



Disaster Response and Pandemic Resource

LTRG Case Management Response Impacted by Pandemic

This document provides members of the National VOAD movement with guidance for operations and service to impacted households and neighborhoods in the event of a crisis that is coupled with the added implications of a pandemic (such as COVID-19). Written by National VOAD members and partners for the membership, it is not intended to suggest a “one size fits all” response; rather, it is meant to be coupled with current state and local pandemic guidelines along with other pertinent resources such as those found at the end of the document. It should also be noted that the National VOAD Points of Consensus shall be followed.

Response to Natural Disaster Only (non-pandemic)	Response to Pandemic Only	Potential Difficulties when Disaster Occurs During Pandemic	Suggested Response Adaptations with Disaster Under COVID-19
<p>Outreach, Information and Referral, and Screening</p> <p>Vulnerable survivors often need in-person support to register with FEMA and complete the process to submit required documents, and/or to connect with resources</p>	<p>Outreach, Information and Referral, and Screening</p> <p>Volunteers/personnel performing person-to-person contact must follow critical health and safety protocols when interacting with survivors to obtain signatures on documents</p> <p>Person-to-person contact is limited, must be kept to a minimum</p> <p>At risk populations may need to be limited from serving</p>	<p>Outreach, Information and Referral, and Screening</p> <p>Restricts person-to-person contact</p> <p>Limited availability of Personal Protective Equipment (PPE)</p> <p>Disaster Assistance Centers and gathering spaces are limited or avoided</p> <p>Messaging about assistance requires intentional delivery</p> <p>Technology challenges</p>	<p>Outreach, Information and Referral, and Screening</p> <p>May be completed with available technology</p> <p>Non-in person contact needs to be considered: utilize phone calls, emails, and text messaging when possible. Door-to-door canvassing using safety protocols. Non-contact distribution of material preferred</p> <p>Additional recommendations for in person contact:</p> <p>6-foot tables, with the worker on one end of the table and the survivor/ applicant on the other end</p> <p>Visit with one person at a time, unless the survivor must be accompanied by one support person for the purpose of interpretation related to language or the need for physical or other support</p> <p>Hand sanitizer must be on the table</p>

			<p>Face coverings must be worn for personnel and available to survivors</p> <p>Proper cleaning of all surfaces in contact with survivors is required between each meeting, including shared touch screens</p> <p>Pens must be new for each survivor</p> <p>Bathrooms must be accessible and disinfected between each use</p>
<p>Intake, Assessment, and Development of Recovery Plan</p> <p>Client eligibility is determined, cases are prioritized, case managers are assigned, immediate needs are identified, referrals are made</p> <p>Understand past, current and preferred scenarios, clarify long-term objectives and establish realistic goals, and identify action steps</p>	<p>Intake, Assessment, and Development of Recovery Plan</p> <p>Person-to-person contact is limited, must be kept to a minimum</p> <p>Can be completed with available technology</p>	<p>Intake, Assessment, and Development of Recovery Plan</p> <p>Person-to-person contact is limited, must be kept to a minimum</p> <p>Limited availability of Personal Protective Equipment (PPE)</p> <p>Technology challenges</p>	<p>Intake, Assessment, and Development of Recovery Plan</p> <p>May be completed with available technology</p> <p>Alternative options include mailings, online video meetings (e.g., Zoom, Skype, GoToMeeting), phone calls and verbal consent</p>
<p>Advocacy, Monitoring and Closure</p> <p>Identify services, present cases to LTRG, monitor objectives, maintain contact with client, program and client outcomes are measured</p>	<p>Advocacy, Monitoring and Closure</p> <p>Person-to-person contact is limited, must be kept to a minimum</p> <p>Can be completed with available technology</p>	<p>Advocacy, Monitoring and Closure</p> <p>Person-to-person contact is limited, must be kept to a minimum</p> <p>Limited PPE</p> <p>Technology challenges</p>	<p>Advocacy, Monitoring and Closure</p> <p>May be completed with available technology</p> <p>Alternative options include mailings, online meetings (e.g., Zoom, Skype, GoToMeeting), phone calls and verbal consent</p>

It is important for survivors/clients to be empowered and supported in taking control of their recovery. All functions must be done with the consideration of their comfort in working with case managers, volunteer coordinators, construction coordinators, volunteers and others in a pandemic. Flexibility will be needed as the pandemic spreads, exposure and infection of those working in local disasters are assessed.

