

REGIONAL DISASTER REP PLAYBOOK

SVDP COUNCILS &
CONFERENCES

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www.svdpcdisaster.org

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INTRODUCTION

Introduction to the Regional Disaster Representative Playbook

Welcome to the Disaster Operations Committee's Regional Disaster Representative Playbook for the Society of St. Vincent de Paul USA. As a key member, you play a vital role in disaster preparedness, relief, and recovery within your region. This playbook is your comprehensive guide to fulfill your responsibilities effectively.

I. Qualifications

Familiarize yourself with our mission, embrace the Disaster Relief Chain of Command, and complete FEMA's NIMS courses within six months.

II. Immediate Duties

Complete the Ozanam Orientation Program, Safe Environment training, and Red Cross Mass Care and Shelter Training. Learn FEMA acronyms, the SVDP National Disaster Response Plan, and the disaster funds application process.

III. Membership Selection

Be appointed as the region's representative on the committee by the SVDP National Vice President, with the concurrence of the DSC CEO and Operations Committee Chair.

IV. Non-Disaster-Related Duties

Attend Operations Committee calls, join local and state VOADs, and maintain contacts with state VOADs and FEMA Volunteer Agency Liaisons.

V. Disaster-Related Duties

In the event of a disaster, promptly assess details, notify the Operations Committee, and coordinate an appropriate response with the COO, Ops Comm Chair, and National Vice President.

This playbook, a valuable reference, covers qualifications, immediate duties, and comprehensive resources for non-disaster and disaster-related responsibilities, including checklists, roles, and responsibilities, contacts, organizational charts, position descriptions, grants, training resources, monthly reporting, and committee meetings. We appreciate your commitment to serving communities, and this playbook will empower you in your role as a Regional Disaster Representative.

MISSION, VISION, CORE VALUES, & ANTI-DISCRIMINATION STATEMENT

DSC Mission: The mission of the Disaster Services Corporation is to model the charism of the Society of St. Vincent de Paul by providing quality programs and services to families and communities impacted by natural and manmade disasters across this great nation.

DSC Vision: Our vision is a self-sustaining corporation which guides and directs Vincentians to provide person to person emergency assistance and support services to victims of natural and manmade disasters.

Core Values:

- Respect - Demonstrated by the belief that all people are children of God.
- Tolerate - Demonstrated by recognition of our own imperfections and the imperfections of others.
- Spirituality - Demonstrated by our faith in God, hope for our future, and love of all people.
- Justice - Demonstrated by advocacy for issues affecting the poor.
- Dignity - Demonstrated by the respect with which we treat people.
- Empowerment - Demonstrated by teaching self-sufficiency and life skills.
- Stewardship - Demonstrated by prudent use of all resources, respecting with wishes of donors.
- Compassion - Demonstrated by empathy, understanding, and ministries of hospitality.

DSC Anti-Discrimination Statement: Disasters do not discriminate, nor do we. We are diverse. We are inclusive. We help everyone possible under our program. We celebrate humanity in good times and bad. We are continuing to build a culture with multiple approaches and points of view. We believe diversity drives advancement. We are constantly growing our platform and developing our people. We welcome uniqueness and strive for the best possible outcomes for our clients.

Roles and Responsibilities

WHAT TO EXPECT FROM DSC

Embrace Diversity, Drive Progress

Your Role as a Regional Disaster Representative

Disasters do not discriminate, and neither do we. As a Regional Disaster Representative, you play a pivotal leadership role in fostering a culture that values diversity and inclusion, celebrating humanity in both its triumphs and challenges. We believe that diverse perspectives drive advancement, and as a leader, you are instrumental in building a community with multiple approaches and points of view.

Your Professional Impact

Your leadership role as a Regional Disaster Representative is pivotal in shaping disaster preparedness, relief, and recovery efforts within your region. As a respected figure in the Disaster Services Corporation, your impact goes beyond volunteerism. You are a key influencer, strategist, and coordinator, driving our mission forward.

