



## DISASTER ACTIVATION GUIDE

UPDATED AUGUST 2021

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

### **Disaster Activation Guide – Updated August 2021**

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## **SECTION 1 - COAD Background**

***MISSION: 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.***

### **Purpose and Role of COAD**

COAD is an organizing body which provides leadership to the nongovernmental response in all phases of disaster, focusing on areas complementary to the government response and outside of their scope. COAD creates linkages across sectors for the development of a comprehensive approach to increase disaster resilience throughout Napa County. This is accomplished through coordination between nonprofits, faith-based organizations, local government entities and the private sector. COAD is not a direct service provider, but rather strategically works its network of autonomous member organizations' efforts to maximize the capabilities of response, recovery, mitigation and preparedness. COAD and its member agencies focus on supporting vulnerable populations most in need of resources and services. The role of COAD is focused in three areas:

- **Communication** – Develop and maintain effective channels of accurate, vetted, timely communication for member organizations, especially during activations, and amplifying County messaging to the public.
- **Coordinate** – Stand up subcommittees to coordinate the response of second responders and other nongovernmental agencies to ensure an effective response that identifies gaps and avoids duplication.
- **Collaboration** – Identify common goals and create shared solutions to meet needs during all phases of disaster. Work with the County and other partners to create collaborative and complementary efforts.

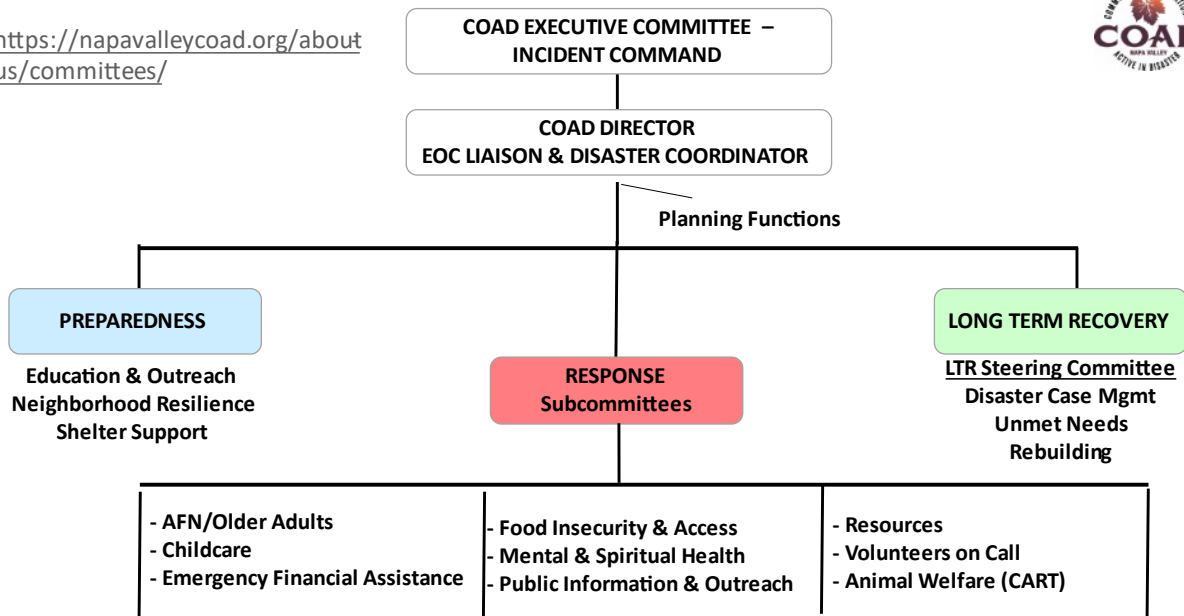
COAD is not a competing or exclusionary organization; rather it is intended to be a coordinating body and network for organizations involved in all phases of disaster. Each COAD member organization retains its own authority, independence, and identity, while closely collaborating with other COAD member organizations.

### **How COAD functions**

COAD operates according to the procedures outlined in its bylaws. The COAD Director leads operations while the Executive Committee is the final decision-making authority for COAD and oversees its operations, finances and strategic planning. The Executive Committee presents amendments to governance policies and documents for a general membership vote. During all phases of disaster, COAD operates using incident command principles which includes setting operating objectives and clearly defining the functions and roles of subcommittees, as well as establishing communication, operating and decision-making protocols, to ensure the effective coordination of response activities.

## General Activation Structure

<https://napavalleycoad.org/about-us/committees/>



## **SECTION 2 - COAD Activation Processes**

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

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

### **What kinds of emergencies/disasters trigger an activation?**

Emergencies and disasters come in many forms and no two are alike. The most typical disasters for triggering an activation include: wildfire, flood, and earthquake. Public Health crises, such as a pandemic or an acute disease outbreak, may also trigger an activation. Additionally, power outages, such as a Public Safety Power Shutoff, can result in the need to activate to support vulnerable populations.

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

During an activation, COAD’s main function is to mitigate the impact of the disaster or emergency by collaborating and coordinating services among COAD members and local emergency management/local government. The purpose of an activation is to identify and address gaps in service and to minimize any duplication of services. COAD’s focus is on ensuring the needs of our community’s most vulnerable populations are equitably addressed and met.

### **What is COAD’s role in an activation? (SEE ANNEX 3, 4, & 5)**

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.

COAD has a seat in the County’s Emergency Operation Center working with the EOC Liaison Officer (See ANNEX 4). For specific roles during an Activation see **Who Does What in an Activation** on the following page.

### **How is the COAD activated? (See ANNEX 1)**

- When the County activates the Emergency Operation Center (EOC) and requests COAD’s presence in the EOC. The designated COAD Liaison goes to the EOC within several hours of the request.
- 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\*? (SEE ANNEX 1, 2, 8 AND 9)**

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

*\*Dependent on functionality of phone/internet etc.*

### Who does what in an activation? (SEE ANNEX 3, 4, 5 & 6)

- COAD Executive Committee: 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 and determines unified objectives for activation periods.
- COAD EOC Liaison: The Executive Committee completes a schedule of who will serve as the *COAD EOC Liaison*. The role is typically held by the COAD Director or member of the Executive Committee. In the event of a prolonged emergency, this role will be shared by members of the Executive Committee and Subcommittee Chairs. The *COAD EOC Liaison* reports to the EOC, specifically the EOC Liaison Officer, and provides communication and coordination between the EOC and the COAD Disaster Coordinator. The liaison assists in maintaining the Command and Tracking Requests Charts (See Annex 6). **COAD Liaison** provides vetted, timely information, and manages requests between the County and the COAD Coordinator and agencies.
  - COAD Coordinator maintains the Command Chart and Request Tracking chart and **reports back to the COAD Liaison in the EOC** on any unmet needs requiring the County's attention and situational analysis information.
- COAD Disaster Coordinator: The COAD Executive Committee also designates a *COAD Disaster Coordinator* who serves as the connector between the COAD Liaison in the EOC and member agencies. The *Disaster Coordinator* handles and coordinates all aspects activation logistics including member communications, convening meetings and forums to coordinate the response, updating of resource guide for the activation, activating appropriate subcommittees, maintaining the Command and Tracking Requests Charts, and coordinating Local Assistance Center service providers in collaboration with local government (See Annex 6). The *Coordinator* engages members from all sectors to support the response efforts. This role is most often served by the COAD Director who may also serve as the EOC Liaison.
- COAD Subcommittee Chairs: Lead and oversee subcommittee response coordination based on requests from the *COAD Coordinator*. May be asked to serve in additional capacities during a prolonged event.
- COAD Member Agencies: Will be organized into subcommittees by the categories of resources they provide the community regularly and/or during/after a disaster. They will coordinate with other agencies to ensure that there are no duplication of services and/or gaps in services provided to the community. Each member agency is asked to update the Resource Directory at the beginning of the activation and whenever a change in status occurs during an activation (provided connectivity is available). The link to the Resource page will be provided in the initial activation email. **(See Annex 7).**

COAD employs a “just in time” resource coordination philosophy, wherein member agencies will each individually determine their roles/resources and share that information with the larger network for the purpose of resource coordination. COAD recognizes that each organization must assess its own capacity in engaging in coordinated response activities.

Resources are coordinated on a voluntary basis and agencies are not pre-committed to providing specific resources in a given incident. 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 of their freely and will not be reimbursed by COAD for any resources provided during the disaster. If there is a formal, documented request from a government entity for services, reimbursement is possible provided the member agency follows all requirements for documentation and reimbursement submissions.

### **What is happening at the County Emergency Operation Center (EOC)?**

When the County opens the EOC, the Plans Section creates an Incident Action Plan (IAP) which outlines the initial Operating Objectives for the response and staff assignments and contact information for each EOC Branch. COAD receives a copy of the IAP via email. This is a critical document for planning and response purposes.

