Worksheets and Resources

- PREPAREDNESS PLAN WORKSHEETS, TASKS #1–13
- QUICK PREPAREDNESS CHECKLIST
- QUICK RESPONSE CHECKLIST
- WORSHIP PLANNING WORKSHEET
- CHRISTIAN EDUCATORS’ ROLE
- MEDIA MANAGEMENT
- WHAT A CONGREGATION CAN DO
- PROPERTY DAMAGE
- MUCK AND GUT
- DISASTER RECOVERY VOLUNTEER ORIENTATION PACKET
- CONTACTS, PARTNERS AND RESOURCES
Congregational Disaster Preparedness
Cover Sheet

NAME OF CONGREGATION

Phone:
Address:
Email:
Website:

CONGREGATIONAL DISASTER COORDINATOR

Name:
Phone numbers:
Email:

DATE PLAN COMPLETED

Dates updated:

DATE PLAN IS DUE TO BE REVIEWED
Task 1: Preparedness Plan Worksheets

WORKSHEET
The Preparedness Team, Vision, Parameters and Goals

Repeat for each one.

PREPAREDNESS TEAM CHAIRPERSON

Name:
Address:
Phone:
Email:

TEAM MEMBER

Name:
Role/designated tasks:
Address:
Phone:
Email:

TEAM MEMBER

Name:
Role/designated tasks:
Address:
Phone:
Email:

MEETING SCHEDULE

VISION AND GOALS

Vision and understanding of faith/God/theological basis for the Preparedness plan:

Parameters of your work: (Focus on something that threatens the building, on the building and response to surrounding community if it is impacted, or focus is on all of the above.)

Goals: (e.g., ensure the safety of all who are present in our facilities.)

1)

2)

3)

4)
WORKSHEET

Designate Members of a Response Team

LOCATION TO MEET WHEN DISASTER IS IMMINENT OR HAS OCCURRED

CHIEF DECISION MAKER AFTER DISASTER
Address:
Phone:
Email:
Responsibilities:

SECONDARY LOCATION

BACKUP DECISION MAKER AFTER DISASTER
Address:
Phone:
Email:
Responsibilities:

PARISH LEGAL COUNSEL NAME
Address:
Phone:
Email:
Responsibilities:

SPOKESPERSON TO THE MEDIA NAME
Address:
Phone:
Email:
Responsibilities:
Designate Members of a Response Team (cont.)

**INSURANCE LIAISON**

Address:

Phone:

Email:

Responsibilities:

**OTHER ROLES**

Name or position:

Address:

Phone:

Email:

Responsibilities:
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<th>Hazard:</th>
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<th>Duration</th>
<th>Risk Priority</th>
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<td>Highly likely</td>
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<td>Likely</td>
<td>Critical</td>
<td>6-12 hours</td>
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**WORKSHEET**

**Inventory Assets**

**HUMAN ASSETS**

Indicate storage location for each contact list inside the church building and outside the church building.

**DIRECTORY OF MEMBERS OF THE CONGREGATION**

Electronic location/passwords:

<table>
<thead>
<tr>
<th>Name</th>
<th>Skills</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Have background and abuse checks been completed? If so, when?</th>
</tr>
</thead>
<tbody>
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How are members with special needs identified on the directory?

**DIRECTORY OF STAFF**

Electronic location/passwords:

<table>
<thead>
<tr>
<th>Name of partner individual or group:</th>
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<tbody>
<tr>
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Brief description:

<table>
<thead>
<tr>
<th>Name of contact person:</th>
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Address:

<table>
<thead>
<tr>
<th>Phone:</th>
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Email:

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<thead>
<tr>
<th>Website:</th>
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</table>
WORKSHEET

Inventory Assets (cont.)

PARTNERS IN THE COMMUNITY (other communities of faith, schools, businesses, organizations, synod, government) Repeat as necessary.

Name of partner individual or group:
Brief description:
Name of contact person:
Address:
Phone:
Email:
Website:

NAME OF OUTSIDE ORGANIZATIONS Repeat as necessary.
Brief description:
Contact person(s):
Contact numbers:
Contact email:
Resources and skills within that group:

CERTIFICATIONS Attach a copy and other important info.

MINISTRIES OF THE CONGREGATION

NAME OF MINISTRY/GROUP WITHIN CONGREGATION Repeat as necessary.
Brief description:
Contact person(s):
Contact numbers:
Contact email:
Resources and skills within that group:

PHYSICAL ASSET INVENTORY

DATE INVENTORY CONDUCTED:
NEXT INVENTORY DATE PLANNED (ANNUAL):
PERSON WHO WILL COMPLETE ANNUAL INVENTORY:
Name:
Address – street and email:
Phone contacts:
WORKSHEET

Inventory Assets (cont.)

ITEM
Description:
Location:
Serial number:
Purchase cost:
Current value:
Vendor:
Service contract #:
Contact name:
Phone:
Address – street and email:

RESOURCES FOR DISASTER RESPONSE
ITEM Repeat as necessary.
LOCATION:
Who has access? Name/Phone/Email
Who knows how/has permission/license to operate?
Name:
Land Phone/Cellphone:
Email:

ITEMS TO BE REMOVED IF BUILDING IS THREATENED
ITEM Repeat as necessary.
Location:
Who is to remove it? Name/Phone/Email
Where it is to be taken
Special handling:

INSURANCE INFO Repeat as necessary.
Insured by:
For the amount of (or included in a general policy):

Congregational Disaster Preparedness Guide
Lutheran Disaster Response
## Inventory Assets (cont.)

### ITEMS FOR SPECIAL PROTECTION IF BUILDING IS THREATENED

**ITEM** Repeat as necessary.

- **Location:**
  - What protective steps are to be taken (e.g., put in safe, wrap in a tarp, elevate, etc.):

- **Who is to do this?**
  - **Contact info:**
    - **Name:**
    - **Phone:**
    - **Email:**

### FINANCIAL ASSETS

- **ACCOUNT/INVESTMENT:**
  - **Bank/Company:**
  - **Account number:**
  - **Address:**
  - **Contact person:**
  - **Phone:**
  - **Email:**
  - **Website:**
  - **Who has access/password:**

### LINES OF CREDIT

- **Bank/Company:**
- **Account number:**
- **Address:**
- **Contact person:**
- **Phone:**
- **Email:**
- **Website:**
- **Who has access/password:**

### OTHER NOTES:
FINANCIAL ASSETS (cont.)

LOANS AND OTHER LIABILITIES

Bank/Company:

Account number:

Address:

Contact person:

Phone:

Email:

Website:

Who has access/password:

OTHER NOTES:

STEPS TO PREVENT FISCAL MISMANAGEMENT:
WORKSHEET

Vulnerabilities

PREVENTATIVE MEASURES
How do you ensure that property is kept in good repair?

VULNERABILITY:
Steps needed to address:

Who is responsible for making sure that regular maintenance and upkeep happens?

VULNERABILITY:
Steps needed to address:

What is the process for identifying needed maintenance, approving expenditures and executing repairs?

VULNERABILITY:
Steps needed to address:

When does the congregation's process work best? When does the process break down?

VULNERABILITY:
Steps needed to address:

VULNERABILITIES
What physical vulnerabilities exist in the congregation's physical plant? (e.g., located in low lying area, near industrial use rail road tracks or highways, streets regularly flood, basement takes in water, roof is 25 years old) Repeat as necessary.

VULNERABILITY:
Steps needed to address:

OTHER IDENTIFIED VULNERABILITIES: (e.g., aging computer system, not enough phones in strategic areas of the building, not enough people know who is cleared to work with children, treasurer is not bonded, etc.)