We appreciate your commitment to leadership and dedication to those in their most dire need. Your contribution, whether in short-term or ongoing engagements, makes a lasting impact on the lives of those affected by disasters. Thank you for being a vital leader within our diverse and compassionate community at DSC.



YOUR PRIMARY RESPONSIBILITIES INCLUDE:

Step 1: Mission Alignment

Embrace and promote the mission and role of the Disaster Services Corporation – Society of St. Vincent de Paul USA in disaster preparedness, relief, and recovery.

Step 2: Compliance

Understand and adhere to the Chain of Command in the Disaster Relief process.

Step 3: Qualifications

Complete FEMA's online National Incident Management System (NIMS) courses within the first six months of affiliation.

Step 4: Orientation and Training

Participate in the Ozanam Orientation Program, Safe Environment training, and Red Cross Mass Care and Shelter Training.

Step 5: Documentation and Familiarization

Acquire and familiarize yourself with FEMA Acronyms, the SVDP National Disaster Response Plan, and the disaster funds application process.



YOUR PRIMARY RESPONSIBILITIES INCLUDE:

Step 6: Committee Membership

Serve as the appointed representative on the Operations Committee, ensuring effective communication with the SVDP National Vice President, DSC CEO, and Operations Committee Chair.

Step 7: Non-Disaster Duties

Attend Operations Committee Conference Calls and become an active member of local and/or state Voluntary Organizations Active in Disaster (VOAD). Establish and maintain contacts with state VOADs and FEMA Volunteer Agency Liaisons in the region.

Step 8: Organizational Support

Work with the National Vice President for the region to ensure active SVDP participation in all state VOADs.

Step 9: Committee Oversight

Organize and oversee the Regional Disaster Committee, ensuring effective coordination and communication.



YOUR PRIMARY RESPONSIBILITIES INCLUDE:

Step 10: Training and Outreach

Provide Disaster Training and Disaster Services Orientation at Regional Meetings. Conduct training for Rapid Response Teams in the region.

Step 11: Communication and Coordination

Maintain a Directory list of all Diocesan Council Presidents, VPs, Disaster Chairs, and Committees in the Region. Maintain periodic contact with council presidents for situational awareness and coordination.

Step 12: Return to Training

Continue training through FEMA's ICS 100s courses and inquire about additional American Red Cross training available through our national partnership.



Administrative Requirements

ADMINISTRATIVE REQUIREMENTS

Checklist:

- Volunteer Registration - www.svdpcdisaster.org/volunteer-interest-form
- Background Check
- Release of Liability
- Insurance Requirement - Emergency Contact Form and Medical History
- Expense Reimbursement Form
- DSC Attire - ID Badge, Hat, T-shirt
- Headshot from the shoulder up



ADMINISTRATIVE CHECKLIST

Volunteer Registration

- Visit www.svdpdisaster.org/volunteer-interest-form
- Notification sent to COO, CFO, and Operations Committee Chair
- Once vetted, the volunteer information will be input into the DSC Volunteer Database and into Constant Contact Volunteer List

Background Check

- Operations Committee Chair with the Regional Disaster Representative creates a volunteer deployment list.
- Operations Committee Chair submits the volunteer deployment list to HR.
 - *Note: Full legal name and email address required.*
- HR runs the names through the DSC background check vendor.
- HR notifies Operations Committee Chair and Regional Disaster Representative of cleared volunteers.
 - *Note: Volunteer has option to receive copy of background check results.*

Consent and Release of Liability and Insurance Certification

- All selected volunteers for deployment must sign the release for each deployment.
- Operations Committee Chair will send to the volunteer deployment list.
- Volunteers must complete the form, certify and include proof of insurance and send to HR.
- HR will notify the Operations Committee Chair once the completed form is received.

Expense Reimbursement Form

- COO and CFO will calculate the federal GSA per diem rate based off of the location(s) of deployment.
- CFO will send the form to the Incident Commander and volunteer deployment list and copy the Operations Committee Chair and the Regional Disaster Representative. Incident Commander will report any meals covered by DSC or external partners.
- The volunteer has 30 days to submit the form and required documents to the Incident Commander.
- The Incident Commander sends all forms to the Operations Committee Chair, COO and CFO.
 - CFO will inform the Incident Commander and Operations Committee Chair of any changes needed.

