donations Coordinator | Donations Coordinator |
| Drivers/Vehicles | Professional Services | | Communication Center | Laundry Services |
| -- | -- | | -- | Drivers/Vehicles |
| Food Preparation and Distribution Unit | Medical Care Services Unit | Religious Services / Pastoral Care Unit | General Services / Maintenance Unit | Pet Care Unit |
| Unit Coordinator | Unit Coordinator | Unit Coordinator | Unit Coordinator | Unit Coordinator |
| Donations Coordinator | Donations Coordinator | Donations Coordinator | Donations Coordinator | Donations Coordinator |
| Collections Coordinator | Professional Services | Religious Ministers | Cleanup Team | Pet Registration |
| Data Management | Pharmacist/Pharmacy | Lay Ministers | Professional Services | Professional Services |
| Collections Team | Hospital Contact | Religious Services | Services Team - Other | Pet Care Team |
| Preparation Team | Nursing Home Contact | Data Management | -- | Volunteer Clearing |
| Cook Team | Follow-up Care | -- | -- | Data Management |
| Serving Team | -- | -- | -- | -- |
| Drivers/Vehicles | -- | -- | -- | -- |
| Distribution Team | -- | -- | -- | -- |
| Cleanup Team | -- | -- | -- | -- |

(Note: One volunteer may fill multiple roles dependent upon size of evacuation shelter and available volunteers)

Evacuation Shelter Coordinator

- Trained Evacuation Shelter Supervisor position.
- Primary person responsible for all volunteer activities at distribution center.
- Primary contact person for shelter. Communicates directly to Civic/Public Agencies and Matthew 25 Program Manager.
- Assists Unit Coordinators with volunteer work schedules and general activities for distribution center.
- Responsible for communicating shelter status and needs to the Matthew 25 Program Manager.
- May also fill the role of one of the Unit Coordinators or other roles as needed

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

REGISTRATION AND NEEDS ASSESSMENT UNIT ROLES

Registration Unit Coordinator

- Trained Supervisor position. Shares overall shelter responsibilities with other primary Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed

Registration Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Registration/Assessment Team

- Mans the evacuee registration tables. Possibly the first contact evacuee has with the shelter. Must make this first impression a positive experience.
- Collects all essential personal data from evacuee prior to their admittance into shelter.
- Must make an extra effort to obtain any outside contact information from the evacuee such as family and friends living in unaffected areas.
- Directs evacuees to on-site assistance areas as needed.
- Refers disaster victims to known agencies and organizations that can assist them with their unmet needs.
- Provide evacuees' information to Registration Data Management.

Volunteer Clearing Team

- Mans the volunteer registration table.
- Provide method for shelter volunteers to document their time and service information.
- Provide volunteers' information to Registration Data Management.

Registration Data Management

- Responsible for keeping records of shelter volunteers' time and service.
- Responsible for keeping records of evacuees' information and needs.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

TRANSPORTATION AND RELOCATION UNIT ROLES

(Project Starfish)

Project Starfish Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Will coordinate drivers and vehicles in the evacuee relocation process.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed

Project Starfish Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, financial assistance, vehicles, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Evacuation Shelter Management

Project Starfish Team

- Mans the Project Starfish registration table.
- Interviews evacuees and assists them in finding families outside shelter that they could move in with.
- Verifies receiving families' information and makes preliminary transportation arrangements under the direction of the Project Starfish Unit Coordinator.
- Documents new evacuee information and provides it to Project Starfish Data Management.

Project Starfish Data Management

- Responsible for keeping records of evacuees' information and updates.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

Project Starfish Drivers/Vehicles

- Volunteer drivers to transport evacuees being relocated out of town.
- Volunteer may be asked to use personal vehicle for these transports. Mileage reimbursement would be available in such cases.

GENERAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

General Supplies Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed.
- Primary person responsible for receipt and distribution of all non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, etc.
- Coordinates volunteer General Supplies Collections and Distribution Teams' work schedules.
- Will coordinate the organization and proper storage of these items for easy distribution.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to General Supplies Data Management.
- Responsible for documenting the list of disaster victims, outside shelter, receiving supplies and for getting this information to General Supplies Data Management.

General Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as clothing, sheets, blankets, mattresses, toys, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

General Supplies Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims, outside shelter, receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

General Supplies Collections Team

- Team of volunteers assisting the General Supplies Unit Coordinator in organizing and storing non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, personal hygiene items, etc. for easy distribution.
- Team will assist in the receipt, unpacking, sorting, and storage of all these items under the direction of the General Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making “care packages” under the direction of the General Supplies Unit Coordinator.

General Supplies Distribution Team

- Team of volunteers assisting the General Supplies Unit Coordinator in distributing non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, personal hygiene items, etc. to evacuees at shelter as well as to other disaster victims in need of such items.
- Team may be asked to assist the General Supplies Collection Team in the sorting, and storage of these items under the direction of the Collections Coordinator.
- Team may be asked to assist the General Supplies Collection Team in making “care packages” under the direction of the General Supplies Unit Coordinator.

MEDICAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

Medical Supplies Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed
- Primary person responsible for receipt and distribution of all medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc.
- Coordinates volunteer Medical Supplies Collections and Distribution Teams’ work schedules.
- Will coordinate the organization and proper storage of these items for secure storage and easy distribution.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to Medical Supplies Data Management.
- Responsible for documenting the list of disaster victims, outside shelter, receiving supplies and for getting this information to Medical Supplies Data Management.

