



## **Napa Valley Community Organizations Active in Disaster (COAD) Disaster Activation Plan**

The Napa Valley COAD develops and enhances partnerships for communication, coordination & collaboration amongst the whole community including non-profit, faith-based organizations, government agencies, and the private sector during all phases of disaster.

### **What does it mean for COAD to be “activated?”**

An “activation” means that COAD is actively engaged in a disaster response or recovery.

### **What is the purpose of an activation?**

During an activation, COAD’s main purpose is to minimize the impact of emergencies by collaborating and coordinating services among members and local emergency management/local government. The purpose of an activation is to ensure that there is no duplication or gaps in services and to ensure that the needs of our communities most vulnerable populations are being addressed.

### **What is COAD’s role in an activation?**

COAD is not a service provider. During a disaster, the role of the COAD is to coordinate non-profits, faith-based groups and private sector members in supporting the response and/or recovery from a disaster. COAD members bring a myriad of resources to serve a diverse array of populations, particularly those who are most vulnerable. Local government cannot meet these needs alone and relies on many of these providers to help meet the needs of the community’s populations most at risk for devastation. Specifically, the COAD’s roles include:

- Coordinating directly with the EOC through the COAD Liaison seat in the EOC
- Provide vetted information and/or requests directly from the EOC to COAD members
- Coordinate the non-profit, faith-based and private sector member response and support to community needs and report to the EOC which includes
  - Convening planning meetings and forums to coordinate response
  - Creating committees to address incident specific needs
  - Develop an event-specific resource directory to streamline resources
  - Coordinate Local Assistance Centers services in collaboration with local government

➤ See “Roles and Services of Voluntary Agencies” from National VOAD in Annex

### **How is the COAD activated?**

- Through a County EOC activation (COAD “Liaison” in EOC)
- Through a special request from county and/or city government
- The COAD may self activate based on need and approval from the COAD Executive Committee

### **How does COAD Inform members of activation\*?**

- Email to COAD Listserv
- Phone call and/or text message to Subcommittee Chairs

- Text message to COAD WhatsApp Group
- COAD Website Disaster Page Activated and Announcement sharing begins
- COAD Facebook Page

\*Dependent on functionality of phone/internet etc.

### Who does what in an activation?

- COAD Executive Committee/Incident Commander: Provides overall leadership and maintains oversight and support of COAD disaster operations. Determines if COAD chooses to activate based on requests from specific agencies. The Executive Committee Chair also serves as the “Incident Commander,” responsible for overall oversight and direction of COAD’s response. The Incident Commander has the overall authority and responsibility for management of all incident operations.
- COAD EOC Liaison: Reports to the EOC and provides communication and coordination between the EOC and COAD members. This is normally the COAD Director or member of the Executive Committee.
- COAD Disaster Coordinator: Appointed by the COAD Executive Committee, the connector between the COAD and member agencies. Coordinates all activation logistics including member communications, meetings, updating of resource guide etc.
- COAD Subcommittee Chairs: Leads and oversees subcommittee response coordination.
- COAD Member Agencies: Will organize themselves into subcommittees by the categories of resources they provide the community during/after a disaster. They will coordinate with agencies to ensure that there are no duplications and/or gaps in services provided to the community. Each member agency will be required to update the Resource Directory on a daily basis during an activation. \* COAD employs a “just in time” resource coordination philosophy, wherein member agencies will each individually determine their own roles/resources and share that info with the larger network for the purpose of resource coordination. Resources are coordinated on a voluntary basis and agencies are not pre-committed to providing specific resources in a given incident. Members of the COAD do not need to have a predefined or predetermined role or responsibility with respect to disasters or emergencies. The resource coordination efforts during an activation are meant to welcome all potential community resources and contributors in such a way as to maximize the resources available at the time of the emergency or disaster itself. It is important to note that COAD members are participating in the response on their own free will and will not be reimbursed by COAD for any resources provided during the disaster. If there is a formal request from a government entity for services reimbursement is possibly however the member agency must coordinate all documentation and reimbursement submissions.

- See specific duties for COAD positions in Annex
- EOC Liaison Checklist in Annex

\*Assumes connectivity

### **What is the meeting & briefing schedule/structure during an activation?**

- Meetings will take place via conference call or in-person depending on the scenario.
- Meeting frequency will be determined by the scope of the disaster and response.
- Meetings dates, times & locations will be shared via email, COAD website, WhatsApp Group and/or phone.
- An “initial activation meeting” will take place with all COAD members and serve the purpose of regrouping/forming of subcommittees and setting immediate priorities.
  - See sample agenda in Annex
- COAD members can expect that a majority of communications/meetings will be with and through their specific subcommittees.
  - See sample subcommittee agenda in Annex
- COAD will be providing consistent briefings and updates with COAD members. Frequency and logistics will be determined by the COAD Executive Committee.
  - See sample briefing agenda in Annex