INSURANCE
Identify insurance coverage levels for:

• Injuries and accidents
• Misconduct or abuse
• Fiscal mismanagement
• Damage to property

STEPS TO BE TAKEN:
Identify Partners, Agreements and Resources

GOVERNMENT  Repeat as necessary.
Name of position, office or agency:

Services provided:

Address:

Website:

Contact name:

Phone:

Email:

LOCAL PARTNERS  Repeat as necessary.
Name of partner:

Location:

Description of ministries:

INSURANCE AND LEGAL COUNSEL  Repeat as necessary.
Insurance company:

Policy #:

Contact person:

Phone numbers:

Address:

Email:

How a claim is made:

Name of legal counsel:

Contact name:

Address:

Phone:

Email:

Agreements for partnership that have or might be made in times of crisis or disaster:

Website:

Contact name:

Position:

Phone:

Email:
SYNOD/LUTHERAN DISASTER RESPONSE/ELCA

Synod:

Disaster contact person(s):

Position:

Phone numbers:

Address:

Email:

LOCAL LUTHERAN DISASTER RESPONSE AFFILIATE

Name of local social ministry organization affiliate:

Contact person:

Address:

Website:

Phone:

Email:

Phone:

Email:
WORKSHEET

Decision Making Process

What is the regular decision making process for starting ministries and allocating resources within the congregation?

Articulate a plan for a decision making process in times of disaster:

How will this process break down if a disaster occurs that impedes the decision makers' ability to travel or communicate?

How does this plan need to be approved and communicated before a disaster occurs?
WORKSHEET

Communication Plan

STAY ALERT TO POSSIBLE THREAT

COUNTY EMERGENCY MANAGEMENT

Contact:

1. How is the congregation linked into the local emergency response communication system?

2. Communication between and from leaders during emergency and disaster

Identify how the response team, those in charge of ministries and activities and those within the church facilities will communicate in times of threat or actual disaster.

3. Communication with members of the congregation (e.g., Phone trees, electronic messaging)

Methods that don't rely on electricity or cell towers could include message boards at the front of the church, newspaper ads, flyers posted at grocery stores or community bulletin boards.

Identify how the leadership team will communicate with emergency management, other community partners, and congregation members. Offer alternatives that take into account whether or not electrical power is available.

Identify how the disaster preparedness plan is to be communicated to all involved including not only members of the congregation, but also outside organizations which use the facilities and local emergency management.

List that plan here:
Evacuation means that all occupants must leave a specific area.

PLAN:

PRACTICE THE PLAN:

POST THE PLAN:

Shelter in place means that occupants stay within a facility, perhaps for an extended period of time.

PLAN:

PRACTICE THE PLAN:

POST THE PLAN:

Lock down means that all occupants inside a facility must remain inside and prevent any unauthorized person from entering the building.

PLAN:

PRACTICE THE PLAN:

POST THE PLAN:
WORKSHEET

Immediate Plans for Continuity of Ministry

WORSHIP:  

OUTREACH/SOCIAL MINISTRIES:

ADMINISTRATIVE FUNCTIONS:  

NURSERY/PRE-SCHOOL, IF APPLICABLE:

CHRISTIAN EDUCATION:  

OTHER MINISTRIES:
WORKSHEET
Tasks #11–13

Task #11: Obtain Approval of the Plan
HOW WILL THE PREPAREDNESS PLAN BE APPROVED OFFICIALLY IN THE CONGREGATION:

Task #12: Communicate, Practice, Review and Adjust the Plan
HOW WILL THE PREPAREDNESS PLAN BE TAUGHT, PRACTICED AND REVIEWED:

Task #13: The Process Grows and Deepens Over Time
WRITE DOWN WHEN AND HOW THE PLAN WILL BE PRACTICED, REVIEWED AND ADJUSTED:

WORKSHEET
Tasks 11–13

Task #11: Obtain Approval of the Plan
HOW WILL THE PREPAREDNESS PLAN BE APPROVED OFFICIALLY IN THE CONGREGATION:

Task #12: Communicate, Practice, Review and Adjust the Plan
HOW WILL THE PREPAREDNESS PLAN BE TAUGHT, PRACTICED AND REVIEWED:

Task #13: The Process Grows and Deepens Over Time
WRITE DOWN WHEN AND HOW THE PLAN WILL BE PRACTICED, REVIEWED AND ADJUSTED:
Quick Preparedness Checklist

Date updated: __________________________________________

Signed: __________________________________________________

HUMAN ASSETS
CONTACT INFORMATION (PHONE NUMBERS, EMAIL, MAILING ADDRESS)
Pastor:
Congregational President and Vice President:
Media Spokesperson:
Any other decision makers for disaster responding:

LOCATIONS OF HARD COPIES OF CONTACT INFORMATION FOR STAFF AND CONGREGATION MEMBERS.

LIST KEY COMMUNITY PARTNERS:

PHYSICAL ASSETS

Note
Key items to be removed if the building is threatened:
Who has access to any special codes/passwords/keys for operating the building:
Any other protective measures that must be taken if the building is threatened:
Location of sheltering or survival kits, generators, etc.:
Designated area for sheltering in place:
Designated evacuation location:

FINANCIAL ASSETS

CONTACT INFORMATION FOR THOSE WHO CAN ACCESS FINANCIAL AND INSURANCE ACCOUNTS:

LOCATION OF FINANCIAL RECORDS AND BACKUPS:

CRITICAL MINISTRIES OF THE CONGREGATION

LIST KEY MINISTRIES AND ALTERNATIVE ARRANGEMENTS IF THEY CANNOT BE HELD ONSITE:
Quick Response Checklist

Date updated: ________________________________

Signed: ____________________________________

AFTER LIVES AND PROPERTY ARE SECURED

See sections “What a congregation can do” and “What to do if your property is damaged.”

IMMEDIATELY FOLLOWING AN INCIDENT

Call 9-1-1

Follow emergency procedures for evacuation, lock down, or shelter in place.

Alert congregational leadership

NAMES AND CONTACT INFORMATION:

Alert synod and other relevant partners

NAMES AND CONTACT INFORMATION:
WORKSHEET

Worship Planning After Disaster

REGULAR WEEKLY WORSHIP TIME AND PLACE: Will our worship focus on our community of faith, or is there a need and is this an appropriate time to gather for larger interdenominational worship

Do conditions exist so that the community can gather for worship as usual or close to usual?

WHAT RESOURCES ARE AVAILABLE TO SUPPORT WORSHIP?

Location:

Worship books:

Bible:

Musical instruments:

Chairs:

Sound amplification:

Bread and wine:

COMMUNICATION PLAN FOR ANNOUNCING WORSHIP:

SPECIFIC PLANNING

Who will lead:

Bible passages:

Songs:

Holy Communion distribution:
The basic building blocks of appropriate shelter and security enable children to utilize their God-given capacities to learn and react age-appropriately. When the natural order of the day is suddenly disrupted by circumstances that jeopardize personal safety, the predominant response is fear. Hurricanes, tornadoes, fires and floods disassemble children’s basic framework of trust in adults to keep them safe. The world is suddenly dangerous and out of control. After such events, natural confusion ensues which further traumatizes the children. Many ties not only to the school but also to the community are damaged. The children’s concern for the “safe haven” — their parents or siblings — becomes overwhelming as they react to the trauma. Separation anxiety and regression are to be expected.

These times, as in all crises, have the possibility of providing powerful teaching moments. The calmness and order that the teacher and administrator present will lessen the traumatic impact on children. When caring adults understand and accept the children’s natural reactions of fear and provide many moments of caring and reassurance, they are strengthened to overcome the present difficulties and better prepared to meet the future. They will be able to reassemble their trust of others and day-to-day events in a healthy way.

Jesus was clear to us that this world is not his kingdom (John 18:36). We are not in heaven yet! Christians fully recognize that pain and death are the result of a sinful world and not God’s original plan for God’s people. The followers of Christ have a framework with which to help children understand traumatic community events. St. Paul’s advice to Timothy holds true for us today as we sort through the difficult times to help children regain their security. “For God did not give us a spirit of cowardice, but rather a spirit of power and of love and of self-discipline” (2 Timothy 1:7). Again in Romans 12:2, “Do not be conformed to this world, but be transformed by the renewing of your minds, so that you may discern what is the will of God—what is good and acceptable and perfect.”

You are the instrument through which God can display God’s perfect will of love and strength. The healing begins at the difficult turning points in the lives of the children God sends you.

Adapted from God’s Care in Times of Crisis, Grace Lutheran Church and School St. Petersburg, Florida.