### **How does COAD determine the scope of its response in a disaster? (See ANNEX 5)**

Based on the type, impact and scope of the disaster, COAD’s Executive Committee with input from subcommittee co-chairs, will identify operating objectives for specific operational periods during a disaster or emergency. COAD utilizes the principles of Incident Command Systems (ICS), COAD to guide response activities and maintain operational focus.

When developing operational objectives take the following into consideration:

- What is the scope of the government response? How can COAD complement these efforts?
- What are the community needs presented by the disaster?
- How many residents/households are impacted? How are they impacted?
- Where are impacted populations located?
- Have schools been closed? What is impact on shelter operations and resources?
- How many vulnerable populations are impacted and how can they be identified?
- Is the proposed objective consistent with COAD’s mission and scope of work?
- Which subcommittees are best activated to meet the needs of the community?
- What is capacity of COAD, its subcommittees and member agency given the disaster/emergency?



- What is an appropriate period of time for the operational objectives? When should they be reviewed based on anticipated events?
- What needs should COAD be anticipating?

**How does COAD ensure coordination and track what is happening during the emergency including County activities, COAD subcommittee activities, and tracking requests? (See ANNEX 6)**

COAD tracks the situation status and key activities during an activation through a COMMAND CHART and TRACKING REQUEST sheet. These tracking tools assist in ensuring a coordinated response by tracking key activities by COAD subcommittees, as well as the County. They also ensure coordination and tracking of requests to ensure timely completion and closing open loops in an activation. Typically, these tracking tools are maintained by the Disaster Coordinator with input and assistance from the COAD EOC Liaison.

**What is the meeting & briefing schedule/structure during an activation? (See ANNEX 1, 2 & 9)**

- Meetings will take place via ZOOM or in-person depending on the circumstances and urgency of events.
- In the event communications are lost, a meeting location and time will be specified in the initial communications.
- Meeting frequency will be determined by the scope of the disaster and response.
- Meetings dates, times & locations will be shared via email, COAD website and/or by 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. This usually occurs within the first 24 hours of an activation.
- In addition to email and other briefings, COAD members can expect that a majority of communications/meetings will be with and through their specific subcommittees.
- COAD will be providing consistent briefings and updates with COAD members. Frequency and logistics will be determined by the COAD Executive Committee.

**What are the COAD Subcommittees? (See ANNEX 7)**

The scope/type of the disaster will determine which Subcommittees will be activated and will be decided at the initial activation meeting.

Potential Subcommittees for activation include:

- Access & Functional Needs/Older Adults
- Animal Care
- Childcare
- Emergency Financial Assistance/Housing
- Food Access
- Mental/Spiritual Health & Crisis Support
- Resources and donations
- Public Information & Outreach
- Shelter Support
- Volunteers on Call

**What is the Resource Guide & Why is it so important? (See ANNEX 8)**

- 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 and Disaster Coordinator in communicating to the EOC the support and resources available.
- The resource guide will be updated regularly 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: (See ANNEX 8)  
[https://docs.google.com/spreadsheets/d/1Z85v3pakG0USl\\_pW\\_nT7jJFDvXq8JbBDO0ykSjPnewg/edit#gid=240699101](https://docs.google.com/spreadsheets/d/1Z85v3pakG0USl_pW_nT7jJFDvXq8JbBDO0ykSjPnewg/edit#gid=240699101)

**What are the tools that COAD uses to communicate/coordinate during disaster? (See Annex 8 for meeting tools)**

- COAD Listserv - direct email
- COAD Facebook Page ([www.facebook.com/NapaValleyCOAD](http://www.facebook.com/NapaValleyCOAD))
- COAD Website ([www.napavalleycoad.org](http://www.napavalleycoad.org))
- Remote/virtual communication tools – ZOOM and Free conference call (See ANNEX 9)

**How is this Activation Guide maintained?**

The COAD Disaster Activation Guide is a living document. This plan and its associated checklists and annexes are tested and reviewed periodically and updated, as needed, especially after activations. The COAD Executive Committee reviews the plan on an annual basis and makes updates when needed.

## **SECTION 3 – ANNEXES**

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12. Emergency Gift Card Processes

## **ANNEX 1 - FIRST 12 HOURS of ACTIVATION**

**Critical phone numbers:**  
Duty Phone – 707.815.4227  
EOC Liaison Officer –  
Refer to the Incident Action Plan

<b>TIMELINE</b>	<b>CRITICAL ACTIONS</b>
Hour 0	<b>Duty phone holder</b> receives call from the EOC to activate COAD and send a COAD liaison to the EOC. Receiver given status of the emergency and next steps.
Hour 0-1	<input type="checkbox"/> <b>Duty phone holder calls Executive Committee Chair</b> and texts remainder of executive committee that COAD is activating, asks that they confirm receipt of text (see text template, duty phone has texting group) <input type="checkbox"/> <b>Set a meeting place and time for the executive committee</b> to meet and/or zoom/call in <input type="checkbox"/> <b>COAD Director/Coordinator begins social media posts</b>
Hour 1-4	<input type="checkbox"/> <b>Executive committee</b> meets and determines who will serve as liaison and coordinator for the first day and works to complete the schedule for five days depending on the nature of the emergency – see chart below <input type="checkbox"/> <b>Coordinator notifies sub-committee chairs</b> via text or email and sets a meeting time sometime before the general COAD meeting in hour 4-6 timeframe (see template for email/text) <input type="checkbox"/> <b>Coordinator notifies COAD members via email</b> – provides a summary of the nature of the emergency, timing of future communications and the time for an activation meeting. Ask members to maintain situational awareness relative so unmet needs to update the resource guide (see email template) <input type="checkbox"/> <b>Coordinator activates the resource guide</b> and begins regular updates to the Facebook page

### **STAFFING CHART**

<b>ROLE</b>	<b>DAY 1</b>	<b>DAY 2</b>	<b>DAY 3</b>	<b>DAY 4</b>	<b>DAY 5</b>	<b>DAY 6</b>
<b>EOC LIAISON</b>						
<b>COORDINATOR</b>						
<b>ALTERNATES</b>						

<b>TIMELINE</b>	<b>CRITICAL ACTIONS</b>
Hour 2-5	<input type="checkbox"/> <b>Designated COAD liaison</b> goes to the EOC and begins process of communicating emergency status and needs to the COAD Coordinator <input type="checkbox"/> <b>Coordinator begins preparing regular email updates to members</b> <input type="checkbox"/> <b>Liaison and Coordinator</b> stay in regular communication responding to documented needs expressed by the EOC commander. Be prepared to support the following key needs: hunger for information, Spanish translation and speakers, amplifying messages sent from the EOC, questions about shelters and food, the need for transportation/drivers
Hour 4-8	<input type="checkbox"/> <b>Coordinator, liaison and executive committee assess need to stand up additional committees</b> to meet emerging and unmet needs. Share any information about critical phone numbers and locations
Hour 4-8	<input type="checkbox"/> <b>Coordinator and executive team meet with Sub-committee chairs</b> via Zoom to maximize participation– see agenda template <input type="checkbox"/> <b>Plan for standard activation responses</b> – standing up subcommittees, shelter support activation, and evacuee gift card program
Hour 6-12	<input type="checkbox"/> <b>Coordinator and executive committee meet with COAD members via zoom to maximize participation</b> – see agenda template
Hour 6-12	<input type="checkbox"/> Continue regular <b>updates</b> – see template for email updates <input type="checkbox"/> Coordinator and the Executive Committee <b>set operating objectives</b> to review with COAD membership. <input type="checkbox"/> <b>Mobilize resources</b> for unmet needs identified, including evacuee gift cards <input type="checkbox"/> <b>Communicate to EOC</b> what is being done by COAD members – see template <input type="checkbox"/> Be prepared to brief your replacement

## **Annex 2: Emergency Communication Templates and Samples**

### **A. The initial call from the County EOC to the COAD duty phone typically includes the following. If not, be sure to ask about what is missing.**

- Nature/type of the emergency or disaster
- Expected duration of the emergency
- Any critical evacuation information
- Resources being deployed by the County
- Any requests for immediate needs to be filled by COAD agencies
- Request for the EOC Liaison to report to the EOC

### **B. Executive Committee Activation Text**

- After notifying the Executive Committee chair of the information provided by the EOC, the duty phone holder will notify the remainder of the executive committee by text. The Chair and duty phone holder will determine when and where the executive committee will meet. The duty phone has a texting group for the Executive Committee members. The text will include:

#### **EXECUTIVE COMMITTEE TEXT:**

Dear Executive Committee: COAD has received a call from the County EOC to activate. The nature of the emergency is <fill in>. Please report to the <location> at <time> so we can plan for staffing the emergency and notifying COAD members. Please respond YES to this text to acknowledge receipt and whether you will be able to attend the an in-person meeting or will call in.