### **What are the COAD Subcommittees?**

- The scope/type of the disaster will determine which Subcommittees will be activated and will be decided at the “initial activation meeting.”
- Potential Subcommittees Include:
  - Animal Care
  - Care & Shelter
  - Volunteer & Donations
  - Mental/Spiritual Health & Crisis Support
  - Access and Functional Needs
  - Public Information & Outreach
  - Housing
- See Subcommittee descriptions in Annex

### **What is the Resource Guide & What is it so important?**

- The resource guide is a “live document” that lists COAD agencies and the services/resources that they can provide during the response and recovery from a disaster.
- The resource guide is an essential tool for the COAD EOC Liaison in communicating to the EOC the support and resources available.
- The resource guide will be updated at a minimum daily during a disaster and will be updated directly by COAD member agencies. Should live updating not be possible due to connectivity

issues, the most recently updated version will be used to communicate support/resources with the EOC.

- The COAD Resource Guide can be found here: add link
  - See “quick resource guide” in Annex
  - See current Resource Guide in Annex

**What are the tools that COAD uses to communicate/coordinate during disaster?**

- COAD Listserv - direct email
- COAD Website ([www.napavalleycoad.org](http://www.napavalleycoad.org))
- WhatsApp Group
- COAD Facebook Page ([www.facebook.com/NapaValleyCOAD](http://www.facebook.com/NapaValleyCOAD))
- Free Conference Call service
  - See COAD Website Disaster Page activation instructions in Annex
  - See WhatsApp Group guidelines in Annex
  - See Free Conference Call instructions in Annex

**How do we maintain this plan?**

The COAD Disaster Activation Plan is a living document. This plan and its associated checklists, and appendices are tested and reviewed periodically and updated, as needed. The COAD Executive Committee reviews plan on an annual basis and makes changes when required.

**Annex/Tools:**

1. Roles & Services of Voluntary Agencies.....	pg 5
2. COAD Roles & Responsibilities in Disaster Specific Duties.....	pg 8
3. COAD EOC Liaison Checklist.....	pg 10
4. Sample Agenda “Initial Activation Meeting” .....	pg 13
5. Sample Subcommittee agendas.....	pg 15
6. Sample Briefing agenda.....	pg 17
7. Subcommittee Descriptions.....	pg 18
8. Quick Resource Guide.....	pg 19
9. Resource Guide.....	pg 20
10. COAD Website Disaster Page activation instructions.....	pg 21
11. WhatsApp Guidelines.....	pg 22
12. Free conference call instructions.....	pg 23

## **Annex 1: Roles & Services of Voluntary Agencies (National VOAD)**

### ***The Roles and Services of Voluntary Agencies from National VOAD***

**Advocacy:** Some voluntary agencies work on behalf of disaster victims (particularly those with special problems such as single parent families with limited resources, the disabled, and older persons) to obtain needed resources and services (e.g., home health care, legal services, transportation, translation services, meals on wheels). Voluntary agencies may also act as advocates for change by representing the needs of the community to local and State governments.

**Animal Care:** Some voluntary agencies focus on the care of animals during disaster including rescue, sheltering, veterinary care, and grieving services for people who have lost pets. They may also provide resources for different types of animal food.

**Bulk Distribution:** Some voluntary agencies purchase and distribute basic commodities in bulk that are not readily available at the time of need. These may include, but are not limited to, food, water, health and sanitary needs, baby and child care products, medicines, and bedding. These supplies usually cannot be purchased locally because stores and other merchandising outlets are closed due to the disaster.

**Case Management:** Some voluntary agencies help individuals complete the documentation that is required for assistance and then assist in tracking that documentation through the Resource Coordination Committee process.

**Child Care:** Some voluntary agencies establish and professionally staff temporary child care centers for victims of disaster as they deal with reorganizing their personal affairs.

**Clean-Up and Rebuilding:** Some voluntary agencies help individuals clean-up, repair, and rebuild their homes damaged by disaster. These voluntary agencies often work with private businesses to encourage the donation of needed building materials.

**Community Disaster Education:**

Some voluntary agencies are involved in community disaster education. For example, they distribute pamphlets and give presentations to community groups on how to prepare for disaster or they send speakers to talk with school children.

**Community Outreach:** Some voluntary agencies contact individuals and organizations, such as local businesses and churches, to educate them about the local disaster relief operation, the existing damage, and possible ways they can support the relief effort.

**Counseling:** Some voluntary agencies provide individual and family counseling and emotional support.

**Damage Assessment:** Some voluntary agencies physically review areas affected by disaster in order to assign a value that can be used to estimate resources required for rebuilding or reconstruction.

