

Section 3: Preparation

“Any community that fails to prepare – with the expectation that the federal government can offer a life line – will be tragically wrong.” - *Michael Leavitt, Former U.S. Secretary of Health & Human Services comments regarding a potential pandemic flu outbreak.*

To be prepared means having plans and resources in place so that your congregation can continue to offer services, support, and hope – even under unusual circumstances. This section of the toolkit will give your organization a guideline to prepare for an emergency. There is a great deal of information in this section of the toolkit, but start small and move to bigger preparation areas as time and personnel become available.

This section includes:

- Preparing the Facility
- Preparing Leadership and Staff
- Preparing for Continuing Operations
- Preparing with Neighboring Congregations and Organizations
- Preparing Members of your Congregation



Tools in this section:

- *PowerPoint Presentation, “Emergency Preparedness for Leadership and Staff”*
- *Job Action Sheets*
- *Fill-In Incident Command System Chart*
- *Core Preparedness Training Recommendations for Emergencies (including Pandemic Influenza)*
- *Phone Call Tree*
- *Connecting Members*
- *Survey of Members to Assist During Emergencies*
- *Letter of Intent with Local Government*
- *Care Buddies*
- *Sample Letter to Partner with a Neighboring Faith Community*
- *PowerPoint Presentation, “Are You Ready? Personal and Family Emergency Preparedness”*
- *Planning Guide for Individual and Family Readiness*
- *Sample Email or Letter to Members on Preparing for Emergencies*
- *PowerPoint Presentation, “Psychological First-Aid”*



Activities in this section:

- *Self-Assessment Questionnaire of Readiness*
- *Individual Job Continuity Planning*
- *Get a Kit Together*

Preparing the Facility

Routine facility maintenance is a good business practice. Completing routine maintenance can also minimize greater damage during an emergency. In addition to routine maintenance, there are suggested tasks listed below that will reduce the damage, cost and frustration related to an emergency (*Organizational Facility Checklist and Maintenance Calendar* on pg. 12 can help with this process):

- Complete a facility assessment for safety compliance with electricity, plumbing and water systems, as well as for the building's structural soundness.
- Clearly mark gas and water shut-off valves with legible instructions how to shut off each.
- HVAC system preventive maintenance (function and control options).
- Assess and inventory all information technology, equipment and furniture, noting the condition.
- Complete repairs as needs are identified.
- Discuss the adequacy of the congregation's insurance coverage with the insurance agent.
- Maintain records of all inventories and assessments.
- Post clearly visible emergency numbers by every phone including 911, poison control center, law enforcement and fire department.
- Identify a storm shelter and procedures.
- Take photographs of buildings for insurance purposes (include all sides of the building and the roof, if possible).
- Store records, insurance policies, recent blueprints and other documents in a safe place with back-up copies off-site.
- Provide safe storage for sacred items.
- Develop a clean-up committee.

Review insurance policies annually.

- Does your insurance policy meet the minimum requirements of your mortgage holder?
- When was the last estimate on the value of property? How accurate are the figures?
- Does your insurance policy cover the cost of recent additions or high value items such as stained glass windows?
- Does your insurance policy cover the cost of temporary rental of another facility in the event your facility is severely damaged or destroyed?
- Does your insurance policy cover the cost of temporary rental housing for the faith leader and their family in the event that their home is severely damaged or destroyed? (Your facility's policy may not cover the cost of replacing personal items; the faith leader may need to provide their own renter's policy.)

Determine **financial arrangements** during a time of emergency, such as

- Accessing savings accounts
- On-line giving
- Payroll
- Acquisition of supplies and equipment to continue operations during an emergency

Preparing the Leadership and Staff

Preparing employees and making work accommodations are important parts of congregational emergency preparedness (see the *PowerPoint Presentation, "Emergency Preparedness for Leadership and Staff"* on pg. 30). Congregational employees and volunteers will be on the front line of emergency response for communications, maintaining the essential functions of the congregation, and providing emotional and spiritual support for the members. Consider the following when preparing employees/volunteers:

- Orient and provide on-going training on the congregational emergency plan to help reduce anxiety and allow staff/volunteers to function in an emergency (see the *Self-Assessment Questionnaire of Readiness* activity on pg. 78).
- Post the communication plan and emergency numbers in appropriate locations to facilitate communication between congregational staff, members, volunteers, emergency management and public health.
- Provide cross-training of staff to maintain essential functions.
- Plan for changes in work space and location that may be necessary based on the type and extent of the emergency (see the *Individual Job Continuity Planning* activity on pg. 79).
- Consider how to protect employees and their families if the employee is required to be exposed to hazardous situations (i.e. provide personal protective equipment, extend sick leave benefits).

Command Structure

In any emergency response, it is critical that clear lines of authority exist within the organization to make sure there is timely and efficient decision-making. It is important that you define your command structure and the authority for decision-making. Before an event, you must identify the organization's incident commander and identify who is in charge if the incident commander is not available. This is an important aspect of your emergency plan because it will help you run efficiently in an emergency and allow other organizations to communicate with you effectively.

Incident Command Structure (ICS) is a universally used structure in the United States for emergency response – but it takes planning to be able to use it. It can be used for organizations both large and small. If you have a small organization, the same person may fill multiple spots on the ICS organizational chart. Just be sure that one person is not disproportionately overburdened with their roles in an emergency. It is important to use this command structure and job function system because all other organizations (including police, fire, and government) will be using it. If we are all on the same page, communication and collaboration will be much more efficient.

Basic ICS Job Functions (see *Job Action Sheets* on pg. 37-44):

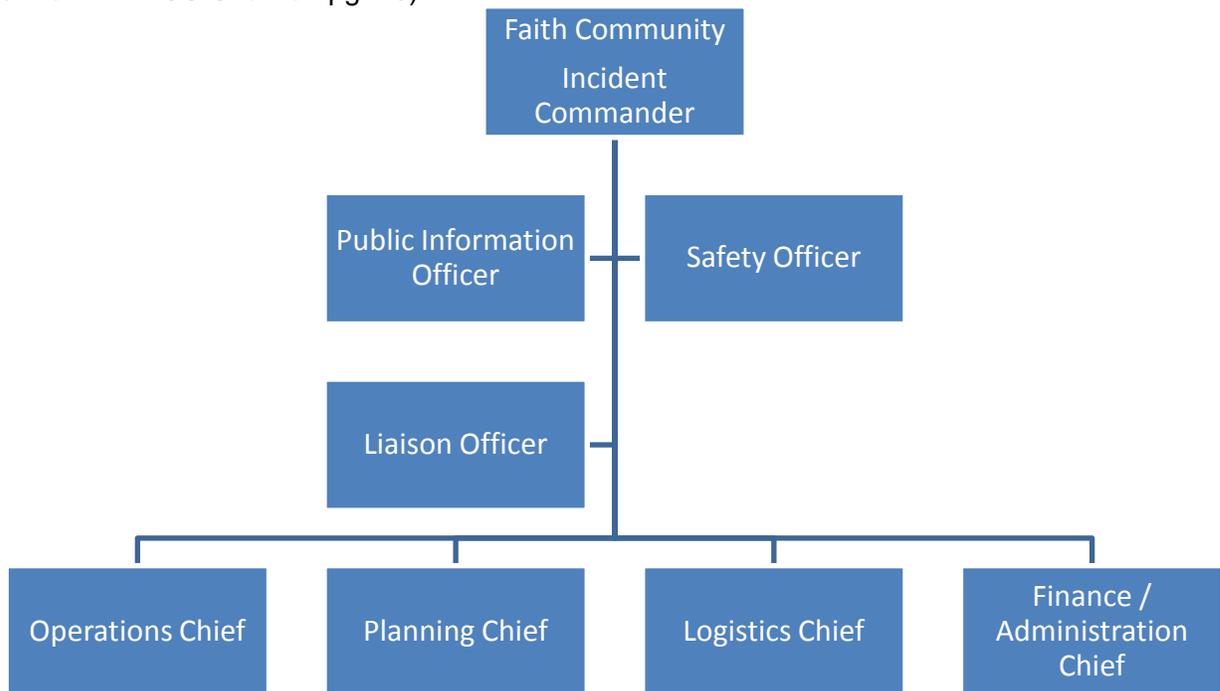
- **Incident Commander:** Leads the response, appoints team leaders, approves plans and key actions (head clergy, administrator).
- **Operations Chief:** Handles key actions including first-aid, search and rescue, fire suppression, securing the site (office staff, direct care staff).
- **Planning Chief:** Gathers information, thinks ahead, makes and revises action plans and keeps all team members informed and functioning.
- **Logistics Chief:** Finds, distributes and stores all necessary resources (maintenance supervisor).
- **Finance Chief:** Tracks all expenses, claims, activities and personnel time, and is the record keeper for the incident (office staff, accounts department, payroll).
- **Public Information Officer:** Provides reliable information to staff, visitors, families, news media, and concerned others as approved by the Incident Commander.