Remote attendance instructions: ZOOM or conference call (See ANNEX 9)

### **C. Subcommittee Chair Activation Text/Email**

Subcommittee Co-Chair contact information is in COAD's GOOGLE DRIVE.

#### **Subcommittee Chair TEXT:**

Dear Subcommittee Chair: COAD has received a call from the County EOC to activate. The nature of the emergency is <fill in>. Please report to the <location> at <time> so subcommittee chairs can begin planning and coordinating COAD's response based on anticipated needs. Please respond YES to this text to acknowledge receipt and whether you will be able to attend the meeting or will call in.

Remote attendance instructions: ZOOM or conference call (See ANNEX 9)

D. **COAD Members initial activation notification email. Template for key information to include.**

Dear COAD members –

This email is to inform you that **an emergency has been declared in Napa County and COAD has received a request from the County Office of Emergency Operations to activate.**

The emergency is –<nature, time and expected duration (ok to say unknown)>

The following individuals will be serving as the

- EOC Liaison: <name, phone and email>
- Disaster Coordinator: <name, phone and email>
- Incident Commander: <name, phone and email>

COAD will HOLD AN INCIDENT ACTIVATION meeting: (typically within the first 24 hours of an event)

- Time, date and location of meeting – Add remote log in or call-in instructions for those who cannot attend (See ANNEX 9)
- Anticipated agenda – <see template in Annex 2G>

Please remember to update the RESOURCE GUIDE so leadership knows who can support COAD's coordinated response and in what ways. Here is the link: (see ANNEX 8)

[https://docs.google.com/spreadsheets/d/1Z85v3pakG0USl\\_pW\\_nT7jJFDvXq8JbBDO0yKSjPnewg/edit#gid=240699101](https://docs.google.com/spreadsheets/d/1Z85v3pakG0USl_pW_nT7jJFDvXq8JbBDO0yKSjPnewg/edit#gid=240699101)

COAD will send out regular email updates when information is available. You can also find updates on COAD's Facebook page (<https://www.facebook.com/NapaValleyCOAD>) and website (<https://napavalleycoad.org/> ).

**If there is a loss of power and connectivity**, please convene at <location and time>. We will post notices at this location.

Please let us know if you identify emerging needs and feel free to contact us with any questions.

Thank you for your support and commitment to our community.

#### E. COAD BRIEFINGS AND EMAIL UPDATES – Key topics to cover

##### **SUBJECT LINE – COAD UPDATE <DATE AND TIME STAMP>**

Here is an incident update:

<Topics to include in an update will depend on the nature of the disaster and when the COAD EOC Liaison has relevant information. By this scope of information is typically provided>

- Status of the event – locations and populations impacted; critical resources impacted (infrastructure and property), public safety and health concerns, expected duration of the incident, scope of the event, critical information to share/amplify
- Resources being provided by the County
- Key County response activities
- Resources being provided by and activities of COAD’s subcommittees
- When the next update is expected

#### F. Written Communications/Requests to the EOC through the COAD Liaison Officer

##### **SUBJECT LINE – COAD REQUEST - <date and time stamp>**

Dear EOC Liaison Officer -

COAD agencies have identified the following need(s) with regard to the emergency response to the <incident name>.

<The email should outline the following items regarding the request>

- Description of the need, as well as its severity/urgency.
- Why is this request being referred to the County – is it outside of COAD’s scope? Is the County the most appropriate responder?
- When was the need identified? Where is the need located?
- Specific action being requested of the County. Does it require a 213 resource request form to be completed?
- Who is the contact person for the request?
- When is a response needed?

Thank you for assistance in this matter. If you have any questions, I can be reached at <phone>. Please let me know when we might receive a response.

LINK to 213 Resource Request Form:

<https://drive.google.com/file/d/18ptSvHT63Rgss77QPAonneRni4sh9NHV/view?usp=sharing>

**ANNEX 2G - SAMPLE AGENDA**  
**COAD Initial Activation Meeting**

#	Time	Agenda topics	Major Discussion/Action Items
1	8 Mins	<b>Welcome &amp; Introductions – Before we dive in</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Thank you for attending, let's do quick introductions</li> <li><input type="checkbox"/> State your name/agency</li> <li><input type="checkbox"/> Before we get started, I need volunteers for note-taking and assistance with remote communications</li> <li><input type="checkbox"/> And 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"/> State your name each time speaking</li> <li><input type="checkbox"/> Please follow ZOOM protocols – mute when not speaking</li> <li><input type="checkbox"/> Please be present/no side conversations</li> <li><input type="checkbox"/> Stick to the agenda</li> </ul>	
3	5 Mins	<b>Status of Event</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Current status from the EOC</li> <li><input type="checkbox"/> Next anticipated briefing from the EOC</li> <li><input type="checkbox"/> Identified needs and requests/tracking sheets</li> <li><input type="checkbox"/> How COAD will respond</li> </ul>	
4	5 Mins	<b>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/ how regular meetings will take place</li> <li><input type="checkbox"/> Protocols/Expectations</li> <li><input type="checkbox"/> Update the RESOURCE GUIDE</li> </ul>	
5	5 Mins	<b>Operating Objectives for period ending &lt;date&gt;</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review initial operating objectives</li> <li><input type="checkbox"/> Set the operating period to review objectives</li> </ul>	
6	25 Mins	<b>Identify Subcommittees to stand up and meet in subcommittees</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determine subcommittees to stand up based on identified and anticipated needs</li> <li><input type="checkbox"/> Announce Subcommittee Co-Chairs and provide contact information</li> <li><input type="checkbox"/> Subcommittees meet to review next steps</li> </ul>	
7	10 Mins	<b>Reconvene into Larger COAD Group – Subcommittee reports</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Each subcommittee co-chair provides a summary of their action items and plans</li> </ul>	
8	2 Mins	<b>Determine/Review of Immediate Priorities/Next-Steps</b> <b>Determine/set regular briefing/meeting times</b>	



## ANNEX 2H - AGENDA/Working plan Template

### Sub-Committee Meetings

#	Time	Agenda topics	Major Discussion/Action Items
1	5 Mins	<b>Introductions and Ground Rules</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Co-Chair review the purpose of the subcommittee</li> <li><input type="checkbox"/> Please state your name each time you speak</li> <li><input type="checkbox"/> Stick to the agenda/please no side conversations</li> <li><input type="checkbox"/> Assign a note taker and time keeper to be sure information is retained and time is managed</li> </ul>	
2	5 Mins	<b>Attendance/representation</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review names/agencies of subcommittee group</li> <li><input type="checkbox"/> Ask if anyone or agency is missing that should be included now and for the future of the subcommittee</li> </ul>	
3	5 Mins	<b>Situational Awareness: Each agency provides a brief update</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Brief review of the situation/review data available</li> <li><input type="checkbox"/> What have attendees seen on the ground</li> <li><input type="checkbox"/> What is happening now</li> <li><input type="checkbox"/> "Pass" if nothing verifiable/new</li> </ul>	
4	15 Mins	<b>Identified Needs Analysis and Planning</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review <b>COAD OPERATING OBJECTIVES</b> – Determine subcommittee objectives as appropriate</li> <li><input type="checkbox"/> Report any needs identified/requests from EOC</li> <li><input type="checkbox"/> Report any needs from agencies/community</li> <li><input type="checkbox"/> Which agencies can assist with these needs and how</li> <li><input type="checkbox"/> Outline a plan for meeting needs</li> </ul>	
5	5 Mins	<b>Review of assigned action items</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review action items for each agency and how they can best be coordinated</li> <li><input type="checkbox"/> Remember to <b>update Resource Directory</b></li> </ul>	
6	5 Mins	<b>Communication back 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 the COAD Coordinator to share with the EOC</li> </ul>	
		<b>Set next meeting and determine short-term schedule</b>	