**Debris Removal:** Some voluntary agencies provide debris removal such as mucking out and cutting and clearing trees from entry ways.

**Disaster Planning:** Some voluntary agencies work with communities before disasters occur to help them take steps to minimize the effects of disaster and prepare themselves should disaster occur.

**Donations Management:** Many voluntary agencies have their own internal systems for donations management for both cash and in-kind donations. These systems address receiving, transporting, warehousing, and distributing donations during disasters. The voluntary agencies also work collaboratively with government agencies to address unsolicited donations.

**Elder Care:** Some voluntary agencies provide a variety of support services, such as transportation, advocacy, casework, counseling, and entertainment to the elderly population.

**Emergency Repairs:** Some voluntary agencies provide funds, staff, equipment, or tools to make emergency repairs to homes immediately following a disaster (e.g., placing tarps on roofs to avoid further damage to the home).

**Emergency Assistance:** Some voluntary agencies provide emergency assistance immediately following a disaster including food, clothing, shelter, cleaning supplies, comfort kits, first aid, and medical care.

**Financial Assistance:** Some voluntary agencies provide financial assistance to local church councils including relief grants, financial aid, and long-term rehabilitation grants.

**Financial Planning:** Some voluntary agencies help disaster victims locate personal financial records, review their current financial situation, and provide advice to help them recover from the financial effects of disaster.

**Funeral Services:** Some voluntary agencies work with local mortuaries and mortuary associations in arranging assistance for funeral services for families that have lost loved ones in a disaster.

**Health Care:** Some voluntary agencies use trained volunteers to provide first aid and CPR to work in shelters and on disaster sites. They also identify local health care organizations that can provide assistance to disaster victims and relief workers.

**Identification:** Some voluntary agencies help locate disaster victims and provide information to inquiring family and friends outside the impacted area.

**International Services:** Some voluntary agencies provide tracing services when individuals need to locate relatives outside of the United States in times of disaster. Voluntary agencies may also provide disaster relief assistance to foreign countries and coordinate assistance from foreign countries to the U.S. during disasters. For more information on international disaster relief.

**Massage Therapy:** Some voluntary agencies arrange for relief workers to have massages by trained and licensed therapists to help reduce stress.

**Mass Care:** Some voluntary agencies provide a variety of mass care activities. Some of these activities include: Identifying and setting up shelter facilities Staffing shelters with skilled staff including feeders, registrars, mental health workers, and health care providers Distributing food and other goods to the shelters Feeding disaster victims (either in the shelters or through mobile feeding units) Providing temporary shelter for disaster victims Providing housing for disaster relief Workers Rendering first aid when necessary.

**Mental Health Services:** Some voluntary agencies provide professional assistance to disaster victims and relief workers to alleviate mental stress and anguish caused either by the disaster or the disaster relief operation.

**Mitigation Planning:** Mitigation planning is a relatively new role for voluntary agencies. More and more, voluntary agencies are becoming involved in the mitigation phase of emergency management by doing such as things as: rebuilding homes outside of flood zones, retrofitting buildings in earthquake prone areas, and educating families on mitigation measures in the home.

**Mobile Feeding:** Where needed, some voluntary agencies use mobile feeding units to serve hot meals to disaster victims and relief personnel on site.

**Organizational Mentoring:** Some voluntary agencies work with local agencies, community-based organizations, and non-government organizations that lack disaster experience to help them develop their abilities and respond effectively to the needs of disaster victims.

**Pastoral Care:** Many faith-based voluntary agencies provide spiritual counseling from clergy. People with serious personal problems are almost twice as likely to seek assistance from clergy as other counselors. Spiritual problems such as lack of faith and discouragement are addressed through active listening and a supporting presence that communicates care and understanding.

**Radio Communication Services:** Some voluntary agencies have licensed radio amateurs to provide emergency radio communication to fellow agencies and local government personnel who are responding to the disaster.

**Relocation Services:** Some voluntary agencies help move individuals and families from damaged areas to shelters and other temporary or permanent housing facilities.

**Resource Coordination:** Before, during, and after an emergency or disaster, voluntary agencies exchange information on the acquisition and use of personnel and materials resources. This information helps provide for the effective and efficient allocation of resources and helps reduce duplication of services.

**Sanitation Services:** Some voluntary agencies provide portable toilets, shower units, clean-up kits, comfort kits, or personal hygiene kits to disaster victims

**Special Needs:** Some voluntary agencies assist in identifying populations that have special needs and then meeting those needs (e.g., the elderly, disabled, or orphaned; a particular religious group with special dietary needs).

**Technical Assistance:** Some voluntary agencies provide telecommunications and management information systems support to the emergency management community.

**Training:** Some voluntary agencies train community-based volunteers in major response and recovery activities and provide job skills training to disaster-affected individuals.