HELP FOR GOD’S PEOPLE
PARENT HANDOUT

Suggestions for parents in responding to a tragedy
When a child has been involved in a crisis or tragedy, the parents are important prime caregivers. These are some general suggestions to help you in talking with your child. Parents know their children best, and therefore can be alert to their individual needs, behavior and feelings. Jesus healed in many ways, sometimes by speaking a word, by lending a listening ear, by teaching, by touching and sometimes just being with the person in need. Love, listen and live the faith and hope that God has given you. We pray these suggestions will help you to minister to your child at this time. Please contact the school should you have questions or need additional help and suggestions.
Below are suggestions that parents can use to help a child through difficult times.

- **Limit and avoid things that may re-traumatize your child or “rub in” the event.** Turn off the TV once you have basic information. When children watch TV replays of the event, they perceive that it is happening all over again. Be aware of what your child may be hearing and interpreting when adults are having conversations about the events. Are the adults only focusing on how bad things are and how they don’t know what to do or is there a sense of support and working things out?

- **Listen when your child wants to talk. Be available and accessible.** If your child does not want to talk, do not force discussion. Let your child know that you want to listen whenever s/he has the need to be with you.

- **Check out what your child thinks and how he or she interprets what has happened and is going on.** Your child may have a distorted understanding of the situation. In ways that are age appropriate, help him/her to accurately know just enough about the situation.

- **Accept your child’s feelings.** Communicate your care, support, understanding and acceptance even when your child expresses feelings different from your own.

- **Recognize and encourage the many different ways children express themselves**, including play, art and storytelling.

- **Empathize with your child.** Let the child know you recognize and understand the sadness, confusion, anger, or other feelings that s/he is experiencing over the tragedy.

- **Express yourself openly and honestly**, showing confidence that things will improve and life will go on.

Share your faith. You serve as an important role model for your child and s/he will adopt similar behaviors and attitudes. It is okay to admit that at times you are sad or angry or discouraged, while at the same time assuring your child that God, you and others are working to make things better.

- **Be patient** and allow your child to recover at his/her own pace. It may be that your child will work through the grief again and again at different developmental stages of his/her life. Don’t protect him/her from “threatening” topics or issues.

- **Be tolerant** of temporary changes, but maintain as much of a sense of routine as possible. Provide opportunities for your child to engage in physical activities, especially if s/he seems to have excess energy. You may observe a lack of concentration, lack of interest in usual activities, a preoccupation with the events of the tragedy, unusual dependency, reluctance to be alone, sleeping or eating disturbances, or an excessive desire to talk. Most of these will be temporary and viewed as normal reactions.

- **Allow each child his/her own reactions.** Remember children at different ages and stages of development can be very different. Your child may desire to be alone, to reflect and relax. If, however, you are concerned for your child’s safety, do not allow him/her to be completely alone or isolated for long periods of time. Things may get worse before they get better.

*God’s Care in Times of Crisis* Aid Association for Lutherans @1998, used with permission.

[www.CareinCrisis.com](http://www.CareinCrisis.com) Contact Rick@careincrisis.com or Megan@careincrisis.com
**Media Management**

*Media management is a critical component of dealing with a disaster. Media coverage is often times directly proportionate to the scope of the disaster – the larger or deadlier the disaster, the greater the coverage.*

Dealing with the media amid disaster may seem daunting. Good media coverage and accurate reports may, however, be valuable tools in promoting compassionate interest and assistance.

If approached by the media, you can choose whether or not to talk with them. You are not under an obligation to do so. If you do not feel comfortable speaking with the media on your own, you may want to contact your Lutheran Disaster Response US coordinator and ask for assistance.

**KEEP THE FOLLOWING POINTS IN MIND:**

1. **Be proactive.** Develop a plan now, so that you are prepared in the event of a disaster.

2. **Establish an ongoing relationship with the media via your ministerial associations.** Assemble and maintain a current list of contacts for local newspapers and radio and television stations, including reporters and editors who specialize in religious topics.

**IF AND WHEN A DISASTER OCCURS:**

1. **Designate a spokesperson to respond to media inquiries.** Make sure this spokesperson is available to the media. Having one spokesperson will keep the message and information clear.

2. **Wear your clerical collar or other clear symbol to identify yourself as a representative of the faith community.**

3. **Tell the truth.** Speak clearly and concisely. Include the known facts of the situation – who, what, when, where, how, why – and what you and your congregation are doing to help.

4. **Keep confidential information confidential.** Do not give victims’ names.

5. **“I don’t know” is an acceptable answer** to a reporter’s question. If you promise to get back to a reporter, however, be sure to do so.

6. **Accommodate media deadlines** as much as possible.

7. **If civil authorities are present, redirect questions that may require their expertise** to them.

8. **Give credit and acknowledgment** where it is due.

9. **Project a positive and hopeful spirit.**

10. **As you are able, speak of the faith and trust you and others hold in God, and how this faith has been a support** in your caring for others.

For further information regarding media management and press relations, contact your Lutheran Disaster Response coordinator.

“For further information regarding media management and press relations, contact your Lutheran Disaster Response coordinator.

“Three things are important in the mist and wake of a disaster: Communication, communication, communication. Just as internal communication within the congregation is vital in sharing critical information, it is also important to have a voice to the public through the media. In some disasters the media will come to you. In others, you may need to seek them out. It is also helpful to discern whether or not it is necessary to make a statement or respond to questions.”

– John Scibilia, former director Lutheran Disaster Response of New York.
How Can Your Congregation Serve the Community After a Disaster?

Congregations can take an active role in the community in the wake of disaster. Our facilities, people and communication systems can be vital components of a quick response to people in great need.

The following is a list of ideas to spark conversation and action in your congregation. Think about what your congregation already does well. Then consider how these gifts can be best utilized in the wake of a disaster.

DURING AND IMMEDIATELY AFTER A DISASTER:
1. Urge members to check on their neighbors and vulnerable members of the community and of their congregation.
2. Find out and distribute information about where to get help immediately and in the short term including phone numbers of the local municipality, the Red Cross and the local Lutheran Disaster Response US affiliate. If a FEMA declaration is made for individual assistance, distribute FEMA contact information so that community members can get an identification number within 60 days of the declaration in order to qualify for assistance.
3. Provide hospitality for first-responders and people immediately affected by the disaster. If possible, open the church building as a place to wash up, use the telephone or Internet, get a hot meal, rest from the elements, and more.
4. Offer written prayers for people who are suffering and open the sanctuary for prayer and meditation.

AFTER THE DISASTER:
1. Arrange to share meals or food supplies with those who need them.
2. Provide meeting space for community planning and leadership for local, long-term recovery teams.
3. Collect cleaning supplies that will be needed for recovery. Recovery organizations regularly distribute “Cleanup Buckets.” Supplies are often quickly diminished after a disaster and need to be replaced. Find out more information about the contents and the delivery of “Cleanup Buckets” by contacting your local disaster response representatives.
4. Do not collect clothing or other items unless you know what is needed and how the items will be distributed. Please do collect funds which can be donated directly to local rebuilding efforts through Lutheran Disaster Response US (www.ELCA.org/disaster).
5. Warn people to be careful and be prepared to watch out for scams. Keep your congregation informed about the possibility of those who will take advantage of people desperate to clean up and rebuild.
6. Offer a safe place, leadership and resources for people to talk, pray and cope with suffering and loss.
7. Build volunteer teams to serve in local disaster response. Teams are utilized for a day or longer – depending upon the need and availability. Connect to local volunteer organizations who are responding to disasters.
8. Be prepared to house and support recovery workers and begin doing so as soon as they arrive in the area. Communicate your willingness and resources for hospitality to get connected with the recovery efforts.
How Can Your Congregation Serve the Community After a Disaster?

AFTER THE DISASTER (cont.):

9. Consider hosting a volunteer, preparedness or response workshop at your congregation.

10. Listen for whom may be underserved. Think of what can be done. Do what you can to meet the need while advocating for unmet needs through larger volunteer agencies and efforts.

11. Provide for childcare services or babysitting so that adults can have a break and/or can focus on what they need to do and so that children have relief from the stress of cleanup.

12. Check on whether other churches have been damaged. Offer your worship or educational space for interim use.

TO BE PREPARED FOR NEXT TIME:

1. Make sure that more than one person has the log in and password information for changing the church website, answering machine greeting, Facebook page and more. Work through your procedure for cancelling or adjusting worship services or other activities. Teach congregational members to get congregational information in various centralized communication locations: answering machine messages, website, Facebook pages, group text messages, etc.