## ANNEX 2I – AGENDA Template

### Sub-Committee Co-Chair Meetings

#	Time	Agenda topics	Major Discussion/Action Items
1	2 Mins	<b>Welcome and Ground Rules</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> For the sake of time, have co-chairs introduce themselves when they report out</li> <li><input type="checkbox"/> Ground rules - Silence your devices and phones; put yourself on mute; Unmute when you are speaking; please project your voice; Refrain from side conversations</li> </ul>	
2	3 Mins	<b>Operating Objectives</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review <b>COAD OPERATING OBJECTIVES</b></li> <li><input type="checkbox"/> Determine if updates are needed based on activities</li> </ul>	
3	5 Mins	<b>Situation Status and COAD Updates</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Brief review of the situation/review data available</li> <li><input type="checkbox"/> What have attendees seen on the ground</li> <li><input type="checkbox"/> Overview of COAD operational updates</li> </ul>	
4	30 Mins	<b>Subcommittee check in</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> State your name and agency and subcommittee</li> <li><input type="checkbox"/> Share: subcommittee current activities and stats, unmet needs, emerging needs, coordination needs, needs to share with the EOC</li> </ul>	
5	10 Mins	<b>Identified Needs Analysis and Coordination Planning</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review coordination needs and plan accordingly</li> <li><input type="checkbox"/> Report any needs identified/requests from EOC</li> <li><input type="checkbox"/> Report any needs from agencies/community</li> <li><input type="checkbox"/> Which agencies can assist with these needs and how</li> </ul>	
5	5 Mins	<b>Review of action items generated in the meeting</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Action/follow-up items</li> <li><input type="checkbox"/> Who will take them on; What are next steps; When will we hear?</li> <li><input type="checkbox"/> Remember to <b>update Resource Directory</b></li> </ul>	
6	5 Mins	<b>Communication back 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 the COAD Coordinator to share with the EOC</li> </ul>	
		<b>Set next meeting and determine short-term schedule</b>	

**ANNEX 2J – AGENDA Template**  
**COAD BRIEFINGS – ACTIVATION PHASE**

#	Time	Agenda topics	Major Discussion/Action Items
1	2 Mins	<b>Welcome and Ground Rules</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> For the sake of time, we will hold off on introductions until later</li> <li><input type="checkbox"/> Please introduce yourself if you are speaking – name, agency and subcommittee if applicable</li> <li><input type="checkbox"/> Ground rules - Silence your devices and phones; put yourself on mute; Unmute when you are speaking; please project your voice; Refrain from side conversations</li> </ul>	
2	3 Mins	<b>Operating Objectives</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review <b>COAD OPERATING OBJECTIVES</b></li> <li><input type="checkbox"/> Determine if updates are needed based on activities</li> </ul>	
3	5 Mins	<b>Situation Status and COAD Updates</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Brief review of the situation/review data available</li> <li><input type="checkbox"/> What have attendees seen on the ground</li> <li><input type="checkbox"/> Overview of COAD operational updates</li> </ul>	
4	30 Mins	<b>Subcommittee Reports and Updates</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> State your name and agency and subcommittee</li> <li><input type="checkbox"/> Share: subcommittee current activities and stats, unmet needs, emerging needs, coordination needs, needs to share with the EOC</li> </ul>	
5	10 Mins	<b>Identified Needs Analysis and Coordination Planning</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review coordination needs and plan accordingly</li> <li><input type="checkbox"/> Report any needs identified/requests from EOC</li> <li><input type="checkbox"/> Report any needs from agencies/community</li> <li><input type="checkbox"/> Which agencies can assist with these needs and how</li> </ul>	
5	5 Mins	<b>Review of action items generated in the meeting</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Action/follow-up items</li> <li><input type="checkbox"/> Who will take them on; What are next steps; When will we hear?</li> <li><input type="checkbox"/> Remember to <b>update Resource Directory</b></li> </ul>	
6	5 Mins	<b>Communication back 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 the COAD Coordinator to share with the EOC</li> </ul>	
		<b>Set next briefing and determine short-term schedule</b>	

### **Annex 3: COAD Roles & Responsibilities in Disaster**

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

- ☐ Appoint Incident Commander, EOC Liaison, and Disaster Coordinator
- ☐ Meet as required to activate/deactivate COAD
- ☐ Maintain oversight of COAD activation response
- ☐ Facilitate COAD meetings when Director or Coordinator are not available
- ☐ 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
- ☐ Work with the Director to determine the subcommittee structure and activations.
- ☐ 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 4 for specific duties

**COAD Disaster Coordinator:** Appointed by the COAD Executive Committee, the connector between the EOC Liaison, COAD, 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
- ☐ Organize meeting agendas
- ☐ Ensure notes are kept for all meetings and maintain and file any meeting documentation
- ☐ Update and maintain COAD website and Facebook page during the incident
- ☐ Track task assignments
- ☐ Communicate regularly with EOC Liaison

**COAD Subcommittee Chairs:** Lead and oversee individual 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 taking 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 Survey and Review of the COAD collective response

**COAD Member Agencies:** Will be organized 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 is asked to update the Resource Directory at the beginning of an activation and whenever there is a change in status?

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 if capacity permits that pertains to agencies works or skills
- ☐ Regularly participate in Subcommittee meetings and/or activities
- ☐ Work within the framework of COAD's operational objectives, protocols and missions.
- ☐ Update the COAD Resource Directory at the beginning of an activation and when there is a change in status. Keep COAD informed of the organization's disaster and preparedness related activities to ensure coordinated efforts.
- ☐ Regularly visit COAD Facebook page and website for important information and updates

## **Annex 4: COAD EOC Liaison Description and Checklist**

### **Napa Valley COAD EOC Liaison Officer Position Checklist – Updated July 2021**

#### **Function Description**

The COAD EOC Liaison Officer is the liaison between COAD member agencies and The County's Emergency Operation Center (EOC). In this role the Liaison Officer ensures COAD members are provided with timely, accurate information and situational awareness and status from the EOC. In turn, the Liaison Officer ensures that the EOC Director is kept apprised of the services COAD member agencies are providing during a given incident, as well as any additional situational awareness and unmet needs in the community.

#### **Responsibilities**

- Attend EOC shift and other briefings and provide updated information in a timely manner to the COAD network.
- Coordinate with the Disaster Coordinator and Executive Committee to assist in establishing operating objectives based on the scope and nature of the disaster/emergency.
- Establish and maintain a central location for providing information and for subcommittee activities. Provide resources and support as needed. Ensure activated agencies receive function specific guidelines, policy directives, situation reports, and a copy of the EOC Incident Action report as appropriate.

#### **Mobilization Phase:**

- ☐ Sign-in in upon arrival at the designated EOC check-in site. Make sure the Plans Branch and Liaison Officer know you have arrived.
- ☐ Check-in with the Liaison Officer and let him/her know that a COAD representative has reported for duty in the EOC
- ☐ Have the Liaison Officer point out the COAD Liaison seat and put on the COAD vest provided. COAD sits in the Command section (white vest).
- ☐ Report to the EOC Director or his/her designee and clarify assignments, expectations and roles.
- ☐ Obtain a briefing and the current EOC Incident Action Plan and Situation Report from the Plans Branch or Liaison Officer
- ☐ Pick-up from Plans and complete the 214 form to chronologically describe actions taken during your shift
- ☐ Set-up your work station.

#### **Operational Phase:**

- ☐ Participate in all EOC briefings as invited. Briefings are often provided by EOC PIO and the Medical Health Branch at specified times during the day. Be prepared to report on COAD activities at all briefings and meetings.

- ❑ Maintain communications with COAD agencies and obtain situation status reports on all subcommittee and agency activities.
- ❑ Check-in as appropriate with the different sections and help them to understand COAD's collaborative role. Offer COAD agency services as appropriate.
- ❑ Brief the Liaison Officer on any significant issues relating to COAD activities and seek input for resolution.
- ❑ 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.
- ❑ 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.
- ❑ Ensure that Care and Shelter Branch is aware of COAD's presence and potential resources. Refer to the Shelter Support Activation Guide.
- ❑ Post updates on COAD's Facebook page.

**End of Shift Phase:**

- ❑ Participate in shift change briefings with your position replacement and/or notify relevant EOC branches of your departure.
- ❑ Leave contact information if you are only working the day shift or a partial shift
- ❑ Submit all documentation/Duty Logs and submit to the Plans Branch inbox.
- ❑ Ensure that open actions are assigned for completion; close loops.
- ❑ Note and record significant activities for the After-Action Report.
- ❑ Clean your work area before you leave

## **Annex 5: Defining the Scope of COAD's response and Operational Objectives**

Using the principles of Incident Command Systems, COAD will develop operational objectives for each activation and period within an activation to guide response activities and maintain operational focus.

When developing operational objectives take the following into consideration:

- What is the scope of the government's response? How can COAD complement these efforts?
- What are the community needs presented by the disaster?
- How many residents/households are impacted? How are they impacted?
- Where are impacted populations located?
- Have schools been closed? What is impact on shelter operations and resources?
- Is the proposed objective consistent with COAD's mission and scope of work?
- Which subcommittees are best activated to meet the needs of the community?
- What is capacity of COAD, its subcommittees and member agency given the disaster/emergency?
- What is an appropriate period of time for the operational objectives? When should they be reviewed based on anticipated events?
- What needs should COAD be anticipating?

### **Sample Operating Objectives**

Following are **sample sets of operating objectives**.