**Translation Services:** Some voluntary agencies provide linguists for the purposes of transcribing documents and communicating with disaster victims.

**Transportation Services:** Some voluntary agencies provide transportation services for disaster victims, particularly individuals with special needs such as the elderly and the physically disabled. Some of these voluntary agencies may also use their transportation means to bring donated goods from outside the disaster area to areas in need.

**Volunteer Assistance:** Some voluntary agencies provide trained volunteers to support response and recovery activities and coordinate spontaneous, unaffiliated volunteers.

**Volunteer Services:** Voluntary agencies provide many services to their volunteers, some of which include: Recruiting and training volunteers matching volunteers' skills to the needs of individuals and the community Providing housing and meals to volunteers Counseling volunteers to help relieve the stress of disaster operations. Placing spontaneous volunteers within their organizational structures

**Warehousing:** Some voluntary agencies locate and set up central locations for storing and organizing donated goods including food, clothing, medical supplies, etc.

## **Annex 2: COAD Roles & Responsibilities in Disaster – Specific Duties**

*COAD Executive Committee:* Provides overall leadership and maintains oversight and support of COAD disaster operations. Specific duties include:

Meet as required to activate/deactivate COAD

- Appoint Incident Commander, EOC Liaison, and Disaster Coordinator
- Maintain oversight of COAD activation response
- Facilitate COAD meetings when required
- Respond to any operational issues that arise in coordination with Incident Commander, EOC Liaison and Coordinator

*COAD Incident Commander:* The Executive Committee Chair also serves as the “Incident Commander,” responsible for overall oversight and direction of COAD’s response. The Incident Commander has the overall authority and responsibility for management of all incident operations. Specific Duties include:

- Oversee COAD Activation
- Represent COAD with funders and local government for policy decisions
- Determine Committee Structure and help coordinate and communicate amongst committees
- Work with EOC Liaison and Disaster Coordinator to post updates from EOC and other agencies
- Ensure a Public Information Officer for COAD if not already assigned/activated
- Seek participation from agencies not involved but may be needed for response efforts

*COAD EOC Liaison:* Reports to the EOC and serves as a connector between the EOC and COAD members. This is normally the COAD Director or member of the Executive Committee. Specific Duties Include:

- See Annex 3 for specific duties

*COAD Disaster Coordinator:* Appointed by the COAD Executive Committee, the connector between the COAD and member agencies. Coordinates all activation logistics including member communications, meetings, updating of resource guide etc. Specific duties include:

- Communicate meeting logistics with COAD membership through email, phone, text and website
- Regularly update COAD website with meeting logistics information
- Organize meeting agendas
- Take notes at all meetings
- Maintain and file any meeting documentation
- Update and maintain COAD website and Facebook page
- Track task assignments
- Communicate regularly with EOC Liaison

*COAD Subcommittee Chairs:* Leads and oversees subcommittee response coordination. Specific duties include:



- Send an email/text/phone to alert Subcommittee members of meeting/call times and locations.
- Hold regular meetings/calls as required to coordinate response efforts
- Assure that subcommittee notes are taken and submitted to COAD Coordinator
- Communicate regularly with COAD Coordinator and EOC Liaison
- Review needs presented in COAD briefings and/or from EOC Liaison
- Review activities member agencies are conducting and ensure no overlap or gaps
- Assign tasks, track tasks and report to activity to COAD Coordinator
- If the disaster will enter a long-term recovery phase, participate in COAD meeting to determine next-steps.
- Participate in After Action Review of COAD response

*COAD Member Agencies:* Will organize themselves into subcommittees by the categories of resources they provide the community during/after a disaster. They will coordinate with agencies to ensure that there are no duplications and/or gaps in services provided to the community. Each member agency will be required to update the Resource Directory on a daily basis during an activation. Specific duties include:

- Regularly participate in COAD general meetings, briefings
- Identify agency core role and any enhanced roles assumed for this emergency
- Join a Subcommittee that pertains to agencies works or skills
- Regularly participate in Subcommittee meetings and/or activities
- Update the COAD Resource Directory daily on behalf of your agency to update your response, available resources, etc.
- Regularly visit COAD Website and Facebook page for important information and updates

## **Napa Valley COAD Liaison Officer EOC Position Checklist**

### **Function Description**

The Operational Area COAD Liaison Officer provides a point of contact for COAD agencies, primarily comprised of private non-profits but also includes private and government sectors. The Liaison Officer ensures COAD members are provided with information and situational awareness from the EOC. The COAD Liaison Officer also ensures that the EOC Director is kept informed of what services COAD agencies are providing during a given incident.