Construction Management Response Impacted by Pandemic

This document provides members of the National VOAD movement with guidance for operations and service to impacted households and neighborhoods in the event of a crisis that is coupled with the added implications of a pandemic (such as COVID-19). Written by National VOAD members and partners for the membership, it is not intended to suggest a “one size fits all” response; rather, it is meant to be coupled with current state and local pandemic guidelines along with other pertinent resources such as those found at the end of the document. It should also be noted that the National VOAD Points of Consensus shall be followed.

Response to Disaster Only (non-pandemic)	Response to Pandemic Only (Construction is not necessary in response to a pandemic only.)	Potential Difficulties when Disaster Occurs During Pandemic	Suggested Response Adaptations with Disaster Under Pandemic
Receive an assessment/estimate request from Case Management for a client cost of repair estimate		Receiving a request in person or meeting Case Manager for any details regarding the client situation is a challenge	Use a secure online process, such as encrypted email, to send the construction estimator a request for a cost estimate for a location (confidential information may be included)
Do an on-site assessment/estimate (may be accompanied by the Case Manager)		On-site visit in person and the presence of the Case Manager at client’s home	Visit with the homeowner should be initiated by the Case Manager by phone, email, or text messaging app. The Estimator should use photos to identify damage. Take measurements of house/rooms without homeowner present when possible or practice social distancing, wearing masks, and frequent hand washing/sanitizing
Put together an estimate with an assessment worksheet and homeowners repair agreement (HRA) (Construction Packet)		No issue	No issue. Work on Construction Packet in estimator’s private space, using phone and email for vendor pricing of items not generally used.
Deliver Construction Packet to Case Manager for presentation to a resource table		In person conversation with the Case Manager addressing any questions on Construction Packet	Utilize a secure online/email process to send Construction Packet to Case Manager. Note that some information may contain confidential

			information. Use secure communication only
Once project has been resourced, prepare project schedule for starting date working with the construction team		A construction team (when more than one person) must maintain safe social distancing	When the Construction team includes more than one person, use video conferencing, phone and email to discuss planning a project schedule. If in person communication is necessary use all recommended social distancing, wearing of masks and hand washing/sanitizing protocols
Visit homeowner to get homeowners repair agreement signed		In person signature of homeowner's agreement	Leave a copy of the homeowner's repair agreement (HRA) with the client (electronic copy to the case manager) for review and signature and communicate by phone for any questions or additions. Receive signed HRA in same manner. May leave and receive HRA in designated area to lessen physical contact
Secure any architecture or engineering requirements/permits that need done in order to start project including drawing and any specification		Meeting at architect/engineer in office or on-site	A line of communication between the Architect/Engineer Office and Construction Management office should be defined. It may not be in person but using other methods of sharing documents. Secure methods should be established
Secure building materials. Store on-site, warehouse, available for store pickup or delivery etc...for project start		Individuals obtaining, storing, warehousing and/or delivering project materials	Vendor deliveries should be utilized as much as possible. Any in person material procurement should be done according to State and local recommendations and requirements on safety protocols, such as, social distancing, wearing of masks and limit store occupancy

Schedule volunteers and/or contractors to prepare worksite and perform the work		Scheduling volunteers Preparing the worksite for contractors/volunteer arrival	Plan volunteer group size according to the local recommendation, restrictions and requirements (i.e. group of 10 or less) Site preparation should be limited to only necessary items for that group
Meet with contractors if being utilized for all or part of the project (Collect copies of license insurance (workman's comp, liability, etc.)		In person meeting with the contractors	In person meetings with contractors should be done using all the recommended safety protocols set by the local health department, contracting company and/or the VOAD/COAD/LTRG
Meet with volunteer group for construction orientation and safety practice and protocols including risk management (Collect release of liability forms)		In person construction orientation and safety practices/protocols, risk management presentation	Create a standard risk management and safety video that can be viewed to lessen speaking to volunteer group(s) in person. Include all pertinent information as standard practice
Deliver volunteers to project site to begin the work		Delivering and starting volunteers on the project	No large groups but smaller groups following all State and local recommendations and restrictions. Consider traveling in separate vehicles or as family units
Begin work on repair/rebuilding on interior and exterior of home as directed by the Construction manager/supervisor		Working on projects using State and local recommendations and requirements such as social distancing, wearing of masks and frequent hand washing/sanitizing and working in homes occupied by homeowners	Pre-plan all work to accommodate social distancing, wearing of masks and frequent hand washing/sanitizing. If home is occupied by homeowner, use plastic and/or other barriers to separate workers from homeowners
Tracking of volunteer hours, project materials and permitting costs and contractor cost when applicable		No issue	No issues. Create a system that tracks volunteer hours, permitting costs, materials etc.