Medical Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as medicines, medical supplies, professional services, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Assists in coordination and scheduling of Doctors, Nurses, Dentists, Paramedics, and/or EMTs.
- Usually will also fill other roles as needed

Medical Supplies Data Management

- Responsible for keeping records of unit volunteers’ time and service.
- Responsible for keeping records of disaster victims, outside shelter, receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Evacuation Shelter Management

Medical Supplies Collections Team

- Team of volunteers assisting the Medical Supplies Unit Coordinator in organizing and storing all medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc. for secure storage easy distribution.
- Team will assist in the receipt, unpacking, storage, and distribution of these items under the direction of the Medical Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making “care packages” under the direction of the Medical Supplies Unit Coordinator.

Medical Supplies Distribution Team

- Team of volunteers assisting the Medical Supplies Unit Coordinator in distributing medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc. to evacuees at shelter as well as to other disaster victims in need of such items.
- All medical items will be distributed under the supervision of a Nurse Practitioner or Doctor.
- Team may be asked to assist the Medical Supplies Collection Team in the sorting, and storage of these items under the direction of the Medical Supplies Unit Coordinator.
- Team may be asked to assist the Medical Supplies Collection Team in making “care packages” under the direction of the Medical Supplies Unit Coordinator.

RELIGIOUS SERVICES / PASTORAL CARE UNIT ROLES

Pastoral Care Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Will work with various religious denomination groups to arrange regular religious services for evacuees at shelter location.
- Assists in coordination and scheduling of Religious Ministers and Counselors.
- Responsible for documenting listing of services and for getting this information to Pastoral Care Data Management.
- Usually will also fill other roles as needed

Pastoral Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as religious service equipment and supplies and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Religious Ministers

- Volunteer services from various qualified religious denomination ministers willing to provide personal religious ministering or willing to provide regularly scheduled religious services for evacuees at shelter location.
- Coordination and scheduling of these services will be made through the Pastoral Care Unit Coordinator.

Lay Ministers

- Volunteer services from various religious denominations lay ministers willing to provide religious ministering to evacuees at shelter location. This may be through personal ministering, rosary sessions, etc.
- Lay ministers should be able to provide some type of verification of qualifications to perform such services such as training through “The Isaiah Project” program or other recognized process.
- Coordination and scheduling of these services should be made through the Pastoral Care Unit Coordinator.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

Religious Services Team

- Team of volunteers willing to provide assistance with the regularly scheduled religious services for evacuees at shelter location.
- Responsible for advertising these religious services throughout the shelter.
- Responsible for clearing area and setting up tables and chairs as needed for these services.
- Responsible to clean up and returning service area to pre-service condition.
- Assists with services as needed under direction of the Pastoral Care Unit Coordinator.

Pastoral Care Data Management

- Responsible for keeping records of religious services provided for evacuees.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

LOCAL TRANSPORTATION SERVICES UNIT ROLES

Local Transportation Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Local Transportation Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as vehicles and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Local Transportation Drivers/Vehicles

- Volunteer drivers to transport evacuees to local business such as going to bank, store, doctor, etc.
- Volunteer will be asked to use personal vehicle for these transports. No expense reimbursements will be offered for this service.

MENTAL HEALTH CARE SERVICES UNIT ROLES

Mental Health Care Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Mental Health Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as medical services and/or additional volunteer personnel.
- Solicits services/volunteers to fill these needs.
- Usually will also fill other roles as needed

Mental Health Care Professional Services

- Volunteer services from qualified counselors willing to provide counseling services for evacuees at shelter location.
- Coordination and scheduling of these services will be made through the Mental Health Care Unit Coordinator.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Evacuation Shelter Management

PET CARE UNIT ROLES

Pet Care Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

Pet Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as pet food, supplies, and/or additional volunteer personnel.
- Solicits supplies/volunteers to fill these needs.
- Usually will also fill other roles as needed

Pet Care Registration

- Mans the Pet Care registration tables. Possibly the first contact disaster victim has with Matthew 25. Must make this first impression a positive experience.
- Interview evacuees - gather as much information as possible about their pet such as name, age, special diet, medication, etc.
- Collects all essential personal data from disaster victim for follow-up and assistance purposes.
- Documents new evacuee/pet information and provides it to Pet Care Data Management.

Pet Care Volunteer Clearing Team

- Mans the Pet Care volunteer registration table.
- Provide method for Matthew 25 volunteers to document their time and service information.
- Provide volunteers' information to Pet Care Data Management.

Pet Care Professional Services

- Volunteer services from Professional Pet Care Providers willing to provide their services for evacuee pet victims.. These services may include veterinarian, SPCA, Humane Society, and/or other pet care professionals.
- Coordination and scheduling of these services will be made through the Pet Care Unit Coordinator.

Pet Care Team

- Trained volunteers willing to work with animals that have been victims of a disaster situation under the direction of a Veterinarian or the Pet Care Unit Coordinator.
- Some of the services that they may be asked to perform would be grooming, feeding, exercising, and other general care tasks with the animals.
- They would also be responsible for cleaning and maintaining the pet area and pet supplies.

Pet Care Data Management

- Responsible for keeping records of volunteers' time and service.
- Responsible for keeping records of disaster affected pet information and needs.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed.

CHILD CARE/ACTIVITIES UNIT ROLES

Child Care Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

Child Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as toys, video equipment and supplies, and/or additional volunteer personnel.
- Solicits supplies/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

Child Care Baby Sitters Team

- Qualified volunteers willing to assist disaster victims by taking care of infants to give parents time alone to take care of other disaster related business.
- Volunteers will work under schedules developed by Child Care Unit Coordinator.

Child Care Teachers Team

- Qualified volunteers willing to assist disaster victims by developing and holding school for older children to give parents time alone to take care of other disaster related business.
- Volunteers will work under schedules developed by Child Care Unit Coordinator.