- **Safety Officer:** Ensures safety of staff and members, and monitors and corrects hazardous conditions. Has the authority to halt any activity that poses a threat to life and health.
- **Liaison Officer:** Is the point of contact between the Incident Commander and partner organizations (examples include local public health liaison officer, the police department, other faith-based organizations).

Depending on the size of the facility, one person may occupy multiple positions. You do not need to activate all positions – only activate what you need for the incident. This is your basic Incident Command Structure.

Faith Communities Incident Command Structure Chart Example

(see the *Fill-In ICS Chart* on pg. 45)



Training

Make sure your staff is mentally, physically, and emotionally prepared to respond. In an emergency, the first concern of staff will be the safety and welfare of their family members. Your staff is more likely to be available to respond in emergency situations if they know that their family members are safe. Encourage staff to develop their own personal emergency preparedness plans for their families (see *Planning Guide for Individual and Family Readiness* on pg. 30).

A **training plan** should be developed and implemented for your staff, and address the following:

1. Conducting exercises and unannounced drills of all aspects of the Emergency Operations Plan at least annually.
2. Scheduling employee/volunteer orientation training and in-service training on the content of the Emergency Operations Plan.
3. Ensuring employees/volunteers know their individual responsibilities and roles during an event:
 - a. Train all staff and volunteers in basic emergency preparedness on a regular basis
 - b. Hold first-aid and CPR classes
 - c. Train ushers in case of emergencies such as fire or heart attack
 - d. Include school or childcare staff in emergency/disaster training
 - e. Prepare lay leaders as alternates to lead the worship services and teach school if clergy/teachers are unavailable
 - f. Encourage and support staff and key volunteers to have family or home emergency plans
 - g. Ensure all staff members have an opportunity to check on their homes and family members as soon as possible following an emergency
4. Documenting all training and testing.
5. Developing procedures for correcting deficiencies noted during exercises.

Training and preparing staff to be a part of your emergency plans can feel a bit overwhelming. However, there are a number of basic and advanced trainings that are available for free online. See the *Core Preparedness Training Recommendations for Emergencies (Including Pandemic Influenza)* tool on pg. 46 for specific training descriptions and websites.

Communication

Emergencies can happen on any day and at any time. Make sure that you have the ability to contact your staff and leadership in the event of an emergency. Maintain a contact list for your essential personnel. On your contact list be sure to have all possible phone numbers, emails, and home addresses (see the *Phone Call Tree* on pg. 48).

Preparing for Continuing Operations

Preparing a congregation and facility for emergency takes time and discussion. The Emergency Preparedness Committee can prepare and plan for your congregation to offer services during an emergency or disaster (see *Section 2: How to Start* on pg. 3 for more information on developing this committee). Your planned response to an emergency should emulate your congregation's mission, goals, or objectives.

1. Prepare to Serve Your Members (see the "Preparing Members of your Congregation" section on pg. 27):
 - a. Help your members learn what to do in an emergency and how to help one another.

- b. Collect emergency/disaster preparedness items such as flashlights, first-aid kits, blankets, etc.
 - c. Designate a group to call individuals who can not leave their homes, those who would struggle to leave their homes or those who have significant disabilities before a storm/disaster and to follow up afterward. In the event of an evacuation, this group could also call local emergency management to inform them of these individuals or help these individuals get to safety (see the *Survey of Members to Assist During Emergencies* on pg. 51, *Connecting Members* on pg. 50, and *Care Buddies* on pg. 54).
 - d. Create a “life phone tree” of people who will provide worship/comfort to one another in case of an emergency/disaster.
 - e. Become familiar with resources within your congregation and within your community; identify functions, and know how to use them (see the *Survey of Members to Assist During Emergencies* on pg. 51).
2. Plan to Resume Worship Services as Soon as Possible:
- a. Consider providing faith/worship care through a number of alternative communication vehicles (internet, telephone, email, etc).
 - b. Prepare to resume worship services immediately, even in temporary or damaged facilities. Store worship materials in more than one location so they can be accessed.
 - c. Determine how you will publicize when worship services and crisis care will be offered.
 - d. Determine a suitable alternative worship site (such as a school) and get an estimate of what it would cost to rent/use. If possible, get an informal arrangement that would allow your services to relocate quickly. This might be a reciprocal agreement with another local faith community (see *Sample Letter to Partner with a Neighboring Faith Community* on pg. 56).
3. Prepare to Serve Your Community: Below are ideas on ways you can serve your community in the event of an emergency. These are simply options to think about. It is best to stick with a function that you may already perform or focus on one function and plan for it. Also, use the *Letter of Intent with Local Government* on pg. 52 to let others know about your plans and capabilities.
- a. Develop a process for raising funds for emergency response and for receiving funds from outside sources.
 - b. Arrange agreements to work with the American Red Cross, other emergency management agencies, and your local (city or county) public health department (see *Resources* on pg. 180).
 - c. Become an American Red Cross Emergency Shelter. Before seeking to become a shelter, get the approval of the administrative body of your congregation. The American Red Cross may use places of worship close to the emergency area as temporary shelters. Prior certification is required. Work with your local American Red Cross chapter to meet requirements for a certified site.
 - d. Determine if your facility can be used to house volunteers. Make the decision prior to a disaster/emergency. Plans should be made to care totally for these individuals – thus lessening their impact on the broader systems of food, shelter, water, etc. Inform other partnering faith communities of your willingness to house volunteers.
 - e. Develop a plan to receive, organize, and distribute food and other needed items including cleaning supplies, hygiene supplies, and baby supplies.

- f. Organize workers. Organize volunteer work crews to help in your area in times of disaster/emergency. Organize a faith-based group team to assist emergency victims outside of your immediate area.
- g. Stockpile essential items before an emergency for use during an emergency.
- h. Identify and write down your organization's resources (including human resources) and update this list annually (see the *Survey of Members to Assist During Emergencies* on pg. 51 and *Letter of Intent with Local Government* on pg. 52).
- i. Develop a "Care Buddies" program at your organization (see *Care Buddies* on pg. 54).
- j. Develop a plan to work with local first responder agencies (i.e. police, fire, EMS) to "adopt" their station to provide collective aide to the station (meals, blankets, clean clothes) or to the first responders' families (see *Care Buddies* on pg. 54 for ideas).

Preparing with Neighboring Congregations and Organizations

Agreements with Close Neighbors

Arrange a reciprocal agreement with another organization as a place to meet and worship if your congregation's facilities sustain major damage or are destroyed (see *Sample Letter to Partner with a Neighboring Faith Community* on pg. 56). Develop a plan and coordinate with other organizations in time of emergency to reach out to the most vulnerable people in the community. Develop a plan to receive, organize and distribute food and other needed items including cleaning supplies, hygiene supplies, and baby supplies. You may desire to form an agreement with common faith-based congregations to help those with the same faith and belief system. In the event your organization wants to develop a working relationship with a neighboring congregation, try holding "events" together like a food drive or a festival gathering. Also, you may try pairing with another congregation that has different demographics. For example, a predominantly older congregation may want to pair with a younger congregation to facilitate more in-depth planning like "Care Buddies" (see the *Care Buddies* tool on pg. 54).

Establish Partnerships with Distant Neighbors

Establishing partnerships and planning with distant neighbors is often called a companion organization plan. Designate contact persons in each neighboring organization. The companion organization may provide assistance such as temporary housing or evacuation sites in the event that an emergency affects your organization or geographic area. It is also a source of volunteers and a link to other worship sites. It is best to establish these relationships before an emergency strikes (see *Sample Letter to Partner with a Neighboring Community* on pg. 56).

How to Assist Neighboring Communities

Before heading off to help in an emergency or before sending items to an emergency site, check with the area's emergency response coordinator to determine what is needed. Unexpected or uncoordinated volunteers only add to the problem. Offer to send volunteer work teams as they are needed and can be scheduled.