### **Responsibilities**

- Attend EOC briefings and provide updated information in a timely manner to the COAD network.
- Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed. Ensure function specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan is provided to agency representatives on check-in.
- In conjunction with the Emergency Services Manager, provide orientations for VIPs and other visitors to the EOC.

### **Mobilization Phase:**

- Sign-in in upon arrival at the designated EOC check in site, usually at the Planning Section
- Review the EOC checklist for your position
- Put on the white colored vest with your title and find an open seat in the management section
- Report to the EOC Director or his/her designee. Clarify any issues you may have regarding your authority, assignment and what others do within the organization
- Check-in with the Liaison Officer and let him/her know that a COAD representative has reported for duty in the EOC

- Obtain a briefing and the current EOC Action Plan and Situation Report from the Planning Section or Liaison Officer
- Pick-up from Planning and maintain an F13 form to chronologically describe actions taken during your shift
- Set-up your work station, including maps and status boards as needed

**Operational Phase:**

- Participate in EOC all staff briefings and meetings including the Cooperative Agency Meetings when possible. Be prepared to report on COAD activities at all briefings and meetings.
- Maintain communications with COAD agencies and obtain situation status reports on agency activities
- Check-in with the different sections and describe what COAD is and how COAD agencies may support EOC field activities – for example, agencies can help address any access and functional needs in shelters, etc.
- Brief supervisor on any significant issues relating to COAD activities
- Update a directory of current COAD agencies and disaster activities and maintain it on a daily basis
- Coordinate information dissemination with the PIOs regarding services COAD agencies are providing, general information of volunteers and donations management, etc.
- Interview COAD agency representatives concerning resources, capabilities, and restrictions. Provide this information to sections in the EOC as needed.
- Ensure you receive copies of all Action Plans, Situation Reports, Press Releases and other documents as necessary
- If and when a Local Assistance Center (LAC) is opened, serve as the lead for coordinating the non-profit sector representatives in the LAC
- Work with the PIOs to coordinate press releases associated with multi-agency activities, such as the LAC
- Ensure that Care and Shelter staff in Operations understand COAD's presence and potential resources
- Post requests on the COAD Facebook page, send via COAD gmail, etc.

**End of Shift Phase:**

- Participate in shift change briefings with your position replacement and/or notify relevant sections of your departure and leave contact information if you are only working the day shift
- Submit all documentation/Duty Logs and submit to the Planning & Intelligence Documentation Unit Leader

- Ensure that open actions are assigned for completion
- Note and record significant activities for the After Action Report
- Clean your work area before you leave
- Leave a forwarding phone number where you can be reached

**Annex 4: Sample Agenda “Initial Activation Meeting”**

An “Initial Activation Meeting” takes place upon activation with all COAD members and serves the purpose of regrouping/forming subcommittees and setting immediate priorities.

<b>AGENDA</b>			
<b>COAD Initial Activation Meeting</b>			
Modify the agenda as needed before the conference call <b>so the information shared will be clear, concise, complete, current, and critical.</b>			
<b>Agenda #</b>	<b>Time</b>	<b>Item</b>	<b>Major Discussion/Action Items</b>
1	3 Mins	<b>Welcome &amp; Introductions</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Thank you for attending</li> <li><input type="checkbox"/> State your name/agency</li> <li><input type="checkbox"/> Everyone take a deep breath</li> </ul>	
2	2 Mins	<b>Meeting Ground Rules</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Everyone mute phones (don’t use “hold” button if music will play)</li> <li><input type="checkbox"/> State name each time speaking</li> <li><input type="checkbox"/> Stick to agenda</li> </ul>	
3	10 Mins	<b>Review COAD Activation Process</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Who’s Who – Who will take on official roles</li> <li><input type="checkbox"/> Communication Structure - How and when regular communication will occur</li> <li><input type="checkbox"/> When/where regularly meetings will take place</li> <li><input type="checkbox"/> Protocols/Expectations</li> </ul>	
4	10 Mins	<b>Review of Required Subcommittees</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Appoint Subcommittee Chairs for the Activation</li> <li><input type="checkbox"/> Provide contact info for Subcommittee Chairs</li> <li><input type="checkbox"/> Determine first Subcommittee meeting date/time/location</li> </ul>	
5	10 Mins	<b>Subcommittee Sign-up</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Each member agency sign-up for Subcommittees</li> </ul>	
6	10 Mins	<b>Determine Regular Meeting/Briefing Times</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Remind everyone to update Resource Directory</li> </ul>	

7	5 Mins	<b>Determine/Review of Immediate Priorities/Next-Steps</b>	
8	5 Mins	<b>Recap/Questions</b>	
9		<b>Meeting Adjourned</b>	

**Annex 5: Sample Agenda “Subcommittee Meetings During Activation”**

**AGENDA**  
**COAD Subcommittee Meeting**  
**Activation Phase**

Modify the agenda as needed before the conference call **so the information shared will be clear, concise, complete, current, and critical.** Remember that it’s okay to state that you have nothing new to report since the last call.