#### **COAD OPERATING OBJECTIVES WHEN INITIALLY ACTIVATED FOR THE PANDEMIC:**

1. Support the County in the protection of public health
2. Communicate regularly with COAD members on the situation status
3. Identify subcommittees to most effectively meet the response needs of vulnerable populations in all critical areas of needs
4. Ensure a coordinated effort through strong communication of subcommittee work
5. Identify critical support resources to support cross-sector COAD members and other organizations impact by COVID-19

#### **COAD OPERATING OBJECTIVES: April to July 31, 2021**

These objectives were developed once COAD was engaged in supporting concurrent events in 2020/2021. COAD was operating in all phases of disaster: the ongoing COVID-19 response, 2020 wildfire response and recovery, and preparedness.

1. Communicate regularly with COAD members on the situation status and maintain situational awareness regarding emerging needs
2. Ensure coordinated efforts through regular communication and coordination of subcommittee work.



3. Support subcommittees in offering supportive services to most effectively meet the needs of vulnerable populations impacted by COVID-19, fire recovery and PSPS events.
4. Support the County in the protection of public health by supporting communication efforts and through subcommittee work.
5. Participate in the Recovery Operation Center and plan for the next phases of fire recovery including interim and longer-term needs.
6. Support the safety of volunteers activated under COAD for COVID-19 missions who serve as Disaster Service Workers. Recruit volunteers to meet emerging needs.
7. Promote community preparedness and resiliency through subcommittee work related to education and outreach, neighborhood resiliency efforts, shelter support, and communications.
8. Promote equity in outreach and access to supportive services for vulnerable populations, including language access.

## **ANNEX 6 - COMMAND CHART & REQUEST TRACKING**

The COMMAND CHART is used to track information about the status of the event and actions requested and taken. A separate Request Tracking form is provided below the Command Chart.

Event Status	Subcommittee Updates	Request Tracking	County Actions	Objectives
<ul style="list-style-type: none"> <li>•Based on reports from the County partner and /orPIO briefings</li> <li>•Note day and time of reports</li> <li>•Anticipated start and end of event if available</li> <li>•Note information about the scope and impact of the event</li> <li>•Identify key populations impacted.</li> <li>•Critical incident reports</li> <li>•Critical resource losses (e.g. communication losses, oxygent needs, medical supplies, gas and diesel running out)</li> <li>•Infrastructure news and property losses</li> </ul>	<ul style="list-style-type: none"> <li>•Include activities of subcommittees</li> <li>•Actions taken and when</li> <li>•Subcommittee requests and resource needs</li> <li>•See the tracking chart</li> </ul>	<ul style="list-style-type: none"> <li>•Include who made the request</li> <li>•Who is the request made to</li> <li>•When it was made</li> <li>•What actions are necessary</li> <li>•When it was resolved</li> <li>•See the tracking chart</li> </ul>	<ul style="list-style-type: none"> <li>•Report on key County actions</li> <li>•Resources made available by the County - e.g. community resource line and charging stations, LAC</li> <li>•Messages about safety: evacuations, road closures, food safety, public health measures, etc.</li> </ul>	<ul style="list-style-type: none"> <li>•The County reports on operating objectives at each briefing</li> <li>•COAD's sample objectives: <ul style="list-style-type: none"> <li>•Support the County in protection of life and public health life</li> <li>•Stand up subcommittees to meet identified needs</li> <li>•Support subcommittees in coordinating services</li> <li>•Identify gaps in services</li> <li>•Provide ongoing status updates</li> </ul> </li> </ul>

## COAD REQUEST TRACKING

INCIDENT NAME: \_\_\_\_\_

Date and Time of Request?	Who identified the need and is making the request – COAD OR COUNTY EOC	Needed by when?	What was requested?	COAD's Response or Follow-up: include who, what and when	Status Completion date

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

A key way that COAD finds solutions and supports the community in all phases of disaster is through the work of our subcommittees. Member agencies meet around topical issues and programmatic activities to improve community resilience throughout the disaster cycle, and to further create a climate of cooperation and collaboration. COAD's current subcommittees are:

### **ACCESS & FUNCTIONAL NEEDS/OLDER ADULTS**

The AFN committee addresses a wide variety of needs and issues related to individuals with Access & Functional Needs and older adults, including preparedness outreach before emergencies, including Public Safety Power Shutoffs; identifying and addressing needs during and after emergencies; and connecting AFN populations to resources during all phases of disaster.

### **ANIMAL WELFARE**

The purpose of the Animal Sub-Committee is to educate the public on the animal component of disaster preparedness, response, and recovery and ensure that there are trained individuals to assist Emergency Services in sheltering, evacuation, and care of animals, both large and small, during a disaster. The Animal Welfare subcommittee works through NAPA Community Animal Rescue Team (CART at <https://napacart.org/>). In addition to supporting animals during emergencies, the committee works to identify preparedness and recovery unmet needs of vulnerable populations in supporting their animals and coordinate support resources.

### **CHILD CARE**

During emergencies, this committee assesses the needs for child care among critical first responders and essential service providers. Work is conducted within mandates, guidelines and requests to coordinate child care services with appropriate personnel. The agencies engaged in this subcommittee may administer grant funding for child care programs.

### **EMERGENCY FINANCIAL ASSISTANCE**

This committee works with applicants in need to assess their circumstances and determine eligibility for various government programs, as well as private financial resources. The group works with governmental, nonprofit and private entities in assisting applicants and maintains awareness of all program available to optimize the use of assistance resources.

### **FOOD INSECURITY & ACCESS**

The Food Insecurity & Access subcommittee continually assesses and tracks food needs and works to identify and fill gaps in meeting food needs for all populations. The group works with a wide range of community food resource partners to develop and implement solutions to close food gaps and plan for future emergencies.

### **MENTAL AND SPIRITUAL HEALTH**

The Mental and Spiritual Health committee assesses individual and community need for crisis and mental health support, as well as spiritual pastoral care, for all impacted populations, particularly vulnerable populations. The committee work to develop strategies and communications for access points to resources. This committee is also a resource for trauma informed care and training, and community resilience initiatives.

## **PUBLIC INFORMATION & OUTREACH/COMMUNICATIONS**

The Public Information & Outreach subcommittee works to develop and implement communication strategies during all phases of disasters which support vulnerable population and works to ensure language access in messaging. The committee collaborates and partners with key stakeholders in providing accurate, timely, accessible vetted information during emergencies.

## **PREPAREDNESS**

The Preparedness subcommittee's goal is to equitably promote preparedness and community resiliency and empowerment in the face of disaster. The committee is comprised of three key working groups: Education & Outreach, Neighborhood Resiliency, and Shelter Support.

- **Shelter support** works to support the needs of vulnerable populations in sheltering situations. These populations include children, older adults, and individuals with Access & Functional Needs, including those with limited English proficiency.
- **Education & Outreach** conducts community outreach and educational programming geared toward preparedness for all disasters, particularly to vulnerable populations.
- **Neighborhood Resiliency** promotes neighborhood and community resiliency by conducting neighborhood outreach, building relationships, sharing appropriate preparedness approaches and tools, and supporting connections.

## **RESOURCES/DONATIONS**

The Resources Committee manages and coordinates a wide range of in-kind donation requests, as well as the collection and distribution of essential materials and supplies. The committee often coordinates with the Volunteer Committee in the completion of its missions.

## **VOLUNTEERS ON CALL**

The Volunteer committee manages COAD's Volunteers on Call (VOC) program, and when needed, supports the Emergency Volunteer Center. Working with all of COAD's subcommittees, the VOC works to meet volunteer needs across all areas, including actively recruiting, vetting and deploying volunteers.

## **LONG TERM RECOVERY GROUP LTRG)**

After high impact disasters that involve substantial loss of property, COAD will stand up a Long Term Recovery Group. The main purpose of the LTRG is to address recovery needs of a community struck by disaster, especially around stable housing. It prioritizes those most vulnerable to not being able to recover without assistance.

This group is led by a Steering Committee and is a separate entity from COAD, though overseen by COAD's Executive Committee. Core Long Term Recovery functions include: Disaster Case Management, Construction/Rebuilding, Housing, Unmet Needs/Funding and In-Kind Donations. Additional areas of support provided by the Group include mental and spiritual health and volunteers

## **ANNEX 8 – SUBCOMMITTEE CO-CHAIR ACTIVATION GUIDE**

### **PENDING CO-CHAIR RETREAT RESULTS**

### **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:

[https://docs.google.com/spreadsheets/d/1Z85v3pakG0USl\\_pW\\_nT7jJFDvXq8JbBDO0ykSjPnewg/edit#gid=240699101](https://docs.google.com/spreadsheets/d/1Z85v3pakG0USl_pW_nT7jJFDvXq8JbBDO0ykSjPnewg/edit#gid=240699101)

## **ANNEX 10– REMOTE/VIRTUAL MEETING OPTIONS**

Most remote/virtual communications through COAD now occurs through ZOOM, with the Conference Call option as a backup if internet connectivity is not available.