Clothing, furniture, and other "stuff" often cause major problems for recovering communities. Make certain you have discussed your collection efforts with on-site emergency managers or volunteer organizations before you attempt to collect goods. If you are asked to send specific items, respond only to the specific request and know how to prepare and ship the goods. Most communities are not equipped with unloading, storage, sorting, and distribution facilities for goods that are shipped in by well-intended groups. Manpower to handle these goods is often very limited. Victims may not have a place to store these goods because their homes have been destroyed. Too often, unsolicited goods end up in a landfill.

Consider sending cash if you are unsure of what resources are needed. Cash contributions are the most effective way to help victims. Cash contributions allow trained case managers to help victims with their most pressing needs in a timely way. Cash contributions also help stimulate the local economy that may have been seriously damaged by the emergency.

Working with your Local Public Health Department

Keep in contact with your local (city or county) public health emergency preparedness team – they will be deeply involved in response efforts. Your local government agency may be able to help you get the resources you need or publicize resources that you are offering. It is imperative that you plan to keep in contact with your local government and that you have a way to communicate with them during a disaster or emergency (see the *Letter of Intent with Local Government* on pg. 52).

Be Informed

- Find out what your community is doing to prepare for an emergency.
- Become trained as a volunteer in programs such as the Medical Reserve Corps (www.mnresponds.org), the American Red Cross (www.redcross.org), or Community Emergency Response Team (CERT) (www.citizencorps.gov).

Meeting the Needs of the People You Serve

Determine the special needs of people in your organization to help prepare (see *Section 5: At-Risk and Vulnerable Populations* on pg. 87). Encourage others to help those who cannot fully prepare by making extra emergency kits for a neighbor or an entire group of people.

Emotional and Spiritual Care

The role of faith-based communities will be to provide spiritual comfort and emotional support to disaster victims and emergency workers coping with the stress of an emergency. In emergency preparedness, one of the major objectives is to allow people to take control and function in an emergency. Emotional care and spiritual care are parts of the process of taking control. Emotional care provides the survivor with the opportunity to share their emotions without judgment. Spiritual care provides a devoted presence, attention and respectful assistance in helping survivors understand the meaning of their life in the wake of an emergency and the subsequent recovery. See the *PowerPoint Presentation, "Psychological First-Aid"* on pg. 69 for more information about how you can assist your congregation with emotional support during an emergency.

According to the U.S. Department of Health and Human Services:

- No one who sees or is part of an emergency is untouched by it.
- Survivors respond to active, genuine interest, a listening ear, and help with immediate problem-solving.
- Interventions by professionals, clergy and volunteers need to be appropriate to the phase of the emergency.
- Immediate needs and reactions of the disaster survivor have been found to be consistent including:
 - A concern for basic survival.
 - Grief over loss of loved ones and loss of valued and meaningful possessions.
 - Fear and anxiety about personal safety and the safety of loved ones.
 - Sleep disturbances, often including nightmares and imagery from the emergency.
 - A need to talk about events and feelings associated with the emergency, often repeatedly.
 - Questions about how this emergency fits within their religious and spiritual beliefs.

Your organization can study and discuss the issues of emotional and spiritual care prior to an emergency occurring. Volunteers can be taught to recognize the signs and symptoms of stress disorders immediately following an emergency and in the long term. Create a list of mental health resources to expedite care to those who need professional attention.

Organizational volunteers provide hope to those who are suffering by listening and caring for survivors. Survivors respond when volunteers offer eye contact while listening and a calm presence. Volunteers can be taught the following listening and communication techniques:

- Allow silence
- Attend nonverbally
- Paraphrase

- Reflect feelings
- Allow expression of emotions even when they are negative
- Offer worship/prayer if requested
- Validate their search for meaning

Ethical Issues

Two ethical issues should be addressed with volunteers who will be providing emotional and spiritual care:

- **Confidentiality** – Information between survivor and volunteer must be held in confidence unless the survivor gives permission to the volunteer to share information with others.
- **Preaching and Proselytizing** – Refraining from all forms of proselytizing and preaching is part of the Code of Conduct for the Church World Service Emergency Response Program to avoid taking advantage of vulnerable survivors.

In general, an ethical emergency response would strive as much as possible to assure that:

- No one person or group is made to bear a disproportionate share of the harm.
- Personnel in socially vital roles are given priority to resources that allow them to fulfill these roles.
- People’s holistic needs, including psychological, social and spiritual needs, be met.
- Faith staff members are valued resources in leading the individual faith organizations in ethical discussions. Topics that would be pertinent to discuss include:
 - Faith-based principles for ethical decision making
 - Determining the “essential services” the organization offers that can be postponed or canceled
 - Organizational care for the special needs members of the congregation
 - Loss and grief
 - Advanced directives
 - Funeral planning during an emergency



Tool: PowerPoint Presentation, "Emergency Preparedness for Leadership and Staff"

Leadership and Staff
Presentation on Emergency
Preparedness
[Insert your organization title, logo
& name here]

1

A Case for Preparing for
Emergency vs. Disaster



4

Overview

- Definitions and principles
- Hazard Awareness
- Phases of Emergency Planning
- Our Organizational Plans
- Training Resources

2

Natural Disasters In Our Area



- Tornadoes
- Winter Storms
- Power Outage
- Floods
- Fires
- Infectious Disease

5

Purpose of Planning for an
Emergency:

- Minimize damage
- Ensure the safety of staff and clients
- Protect vital records/assets
- Allow for self-sufficiency for at least 72 hours
- Provide for continuity of operations

3

Intentional Man-Made Disasters



6

Preparing Makes Sense

During an emergency, help may not be available immediately

Community preparedness starts with the individual

Preparing reduces anxiety



7

Planning/Preparedness

- Activities that serve to develop the response capabilities
- Includes:
 - Written plan
 - Education/training
 - Practicing the plan
 - Evaluating the plan and modifying it

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Phases of Disaster Preparedness

- Mitigation
- Planning/Preparedness
- Response
- Recovery

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Response

- Activities that help reduce casualties and damage, speeding recovery.
- Includes:
 - Activating your organizations Incident Command System (ICS)
 - Activating response activities
 - Providing support
 - Etc

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Mitigation

- Acting before disaster strikes to prevent the occurrence of the disaster permanently or to reduce the effects of the disaster when it occurs.
- Entails:
 - Hazard analysis
 - Resource identification

9

Recovery

- Activities that provide a return to normalcy
- Includes both short and long term efforts

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National Incident Management System (NIMS)

- Comprehensive, nationwide approach to incident management
- Sets forth common operating principles and organization for all agencies and for all incidents
- Flexible and applicable for all incidents
- Promotes all-hazard preparedness
- NIMS guides the Incident Command System (ICS)

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ICS Job Functions

- **Incident Commander**
 - Leads response, appoints team leaders, approves plans and key actions (Head pastor, administrator)
- **Operations Team**
 - Handles key actions including first-aid, search and rescue, fire suppression, securing site (office staff, direct care staff)
- **Planning Team**
 - Gathers information, thinks ahead, makes and revises action plans, and keeps all team members informed and communicating

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Incident Command System (ICS)

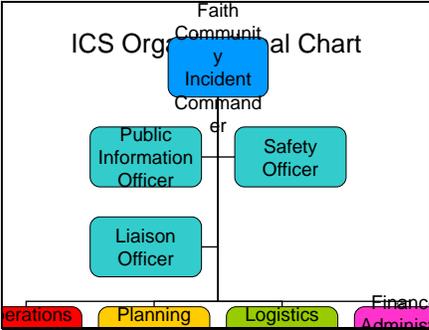
- Is a standardized management tool used across all organizations and all levels
- May be used for planned events, natural disasters, or acts of terrorism
- Helps to facilitate communication during an incident
- Helps to maintain a manageable span of control
- Upholds the need for planning a response to various incidents

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ICS Job Functions

- **Logistics Team:**
 - Finds, distributes, and stores all necessary resources (maintenance supervisor)
- **Finance Team:**
 - Tracks all expenses, claims, activities and personnel time, and is the record keeper for the incident (office staff, accounts dept, payroll)