2. Help build networks for the vulnerable people in the community who are likely to be more adversely impacted by limited mobility, utility shut-offs, etc. Match up vulnerable people with members of the congregation who are geographically close to them.

3. Find out how emergency response works in your community. Build relationships, gather contact information and distribute the information to members of your congregation so that you are ready for the next disaster. Consider adding a page to your congregational directory that includes emergency contact information.
What to Do if your Property is Damaged During a Natural Disaster

Immediately register with a Disaster Recovery Center, American Red Cross and, if a federal disaster declaration has been made, with the Federal Emergency Management Agency (FEMA). If a federal emergency is declared, register with FEMA even if you believe you are well-insured or have no damage. To be eligible for FEMA assistance, you must register within the given time period, (usually 60 days from the day of declaration.) FEMA will publish an 800 number with deadline for survivors to apply for assistance. This number will be listed in newspapers and aired over the radio and on television. It will also be published on www.fema.gov.

IF YOUR HOME OR PROPERTY IS DAMAGED, PAY PARTICULAR ATTENTION TO:

- Availability of water, electricity or gas.
- Functioning of sanitation systems
- Function of heating and air-conditioning systems
- Roof damage, fallen trees, and downed electrical lines
- Damaged windows, doors, waterlines, and plumbing fixtures
- Flooding of buildings and grounds.

Promptly report your claim to your insurance agent and give a description of the damage. Do not make any permanent repairs to property before damage is documented and assessed.

Photograph (if possible) or make a list of damaged, destroyed, or missing property. Compile a room-by-room inventory of missing or damaged items and try to include manufacturers’ names, dates, places of purchase, and prices. Try to locate receipts or proofs of purchase, especially for large appliances.

Contact your city or county building department before beginning any – even temporary – repairs. Your city or county may have codes and regulations for repairs, even if they are temporary.

IDENTIFY YOUR HOUSE:

- If your entire home or building is damaged or destroyed, paint your address, contact information, and the name of the insurance company on a visible section of the building.
- If you move to a temporary housing or a shelter, paint the phone number of where you can be reached on the roof or outside wall of your home.

Follow safety instructions from police and fire officials. Be careful during cleanup. Many injuries are caused by chain saws and other equipment that were not handled properly.

Know what you are activating if you hook up a generator. It may “light up” the entire electrical system if the proper breakers are not in place.
Muck and Gut

(Based on the Train the Trainer manual prepared by Jean and Dale Peercy of Lutheran Disaster Response.)

GOAL
The goal of mucking and gutting is to begin the process of cleaning out and preparing a damaged structure for further recovery work, usually repair.

It is the first step in assisting a resident to return to a dwelling that is

- Safe
- Sanitary
- Secure
- Functional

In disaster response work, the damage to the structure may have been due to water in the building after storm or flood, fire, wind, tornado, earthquake, explosion, etc.

One of the most hopeful reasons for mucking and gutting is to help a family to repair their dwelling. Sometimes, however, a building that may eventually be torn down may be mucked and gutted in order to minimize threats to the health of a neighborhood that can be caused by mold and other contaminants. In any case, this dirty and strenuous work is vitally important.

Never forget that you are working on someone’s home. If homeowners are present, take time to listen them. Telling their story is part of their healing. If a homeowner needs to talk a lot, it may be helpful to have one member of your team focus some time on listening while the others get on with the work. Always behave respectfully.

This manual is offered as a quick guide to the process of removing damaged areas of a structure in a safe manner without doing more damage to the structure than is necessary. It is designed for individual volunteers and team leaders to read ahead of time as well as use for a reference on site.

BEFORE YOU GO
KNOW WHAT YOU ARE SIGNING UP/VOLUNTEERING FOR:
Where will you be going?
What will you be doing?
Who will be designating and overseeing the work?
Have they obtained written permission of the owner of the structure?
What facilities and equipment will they provide?
What are the arrangements for cleanup and decontamination of workers and tools?
What are you expected to bring?

BE PREPARED.
HEALTH:
Are tetanus shots up to date?
This should be a minimal requirement for work on a site.

How about hepatitis shots?
This is highly recommended if you will be working in a highly contaminated area.
Remember, flood waters often contain fecal material and other pollutants.
Hepatitis immunization usually consists of a series of two or three shots and it takes several months to get the complete series.
Muck and Gut (cont.)

HEALTH (cont.):
Do you have known allergies, especially to mold?
If so, this is probably not the place for you to volunteer.
How is your general health?
This is strenuous and dirty work in an area which has probably been contaminated.
If you are pregnant, you should not be doing this work.
Do you have:
Asthma?
Back problems?
Heart conditions?
High blood pressure?

MAKE SURE SOMEONE ON SITE KNOWS YOUR HEALTH CONDITIONS.
If you are a group leader, collect this information ahead of time and keep it with you, being sure to respect confidentiality.

PERSONAL PROTECTIVE EQUIPMENT
Every worker should have and use a minimum of:
- Gloves: work and rubber, latex or vinyl
- Safety glasses and shields
- Sturdy foot wear (work and/or rubber boots)
- No open toed shoes or flip flops are allowed on site.
- Dust masks (fiber filled) – no less than an N95.

The following may also be needed and may be provided on site or by your group leader:
- Respirators These are to be used in areas known to be contaminated and are essential if spraying cleaning and disinfecting solutions.
- Respirators need to be fitted. Not all respirators fit every face. Make sure yours fits snuggly.
- Canisters are for one person.
- Protective suits including hoods and booties.

ALSO
- Wear old clothes to work in, including long pants, long sleeves and a hat.
- Bring sun screen and bug repellent
- Bring along clean clothes, shampoo and soap in case you need to and are able to change and even wash up when work is completed. You will not want to contaminate your vehicle or home when you return
- Bring a bag for dirty clothes
- Bring a bag for dirty tools and equipment – in case you cannot clean them adequately
Muck and Gut (cont.)

Gutting Toolbox:
- Hammers
- First aid kit for every site and every vehicle
- Sledge hammers
- Crow bars
- Nail pullers/cat’s paw
- Brooms and shovels
- Rakes
- Wheel barrels
- Ladders
- Screw drivers
- Pliers and wire cutters
- Hand saws
- Wrenches
- Safety equipment
- Battery drills*
- Power saws*
- Reciprocal saws*
- Electrical source (generator)*
- Chain saws*

* Tools that should only be used by trained volunteers. Age limits may apply.

If you are a group leader:

Remember that youth 16 and under should not be exposed to mold, other contaminants, or sprayed cleaning solutions. Their lungs are not fully developed.

If under 16, youth should not be using power tools and it is questionable whether they should be climbing ladders.

Make sure you know as much as possible about the work the group will be doing and whom you will be working for and with.

Get to know your group and help them get to know each other.

As much as possible, prepare members for what they will be doing.

Distribute and collect forms from a volunteer packet
- Cover letter to the volunteer
- Individual volunteer application
- Participant release of liability
- To be filled out by all participants over 18
- Parental release form – To be filled out if participants are under 18. Some groups are getting these notarized.
- Tool list
- Tools to bring with them
- Do safety training. Go over the proper use of equipment
Muck and Gut (cont.)

**FIRST STEPS**

**PROJECT PRIORITIZATION**
If you are volunteering through an organization, this group will usually have designated priorities and assign tasks accordingly.

If not, you will need to make choices about whom you will serve, in what order, and the extent of your assistance. There are likely to be many people who need and/or request help, and some may be quite adamant that their task is the one that should be done first.

If you are doing the prioritization, consider whether:
- The resident is elderly, disabled, underinsured, a single parent, has health concerns
- The safety or security of the resident or structure is threatened
- Work would stop or slow down further damage to the structure
- The resident has family support that can be relied upon
- If assisted, the resident could go out and assist others.

Sometimes residents will insist that you should help someone else first, while you may judge them to be a top priority.