<p>Provide on-site supervision based on the volunteer skill level. More supervision for lesser skilled groups. Depending on skill level, may have to visit site several times a day</p>		<p>In person on-site supervision</p>	<p>Limit in person, face to face supervision. Visit site at times when groups are away from site. If in person supervision in necessary use all State and local recommendations and requirements such as social distancing, wearing of masks and frequent hand washing/sanitizing</p>
<p>Return all tools that have been provided to the group by the LTRG in good operating condition</p>		<p>Returning all tools that have been provided to the group by the LTRG in good operating condition. Shared tools are not sanitized for use by another individual or group</p>	<p>Returning all tools in good operating condition. All shared tools must be sanitized by each group for use by another individual or group. Create a signoff form to make sure that is done</p>
<p>When project is complete, visit homeowner to sign off on homeowner's repair agreement</p>		<p>In person sign off of homeowner's repair agreement</p>	<p>Receive signed HRA. May consider receiving HRA in designated area to lessen physical contact</p>
<p>Upon project completion, deliver all project documents to the Case Manager to complete their portion, close the case and secure the records</p>		<p>Handing off all final documents to Case Manager in person</p>	<p>Utilize a secure online/email process to send all project documents to the Case Manager to complete their portion, close the case and secure the records to Case Manager. Note that some information may contain confidential information. Use secure communication only</p>

Emotional & Spiritual Care Response Impacted by Pandemic

This document provides members of the National VOAD movement with guidance for operations and service to impacted households and neighborhoods in the event of a crisis that is coupled with the added implications of a pandemic (such as COVID-19). Written by National VOAD members and partners for the membership, it is not intended to suggest a “one size fits all” response; rather, it is meant to be coupled with current state and local pandemic guidelines along with other pertinent resources such as those found at the end of the document. It should also be noted that the National VOAD Points of Consensus shall be followed.

Response to Disaster Only (non-pandemic)	Response to Pandemic Only	Potential Difficulties when Disaster Occurs During Pandemic	Suggested Response Adaptations with Disaster Under Pandemic
<p>Spiritual care interventions to kindle hope</p> <p>Responses and interventions focused on the individual are needed to lift spirits, offer hope</p>	<p>Spiritual care interventions to kindle hope</p> <p>Limit and redesign personal interventions to slow the spread, providing distance between participants and providers</p>	<p>Spiritual care interventions to kindle hope</p> <p>Spread of virus is increased by proximity and time spent together (and occurs even when asymptomatic or pre-symptomatic); person-to-person contact is limited</p>	<p>Spiritual care interventions to kindle hope</p> <p>Limit and redesign personal interventions to comply with federal, state, and local safety protocols or use online / video technologies (e.g., Zoom, Skype, GoToMeeting)</p>
<p>Community emotional and spiritual assessment</p> <p>Conducting a community-wide assessment is necessary to determine extent of needs, identify appropriate responses</p>	<p>Community emotional and spiritual assessment</p> <p>Community spread of virus varies and may be mostly unknown; anecdotal assessment may be directed through spiritual/faith leaders and counselors</p>	<p>Community emotional and spiritual assessment</p> <p>Person-to-person contact is limited, must be kept to a minimum and follow all recommended safety guidelines</p>	<p>Community emotional and spiritual assessment</p> <p>Perform assessment by electronic survey and tele-/video conference; when person-to-person contact is necessary, conduct with safety precautions (e.g., social distancing, masks, frequent handwashing)</p>
<p>Attention to emotional and spiritual issues around anniversary times</p> <p>Anniversaries can trigger emotional and spiritual setbacks and may require extra attention</p>	<p>Attention to emotional and spiritual issues around anniversary times</p> <p>Identifying a shared anniversary is complicated by the different pace of experiencing the crisis thus there may be no single event anniversary</p>	<p>Attention to emotional and spiritual issues around anniversary times</p> <p>Person-to-person contact is limited, must be kept to a minimum and follow all recommended safety guidelines</p>	<p>Attention to emotional and spiritual issues around anniversary times</p> <p>Encourage use of tele-health services, spiritual care and counseling using video technologies</p>