### **COAD ZOOM ACCOUNT**

COAD’S ZOOM account is under the email [Napavalleycoad@gmail.com](mailto:Napavalleycoad@gmail.com). The COAD Director, Technical Assistant and Executive Committee can access this system to schedule and set up meetings.

#### **TO SEND A ZOOM INVITE-**

An email or calendar invite can be sent from COAD’s G-mail accounts. COAD’s MAIN DISTRIBUTION list is available on its G-SUITE DRIVE ([celeste@napavalleycoad.org](mailto:celeste@napavalleycoad.org) account) in a Google Sheet. It can be accessed under the Membership folder by authorized individuals.

Be sure the subject line of the email or calendar invite states: ‘COAD Activation Meeting - <date and time>’

### **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 if a ZOOM meeting is not possible.

### **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**.

### **Host a Call**

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 (#)**.

## **Annex 11: Common Roles/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 12 – GIFT CARD PROCESSES IN EMERGENCIES

In some emergencies, COAD and its member agencies may identify the need to provide evacuees or others needing immediate assistance with gift cards. There is no obligation to offer this program. Following is a broad outline of the gift card program and its administration; Family Resource Centers have worked together to develop standard operating procedures to streamline the processes. Each situation will be evaluated to determine the most effective approach for reaching individuals in need.

1. **Donation of gift cards** – The donation of gift cards will be separated from the process of distributing the gift cards.
  - a. Generally, the Center for Volunteer and Nonprofit Leadership (CVNL) will accept gift cards and cash donations at set locations. CVNL will also log gift cards received from donors and the community.
  - b. Cash donations will be used to purchase additional gift cards.
  - c. Any gift card donations delivered to evacuee or shelter sites will be sent to CVNL.
2. **CVNL will transfer the gift cards** to the COAD agency(ies) designated to receive gift cards and who then distributes them to other agencies identified. Typically, this includes Napa’s Family Resource Centers (FRC).
3. **Signage and fliers** at the evacuation centers, shelters and at CVNL will provide information on the gift card program. Phone numbers will be provided for requesting gift cards.
4. **Inventory of gift cards** – Efforts will be made to ensure an inventory of gift cards in anticipation of an emergency so that there is a supply available for the first couple of days of an emergency.
5. **Distribution of gift cards** – The primary administrative agency will distribute the gift to other FRCs who will be the primary agencies entrusted with distributing gift cards to community members. Agencies distributing gift cards will maintain confidentiality of individual household information.
  - a. FRCs, in partnership with the primary gift card funder, will determine appropriate **eligibility guidelines** based on the unique features of the incident including the scope of the disaster, number of people impacted and other demographics. Eligibility guidelines always include that the household resides in an evacuated zone and often will include income guidelines based on Area Median Income (AMI).
  - b. FRCs have developed a **shared tracking sheet** to avoid duplication and ensure consistent and critical information is gathered for assessing the impact of the event and planning for future events. All of the FRCs will designate a person for gift card checks and balances.
  - c. Because of the unpredictability of events and access to the internet, the focus will be on **physical gift cards** rather than digital cards.
  - d. Distribution of gift cards will most likely be **by appointment** with the goal of having resources to households within 24-48 hours.
  - e. In some limited circumstances gift cards may be distributed directly at evacuation centers, but this arrangement must include an agreement between COAD the Shelter Manager and FRCs.
  - f. **Gift card recipients** will receive a pickup slip with the client’s name, person doing the pickup, date of the pickup, agency name and location pick. Recipients will be asked to sign a Release of Information (ROI) so FRCs may verify information.



## Annex 13 - Activation Guide for Shelter Support Volunteers for Vulnerable Populations

AUGUST 2021

### Introduction

**COAD mission statement:** 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 is an 'activation guide' and how does it work?**

An 'activation' means that COAD is actively engaged in a disaster response or recovery. The Shelter Support Activation Guide outlines the steps and activities for becoming actively involved in a shelter response following established protocols. **The County Emergency Operation Center's Care and Shelter branch will determine when and how COAD is activated for shelter support activities. Family Resources Centers activation? Separate annex.**

An activation guide provides for an orderly and coordinated response to minimize duplication of efforts and readily identify and address additional service needs for the most vulnerable populations, in this case in County shelters, including children, older adults, and individuals with access and functional needs.

#### **What is the purpose of the COAD's Shelter Support group and what is COAD's role in shelters?**

Shelters often house a high percentage of vulnerable populations seeking support and shelter during disasters. The main objective of this guide is to identify processes and activities that will support the County in providing a safe and welcoming environment to help reduce the traumatic impact of a disaster and the sheltering experience for vulnerable populations. The activities must be alignment with County shelter operations, protocols and procedures. Volunteers and representatives from community-based organizations will be invited to the shelter to support vulnerable populations once shelter operations are established.

#### **Definitions of populations supported**

A key part of COAD's mission is to support vulnerable populations in all phases of disasters and shelters are a critical resource for vulnerable individuals with limited resources in a disaster. COAD's Access & Functional Needs/Older Adults (AFN) Subcommittee is a mainstay for identifying how to identify and support vulnerable populations. AFN has a very broad definition including children and pregnant women; individuals with physical and cognitive disabilities, chronic health conditions, limited English proficiency; and individuals who are low income and/or transportation challenged. For the purposes of this guide the following definitions apply:

- Children – Any person under the age of 18, though the children's activity area (CAA) is focused

on children 0-6 years

- Older Adults – Any person over the age of 60 years
- Individuals with AFN – Includes individuals who have a physical or cognitive disabilities, chronic conditions, limited English proficiency, and/or who temporarily have access and functional needs.



## **Table of Contents:**

- **Activation Process – County Shelter and COAD Volunteers**
- **Volunteer Processes and Systems**
- **Volunteer Roles**
- **Staffing Charts**
- **Shelter Process, Safety Protocols and Rules**
- **Annexes – Descriptions of Activities to Support Vulnerable Populations**
  - 1. Children and the Children’s Activity Area
  - 2. Older Adults and Individuals with Access and Functional Needs (AFN)
  - 3. Forms and signs

## County Shelter Activation Process

### Critical phone numbers:

COAD Duty Line – 707-815-4227

EOC Shelter Line -

GENERAL ESTIMATED TIMELINES	COUNTY CRITICAL ACTIONS <b>This is the general flow of activity to set up a shelter. The EOC will assess the unique factors of the incident to determine the needed actions.</b>
<b>GENERAL COUNTY SHELTER ACTIVATION</b>	<p>An emergency is called. The EOC makes a determination if there is a need to open an evacuation center and/or shelter. An evacuation center provides services, but not overnight accommodations. Shelters and evacuation centers serve all evacuees; <b>no immigration status information is requested.</b></p> <p>If the disaster is an earthquake, the shelter building must be inspected by the appropriate officials to ensure it is safe.</p> <p><b>COAD is activated through the EOC and its own internal processes.</b> The County EOC/Shelter Managers will make requests to American Red Cross, CalOES, COAD, CVNL, Salvation Army for support at the appropriate times. Community-based organizations will be notified by COAD when they have permission to assist in the support of vulnerable populations in the shelter.</p>
Step 1  Hour 0-2	<p>Shelter opens under the direction of the EOC's Care and Shelter Branch. Evacuations are often happening as the shelter opens. First priority is setting up evacuee registration table and materials. The ongoing priority is serving the needs of Evacuees.</p> <p>CrossWalk is typically the first shelter/evacuation center to open, but this will depend on the nature and location of the disaster. A second shelter is often the Napa Valley College or a location in the Expo Center</p>
Step 2  Hour 1-8	<p>Shelter manager is assigned and directs setting up the shelter, using the ADA friendly layout and making staffing decisions. Shelter staff registers all evacuees and ensure signing in and checking out procedures are followed.</p> <p>County assesses and determines the layout of the shelter based on space available and anticipated needs and evacuations. Specific areas for vulnerable populations, including the Children's Activity Area will be determined by the County/Shelter Manager</p>
Step 3 Hour 1-8	Food and cleaning stations are set up
Step 4 Hour 2-12	EOC deploys Shelter support units: medical reserve corps, environmental health, mental health resources, animal welfare (CART), CERT and FAST teams.