**SAFETY CHECK**

**LOOK BEFORE YOU START!**
- Scope out structural integrity. Is it safe enough to enter?
- Is the power on, and, if so, should it be?
- If the power is on, look for any electrical issues that need to be addressed before volunteers begin their work
- When removing drywall, studs, trim and other items, be careful that electrical lines are not torn loose in the process
- Are there any gas leaks? If you smell gas, evacuate and call the appropriate authorities
- Is the gas still turned on?
- If so, has the gas been checked and approved by a professional to be operational?

**IDENTIFY OTHER SAFETY HAZARDS**
Identify hazards before you start and as you proceed. Alert site supervisor and co-workers to any hazards noted, including, but not limited to:
- Rodents and rodent feces
- Mold
- Lead
- Asbestos
- Sewage
- Bacteria or viruses – known and unknown types
- Gases or vapors – carbon monoxide
- Contaminants in the water and air of a damaged home may include some or all of the above.

**WEAR PROPER PROTECTIVE EQUIPMENT**
If you are a leader, use protective equipment properly yourself and insist that others do the same.

If you are a worker, faithfully follow instructions.
- Protective suits, including hoods and booties
- Gloves (work and rubber/vinyl)
- Safety glasses and shields
- Sturdy foot wear (work or rubber boots) No open toed shoes or flip flops anywhere on site!
- Dust masks (fiber filled)
- Respirators
VENTILATE AS YOU WORK

- Wear safety equipment, including a respirator, when gutting a home.
- Air flow is important.
- Using a fan or several fans blowing out of doors and windows can help move airborne particles out of the home, but should not be used before rodent feces have been addressed.
- Operating air conditioning or furnace for comfort is not recommended since the cold air return will move particles into the HVAC and will spread any mold spores.

ASSESS FOR RODENTS AND RODENT FECES
Rodents and rodent feces can contain a variety of viruses which can cause very serious infections in humans. Infection can occur by:

- Breathing in dust that is contaminated with rodent urine or droppings
- Direct contact with rodents or their urine and droppings
- Bite wounds, although this does not happen frequently

The hazards presented by rodents and their feces need to be addressed early in the process. Before doing any cleaning, live rodents need to be eliminated and entryways sealed. Trapping should continue until no rodents have been captured for at least 5 days. (This will lower the risk that urine, droppings or nesting material are infectious.) Then follow directions below for cleaning up dead rodents and rodent feces.

ASSESS FOR DAMAGE CAUSED BY TERMITES
There are times when you may encounter active termites in the home. Active termites must be taken care of before you touch the property, normally by professionals.

- Notify someone of your findings: the organization that is supporting the response, the homeowner’s disaster case manager, the homeowner

ASSESS FOR MOLD:

There are thousands of species of fungus. We deal with about 80 different species in the world of household mold.

- Stachybotrys (stacky-bot-tress) or “black mold” is the most widely used name for identifying a dangerous health hazard. It looks oily and causes respiratory problems.
- In reality, there are many more that are just as toxic.
- Mold discolors anything it grows on.
- It may appear fuzzy or dusty, which is, in all reality, mold spores.
- It can be any color.
- Surface mold can be an indicator of a deeper problem.

WHERE AND HOW MOLD GROWS:
Mold needs a few things to develop and grow:

- Moisture: Can be caused by leaky plumbing, minor or major flooding, even humidity
- Food: Material to grow on such as wood, paper, cotton, leather, food, insulation and other material.
- The right temperature: Above freezing and below 120 degrees. Between 70 and 90 degrees is perfect for mold growth.
- Freezing does not kill mold spores, they just go dormant
- Drywall and insulation behind cabinets needs to be checked.

See the next page for cleaning procedures for mold.
CREATE A PERSON CLEAN-UP STATION

This station should include:

• A supply of water including a clean water rinse. Sometimes a sprayer will work well.
• Soap and disinfectant, trash container
• Abrasive sponges and scrub brushes
• Paper towels, First Aid kit, including eye wash

SET UP A BREAK AREA

Sometimes it is good to include a break area. In hot weather this would be a place out of the sun to cool off and enjoy a breeze if “mother nature” will cooperate.

Break areas can include:

• Soap, disinfectant, water and paper towels for hand-washing
• Places to sit and relax
• Coolers for food, lunch and snacks
• Coolers for drinks, including plenty of water

DECISIONS

WHAT IS TRASH?

• When removing debris from a home, some items may appear to be trash or junk.
• Be very respectful when you talk about what you are removing, especially when a survivor or the homeowner is present. What you are taking out has been a part, sometimes a very important part, of someone’s life.
• Carefully separate personal items so that the homeowner can sort through them to determine what they should do with them.
• This day may not be the time that the homeowner can part with certain items.

MATERIALS THAT CAN BE SAVED

• Dimensional lumber; 2x4s, 2x6s, etc.
• Solid core doors and solid jams
• Wood or aluminum windows
• Some windows have vinyl wrapped over pressboard and should be inspected closely
• There is no need to remove the window jam
• Some paneling may be made of wood
• Solid wood cabinets
• Drywall and insulation behind the cabinets will need to be looked at for mold growth
• Wood door, window and floor trim
• Some solid styrofoam insulation may be able to be saved

MATERIALS TO BE DISCARDED, PARTICULARLY IF THEY GOT WET OR WERE SUBJECT TO MOLD, ETC.

• Drywall
• Paneling made of pressboard
• Insulation
• Pressboard; cabinets, furniture, sub-flooring, flooring, paneling, pressboard shelving
• Hollow core doors
• Material that will absorb water

HOUSEHOLD ITEMS TO DISCARD, PARTICULARLY IF THEY GOT WET OR WERE SUBJECT TO MOLD, ETC.

• Cloth – thick or quilted material
• Lightweight cloth that cannot be washed and bleached
• Carpet and pad
• Mattresses, pillows, stuffed couches and chairs
• Food
HOUSEHOLD ITEMS TO DISCARD, PARTICULARLY IF THEY GOT WET OR WERE SUBJECT TO MOLD, ETC. (cont.)

- Appliances – depending on what kind of water penetrated them and how much. If the water got into the motor, throw it out, or at least have it professionally checked.
- Furnaces – same as appliances
- Books, magazines, paper goods
- Stuffed animals

GENERAL CLEANING PROCEDURES

CLEANING SOLUTIONS

Recommendations from the Center for Disease Control, particularly when addressing rodent feces and/or mold:

- A mixture of bleach and water (1 part bleach to 9 parts water = 10 percent bleach) This equals approximately 1 cup of bleach to 1 gallon of water.
- Bleach does not just bleach things or kill mold, it is a good cleaning agent in general.
- More bleach is not better.
- Excess bleach may cause respiratory difficulties.
- Bleach will cause corrosion to:
  - Receptacles and wiring
  - Nails and screws
  - Metal straps, clips, anchors, etc.
  - If using a bleach solution, rinse these well.

Shockwave is a good product for treating mold, but it is very expensive. If using a cleaning product other than bleach and water, follow directions on that product.

CLEANING UP DEAD RODENTS AND RODENT FECES

- Be sure that live rodents have been eliminated.
- Ventilation prior to cleaning should be for at least 30 minutes before workers enter, but should not be done by using fans.
- Do not stir up dust by sweeping or vacuuming up droppings, urine, or nesting materials.
- Wear rubber, latex or vinyl gloves. A dust mask may provide some protection against dust, molds and insulation fibers, but does not protect against viruses.
- If a dead rodent or nest is present, spray it and the surrounding area with a disinfectant or a mixture of bleach and water (1 part bleach: 9 parts water), soak it in solution for 5 minutes before wiping up with a paper towel or disposable rag.
- Place the dead rodent or nesting materials in a plastic bag and seal tightly. Place the full bag in a second plastic bag and seal.
- Urine and droppings should first be sprayed with a solution of bleach and water (1 part bleach: 9 parts water) and allowed to soak for 5 minutes or sprayed with a disinfectant and allowed to stand according to directions on package.
- Use paper towels to pick up urine and droppings and dispose in the garbage.
- Dispose of sealed bags or paper towels or rags in a covered trash can that is regularly emptied.
- After the rodents, nests, droppings and urine have been removed, disinfect items that might have been contaminated by rodents or their urine and droppings.
- Dispose of any cardboard boxes contaminated with urine or droppings. Plastic, glass, or metal containers can be disinfected by spraying with the bleach and water solution or disinfectant.
- Mop floors and clean countertops with disinfectant or bleach solution.
CLEANING UP DEAD RODENTS AND RODENT FECES (cont.)