<p>Organized community services of memorial and remembrance</p> <p>Commemorating anniversaries is an important way to bring the community together to honor loss, change, and recovery progress</p>	<p>Organized community services of memorial and remembrance</p> <p>Limit or avoid this type of community event due to the increased risk of spread</p>	<p>Organized community services of memorial and remembrance</p> <p>Even where not prohibited, large gatherings are unwise given easy spread of coronavirus; singing and participatory litanies increase spread</p>	<p>Organized community services of memorial and remembrance</p> <p>Offer anniversary/commemorative services online, live and recorded to increase access; consider having multiple events with limits on attendance and other precautions for those who cannot participate online</p>
<p>Retreat opportunities, other care for caregivers events</p> <p>Providing retreats or specialized trainings can enhance skills while offering respite, needed break and boost to caregivers</p>	<p>Retreat opportunities, other care for caregivers events</p> <p>Overnight events are discouraged unless private quarters are an option; attendance must meet local guidelines; adequate spacing, masking, and hygiene practices followed; digital resources and online sessions recommended</p>	<p>Retreat opportunities, other care for caregivers events</p> <p>Group gatherings increase the risk of spread; length of time together is of particular concern along with the number of participants and the space required for social distancing</p>	<p>Retreat opportunities, other care for caregivers events</p> <p>Enhanced retreat logistics are challenging; stress of safety guidelines must be ameliorated by content of retreat</p> <p>Consider offering virtual retreats or organizing small groups that meet virtually, perhaps more frequently but for shorter periods of time</p>
<p>Training to enhance skills for social support providers in community</p> <p>Provide training, continuing education, or skills certification to meet elevated or disaster-specific needs</p>	<p>Training to enhance skills for social support providers in community</p> <p>Provide virtual trainings and digital resources for variety of concerns that are likely to increase (e.g., suicide awareness and prevention, alcohol and drug dependency, domestic abuse)</p>	<p>Training to enhance skills for social support providers in community</p> <p>This double threat will further exacerbate the emotional, spiritual, and psychological toll on individuals, driving an increased need for this training at the same time that the threat of spread will challenge the ways in which training can be provided</p>	<p>Training to enhance skills for social support providers in community</p> <p>As with other responses, training will likely move to virtual settings, taking advantage of video conferencing platforms (e.g., Zoom, Skype, GoToMeeting)</p>

Donations Management Response Impacted by Pandemic

This document provides members of the National VOAD movement with guidance for operations and service to impacted households and neighborhoods in the event of a crisis that is coupled with the added implications of a pandemic (such as COVID-19). Written by National VOAD members and partners for the membership, it is not intended to suggest a “one size fits all” response; rather, it is meant to be coupled with current state and local pandemic guidelines along with other pertinent resources such as those found at the end of the document. It should also be noted that the National VOAD Points of Consensus shall be followed.

Response to Disaster Only (non-pandemic)	Response to Pandemic Only	Potential Difficulties when Disaster Occurs During Pandemic	Suggested Response Adaptations with Disaster Under Pandemic
<p>Solicit disaster and need specific donations</p> <p>Appeal directly for needed items and communicate what is not needed; develop policy for what to do with unsolicited goods.</p>	<p>Solicit disaster and need specific donations</p> <p>PPE may be in limited supply; food banks and pantries may be stretched thin by economic impact of furloughs and rising unemployment</p>	<p>Solicit disaster and need specific donations</p> <p>PPE is required for both and may become even harder to find; concerns for disease spread via contact of shared surfaces (e.g. donated goods)</p>	<p>Solicit disaster and need specific donations</p> <p>Staff/volunteers/clients need appropriate PPE - solicit donations early; follow recommended sanitation guidelines for donated goods</p>
<p>Unsolicited donations</p> <p>Reject unsolicited or inappropriate donations. Cash is the best donation.</p>	<p>Unsolicited donations</p> <p>Reject unsolicited or inappropriate donations. Cash is the best donation.</p>	<p>Unsolicited donations</p> <p>Reject unsolicited or inappropriate donations. Cash is the best donation.</p>	<p>Unsolicited donations</p> <p>Managing unsolicited donations during a pandemic creates unnecessary risk; additional time and effort required is at a premium for nonprofits. Don't be afraid to say no.</p>
<p>Warehousing</p> <p>Receiving/Sorting/Managing Donations</p>	<p>Warehousing</p> <p>Be prepared to operate following safety protocols, limits and social distance for staff/volunteers for person-to-person contact</p>	<p>Warehousing</p> <p>Staffing/volunteers limited by complexity of dual disasters; possibly limited available warehousing space</p>	<p>Warehousing</p> <p>Adapt donations management plan to scale with staff/volunteer force; consider equipment that could reduce amount of volunteers needed</p>
<p>Distributions</p> <p>Identify policy, hours, and location if the warehouse in out of the local area</p>	<p>Distributions</p> <p>Use adapted distributions such as “drive thru” events which limit person to person contact</p>	<p>Distributions</p> <p>Staffing/volunteers limited by complexity of dual disasters; possibly limited available warehousing space</p>	<p>Distributions</p> <p>“Drive thru” limits contact; prepack items helps efficiency; identify client by license number; additional signage</p>