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ICS Job Functions

- **Public Information Officer**
 - Provides reliable information to staff, visitors and families, the news media and concerned others as approved by the Incident Commander.
- **Safety Officer**
 - Ensures safety of staff and members, monitors and corrects hazardous conditions. Has the authority to halt any activity that poses a threat to life and health.
- **Liaison Officer**
 - The point of contact between the incident commander and partner organizations (partners could include local public health liaison officer, police department, other congregations)

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Disaster Preparedness Committee

Membership of the Disaster Preparedness Committee may include but is not be limited to the:

- Board of Directors
- Managers/leadership
- Maintenance staff
- Receptionist
- Other staff members
- Youth leaders
- Members or clients with experience in engineering, plumbing, construction, informational technologies, education, finance and health professionals

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Family Readiness

- Basic individual and family disaster preparedness is the foundation of all the disaster planning
- Provide this education and the congregation assists its members to take some control and function in a disaster
- Planning helps to reduce stress and worry during a disaster event

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Disaster Preparedness Committee

Responsibilities of the Committee:

- Provide education on disaster preparedness to congregation
- Publish Disaster Preparedness Committee meeting minutes
- Publish articles in bulletin or newsletter on disaster preparedness
- Encourage members, staff/leadership to help the entire community
- Get acquainted with the disaster preparedness process
- Assess types of disasters that may be experienced by your organization
- Review difficult events previously experienced by the organization and their response
- Make an emergency preparedness plan or modify an existing one
- Identify programs and outreach activities that could assist the surrounding committee during disasters
- Create a Disaster Response Team (those individuals who will be prepared to help in an emergency)

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Communication

- Must establish a plan for contacting staff and leaders to be able to respond to an emergency
- Maintain a contact list for your essential personnel (phone numbers, emails, and home addresses)
- *Tool: Phone Call Tree on pg. 48*

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Continuity of Operations Planning

- Planning to continue operations during an emergency helps to identify how you plan on carrying out your job or helping in the event of an emergency (Use Activity: Individual Continuity Planning Questions to Help!)
- You should think about:
 - what your specific job functions are,
 - how they are done normally,
 - how they could be performed outside of the norm,
 - how you would communicate with your organization.

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Communication May Be Interrupted



- Land lines may be down
- Cell phone lines may be overwhelmed
- Power outage may impede use of cordless telephone or cell phone
- Back-up methods of communication are critical

24

Know the Facility Evacuation Procedure

- Lock the facility (unless fire evacuation)
- Turn off utilities if time permits
- Post a note and/or initiate emergency communication plan
- Go to designated meeting site
- Mark exits
- Post maps in the facility with exit routes indicated

25

Caring for Our Members

- **Priorities:**
 - Offer support, faith, and healing
 - Offer education and encouragement with planning before an emergency
 - Discuss our emergency plans with our members
 - [Enter in any other priorities or planning goals you have set]

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Facility “Sheltering-in-Place”

- Term used by emergency planners
- Occurs following release of biological or infectious disease, or with a natural disaster
- Instruction to shelter-in-place will come from emergency or public health officials
- Usually occurs over a few hours or a day
- Designate a ‘safe place’ in the facility prior to an event
- Due to unpredictability of any emergency situation, it may be beneficial for each staff member to “stockpile” a small bag in your ‘safe place’ with food, water, a change of clothes, first-aid supplies, etc

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In case of disease outbreak: Prevent the Spread of Disease at Work

Hand Hygiene:

- Wash hands frequently
- Wash vigorously for 15-20 seconds
- Use warm water and soap
- Rinse and dry thoroughly
- Use alcohol-based hand rubs if hands are not visibly soiled



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Facility Safety

- What to do in a power outage
- Utility and water shut off
- Smoke and carbon monoxide detector
- How to dial 911
- Learn first aid and CPR
- Use of fire extinguisher

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In Case of Disease Outbreak: Prevent Spread at Work

Respiratory Etiquette:

- Cough and sneeze into your sleeve or fabric
- If you use tissues- dispose of after each use
- Keep hands away from eyes, nose and mouth



30

Prepare to Care for ill Family & Congregation Members

- Have a thermometer
- Have fever reducing medications appropriate for your family
- Ensure you have liquids on hand to push fluids for fever and dehydration
- Learn fever reduction and dehydration prevention techniques
- Watch for information from the health department in times of community illnesses
- Have family physician and after hours phone numbers readily available

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Training

- **Tool: Core Preparedness Training Recommendations for Emergencies (Including Pandemic Influenza)**
- It is recommended that staff and employees complete training applicable to their responsibilities as described below. While directed towards a response to pandemic, the skills gained from these trainings can be applied to other major incidents.

34

Special or Vulnerable Population

- **At a much greater risk of injury or death during a disaster situation**
- We can help by:
 - Conducting a survey of vulnerable members of your congregation and identifying their needs.
 - Including the Special/Vulnerable Needs Population on the church's telephone tree. (Maintain a list of names, addresses and telephone numbers for vulnerable members and their caregivers).
 - Pairing vulnerable members with another congregational members or family for on-going communication and monitoring.
 - Assisting the special needs individual in developing a communication and emergency preparedness plan.

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Training

General Staff <ul style="list-style-type: none"> - Introduction to National Incident Management System and the Incident Command System - Pandemic Flu Non-Pharmaceutical & Community Interventions - Family and Personal Preparedness 	Supervisors or Managers <ul style="list-style-type: none"> - Pandemic Flu Non-Pharmaceutical & Community Interventions - Continuity of Operations - FEMA IS 100 - FEMA IS 200
Senior Administrators <ul style="list-style-type: none"> - FEMA 700, 100, 200 - Pandemic Flu Non-Pharmaceutical & Community Interventions - Continuity of Operations 	Specialty Trainings (for staff with specialized response roles) <ul style="list-style-type: none"> - Infection control and Personal Protective Equipment - Maintaining crucial work functions - Exercise Training - Radio equipment training

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Our Organization Planning

- [Explain where you currently are in the overall planning process]
- [Explain your partnership with Local Public Health or Emergency Management – emphasize the team effort!]

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Community Response

- [Enter your organization's specific plans – if you have them. See the *Preparing for Continuing Operations* section on pg. 23 of the toolkit for ideas]

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Discuss Staff Role in Response

- [Enter your staff's role in planning and responding to the organization's specific plans – if you have them. See 'Continuity Operations: Prepare to Serve your Community' section of the Toolkit for ideas]

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Volunteer, Get Trained

- Organizations can sign-up to help in a disaster
 - Minnesota Responds Medical Reserve Corps Volunteer (MRC)
www.mnresponds.org
 - Join a Community Emergency Response Team (CERT)
- Take classes & workshops:
 - Red Cross
 - Local Public Health Department



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Stay Informed

Know where to go to get emergency information:

- Radio: WCCO 830 AM
- TV: All Major Local Channels
- Local cable stations
- City & Emergency Preparedness Websites

For limited English speakers:

- Watch Minnesota public television channel 17
- Call ECHO phone line #1-888-883-8831
(10 languages) www.echominnesota.org

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Activity

- Take the Self-Assessment Questionnaire to determine your readiness!

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Information Resources

Free Guide: Are You Ready? An In-depth Guide to Citizen Preparedness, FEMA, Call for free guide: 1-800-480-2520

Emergency Preparedness Websites

www.ready.gov (Homeland Security)
www.redcross.org or www.mpreedcross.org (phone #: 612-671-7676)
www.hsem.state.mn.us (Minnesota Homeland Security & Emergency Management)

Public Health Emergency Preparedness/Informational Websites

www.health.state.mn.us (Minnesota Department of Health)
www.echominnesota.mn.us (Emergency and Community Health Outreach)
• Website provides monthly TPT 17 program schedule of safety and health topics in six different languages. In an emergency would also have multi-language phone messages.

www.pandemicflu.gov (U.S. Health and Human Services)
www.cdc.gov (Centers for Disease Control and Prevention)

City Websites - In an emergency/disaster, Bloomington, Edina and Richfield will provide up-to-date emergency information - www.ci.bloomington.mn.us, www.ci.edina.mn.us, www.ci.richfield.mn.us

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Tool: Job Action Sheets for ICS

Faith Organization Incident Commander (IC)

Reports to: Local Government Incident Commander

Mission: Give overall emergency response direction for the organization.