- Steam clean or shampoo upholstered furniture and carpets with evidence of rodent exposure.
- Wash any bedding and clothing with laundry detergent in hot water if exposed to rodent urine or droppings.
- Lastly, decontaminate and remove gloves, and thoroughly wash hands with soap and water. A waterless alcohol-based hand rub can be used when soap is not available and hands are not visibly soiled.

For more information consult the Center for Disease Control.

CLEANING PROCESS FOR MOLD

- The most commonly used sprayers apply solution with low pressure. Power washers often apply the solution with too much pressure.
- Apply the bleach and water solution to the area that needs to be cleaned
- Physically scrub the area with a brush
- Rinse the area with water
- If you are cleaning an item that can be set outside in the sun, do so, otherwise dry thoroughly
- If you are cleaning an area, the area must be thoroughly dry before repairs continue

DRYING TIME AND MOISTURE DETECTION

- Before reinstalling insulation and drywall it is essential that the area be sufficiently dry, or mold will reoccur
- Moisture meters are recommended to use when testing the moisture levels
- A moisture meter is only as good as the one who is reading it
- A moisture meter has several settings that test the moisture in:
  - Insulation
  - Concrete
  - Drywall
  - Wood
  - Other items
- The moisture reading should be 12 percent to 14 percent.

DRYING EQUIPMENT that may help speed the process

- Fans
- Dehumidifiers
- Heaters

REMOVING MATERIAL

Sometimes damage to a building was pre-existing, but still needs to be addressed in order to render the structure safe, sanitary, secure and functional. For example, a leaky roof needs to be fixed before replacing the drywall beneath it.

HOW WILL YOU SECURE THE HOME?

- When taking out windows and doors, it is best to secure the home from the inside leaving at least one secure (i.e., lockable) door.
- Obviously any security system in place will not work.

APPLIANCES

- Use a dolly whenever possible.
- Take off any doors on an appliance before putting it out in the debris or tape shut with duct tape. This will avoid having children get trapped inside.
Muck and Gut (cont.)

DRYWALL

Moldy drywall cannot be cleaned. Removing it the right way is important.

• Remove the drywall 1-2 feet above the visible mold line or water mark
• Cut the drywall 2, 4, or 6 feet in order to use 4 x 8 replacement sheets wisely. (e.g., if an area is damaged up to three feet, cut away 4 feet so that you can easily fit a piece of a 4’ x 8’ sheet in place.)
• Preferably, cut with a utility knife and pull the drywall off rather than use a sledge hammer. This will create less dust which holds mold spores.

CEILINGS

• Always check the attic before you start
• Do not stand under the material that you are removing. There may be other things hidden on top of the ceiling such as:
  - Blown-in insulation
  - Old lumber and nails
  - Pans full of water (a temporary fix for a water leak)
  - Concrete or mortar, especially near chimneys

DOORS

• Take out only what is necessary
• Solid wood door jambs and doors are salvageable
• Solid wood trim can also be reused
• Hollow core doors cannot be properly cleaned

WINDOWS

Windows that must be removed should be handled carefully to avoid injury from broken glass

Window jambs are usually made of solid wood and can be salvaged

New windows may fit into the same jam

Solid wood windows can be repaired, sometimes more easily than replacing them

CARPET

Flood-damaged carpet and pad should be removed and thrown away

Some have tried to clean or have the carpets cleaned for the purpose of reinstalling it

Cleaning will shrink and tear down the integrity of the carpet. This will not allow it to be re-installed properly.

CERAMIC TILE

Ceramic tiles contain lead. This is not a problem unless you drill, etc., and the dust becomes airborne.

ELECTRICAL MATERIALS

• Always confirm whether or not the electric wire and boxes need to be removed
• Have someone on site who knows electric oversee the removal
• Consider leaving the boxes, including the panel box, to help locate where the electric was run. If this is not possible, mark where these were.

PLUMBING

• Often plumbing can be reused without tearing it out. Always confirm whether or not the plumbing needs to be removed.
Muck and Gut (cont.)

**PLUMBING (cont.)**
- Have someone on site who knows plumbing oversee the removal.
- Plug all open drains to stop sewer gas from leaking into the house.
- This will also stop any debris from falling into the drains and causing additional plumbing problems.

**DUCTWORK**
- Don't remove ducts unless you know it needs to be done.
- Some types, if they are smooth, can be saved and cleaned without removing. (e.g., metal ducts)
- Rippled or flexible duct work must be removed.

**H/VAC –**
- Don't risk injury by "giving it a shot." Often these words mean that someone is not sure they can do this work.
- These units, especially if elevated, can be extremely heavy and hard to handle.
- If you are not familiar with HVAC you should leave it for a professional.
- Often there are chemicals in these units that have to be handled professionally.

**DAMAGES CAUSED BY ROT**
You may encounter rotting wood in a home that you are gutting.
- Rot will have to be dealt with in due time.
- When addressing rotted wood you must know what the result will be if you remove it.
- Does removing something weaken the structure that you are working under or is it safer to leave it in place for now?

**TREES**
The operator of any equipment should be well-trained
- Do not disable anything
- Use all of the safety equipment, including:
  - Gloves
  - Eye wear
  - Ear protection
- Do a maintenance check of equipment before every use and when finished
- Don’t cut alone
- Always be aware of your surroundings
- Watch for kick-back
- Cut limbs evenly. (Don’t trim all the limbs off one side and leave the rest. The tree may become too heavy on the other side and fall over. Don’t leave jagged edges when you trim.)
- Always leave equipment clean and in working order when finished.

**TARPING ROOFS**
In many cases the whole roof is not completely damaged or destroyed so why tarp the whole thing?
- It is better to tarp or patch only the area that is damaged or leaking. Otherwise you will create more damage by attaching wood strips to hold down the tarping material.
- All you need to do is remember that water runs downhill.
- Some lamar billboard material is stronger against UV rays than the blue tarps.
DEALING WITH THE DEBRIS AND TRASH

Whether the disaster is federally declared or not, it is important to know how to sort and where to place it.

- If the debris is not sorted properly or placed in the wrong spot it could cause the homeowner to pay fines until it is removed or relocated.
- Obtain information about sorting and placement is available from the city or county you are responding in.

SORTING

Debris may need to be sorted into six different piles. Find out what is expected where you are working.

PILE #1 – HOUSEHOLD GARBAGE
- Bagged trash
- Discarded food
- Packaging and paper goods

PILE #2 – CONSTRUCTION DEBRIS
- Building materials
- Drywall
- Lumber
- Carpet
- Furniture
- Mattresses
- Plumbing

PILE #3 – VEGETATION DEBRIS
- Tree branches
- Leaves
- Logs

PILE #4 – HOUSEHOLD HAZARDOUS WASTE
- Oil
- Batteries
- Pesticides
- Paints
- Cleaning supplies
- Compressed gas

PILE #5 – WHITE GOODS
- Refrigerators
- Washers and dryers
- Freezers
- Air conditioners
- Stoves
- Water heaters
- Dishwashers

PILE #6 – ELECTRONICS
- Televisions
- Computers
- Radios
- Stereos
- DVD players
- Telephones
DEBRIS PLACEMENT (Historically – Check to make sure this is true for the event to which you are responding.)

- If FEMA is involved, they will normally pick up debris at the curb (between the street and sidewalk)
- This may be the case for a short period of time after the declared event. There will be a deadline for this service.
- FEMA generally does not pick up debris off of private property
- After the FEMA deadline or in an undeclared disaster, debris should be placed on the property behind the sidewalk toward the house, or next to the road with ample room for traffic to pass without danger of running over the material.

Never pile debris in the ditch as this can cause the natural flow of water to be altered and could cause more damage.

WHEN THE DAY IS DONE

CLEANUP

- Leave the job site clean and in order.
- It may still be a disaster area, but we can bring order out of the chaos.
- Clean the tools and return them to their owners.
- Remove protective suits. Clean yourselves as best you can. If possible, change out of your dirty clothes or put some kind of covers over the seats and floor in order to avoid contaminating your vehicle.
- Don’t forget to say good-bye to the homeowner and listen to them. It is part of their healing.
- Leave the gift of help and hope.