Donations Management provides for the process that organizes giving, receiving, and distribution of solicited and unsolicited donated goods. This process encompasses significant endeavors such as Warehousing, Distribution, Transportation (of donated goods), and the additional management of Unsolicited Donations (items that were not requested and did not have a clear route to distribution).

The efficient use of member resources in managing donated goods is essential during a natural disaster and only becomes compounded in a pandemic environment. Donations Management is incredibly resource-intensive; without appropriate collaboration and cooperation, the financial cost to each organization alone or the disaster impacted community, themselves, can be overwhelming. The management of in-kind donations requires a large amount of physical space, equipment, and physical labor.

The same questions apply when handling donations management, when facing a natural disaster or coupled with limitations caused by a pandemic.

Will we handle donated goods?

What is needed and when will it be used?

Where will we store donated goods?

How will we staff?

How will we manage (record keeping, etc.) the donations?

Who will oversee distribution?

What equipment will we need to receive goods?

Will we need to handle transportation of donated goods?

Can donations be shared with other partners?

What do we do with surplus or unneeded donations?

Financial Response Impacted by Pandemic

This document provides members of the National VOAD movement with guidance for operations and service to impacted households and neighborhoods in the event of a crisis that is coupled with the added implications of a pandemic (such as COVID-19). Written by National VOAD members and partners for the membership, it is not intended to suggest a “one size fits all” response; rather, it is meant to be coupled with current state and local pandemic guidelines along with other pertinent resources such as those found at the end of the document. It should also be noted that the National VOAD Points of Consensus shall be followed.

Response to Disaster Only (non-pandemic)	Response to Pandemic Only	Potential Difficulties when Disaster Occurs During Pandemic	Suggested Response Adaptations with Disaster Under Pandemic
<p>General concerns: Disaster is in defined area</p> <p>Response Actions: VOAD/COAD/LTRG sets up Financial Committee</p> <p>Committee secures and works closely with 501(c)(3) Fiscal Agent to accept monetary donations and pay bills</p> <p>Establish Fundraising/Monetary Donations sub-committee NOTE: Some VOAD/COAD/LTRGs put the fundraising sub-committee under the Donations Management Committee but they work closely with the Financial Committee</p>	<p>General concerns: Pandemic is municipality, county, state, nation-wide</p> <p>Sharp downturn in stock market negatively impacts national economy</p> <p>Stimulus package released by government</p> <p>Everyone is affected in some capacity</p> <p>Many individuals have lost their jobs, or have had their positions scaled back</p> <p>Food pantries see large increase in need</p> <p>Increased stress on already strained government and nonprofit programs and systems</p> <p>Response Actions: May convene for fundraising and/or distribution of local resources</p>	<p>General concerns: Natural Disaster is in defined area but Pandemic is widespread</p> <p>More clients may need assistance than under a disaster alone</p> <p>Community foundations and Trustees likely exhausted unrestricted funding</p> <p>Local Charities/Churches and food pantries likely struggling to meet increased need</p>	<p>Response Actions: Greater demand for scarce resources may result in more eligibility requirements for some types of assistance, e.g. affected by disaster and income requirements, or narrower focusing of relief on certain affected areas</p> <p>Consider creating eligibility criteria for disaster assistance tiered to the amount of resources you may have available (i.e. approaches for high resource environment, limited resource environment, and scarce resource environment) that effectively prioritizes the vulnerable populations the LTRG prefers to serve first as resources become scarce</p> <p>With compounding/multifaceted needs clients needs may be resourced by multiple sources, including some not considered traditional LTRG partners</p>