What to do Immediately:

- Read this entire Job Action Sheet.
- Get a full understanding of what is the emergency or disaster.
- Appoint your staff and team leaders (use your ICS Chart) as needed for this response; distribute their specific Job Action Sheets to them.
- Implement your plan to continue your normal services (if applicable).
- Work as a team to establish priorities or objectives for the response to the emergency.
- Contact relevant external agencies (like the local government or your neighboring partners).

What to do to Respond:

- Authorize resource allocation as needed or requested (use your team to help).
- Schedule routine meetings with your staff and team leaders to receive updates.
- Maintain contact with relevant agencies (like the local government or your neighboring partners).

For an Extended Response:

- Watch your staff for status and signs of stress and take care of any problems immediately.
- Provide rest periods for staff.
- Prepare updates as needed and give them to the local government incident commander. Prepare updates for your staff and congregation members.
- Prepare updates for your staff and congregation members.
- Plan for the possibility of extended response efforts.



Tool: Job Action Sheets for ICS

Liaison Officer

Reports to: Incident Commander

Mission: Function as contact person for representatives from other agencies.

What to do Immediately:

- Receive job and Job Action Sheet from Agency Incident Commander.
- Read this entire Job Action Sheet and review organizational chart.
- Get updated on the situation from the Incident Commander.
- Establish contact with other agencies (like your neighboring partners).
- Keep your local government updated on your organization's response efforts.

What to do to Respond:

- Respond to requests and complaints from incident personnel regarding your organization's issues.
- Relay any special information obtained to the right people in your organization so your response can continue (e.g. any special emergency conditions).
- Keep your local government updated on your organization's response efforts.
- Monitor any current or potential inter-organizational problems and report them to the correct people.

For an Extended Response:

- Maintain a list of all neighboring partners and their available resources.
- Watch all staff for signs of stress. Report issues to the Safety Officer.
- Provide rest periods and relief for staff.
- Plan for the possibility of extended response efforts.



Tool: Job Action Sheets for ICS

Safety Officer

Reports to: Incident Commander

Mission: Keep staff, members, and leadership safe by monitoring and correcting hazardous conditions and halt them if necessary.

What to do Immediately:

- Receive job and Job Action Sheet from your Incident Commander.
- Read this entire Job Action Sheet and review organizational chart.
- Get updated on the situation from the Incident Commander.
- Establish a “Safety Post” where you will be located and inform others of this location.
- Review your organization’s plan for any safety implications, rules, or suggestions.

What to do to Respond:

- Exercise emergency authority to stop and prevent unsafe acts.
- Keep all staff alert to the need to identify and report all hazards and unsafe conditions.
- Ensure that all accidents involving staff or members are documented.
- Work with Logistics to secure areas that have limited unauthorized access.
- Tell the Incident Commander and staff immediately of any unsafe or hazardous situation.
- Schedule routine updates with the Incident Commander.

For an Extended Response:

- Watch all staff for signs of stress. Report any issues. Provide rest periods and relief for staff.
- Plan for the possibility of extended response efforts.



Tool: Job Action Sheets for ICS

Public Information Officer (PIO)

Reports to: Incident Commander

Mission: Provide reliable information to staff, visitors, and families. Give information regarding the response efforts to the media and your local government (only one PIO is needed).

What to do Immediately:

- Receive job and Job Action Sheet from your Incident Commander.
- Read this entire Job Action Sheet and review organizational chart.
- Get updated on the situation from the Incident Commander.

What to do to Respond:

- Ensure that all information that is distributed has the approval of the Incident Commander and/or your local government's PIO.
- Inform all people who are not part of the response effort of the areas which they may have access to and those which are restricted.
- Work closely with the Safety Officer.
- Work with the Liaison Officer to distribute information that is consistent with neighboring partners and the local government.
- Arrange interviews, teleconferences, video conferences, satellite broadcasts, web site revisions, broadcast faxes, etc., with approval from the Incident Commander.
- Change messages and information as you receive it from reliable sources (i.e. your local government, state government, etc).

For an Extended Response:

- Review updates appropriately.
- Notify local government about your organization's response status.
- Watch all staff for signs of stress. Report any issues. Provide rest periods and relief for staff.
- Plan for the possibility of extended deployment.



Tool: Job Action Sheets for ICS

Planning Section Chief

Reports to: Incident Commander

Mission: Gather information, think ahead, make and revise actions for response efforts, and keep the team informed and functioning.

What to do Immediately:

- Receive job and Job Action Sheet from your Incident Commander.
- Read this entire Job Action Sheet and review organizational chart.
- Get updated on the situation from the Incident Commander.
- Enlist the help of others to work under you during response efforts. Clearly define their role in helping you do your job so there is no confusion.
- Update your assistants on the situation as you learn it from the Incident Commander.
- Work with the Operations Chief to determine how to meet the team's priorities and objectives.
- Identify and establish access to resources as needed.
- Work with the Logistics Section Chief for technical support and supply needs.
- Collect, interpret, and synthesize information regarding status and response of incident and provide reports to the Incident Commander.

What to do to Respond:

- Assemble information from updated reports you receive from the other section chiefs.

For an Extended Response:

- Continue to receive updated reports from section chiefs.
- Maintain documentation of all actions and decisions (this will help with continued response and recovery from the emergency).
- Watch all staff for signs of stress. Report any issues. Provide rest periods and relief for staff.
- Prepare end of emergency report and present to Incident Commander or local government, as necessary.
- Plan for the possibility of extended deployment.



Tool: Job Action Sheets for ICS

Operations Section Chief

Reports to: Incident Commander

Mission: Coordinate the implementation of priorities, goals, and objectives. Direct the preparation of specific emergency response plans and request resources as necessary.

What to do Immediately:

- Receive job and Job Action Sheet from your Incident Commander.
- Read this entire Job Action Sheet and review organizational chart.
- Get updated on the situation from the Incident Commander.
- Enlist the help of others to work under you during response efforts. Clearly define their role in helping you do your job so there is no confusion.
- Update your assistants on the situation and the response plan as you learn it from the Incident Commander.
- Identify and report any resources needed for the response effort to Liaison Officer and/or the Logistics Section Chief.

What to do to Respond:

- Brief the Incident Commander routinely on the status of the Operations Section. (How are your response efforts going?)
- Request resources as needed to help with your response effort.

For an Extended Response:

- Maintain documentation of all actions and decisions (this will help with continued response and recovery from the emergency).
- Watch all staff for signs of stress. Report any issues. Provide rest periods and relief for staff.
- Plan for the possibility of extended deployment.



Tool: Job Action Sheets for ICS

Logistics Section Chief

Reports to: Incident Commander

Mission: Find, distribute, and store all necessary resources for the response effort. Act as a maintenance or facility supervisor.

What to do Immediately:

- Receive job and Job Action Sheet from your Incident Commander.
- Read this entire Job Action Sheet and review organizational chart.
- Get updated on the situation from the Incident Commander.
- Enlist the help of others to work under you during response efforts. Clearly define their role in helping you do your job so there is no confusion.
- Advise the Incident Commander on current logistical service and support status (especially when working with the local government or neighboring agencies).

What to do to Respond:

- Update Logistics Section staff of new developments and receive status reports.
- Secure areas as needed to limit unauthorized personnel access.
- Obtain information and updates regularly from other leaders and staff.
- Prepare to manage large numbers of potential volunteers.
- Work with Public Information Officer (PIO) to establish areas for non-staff personnel.
- Obtain supplies as requested by Planning or Operations Sections.

For an Extended Response:

- Maintain documentation of all actions and decisions (this will help with continued response and recovery from the emergency).
- Watch all staff for signs of stress. Report any issues. Provide rest periods and relief for staff.
- Plan for the possibility of extended deployment.



Finance/Administration Section Chief

Reports to: Incident Commander

Mission: Monitor the utilization of financial assets and human resources: track all expenses, claims, activities, and personnel time. Ensure the documentation of expenditures relevant to the emergency incident. Authorize expenditures to carry out the goals and objectives of the response effort.

What to do Immediately:

- Receive job and Job Action Sheet from your Incident Commander.
- Read this entire Job Action Sheet and review organizational chart.
- Get updated on the situation from the Incident Commander.
- Enlist the help of others to work under you during response efforts. Clearly define their role in helping you do your job so there is no confusion.