DSC Attire

- Once HR receives the volunteer deployment list, HR will ensure the volunteer has a usable headshot from the shoulders up and order ID Badges for those volunteers who have not yet received one.
 - *Note: HR will check the expiration dates on those volunteers who have received ID Badges.*

Safe Environment Training

- Once HR receives the volunteer deployment list, HR will ensure the volunteer has a usable headshot from the shoulders up and order ID Badges for those volunteers who have not yet received one.

**Marketing &
Communications...
Everyone's
Responsibility**

DISASTER SURVIVOR STORYLINE

The Society has led and coordinated Disaster response programs in various forms for decades. The one set back is that disaster response can be so overwhelming that we miss the opportunity to collect Disaster Survivor Storylines. One of the advantages that American Red Cross, Team Rubicon, Catholic Charities, and many of our other partners have is that they collect these impactful stories and share this information on social media. While marketing and comms cannot be with you on the ground, our volunteers are our eyes and ears.

Think about sharing the story from the perspective of a stranger who is hearing the disaster survivors story for the first time. What are their first names? What happened to them? Why is their story impactful, why did it make an impression on you? How were you able to help them during your 1:1 time in the field?

Sharing at least two to three stories of people you met and interacted with is helpful for the organization as we continue to share the good works that our volunteers are doing to help others in their time of need.



DISASTER SURVIVOR STORYLINE

“Let us allow God to act; He brings things to completion when we least expect it.”

St. Vincent de Paul

HOW TO SUBMIT A STORYLINE

Step 1: Ask permission if we can share the disaster survivor's story.

Step 2: Provide first names, they can be alternate first names to protect the survivor's identity.

Step 3: Ask if we may be able to share a photo, if you don't feel comfortable with asking, perhaps ensure there is a collective photo go go with your submission. Whether is just a photo of you in the field or is only showing the back of other disaster survivors, please consider collecting a photo of some sort as it makes the story more impactful.

Step 4: Providing your own personal insight on to the day, the feeling in the room, a first hand experience on providing relief to disaster survivors into the story line is so important to give the readers on the other side of the country a deeper perspective regarding the situation in the field.

Step 5: Submit the storyline to the Director of Outreach or Director of Marketing and Communications while in the field, or within three days of your return.

Step 6: Turn in required marketing materials, photos, and photo release forms.

Finalizing Administrative Tasks

EXPENSE REPORTING

“We must love our neighbor as being made in the image of God and as an object of His love.”

St. Vincent de Paul

WHAT GOES IN AN EXPENSE REPORT?

Rental Car: Any volunteer who elects to drive to a deployment is required to rent a car. To rent a car, the volunteer will contact the COO who will coordinate the rental.

Tolls: For any tolls paid out of pocket by the volunteer, the volunteer must request a receipt from the toll taker for reimbursement.

Per Diem: Based upon the geographic location(s) of the deployment, the COO and CFO will calculate the Per Diem Rates as per the federal GSA rates. The COO and CFO will communicate these rates to the Incident Commander and Volunteers in advance of the deployment and will provide the rates on the Expense Reimbursement Form.

- **Note** - If any meals are provided by DSC or its partners, the Incident Commander will notify the COO and CFO and those meals will be exempt from the per diem reimbursement.

SUBMITTING YOUR EXPENSE REPORT

All Volunteers **MUST** submit an expense report. Expense reporting is critical for several reasons. We need to ensure that all donated dollars are accounted for used appropriately. In addition, DSC has to follow strict audit requirements outlined within DSC's Business Practice Manual.

Step 1: Volunteers are required to submit expenses to the Incident Commander for approval.

Step 2: Once approved, the Incident Commander will submit the volunteer(s) expense report(s) along with thier own report to the COO and CFO.