Child Care Activities Team

- Volunteers willing to assist with child care activities in a controlled environment.
- Services could include such duties as playing games, reading books, telling stories, etc.
- Responsible for organizing the activity area and for maintaining a clean, safe environment for the children.

LAUNDRY SERVICES UNIT ROLES

Laundry Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Laundry Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as clothes bags, washing detergent, and/or additional volunteer personnel.
- Solicits supplies/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

Laundry Services Team

- Qualified volunteers willing to donate personal time and equipment to wash/dry evacuees' clothes.
- Volunteers may be asked to use personal laundry equipment. No expense reimbursements will be offered for this service.

Laundry Drivers/Vehicles

- Volunteer may be asked to use personal vehicle for transporting clothes to and from shelter. No expense reimbursements will be offered for this service.
- Volunteers may be coordinated through the Local Transportation Coordinator when used.

FOOD PREPARATION AND DISTRIBUTION UNIT ROLES

Food Unit Coordinator

- Trained Supervisor position. Shares overall shelter responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Evacuation Shelter Management

Food Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as meats, produce, cooking supplies, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

Food Collections Coordinator

- This position is a certified position.
- Primary person responsible for receipt and distribution of all food related items such as perishable and non perishable food, snacks, produce, cooking supplies, etc.
- Will coordinate the organization and proper storage of all food related items prior to cooking and distribution.
- Will oversee food preparation to assure proper guidelines are followed in each process.
- Will consult with Food Unit Coordinator, Food Preparation Teams, and Food Cook Teams to provide daily meal menus.

Food Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving food where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Responsible for keeping records of daily menus.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

Food Collections Team

- Team of volunteers assisting the Food Collections Coordinator in keeping the pantry and cooler/freezer areas clean and organized for easy retrieval by food preparation team and cooks.
- Team will assist in the receipt, unpacking, and storage of all food-related items under the direction of the Food Collections Coordinator.
- Team will assist in making "care packages" under the direction of the Food Collections Coordinator for distribution to disaster victims staying outside the shelter.

Food Preparation Team

- Qualified team of volunteers will prepare food prior to being cooked. Will clean, chop, season, etc. all necessary ingredients.
- Team will prepare foods that require no cooking such as salads, sandwiches, etc.
- Team will follow all FDA and health agency regulations in the processes they utilize.

Food Cook Team

- Qualified cooks will cook meals to meet the needs of all shelter guests.
- Cooks will follow all FDA and health agency regulations in the processes they utilize.

Food Serving Team

- Team of volunteers that will serve meals prepared by preparation and cook teams to all shelter guests.
- Team should work out best method for them to safely and efficiently serve these meals.

Food Cleanup Team

- Team of volunteers will clean all cooking utensils used in the preparation, cooking, and serving of each meal.
- Team will make sure that the dining, kitchen, and food preparation areas are cleaned and sanitized after each meal.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Distribution Center Management

MEDICAL CARE SERVICES UNIT ROLES

Medical Care Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

Medical Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs will usually be for medical services and/or additional volunteer personnel.
- Solicits services/volunteers to fill these needs.
- Usually will also fill other roles as needed

Medical Care Professional Services

- Volunteer services from Professional Medical Care Providers willing to provide medical services for evacuees at shelter location or their office. These services may include medical doctors, certified nurses, dentists, paramedics, EMT, etc.
- Coordination and scheduling of these services will be made through the Medical Care Unit Coordinator.
- Expenses for services may be reimbursable through FEMA. Professional Medical Care Providers will be responsible for requesting such reimbursements.

Pharmacist/Pharmacy

- Volunteer services from Certified Pharmacist/Pharmacy willing to provide medical prescription services for evacuees staying at shelter location.
- Coordination and scheduling of these services will be made through the Medical Care Unit Coordinator.
- Expenses for services may possibly be reimbursable through FEMA. Pharmacist/Pharmacy will be responsible for requesting such reimbursements.

Hospital Contact

- Persons working at area hospitals willing to be hospital representatives that would work hand and hand with Matthew 25 volunteers during any situations that may arise where hospital services may be needed.
- Will keep Medical Care Unit Coordinator up to date as to any changes in hospital status of operation and status of disaster related patients.

Nursing Home Contact

- Persons working at area nursing homes willing to be nursing home representatives that would work hand and hand with Matthew 25 volunteers during any situations that may arise where nursing home services may be needed.
- Will keep Medical Care Unit Coordinator up to date as to any changes in nursing home status of operation and status of disaster related patients.

Medical Care Follow-up

- Volunteer services from Professional Medical Care Provider willing to provide follow-up medical services for evacuees after they leave the shelter and move to a local address.
- Coordination and scheduling of these services will be made through the Medical Care provider and the patient.
- Expenses for services may possibly be reimbursable through FEMA. Paramedic will be responsible for requesting such reimbursements.

CHAPTER VI: MANAGEMENT TEAM EXAMPLES

Volunteer Roles and Responsibilities for Evacuation Shelter Management

COMMUNICATION SUPPORT UNIT ROLES

Communication Unit Coordinator

- Trained Supervisor position. Shares overall shelter responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

Communication Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

Communication Center Team

- Responsible for keeping shelter volunteers informed of the status of the various local and government agencies such as FEMA, Red Cross, etc.
- Responsible for keeping shelter volunteers informed of the status of the where the various evacuation shelters and distribution centers may be located along with the operating hours of each.
- Responsible for finding other means of communication in the event that normal methods are not available. This may mean personally traveling to and from various areas to obtain necessary information.

GENERAL SERVICES/MAINTENANCE UNIT ROLES

General Services Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

General Services Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as cleaning supplies, basic tools, electrical/mechanical parts, and/or additional volunteer personnel.
- Solicits services/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

General Services Cleanup Team

- Team of volunteers responsible for basic clean-up of assigned areas under the direction of the General Services Unit Coordinator.
- Usually will also fill other roles as needed.

