

Community Based Organizations: Standards and Indicators for Emergency Preparedness and Response

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Introduction

- The framework provided by this document is intended as a planning tool for community based organizations to assist them in the development of their emergency preparedness programs and activities.
- Achievement of the standards and indicators is a long-term process for most agencies. Agencies and funders should recognize this as an on-going process that needs to be revisited on a regular basis.
- The standards/indicators offer a continuum for agency preparedness that will not likely apply to every agency. Agencies will need to prioritize their plans based on the population served, identified essential services and existing capacity.
- Measurable indicators are important for emergency responders and communities to evaluate the status of their capacity/capability to respond in an emergency.

Outcomes

1. Completion of an Agency Emergency plan (AEP)
2. Plans and protocols are shared, exercised and tested
3. Relationships with emergency services are established and maintained
4. Vendor relations are secured for critical functions (supply chain management)
5. Memorandums Of Understanding (MOU) or written agreements are in place with partner organizations
6. Staff are prepared to be self sufficient for a minimum of three days

Outcome	Standard	Indicator
1. Completion of an Agency Emergency plan (AEP)	<p>Essential functions/services are identified.</p> <p>The process for developing the AEP is participatory and utilizes input from staffers, stakeholders and partners.</p>	<ul style="list-style-type: none"> • The agency has thoroughly assessed their services, client/community needs and internal capacities • Staff, stakeholder, board of directors, and partner participation in developing the AEP is encouraged
	<p>Staff (paid and unpaid volunteers) are personally prepared</p>	<ul style="list-style-type: none"> • Personal preparedness trainings and information are routinely available to staff and re-visited regularly • Policies are in place to ensure <u>all</u> staff or paid/unpaid volunteers receive personal emergency preparedness training • There is a system in place to train new staff in principles of personal preparedness
	<p>Facility and staff are prepared for an evacuation</p>	<ul style="list-style-type: none"> • Evacuation routes and exit signs are clearly marked and posted throughout the facility • Staff and volunteers are familiar with the evacuation protocols and know where to rally after evacuating the facility
	<p>Physical safety of facility/ies is/are addressed (hazard reduction & mitigation)</p>	<ul style="list-style-type: none"> • The agency has conducted a hazards and vulnerability analysis of facility(ies) • The agency has taken action to minimize facility risks to staff and clients
	<p>Staff are trained on and familiar with the roles and responsibilities of the Incident Command System (ICS). If organizing by ICS, agencies have included as much depth as possible.</p>	<ul style="list-style-type: none"> • Work is prioritized, managed by objective and coordinated by strengths/expertise • There is little or no duplication in activities

	<p>Multiple communication tools are identified and established in order to contact internal and external stakeholders</p>	<ul style="list-style-type: none"> • The agency has emergency, after-hours contact information for all staff • Communication is carried both up and down the agency's chain-of-command • Clients/community know they can or cannot go to the agency for information or resources • Key staff will automatically report to work after a disaster
	<p>Vital information is backed-up and accessible</p>	<ul style="list-style-type: none"> • Critical documents, contact information for key employees and the AEP is identified and copied and included in the agency Go-Kit • Key staff have a copy of the Agency Go-Kit. At least one copy is stored in an off-site location • All staff are aware of the Agency Go-Kit and its location within the office • Critical client and billing data is backed up in a secure, off-site location, preferably out of state
<p>2. Plans and protocols are shared, exercised and tested.</p>	<p>All staff and key stakeholders have been trained on the AEP. Key partners have been provided a copy.</p>	<ul style="list-style-type: none"> • The AEP is accessible to all staff and volunteers • The language used in the AEP is understandable and devoid of jargon or technical slang • AEP procedures are regularly exercised and tested
<p>3. Relationships with emergency services are established and maintained</p>	<p>Local emergency service providers are familiar with your staff and knowledgeable of your agency.</p>	<ul style="list-style-type: none"> • The names and contact information for emergency providers is gathered and accessible to staff and volunteers • Key agency staff have been identified to develop and maintain relationships with local emergency service providers
<p>4. Vendor relations are secured for critical functions (supply chain management)</p>	<p>Line of credit or other payment agreements are established and maintained</p>	<ul style="list-style-type: none"> • Key vendors are identified • Resources are prioritized for procurement

<p>5. Memorandums Of Understanding (MOU) or written agreements are in place with partner organizations</p>	<p>Partner organization(s) are identified as partners to share support/resources in event of a disaster. Conversations have been initiated and agreements are in place.</p>	<ul style="list-style-type: none"> • The agency has identified and mapped community assets. • Surge capability has been addressed as necessary • Key agencies are identified using relevant criteria • The assistance, support, and/or resources agreed upon are reasonable and realistic
<p>6. The agency and staff are prepared to be self sufficient for a minimum of three days.</p>	<p>Food, water and sanitation supplies are easily accessible.</p> <p>All paid staff and volunteers know where emergency supplies are located.</p> <p>Staff are familiar with procedures to be self-sufficient for three days.</p> <p>Staff are familiar lock-down procedures, as appropriate.</p>	<ul style="list-style-type: none"> • Estimates for number of staff and clients likely to be present at given times have been made for all programs • Supplies matched to maximum number • Rotation schedule for supply cache is established • Roles and responsibilities for remaining self-sufficient are established