Step 3: The COO and CFO will review and if no changes are necessary, will approve. If changes are needed, the Incident Commander will notify those volunteers whose reports need changing.

Step 4: Volunteers must submit their expense report no later than **30 days** after the last day of the deployment.



SUPPORTING DISASTER SERVICES

The Disaster Services Corporation Helps Americans Rebuild their Lives through Systemic Change

As many as 4.7 million Americans have registered for FEMA aid this year alone. Hard working Americans do not earn enough to meet their basic needs after a disaster event impacts their home and community. Disasters can place middle-income families in economic hardship, unable to recover financially to move forward or rebuild savings. Often, it's our middle-class that does not ask for help or know how to seek it. In a way, it is this subgroup that may struggle the most in the recovery phase. The Disaster Services Corporation is here to help and offer hope.

How You Can Help

Vincentians and outside partnerships make the DSC, SVDP-USA programs possible. We need your help in fundraising, advocating, volunteering your in-kind support to keep these programs alive and thriving. Some of the programs that you can support are the House in a Box™ program, Economic Recovery, micro-lending for small business and workforce development, and funding support for the unmet needs tables that support the long-term recovery groups within communities. Please contact our office if you have interest in supporting our programs financially or submit your information in our Volunteer Interest webform located at: <https://www.svdpcdisaster.org/volunteer-interest-form>.

Please note the funds for disaster relief that are distributed in an effort to help these programs continue should be donated through our online portal at www.svdpcdisaster.org or by check mailed to the following address:

The Disaster Services Corporation, SVDP-USA
301 Decker Drive, Suite 100
Irving, Texas 75062

Applying for Grants

GRANT OPPORTUNITIES

Applying For A Grant Might Be Right For You If:

- You have a clear plan for large-scale projects to fund with the grant money, including a project timeline, goals, and progress markers.
- You have discussed the benefits and logistics of a grant with your regional VP.
- You have reviewed and understand the requirements of the grant application.
- You can follow through with the grant process beyond application and approval, including record-keeping and reporting requirements.

Eligibility:

- Prospective candidates must hold active membership in the National Society of St. Vincent de Paul, USA, and be affiliated with a corresponding Council/Conference.
- The proposed program must align with the DSC mission, vision, and racial equity statement.
- Proposals must demonstrate that the services to be provided are tailored to meet the needs of the identified population supported by SVDP-USA and DSC.

Further details, application instructions, and a how-to video can be found at <https://www.svdpcdisaster.org/grantmaking>

CONCLUSION

In disaster response, time is of the essence. It is critical that those experiencing a disaster are as prepared as possible and understand the range of services and programs that they can access to make their response more effective and efficient. Disaster Services Corporation has been a leader in helping communities across the country prepare for, and respond to, disasters for years. Based on this experience and insight, DSC has developed a set of tools and resources to support Vincentian Councils and Conferences in their disaster preparedness and response.

Nobody expects a disaster to strike their community. Because of this, Councils and Conferences are not always aware of the resources and programs available to them. This Disaster Recovery Playbook has been designed to provide a clear description of what programs are available, how the programs have been successfully deployed in the past, and specific "next steps" on how to access the program for your Council or Conference immediately.