General Professional Services Team

- Professional service providers willing to donate their time and services to assist with disaster related incidents as needed. Services could include electrical, mechanical, refrigeration, etc.
- Usually will also fill other roles as needed.

General Services Team - Other

- Volunteers not assigned to any specific task or role willing to assist in any way that they can under the direction of the General Services Unit Coordinator.
- Duties could be to man portable shower areas, assist with clean-up, set-up, and tear-downs, and various other general tasks and duties.
- May also fill other roles as needed.

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APPENDIX: FORMS

| | |
|---|-----------|
| MATTHEW 25 VOLUNTEER MEMBERSHIP FORM ----- | Form I-A |
| MATTHEW 25 PARISH MEMBERSHIP FORM ----- | Form I-B |
| SPECIAL NEEDS PARISHIONERS IDENTIFICATION FORM ----- | Form II-A |
| MAINTENANCE CHECKLIST ----- | Form II-B |
| OFFICE EMERGENCY SUPPLIES CHECKLIST ----- | Form II-C |
| FAMILY DISASTER SUPPLY KIT CHECKLIST ----- | Form II-D |
| BISCO FAMILY DISASTER PLAN ----- | Form II-E |
| YOUR FAMILY PREPARED FOR DISASTER ----- | Form II-F |
| MATTHEW 25 NEEDS FORM ----- | Form IV-A |
| MATTHEW 25 STORM-RELATED VOLUNTEER SERVICE HOURS -- | Form IV-B |

Matthew 25 Disaster Preparedness and Response Ministry
VOLUNTEER MEMBERSHIP FORM

Full Name: _____

Home Address: _____

Mailing Address: _____

Home Phone: _____ Work Phone: _____ Cell Phone: _____

E-Mail 1: _____ E-Mail 2: _____

Church Parish: _____

Parish Coordinator? Check if you would like to be the liaison between your Parish and the Diocese.

Please list the type of disaster relief activities that you participated in during previous disasters: (Use additional pages if needed)

Please list the types of disaster relief activities that you would like to participate in during future disasters: (Use additional pages if needed)

Please list any special talents or skills that you have that could be beneficial in a disaster: (Such as medical, cooking, laundry, child care, pet care, data management, etc. – Use additional pages if needed)

Matthew 25 Disaster Preparedness and Response Ministry UNIT ROLES AND RESPONSIBILITIES

Name:

| Registration and Needs Assessment Unit | |
|--|--|
| Registration Unit Coordinator | |
| Registration Donations Coordinator | |
| Registration / Assessment Team | |
| Registration Volunteer Clearing Team | |
| Registration Data Management | |

| Food Preparation and Distribution Unit | |
|--|--|
| Food Unit Coordinator | |
| Food Donations Coordinator | |
| Food Collections Coordinator | |
| Food Data Management | |
| Food Collections Team | |
| Food Preparation Team | |
| Food Cook Team | |
| Food Serving Team | |
| Food Drivers / Vehicles | |
| Food Distribution Team | |
| Food Cleanup Team | |

| General Supplies Collection / Distribution Unit | |
|---|--|
| General Supplies Unit Coordinator | |
| General Supplies Donations Coordinator | |
| General Supplies Data Management | |
| General Supplies Collections Team | |
| General Supplies Distribution Team | |

| Religious Services / Pastoral Care Unit | |
|---|--|
| Pastoral Care Unit Coordinator | |
| Pastoral Care Donations Coordinator | |
| Ordained / Religious Ministers | |
| Vocation: | |
| Pastoral Care Lay Ministers | |
| Pastoral Care Religious Services Team | |
| Pastoral Care Data Management | |

| Transportation / Relocation Unit (Project Starfish) | |
|---|--|
| Project Starfish Unit Coordinator | |
| Project Starfish Donations Coordinator | |
| Project Starfish Team | |
| Project Starfish Data Management | |
| Project Starfish Drivers / Vehicles | |

| Medical Care Services Unit | |
|---|--|
| Medical Care Unit Coordinator | |
| Medical Care Donations Coordinator | |
| Medical Care Professional Services Team | |
| Profession: | |
| Medical Care Pharmacist/Pharmacy | |
| Medical Care Hospital Contact | |
| Medical Care Nursing Home Contact | |
| Medical Care Follow-up | |

| Distribution Center Coordinator | |
|---------------------------------|--|
|---------------------------------|--|

Church:

| Medical Supplies Collection / Distribution Unit | |
|---|--|
| Medical Supplies Unit Coordinator | |
| Medical Supplies Donations Coordinator | |
| Medical Supplies Data Management | |
| Medical Supplies Collections Team | |
| Medical Supplies Distribution Team | |

| Laundry Services Unit | |
|--|--|
| Laundry Services Unit Coordinator | |
| Laundry Services Donations Coordinator | |
| Laundry Services Team | |
| Laundry Services Drivers / Vehicles | |

| Child Care / Activities Unit | |
|----------------------------------|--|
| Child Care Unit Coordinator | |
| Child Care Donations Coordinator | |
| Child Care Baby Sitters Team | |
| Child Care Teachers Team | |
| Child Care Activities Team | |

| Pet Care Unit | |
|----------------------------------|--|
| Pet Care Unit Coordinator | |
| Pet Care Donations Coordinator | |
| Pet Care Registration | |
| Pet Care Professional Services | |
| Profession: | |
| Pet Care Team | |
| Pet Care Volunteer Clearing Team | |
| Pet Care Data Management | |

| Mental Health Care Services Unit | |
|---|--|
| Mental Health Care Unit Coordinator | |
| Mental Health Care Donations Coordinator | |
| Mental Health Care Professional Services Team | |
| Profession: | |

| Local Transportation Services Unit | |
|--|--|
| Local Transportation Unit Coordinator | |
| Local Transportation Donations Coordinator | |
| Local Transportation Drivers / Vehicles | |

| General Services/Maintenance Unit | |
|--|--|
| General Services Unit Coordinator | |
| General Services Donations Coordinator | |
| General Services Cleanup Team | |
| General Professional Services Team | |
| Profession: | |
| General Services Team – Other | |

| Communication Support Unit | |
|-------------------------------------|--|
| Communication Unit Coordinator | |
| Communication Donations Coordinator | |
| Communication Team | |

| Evacuation Shelter Coordinator | |
|--------------------------------|--|
|--------------------------------|--|