What to do to Respond:

- Approve a "cost-to-date" incident financial status in agreement with the Incident Commander.
- Summarize financial data as often as required by the nature of the incident, relative to personnel and hours worked, supplies and miscellaneous expenses including facilities and equipment.
- Obtain information and updates regularly from other leaders and staff.
- Authorize utilization or diversion of financial resources.

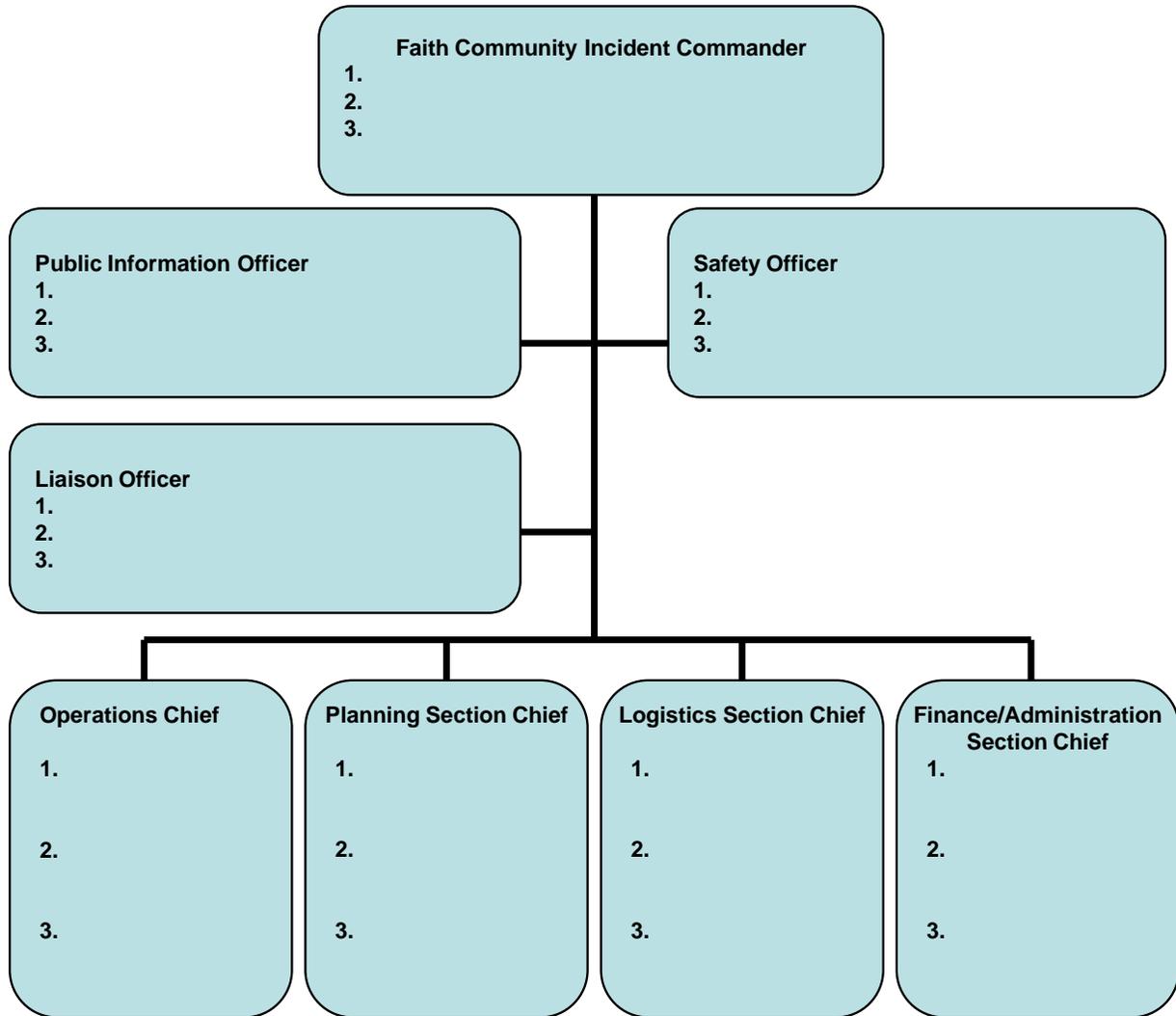
For an Extended Response:

- Watch all staff for signs of stress. Report any issues. Provide rest periods and relief for staff.
- Coordinate response regarding staff work-related issues, assignments and questions, and work with the leadership as appropriate.
- Coordinate injury or incident reporting procedures and protocol with Safety Officer.
- Create an end of incident report for the Incident Commander and the organization.
- Plan for the possibility of extended deployment.



Tool: Fill-In Incident Command System Chart

Fill in the chart with the individuals who may take on these specific roles during an emergency response. It is best to have three potential candidates for each position. Add phone numbers on this sheet to help with the communication process. You may not need all of the jobs for an emergency. Remind individuals that filling this out completely is for "just in case" purposes. Use the *Job Action Sheets* tool in this section for help.





*Tool: Core Preparedness Training Recommendations for Emergencies
(Including Pandemic Influenza)*

It is recommended that staff and members (as appropriate) complete training applicable to their responsibilities as described below. While directed towards a response to a pandemic, the skills gained from these trainings can be applied to other major incidents.

Senior Administrators

- FEMA 700, 100, 200
- Pandemic Flu Non-Pharmaceutical & Community Interventions
- Continuity of Operations

Supervisors or Managers

- Pandemic Flu Non-Pharmaceutical & Community Interventions
- Continuity of Operations
- FEMA IS 100
- FEMA IS 200

General Staff

- Introduction to National Incident Management System (NIMS) and the Incident Command System (ICS)
- Pandemic Flu Non-Pharmaceutical & Community Interventions
- Family and Personal Preparedness

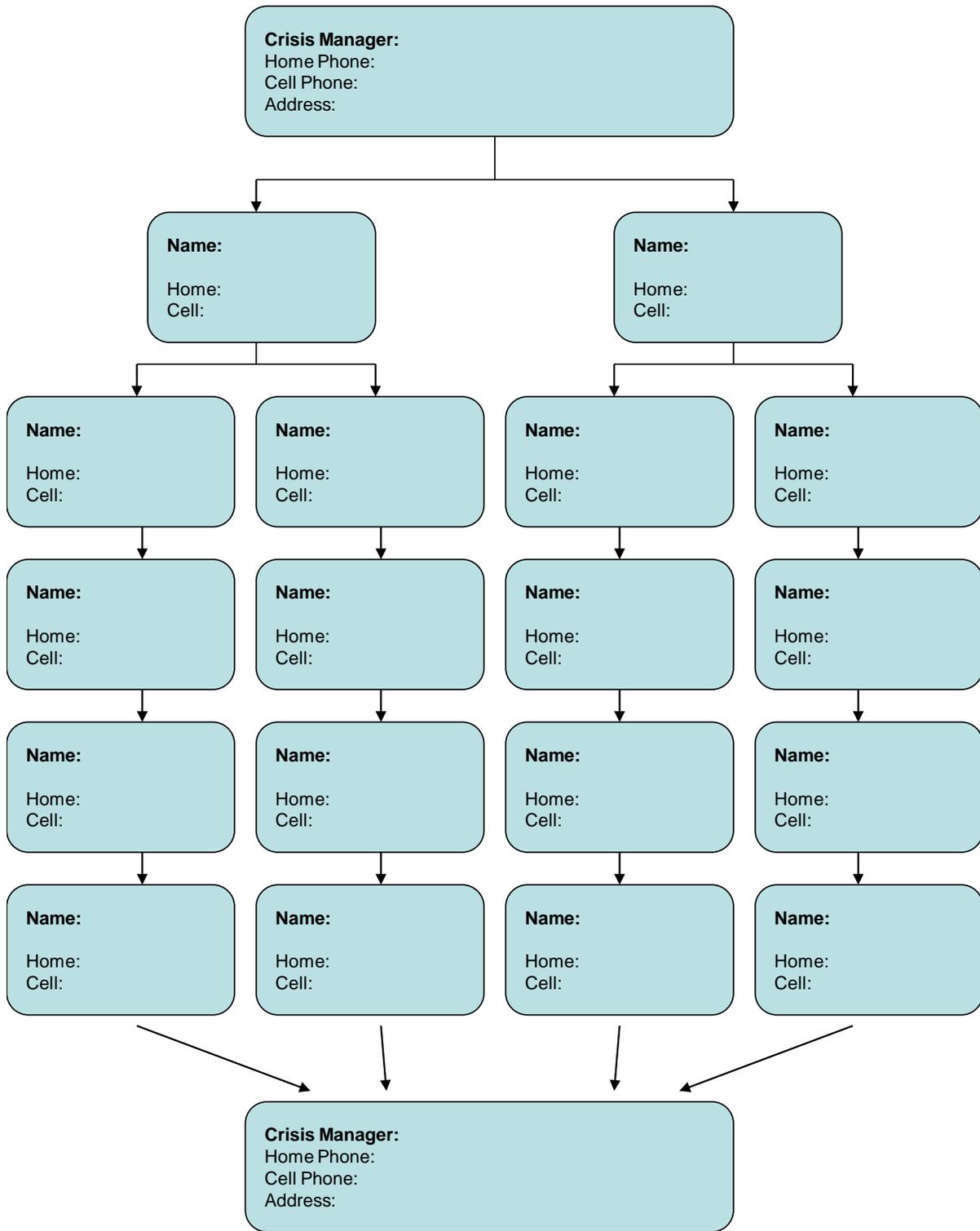
Specialty Trainings (for staff with specialized response roles)

