



October 2007

Dear Bill,

Here is our newsletter for the month of October. Please enjoy this month's newsletter and if you have an opportunity please forward our newsletter onto your colleagues and peers. Thanks for your continued interest and support of SF CARD - have a wonderful month!

Warmest Regards,

Brian



Community board posting information for victims of Niigata during the aftermath of the 2007 earthquake. Photo courtesy of Laurie Johnson.

Tips to Managing Staff and Spontaneous Volunteers

"Person Helping Person is Part of Human Kind" - John Power

One of the most important areas of agency preparedness is planning on how to manage staff and spontaneous volunteers post emergency or disaster. In this month's newsletter, SF CARD would like to offer congregational and CBO (community based organization) leaders five suggestions for preparation and response activities for your agency and staff when it comes to managing staff and spontaneous volunteers. To help, Brian interviewed John Power, Executive Director of the San Francisco and San Mateo Volunteer Center and Laurie Johnson, Director of the Fritz Institute's Bay Area Preparedness Initiative. Based upon their experience and knowledge, Laurie and John have provided advice and practical suggestions to help guide your planning and response efforts when managing your agency's volunteers post emergency or disaster.

Suggestion One: *Pre-identify job roles and responsibilities.* With current staff and volunteers,

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Upcoming Events, Training, & Services

If you have any upcoming disaster preparedness related events, please send us the information and we would be happy to promote your event.

SF CARD

October 17: Earthquake Preparedness Resource Fair

The San Francisco Public Utilities Commission (SFPUC) is organizing an Earthquake Preparedness Resource Fair for the public on Wednesday, October 17th from 12pm to 7pm at the San Francisco Main Library, Lower Level, 100 Larkin Street, San Francisco. The event will commemorate the 18th anniversary of the 1989 Loma Prieta Earthquake.

The fair is a great opportunity for your organization to provide important earthquake and safety preparedness information, handouts, kits and materials to the public. This event is free to

work with them to identify their skill sets, assign roles, or have them volunteer for certain tasks. "You want to pool from your staff and agency volunteers, including board members post disaster primarily because they already have respect for your agency and the mission of the organization," according to Power. By identifying staff and volunteer roles, your planning efforts will yield results and provide a good foundation for when spontaneous volunteers begin to show up at your agency doors. Additionally, planning efforts will help you, as the organizational leader, to identify the appropriate people to address situations as they arise. For example, if you have a volunteer with mental health experience, they will become a human asset to provide mental health services to clients, staff, and volunteers post disaster. Johnson also suggests, "that you pre-identify staffing as well as client needs for the immediate post disaster period. If staff are at home when the disaster occurs, then when will you open doors? If staff are at work when the disaster occurs, how will you allow them time to check on families and rest?"

Suggestion Two : *Review your agency's office surroundings.* According to Power, "carve out two to three hours (once a quarter during the day and outside normal business hours) to walk around your office and facilities looking for potential hazards." Power reminds us that it is important that potential office hazards and risks should be identified and resolved so that, for example during an earthquake, injuries that can be caused by falling file cabinets can be avoided.

Suggestion Three : *"Protect your human assets,"* stated Power. It is very important that you protect your staff and volunteers physical safety when they are working for the agency, which is the primary reason to review your agency's office surroundings. Another key idea to remember is to make sure that not only is their work space safe and secure, but the tasks that your staff and volunteers are assigned to be appropriate for their skill set. Power noted, "People have good intentions, but it does not mean they are good at the assigned job."

Suggestion Four : *Envision and plan for the processes of spontaneous volunteer intake, job assignment, and management.* Before spontaneous volunteers begin to show up at your facility post disaster, it is important to plan for the following on how you will:

- Screen spontaneous volunteers. According to Johnson, "make the best use of their (volunteers) skills." For example, in the aftermath of the Niigata 2007 catastrophic earthquake, Johnson observed that the Japanese government "set-up volunteer registration centers and provided free transportation from the major train stations (from Tokyo) into the impacted region." The idea was that individuals could check in; get an assignment based upon their skill set, travel for free to the impacted zone, and "volunteer for the day," according to Johnson.
- Watch out for their safety . Already discussed in suggestion two and three.
- Watch over them so they do not cause harm to themselves or others . Power reminds us that some people will take advantage of the situation to prey on others. So it is important that you have methods in place to observe and manage your agency's staff and volunteers.
- Refer them to other tasks/organizations if you can't use them . "If you have a person willing to volunteer and your agency currently does not need them, refer them to another agency that could use their skills. People tend to get very frustrated and disinterested in helping if they are not given guidance," stated Power.

Suggestion Five: *Identify community resources.* In case your organization will need supplies and additional human resources, many local businesses, congregations, and CBO's near your

all participants and the public. Booth space, including tables and chair, will be provided at no cost to all participating organizations.