(Select all your volunteer interests. If more than one is selected, please try to rank your selections with '1' being your greatest interest.)

Matthew 25 Disaster Preparedness and Response Ministry
PARISH MEMBERSHIP FORM

Parish Name: _____

Pastor: _____ Matthew 25 Coordinator: _____

Parish Address: _____

Mailing Address: _____

Contact Phone: _____ Fax: _____ Emergency Phone: _____

E-Mail 1: _____ E-Mail 2: _____

Please check the volunteer units that your parish selected to provide in the event of the need for disaster response from your parish.

- | | |
|--|--|
| <input type="checkbox"/> Registration and Needs Assessment Unit | <input type="checkbox"/> Laundry Services Unit |
| <input type="checkbox"/> Food Preparation and Distribution Unit | <input type="checkbox"/> Child Care / Activities Unit |
| <input type="checkbox"/> General Supplies Collection / Distribution Unit | <input type="checkbox"/> Pet Care Unit |
| <input type="checkbox"/> Religious Services / Pastoral Care Unit | <input type="checkbox"/> Mental Health Services Unit |
| <input type="checkbox"/> Transportation / Relocation Unit (Project Starfish) | <input type="checkbox"/> Local Transportation Services Unit |
| <input type="checkbox"/> Medical Care Services Unit | <input type="checkbox"/> General Services / Maintenance Unit |
| <input type="checkbox"/> Medical Supplies Collection / Distribution Unit | <input type="checkbox"/> Communication Support Unit |

Additional Comments:

PREPAREDNESS AND PLANNING
SPECIAL NEEDS PARISHIONERS IDENTIFICATION FORM

Church Parish: _____ *Diocese of Houma-Thibodaux*

Name: _____ Spouse: _____

Address: _____ Phone: _____

List names and ages of additional members in household: _____

Do you only speak a foreign language? No Yes Language: _____

Residence Type: Single Family Mobile Home Apt. __Floor

Name of Residential Complex: _____

Medical Disability: _____

Are You: Legally Blind Deaf Mute Aphasic Are you homebound? Yes No

Do you use a wheelchair? Always Most of the Time Sometimes

Do you use a walker/cane? Always Most of the Time Sometimes

Do you require a special diet? No Yes Type: _____

Special Medical Needs (Ex: severe cardiac, diabetic on insulin)

Do you rely on electricity for home medical treatments? Yes No

Family Physician: _____ Phone: _____

Emergency Contact: _____ Phone: _____

(**NOT** living with you)

Do you have any pet(s)? Yes No If Yes, what type of pet(s) do you have and how many of each? _____

(**Note:** Pets are **NOT** allowed in shelters unless they are service animals. Make evacuation shelter arrangements for for your pet(s) **BEFORE** a disaster strikes.) Is your pet a Service Animal? Yes

Do you have transportation in an emergency? Yes No Maybe

Would you need transportation in an emergency? Yes No Maybe

If yes, what type? Standard Vehicle Wheelchair access Ambulance

Additional Comments: _____

PREPAREDNESS AND PLANNING MAINTENANCE CHECKLISTS

Routine Maintenance Checklist

- Check roof and foundation of building annually. If roof is leaking, or foundation has problems, schedule for repair.
- Monitor use of candles and open flames. Assign someone to be in charge of knowing when these will be used.
- Test smoke detectors annually. If the alarms are battery operated, replace batteries.
- Inspect HVAC equipment annually. If HVAC needs maintenance, schedule for repair.
- Have an electrician inspect the wiring, power connection, and circuit boxes annually.
- Inspect water heaters annually.
- Provide backups and surge protection for all power sources.
- Clean out gutters and drains annually.
- Maintain grounds and fences.
- Trim all trees away from the rooflines annually.
- Check the security of canopies and covered walks on a regular basis.
- Check emergency supplies. Exchange food and water supplies every 6 months.
- Ensure vehicles have updated preventative maintenance.
- Ensure jumper cables are on hand.

Beyond Routine Maintenance Checklist

- Close blinds and curtains to minimize damage from broken windows.
- If possible, position computers and other electronic equipment away from windows.
- File and secure all papers, books, and archival materials.
- Cover computers and furniture with heavy plastic to prevent wind and rain damage from broken windows. Elevate computer towers off floor if computers are located on ground floor.
- If high winds are anticipated, board vulnerable windows.
- If high winds are anticipated, remove outside furniture and store inside.
- If high winds are anticipated, remove satellite rooftop dishes.
- Check the integrity of storage sheds; close and lock the doors.
- Check the security of all doors.
- Check attic spaces and windows for leaking after every storm.
- Contact the diocese and fax in quick response form if the parish facility has sustained damage as a result of the storm.