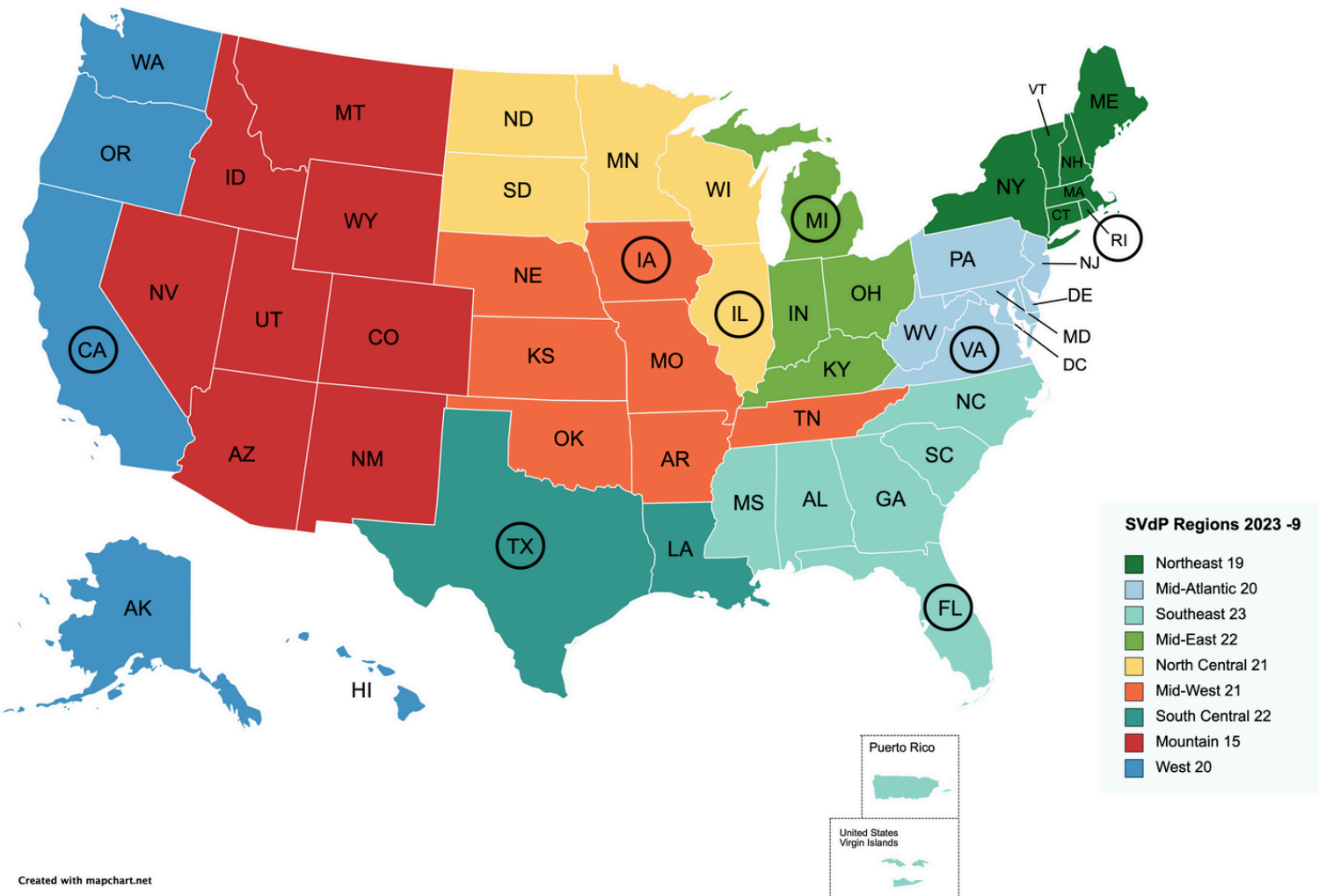
This playbook is not the only tool you have at your disposal to respond to a disaster. It is simply a starting point to make sure you're informed. DSC stands ready to support your Council or Conference at any point as you implement these services and programs in your community.

While it is impossible to prepare for every eventuality, this tool should enable you to prepare and respond as quickly as possible to protect your community when disaster strikes.