- Infection control and Personal Protective Equipment
- Maintaining crucial work functions
- Exercise Training
- Radio equipment training

Trainings	Description	Availability
FEMA IS 700	Introduction to the National Incident Management System (NIMS)	www.training.fema.gov/EMIWeb/IS/is700.asp
FEMA IS 100	Introduction to the Incident Command System (ICS)	www.training.fema.gov/EMIWeb/IS/is100.asp
FEMA IS 200	Incident Command System for single resources and initial action incidents	www.training.fema.gov/EMIWeb/IS/is200.asp
NIMS/ICS Introduction	Introduction to National Incident Management System and the Incident Command system	http://cpheo.sph.umn.edu/umncphp/online/home.html "The National Incident Management System (NIMS) and the Incident Command System (ICS): A Primer for Volunteers"
Pandemic Flu Non-Pharmaceutical & Community Interventions	Planning guidelines that outline steps for organizations in enacting mitigation strategies.	www.pandemicflu.gov/plan/community/commitigation.html#app8
Family Personal Preparedness	Planning steps individuals or families would take to stay safe and healthy in an emergency	www.nursing.umn.edu/MERET/MERET_Courses/PFER_module.html
Continuity of Operations Planning	Introduction to Continuity of Operations Planning (more intensive training: FEMA IS-547) or Continuity of Operations Planning awareness (less intensive training: FEMA IS-546).	FEMA IS 547: www.training.fema.gov/EMIWeb/IS/is547.asp FEMA IS 546: www.training.fema.gov/EMIWeb/IS/is546.asp
Psychological First Aid	An approach for assisting people in the immediate aftermath of disaster to reduce initial distress, and to foster short and long-term adaptive functioning.	Classroom session – contact Nancy Carlson, MN Department of Health (651-201-5707) or Bloomington Public Health (952-563-8900)



Tool: Example Phone Call Tree



What is a Call Down Procedure and Why Is It Useful?

A call down is a series of telephone calls from one person to the next used to relay specific information. An established and exercised call down protocol can be used during emergency situations, such as a flu pandemic, to deliver urgent information to and for communication among members. This sample call-down procedure is intended to be adapted for use by individual faith organizations.

- Using the phone tree system can spread a message quickly and efficiently to a large number of people.
- Hold message drills regularly to test your phone tree for effectiveness and identify areas for improvement. The drill also helps to update phone numbers.

When Calling:

- The person at the top will start the tree. It may be helpful to have a brief script complete with the specific action.
- Ask the person to get paper and pencil to write specifics.
- Give facts about the event.
- Ensure that you have alternative phone numbers, such as work and cell phone numbers, in case the message needs immediate action.
- If nobody answers, leave a message and call the next person. This should ensure that everyone gets the information in a timely fashion.
- Confirm they will be making the next call on the list.
- Prearrange with staff at the end of the list to contact the person at the top once they receive the message. The *LAST* person(s) on the phone tree should *CALL THE FIRST* person to ensure that the tree is completed and that the message was accurate.



Tool: Connecting Members

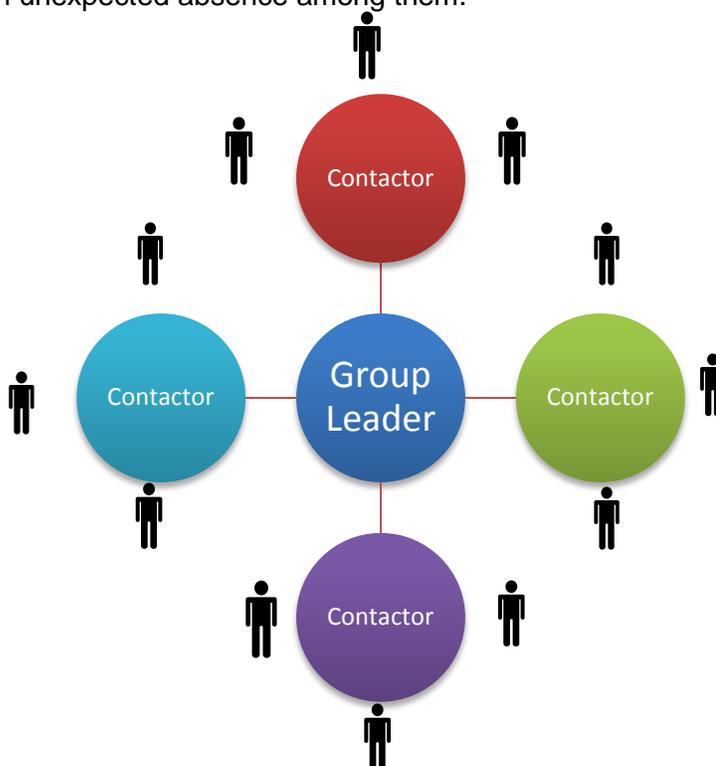
This tool is a guideline and offers some tips on how to connect members to one another to help maintain contact with your congregation's vulnerable or at-risk populations. There are many reasons to connect members on this basis. For example, have a member contact (phone call or visit) a member who may be unable to leave their home because of sickness, age, or injury. It can also be more in-depth by having members provide help to vulnerable or at-risk members during or after an emergency (ex. helping retrieve medication, food, or water).

Keys to Making Member Connections for Emergency Preparedness:

1. Establish Group Leaders and Connectors to help coordinate the “connected members” so the program moves smoothly.
2. Organize the “connected members” and Contactors by geographical location. Try to group members together who live close to one another so they can get to one another's homes easily if they are unable to drive, or to provide help quickly following an emergency.
3. Don't forget anyone. Include everyone and anyone who wants to be connected to others. Many may simply need a call; others may need help getting medications, food, water or alternative sheltering arrangements.
4. Make short but frequent contact. The contacts don't have to be long letters, visits or phone calls. Shorter and more frequent ‘touching base’ are probably more productive than long infrequent visits.
5. Get new members involved in this program as soon as they feel comfortable.

What do the Group Leaders do?

The Group Leader is responsible for checking in with the Contactors who will in turn check in with “connected members” following an emergency or to pass along useful information. They should keep a list of the Contactors' and connected members' contact information available at home and at their organization's office so others can access it if necessary. All the “connected members” should also have the Contactors' contact information so they can provide updates as necessary. Group Leaders may also want to make calls or touch base with “connected members” if there is an unexpected absence among them.





Tool: Survey for Members to Assist During Emergencies

Local government and public health departments are encouraging faith communities to prepare for all types of emergencies including a pandemic influenza outbreak. Faith communities will play a critical role in a successful response effort to emergencies and disasters alike. They are often the first place community members turn to for support during a time of crisis. In addition, faith communities already know who the more vulnerable members of their community are and have the skills required to provide emotional and spiritual support to those in need. Together, you and your faith community can partner to successfully prepare and respond to those in need during an emergency.

This questionnaire is intended to capture your capabilities / willingness to help during an emergency with vulnerable or at-risk individuals. Please keep in mind that there a number of emergencies we may be impacted by including disease (like the H1N1 flu), tornados, flooding, severe cold and hot weather, and terrorism. Nothing on this document commits you to do this work. This is not a binding agreement, but rather a listing of what you would be willing to try to do to prepare and respond during a local emergency, given your available resources at the time.