PREPAREDNESS AND PLANNING
OFFICE EMERGENCY SUPPLIES CHECK LIST

Equipment for Facility Preparation and Clean-up

- | | |
|---|--|
| <input type="checkbox"/> Copy of disaster plan | <input type="checkbox"/> Work gloves |
| <input type="checkbox"/> Plastic garbage bags | <input type="checkbox"/> Masks |
| <input type="checkbox"/> Sealable plastic bags | <input type="checkbox"/> Duct tape |
| <input type="checkbox"/> Waterproof boxes | <input type="checkbox"/> Small dehumidifiers/portable fans |
| <input type="checkbox"/> Flashlight/ extra flashlight batteries | <input type="checkbox"/> Wet Vac |
| <input type="checkbox"/> Plastic sheeting/ tarps | <input type="checkbox"/> Extension cords/50', 3 wire grounded |
| <input type="checkbox"/> 2-way radios/extra batteries | <input type="checkbox"/> Portable incandescent lamps/extra bulbs |
| <input type="checkbox"/> Plywood (for boarding windows) | <input type="checkbox"/> Power saws/hand saws |
| <input type="checkbox"/> Ladders | <input type="checkbox"/> Shovels |
| <input type="checkbox"/> Hammer and nails | <input type="checkbox"/> Crowbar |
| <input type="checkbox"/> Mops | <input type="checkbox"/> Wheelbarrow/cart |
| <input type="checkbox"/> Buckets ¹ | <input type="checkbox"/> Jumper cables |
| <input type="checkbox"/> Brooms | <input type="checkbox"/> Cameras (standard, digital, or video) |
| <input type="checkbox"/> Disinfectant/cleaning compounds | <input type="checkbox"/> Battery operated radio/weather radio |
| <input type="checkbox"/> Bleach (at least 3 gallons) | <input type="checkbox"/> Portable gas/electric stove |
| <input type="checkbox"/> Rubber boots | <input type="checkbox"/> Ice chests |
| <input type="checkbox"/> Rubber gloves | <input type="checkbox"/> Waterproof document/safety box |

Disaster Supplies for Persons Onsite

- | | |
|--|--|
| <input type="checkbox"/> Blankets/ sleeping bags | <input type="checkbox"/> First aid kits |
| <input type="checkbox"/> Sun screen | <input type="checkbox"/> CPR kits |
| <input type="checkbox"/> Canned goods ² | <input type="checkbox"/> Paper goods, plates, cups, plastic utensils |
| <input type="checkbox"/> Water ³ | <input type="checkbox"/> Insect repellent |

¹ Be sure to have at least six 3-5 gallon buckets that can be used both to fill with water for flushing toilets and then for necessary cleaning.

² Be sure that the food is non-perishable and packaged or canned. Identify storage date and replace every 6 months.

³ Drinking water should be stored at the rate of one gallon of water per person per day. Store water in sealed, unbreakable containers. Identify storage date and replace every 6 months.

PREPAREDNESS AND PLANNING
FAMILY DISASTER SUPPLY KIT CHECKLIST

Household Items

- | | |
|---|---|
| <input type="checkbox"/> Battery-powered radio | <input type="checkbox"/> Duct tape |
| <input type="checkbox"/> Battery-powered flashlights | <input type="checkbox"/> Waterproof matches |
| <input type="checkbox"/> Extra batteries | <input type="checkbox"/> Sewing kit |
| <input type="checkbox"/> Cash or travelers checks and change | <input type="checkbox"/> Plastic storage containers |
| <input type="checkbox"/> Basic food seasoning (salt/pepper) | <input type="checkbox"/> Paper, pencils and pens |
| <input type="checkbox"/> Manual can opener | <input type="checkbox"/> Aluminum foil |
| <input type="checkbox"/> Paper plates | <input type="checkbox"/> Plastic sheeting/tarps |
| <input type="checkbox"/> Cups | <input type="checkbox"/> Basic tool kit (adjustable wrench, screwdrivers, hammer, etc.) |
| <input type="checkbox"/> First aid kit | <input type="checkbox"/> Map to follow evacuation routes/ find shelters |
| <input type="checkbox"/> Fire extinguisher (small ABC type) | |
| <input type="checkbox"/> Minimum 3-day supply of nonperishable, packaged or canned food (e.g. canned or dried juice mixes, powdered or canned milk, peanut butter, jelly, crackers, unsalted nuts, trail mixes, cereals, rice, cookies, hard candies, instant coffee, tea bags) | |
| <input type="checkbox"/> Minimum 3-day supply of bottled drinking water – one gallon of water per person per day. Don't forget water for pets. Store water in sealed unbreakable containers. Replace every 6 months. | |

Family Documents (stored in a water proof container):

- | | | |
|--|--|---|
| <input type="checkbox"/> Birth certificates | <input type="checkbox"/> Social Security cards | <input type="checkbox"/> Hat and work gloves |
| <input type="checkbox"/> Marriage certificates | <input type="checkbox"/> Bond/stock issues | <input type="checkbox"/> Sturdy shoes or work boots |
| <input type="checkbox"/> Death certificates | <input type="checkbox"/> Wills/ living trusts | <input type="checkbox"/> Blankets and sleeping bags |
| <input type="checkbox"/> Insurance policies | <input type="checkbox"/> Sunglasses | <input type="checkbox"/> Insect repellent and sun screen |
| <input type="checkbox"/> Passports/ visas | <input type="checkbox"/> Ownership documents | <input type="checkbox"/> Backup disks of computer information |
| <input type="checkbox"/> Rain gear | <input type="checkbox"/> Thermal underwear | |
| <input type="checkbox"/> Medical records/ vaccination histories | <input type="checkbox"/> Clothing & bedding (for each family member) | |
| <input type="checkbox"/> Photocopies of all cards carried in wallet | <input type="checkbox"/> Irreplaceable photographs/ videotapes/ family heirlooms | |
| <input type="checkbox"/> Inventory of personal property for filing insurance claims. List everything and include receipts of big ticket items. | | |
| <input type="checkbox"/> Videotape or photos of home(s)' contents to supplement your written inventory of your home. | | |