Resources

DSC REGIONAL MAP



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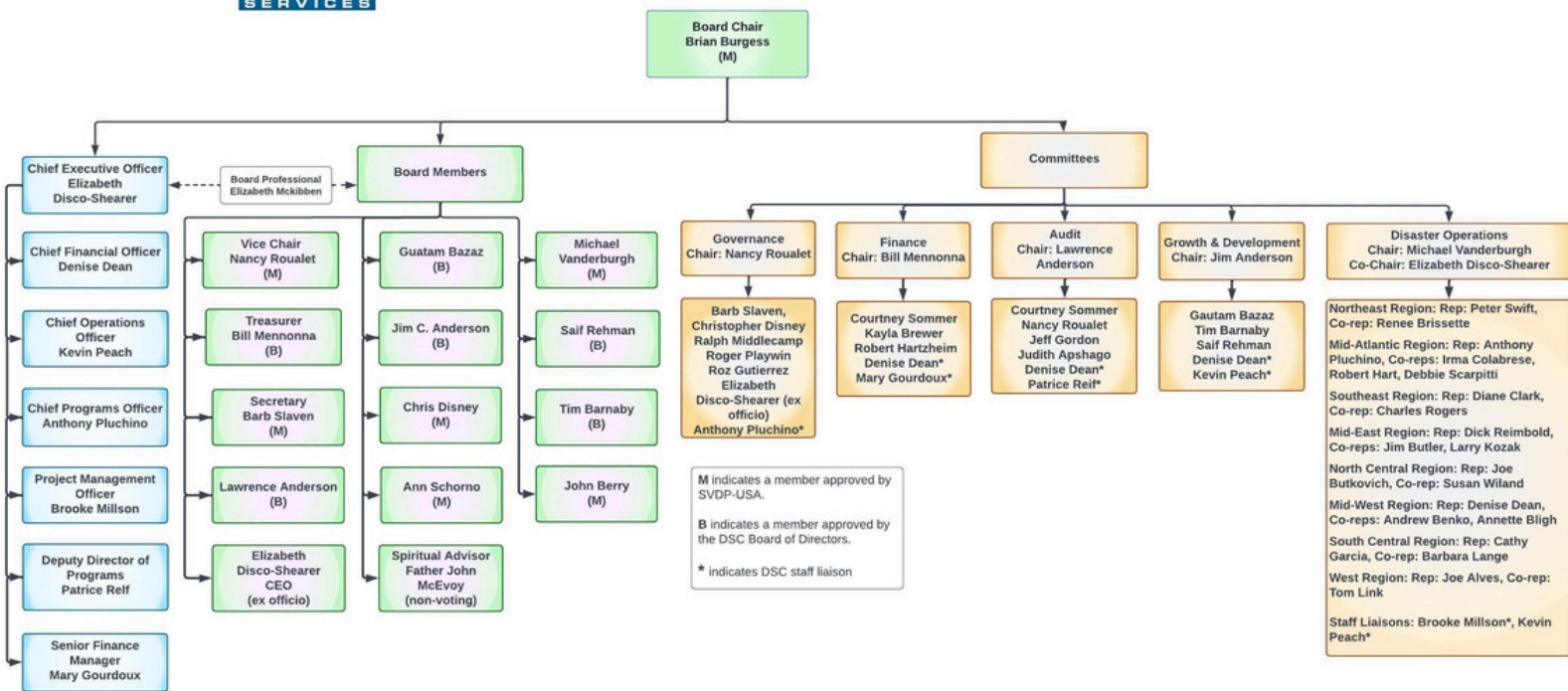
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DSC ORGANIZATIONAL CHART



Disaster Services Board of Directors and Committees





TRAINING OPPORTUNITIES

FEMA Training

Free online disaster/emergency management courses

National Fire Academy

Free online fire and ICS training



IS-100.b: [Introduction to Incident Command System, ICS-100](#)

IS-200.b: [ICS for Single Resources and Initial Action Incidents](#)

IS-240.b: [Leadership and Influence](#)

IS-241.b: [Decision Making and Problem Solving](#)

IS-242.b: [Effective Communication](#)

IS-244.b: [Developing and Managing Volunteers](#)

IS-288.a: [The Role of Voluntary Organizations in Emergency Management](#)

IS-662: [Improving Preparedness and Resilience through Public-Private Partnership](#)

IS-700.a: [National Incident Management System \(NIMS\) An Introduction](#)

IS-800.b: [National Response Framework, An Introduction](#)

IS-907: [Active Shooter: What You Can Do](#)

IS-909: [Community Preparedness: Implementing Simple Activities for Everyone](#)

Red Cross Training

Community Emergency Response Team (CERT) Training:

<https://www.ready.gov/cert>