<p>Concerns affecting finances: How to provide the services that the community requires to move through the phases of the disaster while maintaining the LTRG’s mission</p> <p>Response Actions: Fundraising/Monetary Donations sub-committee reaches out to members of COAD, State VOAD, and National VOAD for financial donations; appeals to area community foundations; proceeds with fundraising activities</p>	<p>Concerns affecting finances: Fewer monetary donations due to economic conditions</p> <p>Grants may be deferred until after pandemic has been “contained”</p> <p>Response Actions: Increase fundraising activity</p>	<p>Concerns affecting finances: Fewer direct donations to charitable organizations for disaster event</p> <p>Fewer full/part-time staff to execute program(s)</p> <p>Fewer or more stretched internal resources to serve clients; more dependent on just-in-time fundraising and in-kind donations</p> <p>Trustees likely unable to provide financial support due to their own financial distress</p>	<p>Response Actions: Must be aggressive and creative in fundraising (e.g., block parties where social distancing can be adhered to)</p> <p>Consider distance-based donors and engage new donors via all digital/web/tv/print/radio means</p> <p>Activate partnerships with local for-profits and nonprofits that benefit local households</p> <p>The impetus is to provide as much as possible; however, unless there is funding and staffing to expand the service area, stay within your mission</p> <p>Important to “tell the story” of the community you are serving</p>
<p>Concerns affecting households: Funding for immediate needs, temporary housing, utilities</p> <p>Response Actions: Fundraising, partnering with organizations to provide funding, and working with Case Management to match resources with clients</p>	<p>Concerns affecting household: Households struggle to pay rent/mortgages, utilities, food; evictions, foreclosures, and utility shut-offs may be imminent or spike within months</p> <p>Undocumented immigrants fall through the cracks as they will be unable to access federal/state supported programs</p> <p>Response Actions: May convene for fundraising and/or distribution of local resources</p>	<p>Concerns affecting households: Housing costs may increase, utilities may demand past due amounts before restoring services</p> <p>Landlords or mortgage lenders may not be willing to work with households to mitigate financial distress</p> <p>Undocumented may not come forward to seek assistance</p>	<p>Response Actions: Local social service organizations stretched beyond capacity may seek guidance from larger, more regional or statewide organizations</p> <p>Work with Donations Committee to reach out to State VOAD and National VOAD partners for in-kind donations to meet immediate needs</p> <p>Increase efforts to reach undocumented population</p>

Communications Response Impacted by Pandemic

This document provides members of the National VOAD movement with guidance for operations and service to impacted households and neighborhoods in the event of a crisis that is coupled with the added implications of a pandemic (such as COVID-19). Written by National VOAD members and partners for the membership, it is not intended to suggest a “one size fits all” response; rather, it is meant to be coupled with current state and local pandemic guidelines along with other pertinent resources such as those found at the end of the document. It should also be noted that the National VOAD Points of Consensus shall be followed.

Response to Disaster Only (non-pandemic)	Response to Pandemic Only	Potential Difficulties when Disaster Occurs During Pandemic	Suggested Response Adaptations with Disaster Under Pandemic
<p>Electric and communication grids are okay</p> <p>Work with OEM/DHS POC (Office of Emergency Management/Dept. of Homeland Security Point of Contact)</p> <p>Communicate via public TV/radio stations, newspapers, social media, website, cell phones</p> <p>Committee sets up website, social media avenues</p>	<p>Electric and communication grids are okay</p> <p>Cell phone sales/repair fronts closed</p> <p>People at home, relying completely/heavily on TV/Radio stations, online newspapers, social media, cell phones</p> <p>Committee develops website, social media: facebook page, twitter address, other social media accounts</p> <p>Committee sets up online webinar/meeting accounts (for example, Zoom, Skype, GoToMeeting)</p>	<p>Electric and communication grids are okay</p> <p>Cell phone sales/repair fronts closed</p> <p>People at home, relying completely/heavily on TV/Radio stations, online newspapers, social media, cell phones</p> <p>Committee develops website, social media (including facebook page, twitter address, and other social media accounts)</p> <p>Committee sets up online webinar/meeting accounts (for example, Zoom, Skype, GoToMeeting)</p>	<p>Electric and communication grids are okay</p> <p>Consider holding meetings outdoors</p> <p>Consider holding initial meetings on a block by block basis in order to implement social distancing: Block A meets at a given time, block B meets 30 minutes later, then Block C, D.</p>
<p>Loss of Electricity and/or communication grids from Disaster</p> <p>Cell Phones may be affected or limited in disaster area</p> <p>Internet down or limited in disaster area</p>		<p>Electric and or communication grids lost</p> <p>Internet and cell lines may be disrupted</p> <p>No way to communicate emergency information</p>	<p>Electric and or communication grids lost</p> <p>Use door hangers to let people know VOAD/COAD/LTRG is present and actively working</p> <p>Procure and distribute solar power equipment for LTRG Committee</p>