At 5:04pm that night, the SFPUC will debut its short film "Without Water - Memories of the 1989 Earthquake" in the Koret Auditorium.

October 24: Emergency Preparedness and Safety Fair from 11:30 AM to 2:30 PM.

The Federal Reserve Bank of San Francisco will be hosting an emergency preparedness and safety fair for our employees entitled: Ready or Not- Be Prepared at Home. We have over 1000 employees in our San Francisco location and close to 2000 throughout our District.

For more information, please contact Andrea Davis at andrea.davis@sf.frb.org.

October 30: San Francisco CAN Network Meeting -

For further information please contact Alessa Adamo at 415-955-8946 or at Alessa@sfcard.org.

NERT

October 13: NERT Citywide Drill 9 to noon.

For the staging area where drills will be held in your EDCC, see ***. For more information, contact Lt. Erica Arteseros at 415-970-2022, sffdnet@sfgov.org, or Edie Schaffer at 415-337-9735, edie_schaffer@yahoo.com.

DEPARTMENT of EMERGENCY MANAGEMENT

October 12 : Disaster Council Meeting

**Time: 12:00 pm- 1:00 pm
Location: City Hall, Room 201**

Description: The City and County Disaster Council is made up of key department heads and City officials, members of the Board of Supervisors and representatives of private organizations appointed by the Mayor. Chaired by the Mayor, the Disaster Council is responsible for the development of emergency plans and mutual aid agreements. It also recommends appropriate legislation to the Board of Supervisors. The Council meets at the call of the Mayor, quarterly. For More Information: Jada Jackson

facility(s) will be a great resource to accessing the above mentioned resources if relationships are formed before an emergency or disaster takes place. For example, "the Volunteer Center has maintained to a relationship with management of the hotel next door to use room space to manage volunteers and donations. Also Johnson reminds us, "that an agency's post disaster mission is likely different from the ordinary mission and services." Therefore you may not be able to estimate all of the resources you will need, so it is very important to create relationships with other community and business leaders you can call on for assistance.

Hopefully the above mentioned suggestions are something that can help you with your planning efforts to managing staff and spontaneous volunteers. If you need further detailed information or help, please contact Brian at 415-982-8999 ext. 236 or via email brian@sfc.org.



Shelter housing victims of Niigata during the aftermath of the 2007 earthquake. Photo courtesy of Laurie Johnson.

Bust a Myth Section

MYTH - "Centralized, insular decision-making and authority structures among trained professionals guarantee the least harm to people and property. Ordinary civilians and everyday institutions are inadequate to deal with crises."

FACT - "Shared problem-solving across sectors and social groups, rather than imposing authority from outside, is a more effective tool for handling extreme and/or unanticipated events." For example, the case study of the smallpox outbreak in New York City in 1947 demonstrated that collaborative efforts by government and local CBO's effectively thwarted the outbreak of smallpox, such as:

- "NYC officials effectively quelled outbreak by implementing a voluntary mass vaccination campaign that was universally applied, carrying out an elaborate public relations campaign, and involving grassroots organizations."
- "Health officials were legally authorized to vaccinate people or move patients to hospitals forcibly, but coercive measures were unnecessary in the context of a community-wide and evenly applied containment campaign."

The information was taken from Ms. Monica Schoch-Spana's journal article: Public Responses to Extreme

558-3815

October 16: SF Ready Roundtable
Time: 12:00 pm- 1:30 pm
Location: Federal Reserve Bank, 101 Market St
Description: New Topic: Antibiotics Dispensing in the Event of a Citywide Infectious Disease Emergency

Presenter : Susan Fernyak, MD, MPH, Director, Communicable Disease Control and Prevention Section, San Francisco Department of Public Health. Antibiotics dispensing in the event of a citywide infectious disease emergency such as anthrax will have to be rapid, appropriate and thorough. San Francisco has a proven plan to pull people into dispensing sites and appropriately dispense antibiotics in a period of 36 hours. This plan can be enhanced with help from large businesses that are interested in dispensing antibiotics to their own employees. The presentation of October 16 will explain the latest developments in liability protection for businesses interested in becoming "push partners" and update participants in San Francisco's mass prophylaxis preparedness capabilities. The Centers for Disease Control and Prevention (CDC) will also be present. CDC is interested in hearing the discussion regarding the pros and the cons about potentially signing on as push partners because the discussion in San Francisco will end up being useful information for mass prophylaxis planners across the country who are reaching out to the business community for dispensing assistance.

More information about SF Ready and the upcoming sessions is available at the [SF Ready website](http://www.sfrady.org) or by calling 415-681-2920.

RED CROSS BAYAREA

For more information on the classes and which dates and locations these classes are offered please visit:

<http://www.redcrossbayarea.org/training/register.htm>

• [SAN FRANCISCO BAYAREA](http://www.redcrossbayarea.org)

Events - Top 5 Disaster Myths. The article was retrieved on September 27, 2007 from <http://www.rff.org/rff/Events/loader.cfm?url=/commonspot/security/getfile.cfm&PageID=20180>.