<b>Agenda #</b>	<b>Time</b>	<b>Item</b>	<b>Major Discussion/Action Items</b>
		<b>Be on the call 5 minutes early</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Greet attendees as they sign-on</li> <li><input type="checkbox"/> Complete attendance roster</li> </ul>	
1	1 Mins	<b>Welcome</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Thank you for attending</li> <li><input type="checkbox"/> State your name/agency</li> <li><input type="checkbox"/> Everyone take a deep breath</li> </ul>	
2	2 Mins	<b>Meeting Ground Rules</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Everyone mute phones (don’t use “hold” button if music will play)</li> <li><input type="checkbox"/> State name each time speaking</li> <li><input type="checkbox"/> Stick to agenda</li> </ul>	
3	2 Mins	<b>Attendance</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Read names/agencies of participants</li> <li><input type="checkbox"/> Ask if anyone was missed</li> <li><input type="checkbox"/> Designate Agenda Timekeeper to ensure meeting stays on schedule</li> </ul>	
4	20 Mins	<b>Situational Awareness: Ask each agency – brief update</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Brief summary of previous action items</li> <li><input type="checkbox"/> What they are seeing on the ground</li> <li><input type="checkbox"/> What they are doing</li> <li><input type="checkbox"/> “Pass” if nothing verifiable/new</li> </ul>	

5	20 Mins	<b>Identified Needs Report</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Report any needs identified/requested from EOC</li> <li><input type="checkbox"/> Report any unmet needs from agencies/community</li> <li><input type="checkbox"/> Who can assist with these needs (work out specific details offline)</li> </ul>	
6	10 Mins	<b>Assignment of Tasks</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Remind everyone to update Resource Directory</li> </ul>	
7	5 Mins	<b>Communication to COAD/EOC</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determine any additional communication that needs to go from Subcommittee to COAD and/or EOC Liaison</li> </ul>	
8	5 Mins	<b>Recap/Questions</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Again remind everyone to update Resource Directory</li> </ul>	
9		<b>Next Call Time</b>	
10		<b>Email Call Summary to all with Action Items Noted (include COAD Coordinator &amp; EOC Liaison)</b>	



**Annex : 6 Sample Briefing Agenda**

<b>AGENDA</b>		
<b>COAD Briefings – Activation Phase</b>		
Modify the agenda as needed before the conference call <b>so the information shared will be clear, concise, complete, current, and critical.</b>		
<b>Agenda #</b>	<b>Time</b>	<b>Item</b>
1	2 Mins	<b>Welcome &amp; Introductions</b> <input type="checkbox"/> State your name/agency
2	2 Mins	<b>Briefing Ground Rules</b> <input type="checkbox"/> Everyone mute phones (don't use "hold" button if music will play) <input type="checkbox"/> State name each time speaking <input type="checkbox"/> Stick to agenda
3	5 Mins	<b>Update on Situation Status</b>
4	5 Mins	<b>Update on activities Subcommittees are conducting</b> <input type="checkbox"/> Each Subcommittee Chair Reports (high-level report, details discussed offline)
5	5 Mins	<b>Update on needs of COAD agencies or needs identified in the community</b>
6	5 Mins	<b>Assignment of any tasks</b> <input type="checkbox"/> Remind everyone to update Resource Directory
8	1 Mins	<b>Set next briefing time</b>
		<b>Meeting Adjourned</b>

## **Annex 7: COAD Subcommittee Descriptions**

**Animal Care:** To identify/coordinate needs related to the care of animals in disaster which includes issues related to evacuation, boarding, pet care services and lost animal information.

**Care & Shelter & Access/Functional Needs:** To identify/coordinate needs related to shelter, feeding, bulk distribution of relief supplies and related services. This committee particularly identifies/coordinates needs resource needs necessary to assist those with access and functional needs.

**Volunteer & Donations:** To identify/coordinate in-kind donation requests, collection and distribution on behalf of COAD agencies and requests on behalf of COAD members and to manage any required volunteers.

**Mental/Spiritual Health & Crisis Support:** To identify/coordinate needs related to mental and spiritual health and crisis support. This can include counseling, crisis intervention/critical incident stress, pastoral care, general mental health best practices and psychological first aid.

**Public Information & Outreach:** To coordinate and disseminate pertinent information related to disaster response and COADs resources/response with particular attention being paid to communication to Spanish language speaking populations.

## **Annex 8: COAD Quick Reference Guide**

The Quick Reference Guide is a categorical visual tool depicting the services that each COAD member provides. The most up-to-date version can be found at the link below or by clicking [HERE](#).