DEBRIEF

DISCUSS EVENTS OF THE DAY

- You have seen and heard things that could be disturbing, especially to young minds or people who have never been exposed to disaster before.
- This gives the opportunity to discuss the successes and life changes that have been experienced.
- It allows members to see how the team is working together.
- It allows members to ask questions, to consider where God is in the midst of disaster and to witness to where they have seen God at work.

Compiled December 2013 from materials provided by Lutheran, United Methodist, United Church of Christ, Presbyterian and Baptist members of the Interfaith Partnership for Disaster Response in Eastern Pennsylvania
A STATEMENT OF UNDERSTANDINGS AND EXPECTATIONS FOR EFFECTIVE SERVICE IN DISASTER RESPONSE

As volunteers in disaster response we are privileged to have the opportunity to serve our great God through our labor. Our primary purpose is to radiate the love of Jesus Christ to all around us while demonstrating God’s continued caring presence to those whose lives have been impacted by disaster. We invest ourselves in this mission and seek to honor God in all we do.

We understand that since we will be working together with many varied persons and conditions, cooperation is key to the success of our efforts. We will do our best to be flexible, adaptable, sensitive and patient. While we are eager to get things done and make the best use of everyone’s time, we accept the fact that things don’t always happen as smoothly or as quickly as we would like. When faced with a delay or difficult situation, we will attempt to make the best of it, find a solution, maintain a positive attitude, discover the humor, and help someone smile.

We know there will be many challenging jobs to do. However, we also know that safety is paramount. Therefore we will only attempt labor that matches our skills and experience and that we feel safe and comfortable to do. If we would like to learn a new skill, we will ask a skilled and experienced person to teach and guide us until we are adept.

Volunteers and other staff agree to follow the directives of staff entrusted with supervising the site on which we are working. We understand that the site supervisor will be doing his or her best to honor the needs and desires of the owner while working within the resources and guidelines of the relief organization.

INTERACTION WITH SURVIVORS

The goal of disaster work teams is to get residents back into safe, sanitary, secure and functional housing. The way you interact with survivors also has a major impact on their recovery.

Remember that you are working on someone’s home. Listening to survivors and showing respect, care and concern are very important ways you can help them heal.

- If a survivor wants to talk, having one person listen while the others work can help the group accomplish the manual labor.
- Accept the feelings that are expressed. Do not try to change them, though you can express hope even if the survivor does not.
- Don’t say that everything will turn out all right, because it might not. On the other hand, you can express confidence that a new normal will emerge.
- Be particularly sensitive when talking about items which need to be disposed of. While they may appear like trash to you, they may have been prized or hold sentimental value for the homeowner.
- While appropriate joking, laughter and singing can help lift spirits, do not engage in horseplay since it can endanger people and the work project.
- Share your concerns, feelings and reactions with your group leader or site supervisor at an appropriate time, especially anything that might trouble you.
PERSONAL CHECKLIST FOR VOLUNTEERS

As a volunteer you are expected to be essentially self-sufficient. Unless other arrangements are specified, you will be expected to provide your own tools and your own meals and transportation. Please clarify with your team leader, the volunteer coordinator or the site supervisor what equipment will be needed for the project and what, if anything, will be provided on site.

Since each individual trip is unique, there is no one checklist that will fit each experience. However, some items will be needed on nearly every trip, including:

- Current Tetanus shot (five years or less)
- Hepatitis shots are recommended if working in a highly contaminated area. These are given in a series of two or three shots and it will take several months to get a complete series
- Liability/Medical releases
- Old work clothes (long pants and long-sleeved shirt advised)
- Sturdy, close-toed shoes, heavy work boots if possible. (Nails are always where you don’t expect them.) Open-toed shoes and flip flops will not be allowed.
- Boots for work in mud
- Hat/bandanna/sweatband
- Heavy duty work gloves
- Rubber, vinyl or waterproof gloves
- Safety goggles
- Respirators: N-95 disposable dust face masks (Use for sanding, insulating, scraping paint). Type N-95 is recommended against most molds, but does not protect from disinfectant vapors. If working where molds may be present, you must use a mold respirator.

- Personal First Aid supplies
- Sun block and sunglasses
- Insect repellent (DEET 40 percent or better recommended)
- Gel sanitizer and paper towels (Do not use sanitizer near open flame or while smoking)
- Snacks/lunch (Do not eat before sanitizing hands)
- Water bottles/jugs/coolers
- Clean clothes, shampoo and soap in case you need to and are able to change and even wash up when work is completed. You will not want to contaminate the vehicle or your home when you return.
- A bag for dirty clothes
- A bag for dirty tools and equipment in case you cannot clean them adequately on site.

PERSONAL TOOL LIST

- Utility knife
- Tape measure
- Hammer
- Straight screwdriver
- Philips screwdriver

OTHER USEFUL ITEMS INCLUDE:

- Crow bars
- Nail pullers/ cat’s paw
- Brooms and shovels
- Rakes
- Wheel barrels
OTHER USEFUL ITEMS INCLUDE (cont.):

- Ladders
- Screw drivers
- Pliers and wire cutters
- Hand saws
- Wrenches
- Safety equipment including Tyvek suits
- Battery drills*
- Power saws*
- Reciprocal saws*

* Those items with an asterisk are only to be used by adults who have been trained and are skilled. Remember, you are responsible for the safe use of any tool you bring, even if someone else uses it. Make sure your tools are in good shape and be careful to whom you lend things.

Check with your group leader before bringing extra, especially bulky, tools to make sure they might be needed and that there will be room to take them.

ON-SITE GUIDELINES

HOW OLD MUST YOU BE TO WORK ON-SITE?

- You must be 16 years of age or older to work on a site. If you are between the ages of 16 and 18 you must have a signed parental release. Sixteen and 17-year-olds or those still in high school are to be supervised by one adult to every four youth.

WHAT DO I WEAR TO WORK?

- Long-sleeved shirts, long pants and work gloves. Close-toed shoes are required. Work boots are preferred. Open-toed shoes will not be allowed.
- Keep jewelry to minimum, it can get entangled in equipment and cause injury.
- If you will be addressing mold or working in a contaminated area, wear goggles and a protective suit (Tyvek or equivalent) including hat and booties.

WHO IS IN CHARGE AT THE WORKSITE?

- There should be a designated site supervisor for each site who will know what is to happen there and be responsible for the smooth operation of the project. Make sure you know who this person is and follow his or her directions.
- There is no such thing as a dumb question. If you don't know or understand how or what to do next, ask. Refer all questions, suggestions, concerns or changes to the site supervisor. Do not change anything unless the supervisor clears it.
- Site supervisors will set a high standard for work. Do the very best you can, remembering that you are working on someone's home. Please don't be offended if the site supervisor asks you to do something over or in a different manner.
- If a site supervisor or group leader judges that your functioning might be impaired in any manner, whether from fatigue, hunger, illness, consumption of a substance, etc., you will not be allowed to work. This is for your own safety as well as the safety of others.

FOLLOW THE DIRECTIONS OF THE SITE SUPERVISOR AND THE WORK PLAN.

These have been carefully developed with the homeowner's desires in mind.

Do not remove more than you have been instructed to do. For example, solid wooden door or window jams may be salvageable.

Do not provide major “extras” for the homeowner, even if you are going to pay for them. A pot of flowers is a nice gesture. Building a shed that wasn't specified may present problems with others who don't receive such things from the volunteers who work on their properties or with the group organizing work in the area.
WHAT HAPPENS IN THE CASE OF AN EMERGENCY?

BEFORE YOU START WORK, make sure that you know:

- Where the first aid kit is located
- The address of the site
- The phone number for emergency services and directions to the nearest hospital are readily available
- The location of a working phone and that some means of transportation are available
- Who has the forms for each worker listing the emergency contact and that these are readily available
- Who will make decisions in event of a serious accident

IN THE EVENT OF A SERIOUS ACCIDENT make sure someone calls 911 and has the injured person transported to the nearest emergency facility. Be sure that the emergency information is sent along with the injured person. Remain calm so that you do not upset the other team members.

WHAT ELSE SHOULD I KNOW?