PREPAREDNESS AND PLANNING

DISASTER SUPPLY KIT

Sanitation Supplies

- | | |
|---|---|
| <input type="checkbox"/> Toilet paper, towelettes | <input type="checkbox"/> Plastic garbage bags with ties |
| <input type="checkbox"/> Soap, liquid detergent | <input type="checkbox"/> Plastic bucket with tight lid |
| <input type="checkbox"/> Feminine supplies | <input type="checkbox"/> Disinfectant |
| <input type="checkbox"/> Personal hygiene items | <input type="checkbox"/> Unscented household bleach |

Baby Needs

- | | | |
|---|--|--|
| <input type="checkbox"/> Disposable diapers | <input type="checkbox"/> Bottles | <input type="checkbox"/> Medications |
| <input type="checkbox"/> Formula | <input type="checkbox"/> Powdered milk | <input type="checkbox"/> Changes of clothing |

Adult/Elderly Needs

- | | |
|---|---|
| <input type="checkbox"/> Walkers/ wheelchairs/canes | <input type="checkbox"/> Don't forget these odds and ends... |
| <input type="checkbox"/> Denture needs | <input type="checkbox"/> Entertainment – Books, Toys, and Games |
| <input type="checkbox"/> Extra set of prescription glasses/ contacts. | <input type="checkbox"/> Extra set of car keys. |
| <input type="checkbox"/> Extra months' supply of prescription medicine refills (Store in easily accessible bag in medicine cabinet, rotate pills as prescription is refilled) | |

FAMILY EMERGENCY PLAN
BISCO (BAYOU INTERFAITH SHARED COMMUNITY ORGANIZING)
and LOUISIANA SPIRIT HURRICANE RECOVERY

Give a copy of this plan to each family member, emergency contacts, children's school, your pastor, etc.

FOR THE FAMILY OF: _____

MAIN FAMILY ADDRESS: _____

EVACUATION/REGROUPING LOCATION: _____

ICE NUMBERS *(In Case of Emergency)*

Program into your phone as **ICE-1** and **ICE-2** so emergency personnel reading your phone will know who to contact

| 1 st Out-of-area Contact | 2 nd Out-of-area Contact |
|-------------------------------------|-------------------------------------|
| Name: | Name: |
| Address: | Address: |
| Home Phone: | Home Phone: |
| Work Phone: | Work Phone: |
| Cell Phone: | Cell Phone: |
| e-mail: | e-mail: |

FAMILY INFORMATION

| NAME | BIRTHDATE | MEDICAL INFO ON BACK OF FORM? | USUAL WEEKDAY LOCATION |
|------|-----------|----------------------------------|------------------------|
| 1. | | Yes No | |
| 2. | | Yes No | |
| 3. | | Yes No | |
| 4. | | Yes No | |
| 5. | | Yes No | |
| 6. | | Yes No | |

| 's workplace | 's workplace | 's workplace |
|--------------|--------------|--------------|
| Business: | Business: | Business: |
| Address: | Address: | Address: |
| Phone: | Phone: | Phone: |
| e-mail: | e-mail: | e-mail: |

| 's school | 's school | 's school |
|-----------|-----------|-----------|
| School: | School: | School: |
| Address: | Address: | Address: |
| Phone: | Phone: | Phone: |
| e-mail: | e-mail: | e-mail: |

OTHER IMPORTANT NUMBERS

Post important numbers near your telephone or program them into your cell phone

| | | |
|---------|------------|------------------|
| Police: | Fire: | Ambulance: |
| Doctor: | Insurance: | Flood Insurance: |

INSURANCE INFORMATION

| | | |
|----------|-------|----------------|
| Company: | Type: | Policy Number: |
| Company: | Type: | Policy Number: |
| Company: | Type: | Policy Number: |

MEDICAL INFORMATION

NAME: _____
DIAGNOSES: _____

ALLERGIES: _____
MEDICATIONS: _____

OTHER: _____

NAME: _____
DIAGNOSES: _____

ALLERGIES: _____
MEDICATIONS: _____

OTHER: _____

NAME: _____
DIAGNOSES: _____

ALLERGIES: _____
MEDICATIONS: _____

OTHER: _____

NAME: _____
DIAGNOSES: _____

ALLERGIES: _____
MEDICATIONS: _____

OTHER: _____

NAME: _____
DIAGNOSES: _____

ALLERGIES: _____
MEDICATIONS: _____

OTHER: _____

NAME: _____
DIAGNOSES: _____

ALLERGIES: _____
MEDICATIONS: _____

OTHER: _____

FAMILY EMERGENCY PLAN
BISCO (BAYOU INTERFAITH SHARED COMMUNITY ORGANIZING)
and LOUISIANA SPIRIT HURRICANE RECOVERY

Give a copy of this plan to each family member, emergency contacts, children's school, your pastor, etc.

DIRECTIONS FOR FAMILY EMERGENCY PLANNING

- 1. Have a family meeting to devise a plan.**
 - A. Select an out-of-area evacuation site and/or a location to re-unite in case of separation**
 - B. Select at least two out-of-area contacts from different regions of the country for family members to contact in case of separation.**
 - C. Compile contact information (**Family Emergency Plan) for family members, including those not living at home.**
 - D. Give copies of the Family Emergency Plan (long form and wallet form) to each family member**
 - E. Give copies of the Family Emergency Plan to each of the following:**
 - 1. Out-of-area contacts**
 - 2. Children's schools or day care centers**
 - 3. Workplaces of family members**
 - 4. Churches/Pastors**
 - 5. Nursing Homes of senior family members**
 - 6. Others selected as needed by the family**
 - F. Have practice drills with family members to make sure everyone knows exactly what to do before it becomes necessary.**



Louisiana Spirit is an outreach crisis counseling program designed to address the emotional and mental health needs of those impacted by hurricanes and is funded by grants from FEMA/SAMHSA through the Louisiana Department of Health and Hospitals, Office of Mental Health to Options for Independence.