Step 5 Hour 2-36	FAST team review of facility and provide intake support for AFN populations. This is ongoing. County is establishing local, Napa County based FAST teams to ensure better coordination with local resources and support of AFN populations.
Step 6 Hour 4-36	<b>COAD will be notified after an assessment of the shelter populations to determine when shelter support volunteers and representatives from community-based organizations are needed to supported vulnerable populations.</b>

COAD ACTIVATION	COAD ACTIVATION PROCESSES AND STEPS
STEP 1	<ul style="list-style-type: none"> <li><input type="checkbox"/> Once the Shelter Manager has the shelter facility set up with registration and essential services and staff, they will assess vulnerable populations and volunteer needs.</li> <li><input type="checkbox"/> It is important for shelter volunteer support teams to be patient and wait for specific activation instructions and calls for volunteers. NO volunteers or representatives from community-based organizations should arrive at the shelter unless specifically activated by COAD after a request from the Shelter Manager.</li> </ul>
STEP 2	<ul style="list-style-type: none"> <li><input type="checkbox"/> Shelter manager will call COAD to activate and identify needs. <b>CALL - 707-815-4227</b></li> </ul>
STEP 3	<ul style="list-style-type: none"> <li><input type="checkbox"/> COAD will notify the Shelter Lead, Volunteer Team Leaders, and Community-based organizations of specific shelter needs through its communication protocols. <b>No volunteers should arrive at the shelter unless activated.</b></li> </ul>
STEP 4	<ul style="list-style-type: none"> <li><input type="checkbox"/> Once team leaders have coordinated with the Shelter Manager on identifying needs, they will activate background checked volunteers through Volunteers on Call.</li> <li><input type="checkbox"/> COAD and team leaders will work with the Shelter Manager to determine needs and identify the best times for volunteers to support vulnerable populations.</li> <li><input type="checkbox"/> COAD will notify community-based organizations of needs.</li> <li><input type="checkbox"/> VOC will explain the sign in process, where and when to report, and duties assigned.</li> </ul>
STEP 5	<ul style="list-style-type: none"> <li><input type="checkbox"/> Team leaders will develop a five-day staffing chart (see below) which identifies shifts and volunteers assigned. VOC will assist in contacting background checked volunteers based on the needs identified.</li> </ul>
STEP 6	<ul style="list-style-type: none"> <li><input type="checkbox"/> Volunteers will sign in, receive an ID badge, and be given their assignments or who to report to.</li> <li><input type="checkbox"/> Volunteers will use the forms and signage prepared by COAD to set up areas for supporting</li> </ul>

## VOLUNTEER PROCESSES AND SYSTEMS:

Spontaneous volunteers are not appropriate for supporting vulnerable populations in the shelters. Volunteers fulfilling these roles must be previously vetted, background checked and trained on shelter operations and protocols. This activation plan outlines the process for identifying, vetting and training volunteers.

1. **COAD will recruit volunteers through its Volunteers on Call, Napa Valley CanDo and NCOE (teachers).**
  - a. These volunteers will be vetted and background checked through COAD's VOC.
2. **Shelter Support volunteers will be background checked through COAD**
  - a. LiveScan background checks will be paid for by COAD and conducted locally. The process includes electronic finger printing and some form of government identification.
3. **Additional primary sources of pre-vetted volunteers**
  - a. Teachers throughout Napa County if schools are closed, including pre-schools.
  - b. Sunday school teachers through faith-based organizations who are background checked.

**4. Two levels of volunteers**

- a. Team leaders who will take on notifying, scheduling and coordinating other volunteers and be the liaison to COAD and Shelter Managers.
- b. Volunteers who will work under the coordination of COAD and Team Leaders.

**5. When activated pre-vetted volunteers**

- a. Will be checked into the shelter and provided a specific ID which readily shows that they are vetted to work with the assigned population in the shelter.
- b. Volunteers should exchange contact information with the Shelter Manager or Lead so they can remain in communication with them

**6. Training for Shelter Volunteers:**

- a. Pre-vetted volunteers will go through a training and orientation about shelter operations. This training will be provided annually.
- b. Some volunteers may have additional training related to the needs of the populations they are serving and the limits on supportive services they can provide.
- c. Training must include understanding that no volunteers come to the shelter without being activated so that the shelter/evacuation center can be properly established and ready for evacuees.

## **VOLUNTEER ROLES – More detailed descriptions of volunteer activities are provided in the Annexes**

**Team Leaders** – Two team leaders will be designated for each shelter that is opened during a disaster. Team leaders must be background checked and may fill in as volunteers as well as team leaders. In coordination with the shelter site manager and COAD, team leaders will identify staffing needs and shifts for volunteers and then develop a staffing plan for supporting the specific vulnerable population in the shelter using the COAD format. This will include identifying shifts based on the needs identified at the shelter and requesting volunteers for those shifts through COAD's Volunteers on Call list of background checked volunteers.

**Volunteers** – Work under the direction of the volunteer team leaders and will follow all established shelter protocols. Volunteers must be background checked prior to being on the list for supporting vulnerable populations in the shelters. Volunteers will receive appropriate training to prepare them for volunteering in the shelter.

## STAFFING CHARTS

Staffing charts will be developed by COAD Volunteer Team Leaders in partnership with the Shelter Site Manager. Staffing and shifts will depend on the number of vulnerable populations in the shelter and the times it is determined that additional support is needed. The availability of volunteers will also determine shifts as volunteers must work in pairs. A sample chart is below. Additional sheets are provided in the volunteer binder.

**STAFFING CHART- Shelter Name:** \_\_\_\_\_

ROLE/NAME	Population Supported	SHIFTS	DAY 1	DAY 2	DAY 3	DAY 4
Enter the name of the volunteer	Children or Adults/AFN	Define shift hours	Insert dates			
<b>Team leader 1</b>						
<b>Team leader 2</b>						
<b>Volunteer 1</b>						
<b>Volunteer 2</b>						
<b>Volunteer 3</b>						
<b>Volunteer 4</b>						

## SHELTER PROCESSES, SAFETY PROTOCOLS & RULES:

### Processes and Safety Protocols

- **Supplies** - Only County staff will distribute County supplies. County supplies are distributed on an as needed basis.
- **Background checks** - All volunteers will have their background check credentials verified before beginning work in the shelter.
- **Screening** - All volunteers and representatives from COAD agencies will be screened according to the procedures established by the County and Shelter Managers.
- **Identification** - Everyone must follow the check in procedures for the Shelter.
- Special identification will be provided to volunteers working with vulnerable populations so they are clearly identified.

- **Visitors** - Generally, only individuals with a specific purpose will be allowed in the shelters according to County guidelines and procedures. Non-shelter residents may come to visit and/or provide services as determined by the Shelter Manager.
  - Family members of shelter residents are permitted during the day.
  - **Established partner organizations, such as COAD, may provide services and activities for residents at the request of the Shelter Manager.**
  - Media is NEVER allowed inside the shelter to talk to residents or film. Media is referred to the County PIO. The media is to remain outside of the shelter.
  - Outside entities may talk with the media based on their internal protocols, such as State employees.

### **Shelter rules**

Shelter rules are established by the County and Shelter Manager to keep all evacuees, staff and volunteers safe.

- No alcohol, drugs, smoking
- No weapons
- Everyone must be treated with respect
- All suspected rule violations should be reported to the Shelter Manager
- Other considerations:
  - evacuee check in and check out system after registered
  - setting quiet hours
  - lights out time

## ANNEX 1

### CHILDREN AND THE CHILDREN'S ACTIVITY AREA

#### Definition of Children

Children are defined as any person under the age of 18.

- The Children's Activity Area (CAA) caters to children aged six and under, but will have materials available for school-aged children.
- School-aged children (ages 6-12) will be offered activities through the Boy & Girls Club either onsite or at the Boys & Girls Club location. Boys & Girls Club will have an expedited process for parents to take advantage of programs offered off site for school-aged children.
- Teens will be provided an area for congregating with supervised activities provided space permits and volunteers are available.

#### How volunteers are activated

Volunteers are activated to support the CAA when COAD receives a request from the Shelter Manager. COAD will then contact Supporting Children Team Lead volunteers who will set up the area and call/text other volunteers to activate them, develop a volunteer schedule and then make the CAA available to families with children. Volunteer shifts will typically be three to four hours.

#### Children's Activity Area

- The CAA will be set up under the guidance of the Shelter Manager in a specified area. Materials will be available at or delivered to the Shelter for the set up. These materials may include: floor mats, tumble blocks, reading books, and coloring and art materials. Toys and materials with many pieces or which will cause competition are avoided.
- When open, the CAA will have trained and background checked volunteers working in pairs to supervise the area and the children using it.
- **The CAA is not a licensed child care center**, but an activity area in the Shelter to provide respite or a place to play with their children for parents. As such, parents must remain in the facility while their children are in the CAA. No feeding, diapering or toileting will be provided to children using the CAA. These are strictly the responsibility of the parents who must be onsite and available to care for their child at a moment's notice. No dispensing of medication.
- Signs will be posted in the CAA area indicating the rules for using the CAA. **Parents will be required to sign children in and out** of the CAA agreeing to the rules of use and will leave a cell phone number to reach them in case the child has a need.