<https://docs.google.com/spreadsheets/d/1QcmUMzdK0cdnVFepY1ThjIFL3R4thpuPTryKalB1BJI/edit>

## **Annex 9: COAD Resource Guide**

The resource guide is a “live document” that lists COAD agencies and the services/resources that they can provide during the response and recovery from a disaster. The most up-to-date version can be found at the link below or by clicking **HERE**.

<https://docs.google.com/spreadsheets/d/1bRQxSzd5GLS49huaiiYeEh4kLyJi85rW83xSztFCZrl/edit>

## **Annex 10: COAD Website Disaster Page Activation Instructions**

In the event of a disaster – COAD will activate a “disaster” homepage on the COAD Website - [www.napavalleycoad.org](http://www.napavalleycoad.org). Log-in information can be accessed by administrators via the COAD google drive.

### **Napa Valley COAD - Dark Page Activation Instructions**

1. Archive old posts by either deleting them or setting them to private (this should actually be done when the dark page is turned off )
2. Write your first announcement (post) and publish it. This is done under the Posts menu - Add New.
3. Go to the Options Menu and enter the name of the Event and turn on the Dark Page Toggle by clicking it (when checked the orange announcement bar will appear at the top of the page, so from any page of the site, the dark pages will be linked above the top menu bar).
4. Finally, change the homepage of the site to the dark pages by going to Settings-> Reading. Under the top section "Your homepage displays" should be changed to "Your latest posts" rather than "A static page". Click the blue Save Changes button. Your dark pages should now be live.

### **Turning Off The Dark Pages**

1. Put the home page back (instead of the dark pages) by going to Settings-> Reading and change the first section "Your homepage displays" to be "A static page" with the Homepage set to Home and the Posts page set to Dark. Click the blue Save Changes button. Your home page should be back.
2. Go to the Options menu and unclick the toggle to turn off the dark pages (this will remove the orange announcement bar at the top of the site). You can leave the event title in place until you have a new event.
3. Archive old posts by either setting them private or deleting them. Setting them private can be done via the Posts menu by doing a quick edit on each post and clicking the private checkbox, then Updating the post. *(If you are logged in, you will see the private posts.)*

**Annex 11: WhatsApp Group Guidelines**

COMING SOON....

## Annex 12: Free Conference Call Instructions

### Conference Call Host Instructions

#### For Hosts:

Dial: (605) 475-4783  
Enter Access Code: 983336#  
Press star (\*) to enter the PIN: 7260

#### For Participants:

Dial: (605) 475-4783  
Enter Access Code: 983336#

### Audio Conferencing

A conference call is the easiest way to connect with a group.

### How to Invite

There are a few ways to invite participants to a meeting.

Send an Invite

1. Log in to your FreeConferenceCall.com account:

[www.freeconferencecall.com](http://www.freeconferencecall.com)

Login: [napavalleycoad@gmail.com](mailto:napavalleycoad@gmail.com)

Password: nvcoad

2. Click **Invite**. Complete the meeting information and click **Send Invites**.

Send an Email

1. Log in to your FreeConferenceCall.com account.
2. Click **Invite** on the top navigation, then **Invite by email** to automatically insert your meeting information into a new email.
3. Add participants to email recipients and send.

Send a Calendar Invite

1. Download the [Google Gadget™](#) or [Outlook® Plug-in](#) and follow the instructions.
2. Create a new appointment for the date and time of your meeting.

3. Click Add **FreeConferenceCall.com** to automatically insert your meeting information into the appointment.
4. Invite participants.
5. Click **Send**.

## How to Host

To host an audio conference call:

1. Dial the dial-in number.
2. When prompted, enter the access code, followed by **pound (#)**.
3. Press **star (\*)** to enter the host PIN, followed by **pound (#)**.

## Phone Keypad Commands

### Host Keypad Commands

Control all aspects of the conference from the telephone with the following commands:



- \* **1** Manage Q&A
- \* **2** Caller Count
- \* **3** Breakout Rooms
- \* **4** Instructions
- \* **5** Mute
- \* **6** Self Mute
- \* **7** Conference Lock
- \* **8** Entry/Exit Tones
- \* **9** Record

**\*1 Manage Q&A** – Enter the following commands after **\*1**:

- 1** Start Q&A session
- 2** Move to the next questioner
- 3** End Q&A session
- 4** Mute or unmute current questioner
- 5** Clear Q&A queue
- \* Return to the conference

**Note:** Participants must dial **\*6** and **1** to ask a question.

**\*2 Caller count** - Hear a count of how many callers joined the conference.

**\*3 Breakout Rooms** – Leave the main conference to join a sub-conference. Press **\*3** followed by the number of the sub-conference, from **1** to **9**, or press **\*3\*** to return to the main conference room at any time.