BISCO is everyday and ordinary church people working together with their ministers to effect positive change in the parishes of Lafourche and Terrebonne. The mission of BISCO is to build a powerful interfaith, multi-ethnic, multi-racial, multi-issue organization that serves as a voice for all persons in South Louisiana.

6. Home Exit Plan

- Create basic floor plan of home and clearly mark exits to be used for emergencies. Post in each room.
- Create an evacuation box to “grab and go” in a waterproof container. Include:
 - Small amount of cash.
 - Irreplaceable photos/negatives in plastic.
 - A written inventory of your valuable possessions (update annually).
 - Insurance policy number and company phone numbers.
 - Copies of other important family or home documents and contact list.
 - Copies of prescriptions.
 - Copies of important legal documents—deeds, wills, birth certificates, immunization records, first two pages of prior two years’ tax returns, etc. *Original documents (except wills) should be kept in a safe deposit box.*

A CHILD’S REACTION TO DISASTER

If the child:

- is upset over loss of toy, blanket, or other item adult might think insignificant;
- has nightmares or is unable to sleep alone or without a light;
- reverts to younger behavior, e.g., bedwetting;
- loses trust in adults;
- wants parents in sight always; or
- feels responsible for the disaster

the child may need formal counseling to help cope with the disaster.



www.fema.gov



www.catholiccharitiesinfo.org

Emergency Contacts

Police Department: _____
 Fire Department: _____
 Local Hospital: _____
 Local Contact: _____
 Out-of-State Contact: _____
 Family Work Numbers: _____

 Insurance Agent: _____
 Utility Company: _____
 Local Red Cross: _____
 Local Catholic Charities: _____

Local sponsorship provided by:

Catholic Charities USA
 Office of Disaster Response
 1731 King Street
 Alexandria, VA 22314
 Ph: (703) 549-1390, ext. 118
 Fax: (703) 549-1656
 www.catholiccharitiesusa.org

Your
FAMILY

Prepared for Disaster

Before
 Disaster
 Happens



Developing a Disaster Plan

Before September 11, 2001, emergencies in our lives had usually been unexpected. Since that terrible day, we are no longer able to say it won't happen to us, and we must learn to be prepared.

Knowing what to do in the face of an emergency is the best protection for your family. Preparedness will bring peace of mind and knowing what to do is every family's responsibility.

Use the information in this brochure to create an emergency-ready home environment for the safety and well being of you and your loved ones.

1. Family Training

- ➔ Show all adults where and how to shut off main utility valves for water, gas, electricity.
- ➔ Teach young children how and when to dial 911 and what to say.
- ➔ Post all emergency numbers by every phone.
- ➔ Hold evacuation drills periodically with all members of the family.
- ➔ Quiz family members periodically (every six months) on procedures and contact information.

2. Meeting Plan

- ➔ Have two places to meet in case you cannot return to your home—one spot just outside the home and another outside the neighborhood.
- ➔ Have an out-of-state relative or friend as a family contact in case family members are in separate locations at the time of disaster. Be sure school offices have this number on file.
- ➔ Create a contact list.

3. Be a Good Neighbor

- ➔ Meet with your neighbors to plan how to work together in case of an emergency.
- ➔ Know your neighbors' special needs or skills, e.g., medical, technical.
- ➔ Make plans for each other's children in case a parent is not able to get home.

4. Supplies

- Store the following items in a sturdy, pest-free container and place in an accessible location:
- ➔ Water—one gallon per person, per day in a plastic container. Mark date of storage on container and replace every three months.
 - ➔ Non-perishable foods (including pet food, if applicable). Replace every six months.
 - ➔ Manual can opener.
 - ➔ Flashlights with extra batteries.
 - ➔ Extra pair of prescription eyeglasses.
 - ➔ Battery-operated radio or TV and extra batteries.
 - ➔ First aid kit.

5. Utilities

- ➔ Prescription drugs that are used regularly.
 - ➔ Extra set of car keys.
 - ➔ Blankets or sleeping bags.
 - ➔ Information (style, serial number, etc.) on crucial medical devices, e.g., pacemaker.
 - ➔ Small amount of cash (or traveler's checks) and a credit card.
 - ➔ Have children prepare an emergency kit for themselves with books, toys, games, pictures, etc.
- ➔ Locate the main water and gas shutoffs—all adults in the home should know how to shut off.
 - ➔ Install smoke detectors on each floor—test and replace batteries regularly.
 - ➔ Test fire extinguishers regularly.

Matthew 25 Needs Form

Parish: _____ **Date:** _____

Interviewer: _____

Who needs help?

- Host family (name) _____
- Evacuee (name) _____
- Local resident with storm damage (name)

of evacuee adults: _____ # of evacuee children: _____

Current address/location: _____

Telephone or way to contact: _____

Email: _____

Home address: _____

Needs:

- Food
- Clothing
- Transportation
- Rent/Mortgage
- Gas
- Medical/Dental/Mental Health
- School Supplies/Uniforms

- Utilities
- Home Repair
- Other

Have you applied for:

- FEMA
- Red Cross
- TRAC
- Other

Is there anything else you would like us to know? (Use back of form is more space is needed)