<p>Communication sources are compromised in disaster area</p> <p>Committee reaches outside of area for printed materials</p> <p>Committee reaches out to cell service providers to respond with portable cell stations/charging stations</p>		<p>Phones Cell Phone affected or limited in disaster area</p> <p>Internet down or limited in disaster area</p> <p>Communication sources are compromised in disaster area</p> <p>Committee will reach outside of area for printed materials</p> <p>Committee will reach out to cell service providers to respond with portable cell stations/charging stations</p> <p>Storefronts for printed materials may be closed</p>	<p>members' use and to distribute to vulnerable families in disaster area</p> <p>Have satellite wi-fi equipment ready</p> <p>Contact National VOAD member Information Technology Disaster Resource Center (ITDRC), cellular providers, and other internet/cell groups</p>
--	--	--	---

Volunteer Management Response Impacted by Pandemic

This document provides members of the National VOAD movement with guidance for operations and service to impacted households and neighborhoods in the event of a crisis that is coupled with the added implications of a pandemic (such as COVID-19). Written by National VOAD members and partners for the membership, it is not intended to suggest a “one size fits all” response; rather, it is meant to be coupled with current state and local pandemic guidelines along with other pertinent resources such as those found at the end of the document. It should also be noted that the National VOAD Points of Consensus shall be followed.

Response to Disaster Only (non-pandemic)	Response to Pandemic Only	Potential Difficulties when Disaster Occurs During Pandemic	Suggested Response Adaptations with Disaster Under Pandemic
<p>Develop volunteer streams</p> <p>Local community, state, national and international faith-based, non-profits, school, associations, and State and National VOAD agencies</p>	<p>Develop volunteer streams</p> <p>Limit volunteers to those who are not in the at-risk population</p> <p>Volunteers may not be familiar with needed services</p>	<p>Develop volunteer streams</p> <p>Travel restrictions limit volunteers’ availability</p> <p>At-risk populations unavailable to work on site projects</p>	<p>Develop volunteer streams</p> <p>Develop local volunteer stream</p> <p>Utilize at-risk volunteers in virtual tasks</p>
<p>Team Size</p> <p>Few restrictions for volunteers or team size</p>	<p>Team Size</p> <p>Social distancing requirements limit team size</p>	<p>Team Size</p> <p>Required social distancing limits team size</p>	<p>Team Size</p> <p>Identify the maximum number of volunteers that can be efficiently supervised</p> <p>Identify workstations to keep volunteers spread out</p>
<p>Personal Protection Equipment (PPE)</p> <p>Only PPE needed depends on tasks the volunteers will be assigned, such as N-95 respirator masks, Tyvek suits, goggles, gloves. No supply issues</p>	<p>Personal Protection Equipment (PPE)</p> <p>All volunteers require some form of PPE, face masks, gloves, in accordance with jurisdiction requirements/recommendations</p> <p>Volunteers can make cloth masks</p>	<p>Personal Protection Equipment (PPE)</p> <p>Limited availability of PPE</p>	<p>Personal Protection Equipment (PPE)</p> <p>Volunteers supply personal cloth masks, other PPE as necessary</p> <p>Work with other agencies, Office of Emergency Management, VOAD/COAD/LTRG to develop professional rated PPE supply chain</p>