Your Information

Name _____

Address _____

City / State / Zip _____

Phone Number (home) _____ (cell) _____

Email _____

In Case of Emergency Contact _____

Address _____

Phone Number _____ (Cell or Work) _____

Please list any skills or abilities you possess that you would be willing to use to help [Fill in Faith-Based Organization's Name] during the event of an emergency (i.e. medical training, counseling experience, foreign language fluency, tool/equipment operation, military experience):



Tool: Letter of Intent with Local Government

(Adapted from a tool created by the Hennepin County HSPHD Pandemic Influenza Planning Team)

Local government and public health departments are encouraging faith organizations to prepare for all types of emergencies, including a pandemic influenza outbreak. Faith organizations will play a critical role in a successful response effort to emergencies and disasters alike. They are often the first place community members turn to for support during a time of crisis. In addition, faith communities already know who the more vulnerable members of their community are and have the skills required to provide emotional and spiritual support to those in need. Together, local government and faith communities can partner to successfully prepare and respond to our community during an emergency.

To ensure that both local governments and faith communities have documented information about potential roles the community could play during an emergency, this document is intended to capture information that could be accessed during an emergency. Nothing on this document commits the organization to do this work. This is not a binding agreement, but rather a listing of what your organization would be willing to try to do during a significant local emergency, given the available resources of your organization at the time. When you turn this in to your local government, they may elect to place data from this document into a summary document of all faith community preparedness partners for ease of access during an emergency. Information in this document will be considered private and non-public.

Faith Organization Information

Organization Name _____

Address _____

City / State / Zip _____

Phone Number _____ Fax _____

Organization website (if applicable) _____

Approximate size of congregation _____

Name of person responsible for emergency planning _____

Contact information to reach this person _____

24/7 Contacts

Please list 3 contacts that could be reached 24 hours a day, 7 days a week in the event that the Local Public Health needed to reach your organization during a significant emergency.

Name & Position	Daytime phone numbers (Office/Home)	Evenings & Weekends Phone Numbers	Email(s)
1.			
2.			
3.			

Potential support faith organizations could provide assistance prior to and during an emergency

Please read through the list of possible emergency preparedness and response action steps below. Consider whether your organization would be willing to assist other local emergency response efforts. Place a check mark in the appropriate box(es) that represent your organization’s potential assistance. If your organization does not plan to assist in a particular area please leave the box blank.

Emergency Preparedness Action Steps	For our organization staff	For our congregation members	For the greater community
Provide education on Personal & Family Preparedness (prior to an emergency)			
Provide CPR/First-Aid trainings (prior to an emergency)			
Stockpile medical equipment/medications (to care for disabled & elderly)			
Provide familial support for first responders (ex. adopting a station)			
Store other emergency supplies (food, water, first-aid supplies, batteries, diapers, etc)			
Emergency Response Action Steps			
Offer use of your facility as space for emergency operations			
Operate a food shelf out of your organization			
Cook and distribute meals out of your kitchen			
Check on vulnerable people			
Parish Nurse commits to check on people’s health (assist with keeping people unnecessarily out of the healthcare system)			
Link available members willing to provide daycare to those in need (during a flu outbreak daycares may close)			
Assist with people who are in Isolation & Quarantine: check on people confined to their homes			
Educate and provide accurate emergency information			
Provide spiritual and emotional support			
Provide grief and loss support			
Use your facility as a shelter (temporary housing)			
Utilize your bus/vehicle for transportation or delivery			
Other (please specify)			
Nothing. (Our plan is to close during such an emergency.)			

Please note: Each of the agreed upon action steps will require further delineation by your organization. For example, if your organization agrees to provide transportation/make deliveries, which vehicle(s) will you use, who will be the drivers, do you have the addresses and contact information of those you will support (if not, where will you get it), for what purposes are you willing to transport, how far are you willing to travel, how will you ensure safe practices and infection control measures are taken, what if there’s a gas shortage, do you have someone that could fix your vehicle if it should break down, etc.

Confidentiality

XXX (Local Government) will not share any identifiable data provided by your organization with other organizations.

Acceptance

The return of one signed copy of this Letter of Understanding constitutes intent by your organization to assist our public health emergency response effort accordingly. Please retain a copy of this Letter of Intent for your records.

Print Name _____ Title/Position _____
 Signature _____ Date _____



Tool: Care Buddies

A Care Buddy is at least one friend, relative, or neighbor who will assist you in the event that you need help. For example, a Care Buddy will help retrieve medications, food, and other supplies you may need when you are sick and should not go out. A Care Buddy can help monitor the extent of your illness, call for help if needed, and attend to your immediate needs.

A Care Buddy is imperative for single parents or sole adult caregivers who need help in an emergency or become ill. A Care Buddy will be able to assist them by taking care of children or incapacitated adults. In offering this help, the risk of a child or incapacitated adult becoming hurt during the emergency or sick with the flu lessens.

A Care Buddy does not have to be a trained first responder or health care professional. A Care Buddy is just a person who is willing to help another. Many people are uncomfortable with the idea of coming in contact with someone who is sick for fear of spreading the virus to themselves or their own families, as well as other reasons. Many people have their own families to care for during an emergency and may not have the resources to be a very involved Care Buddy. However, a Care Buddy can have a limited role (picking up/dropping off medications, food, etc) or a comprehensive role (taking care of the family, helping inside the home, etc). In fact there are some individuals who should only have a limited role as a Care Buddy and nothing more such as those who are pregnant (in the case of the flu), frail elderly, have asthma, have young children, or have a chronic life-threatening health condition. For these individuals, responding to the emergency could put them in serious danger.

One in ten Americans lives alone. That is approximately 27 million adults. Add that to the number of households with one adult as the responsible caregiver and the number drastically increases. The need for Care Buddies is apparent when you consider the vast number of people who will need help if they get sick or are in an emergency and will not have someone readily available to do so. In the event of a *mild* emergency or pandemic flu our hospitals will reach or exceed their capacity abilities – leaving many without help. A Care Buddy can help.

How do you make a Care Buddy? Ask at least one close friend, relative, or neighbor that you trust to be your Care Buddy and offer to be theirs in return. Explain the concept and commit to it. It is better to have as many Care Buddies as you can and to be a Care Buddy to as many people as you can. This old-fashioned concept of watching out for the safety and well-being of family, friends, and neighbors is something we should continue to do in this modern era, and is especially important in emergencies like a pandemic flu.



Care Buddy Information

Name: _____
Address: _____
Email: _____
Home Phone: _____
Cell Phone: _____

Care Buddy's Emergency Contact Information

Name: _____
Address: _____
Email: _____
Home Phone: _____
Cell Phone: _____

Care Buddy Medical Needs

Doctor's Name & Specialty (i.e. primary care, cardiologist): _____

Doctor's Location & Phone #: _____
Medical equipment: _____
Medications: _____
Pharmacy Name: _____
Pharmacy Location & Phone #: _____
Other: _____



Tool: Sample Letter to Partner with a Neighboring Faith Community

Dear [Neighboring Congregation Name] Board of Directors,

At [Your Faith Organization Name], we are working to develop an organizational emergency preparedness plan to be able to help in the event of a major disaster. In the wake of September 11 and Hurricane Katrina, emergency preparedness has become a significant issue nationwide. Minnesota is not exempt from these situations, as we remember local tragedies such as the I-35W bridge collapse, Hugo tornado, and flooding in southeast and northwest Minnesota.

Comprehensive preparedness is possible with the collaboration of a number of teams and organizations. However, we feel it is imperative that emergency planning be done with our neighboring faith organizations to work toward a common goal of enhancing communication, response, and recovery efforts in the event of an emergency. **We would like to establish a reciprocal partnership with your organization to support one another in the event of an emergency.** By having a joint plan to help one another we can minimize damage to our facilities, care for our members and the community, and remain self-sufficient when others may not be able to.

Emergency planning is an inherent part of our mission. Good emergency planning involves working together before and after an emergency to be able to provide our congregations with spiritual care and compassion they will desperately require following a disaster. I would like to see our congregations take greater steps together towards planning and preparing for emergencies. The faith community as a whole needs to be prepared and ready to respond to such events when they impact our community. Please contact me at [phone #] or [email] so we can further discuss this partnership.

Together, we can prepare to serve our congregation and the community.

Sincerely,

Name

Title

Faith Organization Name

Contact Method