Disaster Survival Recipe - Southwestern Salad or Wrap

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Ingredients:

- a. Tortilla bread or Chips
- b. 1 Can of Beans (Kidney, green and garbanzos)
- c. 1 Can of Olives
- d. 1 Can of Tomatoes
- e. 2 Tablespoons of Italian Vinaigrette or Salsa
- f. Cheeses (optional)
- g. Lettuce (if available)

Material needed to prepare for this meal is

- Can Opener
- Bowl or Plate
- Fork or Spoon or Chopstick

Directions:

Step One: Use your manual can opener to open the can of olives, tomatoes, and beans. Drain the water (*remember water or oil from canned goods can be used to add to your pets dry food*) from the can of beans, tomatoes and olives.

Step Two: Pour beans, tomatoes and olives into a bowl and toss it with some Italian vinaigrette or Salsa sauce.

Step Three: Set still and wait for about a half an hour for the flavor to set in.

Step Four: Then put lettuce (if available) into the bowl with the rest of the contents and mix.

Step Four: Lastly add the tortilla chips to the contents and mix or you can wrap the contents with tortilla bread.

Agency Emergency Plan - Step 3 - Meeting the needs of your clients, On-site supplies, and Facility mitigation.

Advanced preparation is a necessary element of disaster response and recovery. After considering staffing and volunteer issues related to responding to a disaster you will need to consider the needs of your clients (refer to page 4 in the Agency Emergency Plan on our website). Estimating the number of clients looking to you for help is part of the process. This will also help you address the staffing you'll need to assist them. One suggestion is to estimate the minimum and maximum client load you're likely to see. After making those estimates you can plan your staffing needs. This may be an issue more appropriate in the short term (response phase). The client load may stabilize in the long-term which will make staffing for the recovery phase (the longer term) easier to plan.

Do you have a plan to find out about the condition of your clients that don't contact you? An important consideration is your outreach. They need to know how to contact you and you will need to have a plan to contact them. For instance, if you have one or two alternate operational sites pre-planned in case you can't occupy your building after a disaster, your clients should know what those sites are. You will also want to know who the critical contacts are for each of your clients and how to contact them. Communicating the well being of your clients to their loved ones is an important part of the overall plan.

What special equipment will you need for the response effort? Bedding, medication, first aid equipment, evacuation chairs for adults with mobility issues, etc. List the special needs of your clients and it will help you determine any special equipment you may want to have on hand.

Finally, consider a disaster response as a team effort. Don't plan to do everything alone. And don't plan in a vacuum. Enlist your clients in the effort. Solicit volunteers, educate them as

DISASTER MEDICAL ASSISTANCE TEAM (DMATCA)

No events listed.

Please feel free to visit their web address for more information at <http://www.dmatca6.org>.

FRITZ INSTITUTE

October 13: Fritz Institute's Annual Garden Party Fundraiser is Approaching October 13, 2007, as we gather our friends and supporters together for the 2nd annual Garden Party at [Lynmar Winery](#), benefiting Fritz Institute. This year's fundraising event will be a celebration of life in the San Francisco Bay Area and will highlight the accomplishments of Fritz Institute's recent and ongoing initiatives, including the Bay Area Preparedness Initiative, HELIOS, NEPARC, and the Humanitarian Logistics Certification programs. Paul Otellini, President and CEO, Intel Corporation, and Sandra Hernandez, CEO, The San Francisco Foundation, will speak about Fritz Institute and its role in local and international preparedness. Special entertainment will be provided by a cast member of Beach Blanket Babylon, a perennial San Francisco favorite. We are looking forward to a fun and festive day spent in the beautiful Russian River wine country and hope you will join us there. For more information, please contact jim.turner@fritzinstitute.org

October 16: Fritz Community of Practice (COP).

COP is a monthly forum that nonprofit agencies and congregations may attend to learn how to better prepare their organizations for disasters. Sessions include table-top exercises, presentations on personal preparedness, agency and congregational preparedness, structural issues on occupied buildings, legal issues in a disaster and more. For more information about COP contact Jim Turner at 415-538-8307 or jim.turner@fritzinstitute.org.

to your own plans, and help them with their own preparedness efforts.

Next steps include preparing your facilities. Refer to pages 5 - 7 of the Agency Emergency Plan on our website (www.sfcard.org). You will note items to have on hand for emergency supplies, what to include in a go-kit, and how to mitigate your site to lessen the amount of damage to your facility. Preparation is key to a successful response and recovery.

Preparedness may seem like a lot of work but a little preparation goes a long way. Living a "Culture of Preparedness" enables us as individuals, nonprofits, and congregations to live without fear of the unknown. Or in the case of those of us living in the Bay Area, living with the known.