<p>Disinfecting and sanitizing</p> <p>Routine cleaning, no required sanitation.</p>	<p>Disinfecting and sanitizing</p> <p>Required workstation and volunteer sanitation; no water supply limits; hand sanitizer and disinfectants may be difficult to locate</p>	<p>Disinfecting and sanitizing</p> <p>Limited water supply on projects</p> <p>Difficult for site sanitation; disinfectant supplies may be difficult to locate</p>	<p>Disinfecting and sanitizing</p> <p>Schedule volunteers to sanitize workstations, establish schedule</p> <p>Create hand washing area</p> <p>Supply alcohol based hand sanitizer and disinfectants</p> <p>Work with other agencies, OEM, VOAD/COAD/LTRG to develop supply chain, if needed</p>
<p>Volunteer Housing</p> <p>Few restrictions on volunteer housing</p> <p>Volunteers clean sleeping area; no extraordinary sanitizing required</p>	<p>Volunteer Housing</p> <p>No volunteer housing needed</p>	<p>Volunteer Housing</p> <p>Travel restrictions may limit how far commuting is allowed</p> <p>Social distance requirements</p> <p>Limits on sleeping area available</p> <p>Routine cleaning/sanitizing sleeping area</p>	<p>Volunteer Housing</p> <p>Define “family unit” to stay together</p> <p>Separate family unit sleeping areas, gender specific in dorm style</p> <p>Volunteers provide own bedding</p> <p>Schedule and supply disinfecting cleaners</p>
<p>Volunteer Meals</p> <p>Few restrictions on volunteer feeding-usually buffet style</p> <p>Breakfast can be prepared or self-served</p> <p>Volunteers prepare their brown-bagged lunches or food service / kitchen crew prepares</p> <p>Limit access to kitchen area</p>	<p>Volunteer Meals</p> <p>Meals not provided or volunteers bring from their own homes</p>	<p>Volunteer Meals</p> <p>Social distance requirements</p> <p>Routine cleaning/sanitizing</p> <p>No buffet style meals</p> <p>Restrict access to kitchen area to only necessary persons</p> <p>Worksite meal complications</p>	<p>Volunteer Meals</p> <p>Bring personal supply of food and drink if needed to avoid sharing dishes/food with others</p> <p>Schedule meals with “family unit”</p> <p>Schedule routine cleaning</p> <p>Supply disinfecting cleaners</p> <p>Sanitize coolers</p> <p>Create “clean” area for eating on job sites for meals with social distancing</p>

<p>Volunteer Orientation</p> <p>In-person volunteer orientation to house rules, safety, and task may be done by more than one person, done in group setting</p>	<p>Volunteer Orientation</p> <p>House rules orientation not needed</p> <p>Task orientation may be done virtually or in space where volunteers can spread out</p>	<p>Volunteer Orientation</p> <p>Limited social interaction</p> <p>Multiple needs for orientation; cleaning, task, safety, house rules</p>	<p>Volunteer Orientation</p> <p>Create standard virtual orientation for cleaning, safety, house rules</p> <p>Task orientation may also be done virtually by a skilled person</p>
<p>Volunteer Oversight</p> <p>Volunteer manager and site manager meet face-to-face with volunteers</p> <p>Volunteers can be in direct contact with clients (homeowners) where work is to be done</p>	<p>Volunteer Oversight</p> <p>Oversight done by the manager of that location, limited direct contact with clients</p>	<p>Volunteer Oversight</p> <p>Limited social interaction and direct contact; client may be included in the “at risk” population</p>	<p>Volunteer Oversight</p> <p>Volunteer manager and site manager may not meet face-to-face; need for an on-line meeting platform (for example, Zoom, Skype, GoToMeeting)</p> <p>Develop work area to limit direct contact with clients</p>

Volunteers are a vital part of recovery. It is important the clients or homeowners feel comfortable and understand all precautions are being done to limit the possible contamination to them or their family members. It is equally important that volunteers who are offering their services feel comfortable and understand that all precautions are being taken to reduce the risk of contamination. This can be accomplished by following all state and local guidance, restrictions and recommendations.

It should be noted that the agency providing the service should consider altering/providing the necessary waivers describing what conditions the volunteer may be working in (i.e. damaged buildings) to clearly state that they may also be exposed to communicable disease (i.e. COVID-19) and that they hold the nonprofit harmless.

It is important the local COAD/LTRG identifies what a “family unit” is. Suggestions include 2 or more people who are traveling together or who reside together in normal circumstances.

Additional Agency Resources & Guidance Documents

CDC Links

Center for Disease Control COVID-19 Home Page

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

OSHA Links

OSHA COVID-19 Home Page

<https://www.osha.gov/SLTC/covid-19/>

OSHA Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

OSHA Guidance for Construction Workforce

<https://www.osha.gov/Publications/OSHA4000.pdf>

FEMA Links

FEMA COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season

<https://www.fema.gov/media-library/assets/documents/188203>

COVID-19 Pandemic Operational Guidance Plan

https://www.fema.gov/media-library-data/1589997234798-adb5ce5cb98a7a89e3e1800becf0eb65/2020_Hurricane_Pandemic_Plan.pdf

COVID-19 Pandemic Operational Guidance - Spanish

https://www.fema.gov/media-library-data/1591902351864-b34e054c0b249ad98d13fd16ff74126d/OperationalPandemicGuideHurricaneSeason2020_spanish.pdf

National VOAD

<http://www.NVOAD.org>

General Comment

Larger spaces with more ventilation to allow for adequate social distancing may be needed in all functions of a Long Term Recovery Group (LTRG). All staffing and volunteers should follow safety protocols on and off duty to reduce the possibility of exposure.