- Drink water frequently and in generous quantities.
- Apply sunscreen liberally and frequently if you are working outside, even if it is a cloudy or cold day.
- Do not smoke on any property. If you are a smoker, ask a site manager whether there is a designated area that you may use.
- Do not bring alcohol, drugs or other illegal substances on any site. If you have consumed alcohol or drugs, other than over the counter medication or something prescribed for you, you may not come on-site.
- Keep the workplace cleaned up as much as possible, this will help to prevent accidents.
- Avoid and/or squelch criticism, gossip and rumors. Foul or undesirable language is not permitted.

SAFETY RULES

GUIDELINES FOR TOOL USE

- All workers are to be trained in the proper use of hand and power tools. No one is to operate a tool for which he or she has not received instruction.
- Youth under the age of 18 are not to use power tools unless they are trained and under skilled supervision.
- Workers must be 18 or older to operate any air tools (nail guns, power washer or sprayer). The site supervisor may make an exception if a younger person is in the building trade and familiar with their use and a skilled worker will supervise the job.
- Sharp tools are to be carried with the point downward or placed in tool box or belt
- Use the right tool for the job. For instance, do not use a screwdriver as a hammer.
- Do not remove any safety feature from any equipment.

WORKER SAFETY

- A first aid kit is to be available at each job site.
- Before work is begun, a safety briefing is to be held with the entire work team. This will be repeated each day and whenever a new worker arrives on site, that worker will be briefed on safety.
- Before work begins, make sure someone has checked to see whether the electricity or gas is on and whether it should be.
- If you smell gas, evacuate.
- Safety goggles are to be used when operating power equipment, scrapping paint, hitting metal with metal, etc.
- Use N95 dust masks when sanding, scraping paint or installing insulation.
- When working with mold or bleach, make sure the area is well ventilated and use the mold respirator provided by site supervisor. Make sure it fits snugly.
WORKER SAFETY (cont.)

- When using the bleach solution, do not exceed 10 percent of bleach to water, which equals 1 cup of bleach to 1 gallon of water. More bleach is not better. It is only more dangerous to your lungs.
- Safety harnesses must be used when working on a roof with 8/12 pitch. (Rises 8” per foot)
- Use hard hats in work where house demolition or overhead work is going on.
- Treat and clean all minor wounds quickly to avoid infection. Always use clean or purified water to wash any parts of the body that have come in contact with surfaces contaminated by flood waters.
- Do not smoke, light matches or get an open flame near hand sanitizer or hands that have been recently cleansed. The sanitizer is highly flammable.
- Pace yourself and take frequent breaks, especially when it is hot.
- Drink plenty of water. Do not drink water from the job site unless you have been told that it is safe.
- Do NOT eat any foods without thoroughly washing your hands or using antibacterial gel.
- Clean tools after use. This not only helps to preserve the tool, but prevents transfer of contamination.

SITE SAFETY

- Walk and drive cautiously. Debris-filled streets are dangerous. Snakes, rodents and insects may be a hazard. Washouts and floods may weaken road and bridge structures and could collapse under vehicle weight.
- Before entering a building, always check for structural damage. Make sure it is not in danger of collapsing.
- Before permitting workers to enter a building, the site supervisor is to make sure that any outside gas lines of a damaged building are turned off and that the house has aired for several minutes to remove escaping gas.
- When entering a building, do not use open flame as a light source. Use a battery-operated flashlight.
- Be on the lookout for mold, rodent feces, termite damage, sewage, lead and asbestos. Notify your site supervisor if you spot any of these. Special handling may be needed.
- Remove tools, clean and secure job sites at the end of each work day. Lock doors and secure windows.

DEALING WITH FLOOD DAMAGE

- Be careful entering a flood-damaged building.
- Loose, wet ceiling plaster is heavy and dangerous, knock down hanging plaster before moving around.
- Make sure you are not standing directly under ceiling material which is being removed. Something may be above it.
- Watch for holes in the floor and loose boards with exposed nails.
- Take care to protect open scratches or wounds from contacting contaminated water.
- Raw sewerage and other bacteria in flood waters can cause infections. Wounds should be cleaned thoroughly with soap and water and a tetanus shot may be needed.

MOST IMPORTANTLY: Always take time to be safe and to watch out for the safety of others!
COPING WITH STRESS
A natural disaster not only leaves a trail of property destruction in its wake, many times it leaves thousands of its survivors with a damaged sense of balance. In addition to restoring buildings and replacing material possessions survivors and volunteers may need to devote time to restoring their own emotional equilibrium. This can be especially important for children and young adults who do not have years of life experience to guide them.

TIPS FOR DEALING WITH STRESS
- Be extra patient.
- Determine what’s really important, keeping in mind that your viewpoint of what is important may be different from that of the homeowner.
- Realize that survivors of disaster have suffered multiple losses and that it’s natural for them to express disbelief, anger, sadness, anxiety and depression afterward. Realize that the emotions of survivors will roller-coaster and moods can change unexpectedly. Don’t try to talk someone out of the emotion they are experiencing. Do affirm that you care. Take time to listen to the survivor’s story. Encourage the survivor to reach out for skilled support.
- Don’t overlook the feelings of children as you deal with the situation. They need to feel that they can count on you for the extra attention, love and support needed to get through. Reassure them. Help them to understand they are not responsible for the problems others face.
- **Do not overlook your own stress as a volunteer!** Witnessing great need, listening to the pain others experience, wanting to help while feeling limited, and realizing one’s own vulnerability all take their toll even on the most experienced disaster worker. Take time to get away from the disaster, to relax and enjoy yourself whether it be with a good book, a walk, or goofing off with some buddies. Talk with God, sharing your frustrations, fears, questions and hopes. Talk with your coworkers. Hang out with someone who makes you laugh. Call home and touch base with those you love. Get enough sleep and make sure you eat well, as in put healthy things into your body.
ELCA.org
ELCA.org/disaster

MIF.ELCA.org
A financial ministry of the ELCA

Campnoah.org
Camp Noah is a safe, caring and fun environment with curriculum specifically designed to help children heal by processing their disaster experience. Camps are held in impacted areas using trained volunteers.

FEMA RELATED SITES

FEMA.gov
The website for FEMA, The Federal Emergency Management Agency. FEMA.gov contains information on planning, preparing and mitigation; disaster survivor assistance; response and recovery efforts for major disaster.

Ready.gov

Disasterassistance.gov
Information on how you might be able to get assistance from the U.S. Government before, during and after a disaster.

NATIONAL VOAD AND SELECTED MEMBERS OF NVOAD SITES

NVOAD.org
The website of NVOAD (National Voluntary Organizations Active in Disaster); NVOAD is a nonprofit, nonpartisan membership organization that serves as the forum where organizations share knowledge and resources throughout the disaster cycle — preparation, response, recovery and mitigation — to help communities prepare for and recover from disasters. The website includes information on State Voluntary Organizations as well.

Redcross.org
American Red Cross is a humanitarian organization led by volunteers and guided by its Congressional charter and the Fundamental Principles of the International Red Cross Movement that provides relief to survivors of disasters and helps people prevent, prepare for, and respond to emergencies.

disaster.salvationarmyusa.org
The Salvation Army is an international movement and an evangelical part of the universal Christian church. Its disaster program consists of several basic services: food service, shelter, emergency financial assistance to individuals and families through casework specialists, donations management, emotional and spiritual care, emergency communications, disaster case management, clean-up and reconstruction, and partnerships.

UMCOR.org
United Methodist Committee on Relief (UMCOR), has as its mission to alleviate human suffering, whether caused by war, conflict, or natural disaster, with open hearts and minds to all people. UMCOR responds to natural or civil disasters of such magnitude that they overwhelm a community’s ability to recover on its own. UMCOR offers disaster preparedness training, provides essential supplies and care — both physical and psychological — in the immediate aftermath of a disaster, supports long-term rebuilding efforts and assists communities as they adapt.

Churchworldservice.org
Church World Service has as its mission to provide effective and compassionate response to the physical, psychological, and spiritual needs of individuals and communities affected by natural and human-caused disasters. Church World Service focuses on both immediate emergency assistance and long-term support that helps survivors take ownership of the recovery process.