**\*4 Instructions** – Hear the list of available keypad commands.

**\*5 Mute** – Control whether or not participants are heard in the conference.

Press **\*5** once to mute all participants. Participants can unmute themselves by pressing **\*6**.

Press **\*5** again to mute all participants. Participants are NOT able to unmute themselves.

Press **\*5** again to return the conference to open conversation mode.

**Note:** By default, all lines are unmuted, allowing all participants to talk.

**\*6 Self Mute** – Mute your individual line. Press **\*6** again to unmute the line.

**\*7 Conference Lock** – Lock the conference and block all other participants from entering. Press **\*7** again to unlock the conference and allow participants to join.

**\*8 Entry/Exit tones** – By default, the entry and exit tones are turned on.

Press **\*8** to turn off entry and exit tones.

Press **\*8** again to turn off entry tones and turn on exit tones.

Press **\*8** again to turn on entry tones and turn off exit tones.



Press **\*8** again to reset both entry and exit tones to the default.


**Note:** A prompt will explain the current settings each time the host dials **\*8**.

**\*9 Record** - Press **\*9**, then **1** to confirm you want to start the conference recording. Press **\*9** again to stop recording and **1** to confirm.

## Participant Keypad Commands

Control certain aspects of the conference from the telephone with the following commands:

  Breakout rooms

  Instructions

  Self Mute

**\*3 Breakout Rooms** – Leave the main conference to join a sub-conference. Press **\*3** followed by the number of the sub-conference, from **1** to **9**, or press **\*3\*** to return to the main conference room at any time.

**\*4 Instructions** – Hear the list of available keypad commands.

**\*6 Self Mute** – Mute your individual line. Press **\*6** again to unmute the line.

## Recording Instructions

Start recording at any time by pressing **\*9** and **1** to confirm.

Participants will be notified that the recording has been started.

To stop recording, press **\*9** again and **1** to confirm.

To access recordings, go to your Account Info page, click **Profile** then select **History & Recordings**.

## Playback Instructions

There are two options for playing back a recorded conference.

1. Provide participants with the playback number and access code. **Note:** The playback number is different from the conference dial-in number. When participants call into the recording playback number, they will be prompted to enter the access code and then enter the reference number for a specific recording. The reference number of each recording is provided on your Call Detail Report after the conference call is complete and on History & Recordings under Profile. Once confirmed, the system will play back the recorded conference. During playback, the user can scroll forward or backwards through the recorded conference using phone keypad commands.
2. Access the recording from the History & Recordings page. The recording can be downloaded and shared or shared via a link that is pasted into an email, to social media or on a website.

**4** Rewind one minute

**5** Pause/Resume

**6** Fast forward one minute

---

Use online meetings to join a web conference to screen share and show video using a webcam.

Go to [www.freeconferencecall.com](http://www.freeconferencecall.com) and click **Get Desktop App** on the bottom of the page. Or, log in to your account, click **Online Meetings** then **Host Meeting**. The download will start automatically.

## How to Host

To host an online meeting:

1. Provide participants with the date and time of the meeting, including your dial-in number, access code, online meeting link and online meeting ID. These credentials can be located on the Account Info page after you log in.

2. Launch the FreeConferenceCall.com desktop application from your desktop.
3. Click **Host** and log in with your email address and password (first-time users).
4. For the audio portion of the online meeting, call the dial-in number and enter the access code followed by **hash (#)** or click **Headset** to connect through VoIP.

How to screen share:

1. Click **Play** on the Meeting Dashboard.
2. Select the items you want to share.
3. Click **Start Sharing**.

How to video conference:

1. Click **Camera** on the Meeting Dashboard.
2. Choose to dial in over the telephone or through VoIP on your computer.
3. Video is live once the Camera turns green.

How to chat:

1. Click **Chat** on the Meeting Dashboard.
2. Send a message to the group or private message an individual participant.

How to record:

1. Launch the desktop application and click **Record**. Or, click **Host** and then **Record** on the Meeting Dashboard. You can also use this feature to create a Studio presentation.
2. Select recording options (audio, screen sharing, video) and **Continue**.
3. To record audio, check the **Audio** box, click **Continue**, choose your audio preference and follow the instructions.
4. To record screen sharing, check the **Screen Sharing** box, select items to share and click **Start Sharing**.
5. To record the active speaker video feed, check the **Video** box and click **Start Sharing**.
6. Recording will begin immediately. **Note:** Only one video feed will be recorded based on the active speaker.
7. To stop recording, click **Record**. **Note:** When you exit the meeting, and close the Meeting Dashboard, a pop-up window will appear with a link to your recording. Access the recording by clicking the link, copy the link to clipboard or go to History & Recordings from your Meeting Wall.