#### Hours of Operation

The operating hours of the CAA will depend on the needs identified by the Shelter Manager, as well as the number of and availability of vetted volunteers. Consideration will be given to the number of families in the shelter and the typical hours that families seem to need support. **Volunteers working in the CAA must work in pairs.** COAD will work with the Shelter Manager to optimize operations for all involved.



### Qualifications and procedures

All volunteers must sign in and follow proper procedures within the Shelter. Only individuals who have been previously background checked will be allowed to work in the CAA. Once volunteers who have been called and fully checked in, they will receive proper identification to wear within the Shelter identifying their status.

### Volunteer roles and activities

Volunteer responsibilities may include a variety of the following activities for supporting children in the shelters. Age groups of children include: 0-6 years; school-aged 6-12 years; and teens.

Volunteer activities may include:

- Set up the Children's Activity Area in accordance with guidance from the Shelter site manager. The CAA is primarily for children ages 0-6, but may support school aged children as well.
- Provide support and sense of security to children/teens in the shelter who are experiencing distress.
- Give comfort to infants, providing a respite for parents who must remain in the shelter.
- Play individually with a child or small group of children on crafts or art activities.
- Ability to work on the floor on mats with younger children in the designated activity area.
- Conduct age-appropriate activities for school-aged children.
- Support families with special needs (developmental, emotional, and/or physical)
- Be interested in working with children or have a background in childcare, education or other related areas.

### Limit on scope of activities:

- The Children's Activity Area is **NOT a licensed childcare center**, as a result, no feeding, toileting or diapering, or administering of medications can be provided by volunteers.
- The CAA is to provide respite care for parents who **must remain in the shelter while their child(ren) is in the CAA or identify an alternate responsible adult of at least 16 years of age who can care for the child if needed.**
- Any discipline issue must be referred to the parent or designated family member.

## **ANNEX 2 – OLDER ADULTS and INDIVIDUALS WITH AFN**

### **HOURS OF SUPPORT**

The hours for volunteers will be coordinated between COAD and its Volunteer Team Leaders along with the Shelter Manager. Hours of operation will take into consideration how many older adults or individuals with special needs are in the shelter, when they most seem in need of support, and the number and availability of shelter support volunteers. Volunteer shifts will typically be three to four hours.

### **VOLUNTEER SUPPORT ACTIVITIES**

Volunteer activities for supporting older adults and individuals with AFN in the shelter may include the following:

- Assist in ushering residents to appropriate locations for services.
- Provide support to shelter evacuees with mobility issues, such as walking with them to the shower, restroom and/or meals. The volunteer will **not** go in with the person, but remain outside and be in a position to call for assistance if needed. The goal is to ensure safety.
- Aid in providing privacy if requested, such as holding up a sheet or getting a partition.
- Provide opportunities for conversation/companionship.
- Be patient and sensitive to the needs of vulnerable populations.
- Play games with individuals and organize craft activities.

### **Limits on scope of activity**

- Volunteers will not be providing caregiver services. Caregiver support must be handled by licensed individuals.

### **Potential Older Adults/AFN Activities:**

Volunteers will have access to COAD supply bins with some of the materials noted below.

- Sudoku, word search and crossword puzzles
- Adult coloring and painting
- Post card making
- Painting rocks
- Adult trivia and card games

## **ANNEX 3 – FORMS**

### **Volunteer Staffing Charts**

### **Sign in Sheet for the Children’s Activity Area**

### **Signage for Children’s Activity Area**

**VOLUNTEER STAFFING CHART- Shelter Name:** \_\_\_\_\_

<b>ROLE/NAME</b>	<b>Population Supported</b>	<b>SHIFTS</b>	<b>DAY 1</b>	<b>DAY 2</b>	<b>DAY 3</b>	<b>DAY 4</b>
Enter the name of the volunteer	Children or Adults/AFN	Define shift hours	Insert dates			
<b>Team leader 1</b>						
<b>Team leader 2</b>						
<b>Volunteer 1</b>						
<b>Volunteer 2</b>						
<b>Volunteer 3</b>						
<b>Volunteer 4</b>						
<b>Volunteer 5</b>						
<b>Volunteer 6</b>						
<b>Volunteer 7</b>						
<b>Volunteer 8</b>						

## SIGN IN SHEET (ENGLISH) CHILDREN'S ACTIVITY AREA

The Children's Activity Area (CAA) is designed to support families in the shelter. The CAA is staffed by trained, background checked volunteers and representatives from community-based organizations. Below is important information about using the CAA.

Because the CAA is NOT a licensed childcare center, there are limits on the support that can be provided:

- A parent or a designated family member over the age of 16 must be available in the shelter whenever a child is visiting the CAA.
- NO diapering, toileting, feeding, or administering of medication can be provided by CAA volunteers.
- Family members are welcome to use the CAA with their child(ren).
- The CAA is open to children ages 0-12.

Parent/Guardian Name: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Parent/Guardian cell phone number: \_\_\_\_\_

Time of sign in: \_\_\_\_\_ Time of sign out: \_\_\_\_\_

*I understand the rules of using the CAA and limits on services. I will remain in the shelter and be readily available by cell phone if a need arises.*

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

\_\_\_\_\_  
*Date*

**NOTE:** The volunteers in the CAA will keep and file this form. Parents/guardians may be provided with a copy of a blank form.

## HOJA DE REGISTRO (ESPAÑOL) ÁREA DE ACTIVIDADES PARA LOS NIÑOS

El Área de Actividades Para Los Niños (CAA por sus siglas en inglés) está diseñado para apoyar a las familias en el refugio. El CAA está atendido por voluntarios capacitados y con antecedentes comprobados y también por representantes de las organizaciones comunitarias. A continuación, está la información importante sobre el uso del CAA.

Debido a que el CAA **NO** es un centro licenciado de guardería, hay límites en el apoyo que se puede proporcionar:

- Un padre o miembro de la familia designado sobre la edad de 16 años debe estar disponible en el refugio cuando un niño está visitando el CAA.
- Los voluntarios del CAA **NO** pueden cambiar pañales, ni asistir con el uso del baño, ni dar alimentación o administrar medicamentos a los niños bajo su cuidado.
- Los familiares son bienvenidos a utilizar el CAA con su(s) niño(s).
- El CAA está disponible para los niños de 0 a 12 años.

Nombre del Padre/Guardián: \_\_\_\_\_

Nombre del niño(a): \_\_\_\_\_

Número de teléfono del padre/guardián: \_\_\_\_\_

Hora de registro: \_\_\_\_\_ Hora de salida: \_\_\_\_\_

*Entiendo las reglas del uso del CAA y los límites de sus servicios. Permaneceré en el refugio y estaré disponible por teléfono por si sucede una necesidad.*

\_\_\_\_\_  
*Firma*

\_\_\_\_\_  
*Fecha*

**NOTA:** Los voluntarios del CAA guardarán y archivarán este formulario. Se le puede proporcionar una copia en blanco a los padres/guardianes.

## CHILDREN'S ACTIVITY AREA



Please **SIGN-IN & SIGN-OUT** your child **HERE** with one of our volunteers

This is **NOT** a licensed child care center, but an activity area here in the shelter for children to play. **PARENTS MUST REMAIN IN THE FACILITY WHILE CHILDREN ARE LEFT IN THE ACTIVITY AREA.** Parents must be available to care for their children at a moment's notice.



### **WE DO NOT PROVIDE THE FOLLOWING SERVICES:**

- NO Diapering/Toileting - ALL CHILDREN UNDER 6 YEARS-OLD MUST BE TAKEN TO THE RESTROOM BEFORE BEING LEFT IN THE ACTIVITY AREA
- NO Feeding or Snacks
- NO Dispensing of Medication



**THANK YOU FOR YOUR COOPERATION!**

## AREA DE ACTIVIDADES PARA LOS NIÑOS



Por favor de **REGISTRAR LA ENTRADA Y SALIDA** de su(s) hijo(s) **AQUÍ** con uno de nuestros voluntarios

Aquí **NO** es un centro de guardería licenciado sino que una área de actividades para que jueguen los niños en el refugio. **LOS PADRES TIENEN QUE PERMANECER EN EL REFUGIO MIENTRAS SU(S) HIJO(S) ESTÉN EN EL ÁREA DE ACTIVIDADES.** Los padres deben estar disponibles para atender a su(s) hijo(s) en cualquier momento.



### **NO PRESTAMOS LOS SIGUIENTES SERVICIOS:**

- Los voluntarios **NO** cambiarán pañales ni asistirán a su(s) hijo(s) en ir al baño - TODOS LOS NIÑOS MENORES DE 6 AÑOS DEBE SER LLEVADOS AL BAÑO ANTES DE DEJARLOS EN EL ÁREA DE ACTIVIDADES
- **NO** alimentaremos a su(s) hijo(s)
- **NO** administraremos medicamento



**¡GRACIAS POR SU COOPERACIÓN!**