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# CLARK COUNTY COMMUNITY ORGANIZATIONS ACTIVE IN DISASTER (CC-COAD)

## Emergency Coordination Plan

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March 2009

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# ESF 14 - TAB A: Clark County Community Organizations Active in Disaster Emergency Coordination Plan

## I. Purpose

The purpose of this plan is to provide guidance to Clark County community organizations in their efforts to meet the needs of citizens during the response and recovery phases of a disaster, including disasters that occur in other communities. The goal is to coordinate the emergency response and recovery efforts of community organizations. This coordination will maximize the efficiency of participating organizations, prevent the duplication of services, and speed recovery.

## II. Scope

1. In this plan, “community organizations” refers to organizations that provide human services to those in need. These include non-profit, governmental, volunteer, faith-based, public service organizations, and businesses.
2. This plan coordinates the involvement of community organizations in the following functions
  - a. Mass care and shelter operations
  - b. Emergency volunteer management
  - c. Donations management
  - d. Unmet needs
  - e. Coordinating support to disasters that occur in other communities
3. This plan is a part of the Clark County Emergency Plan. It is applicable to all comprehensive emergency management plans for Clark County and any of its seven cities.
4. Transportation, mental health services, and spiritual support services are also addressed in jurisdiction comprehensive emergency management plans. This plan will address these functions only as they relate to COAD activities.

5. Washington State, Oregon, and the federal government also have plans that address the issue of the responsibilities of community organizations. Those plans should be referred to in relation to statewide coordination of community organizations.

### III. Limitations

Participation in this plan by stakeholder organizations is purely voluntary and at the sole discretion of stakeholder organizations. No participating organization shall be liable to other parties on account of any delay in or failure to perform any function described in this emergency plan.

### IV. Concept of Operations

#### A. Organization

1. All COAD and other community organizations that become involved in disaster response and recovery operations will maintain their autonomy and will maintain control over their resources unless otherwise stated in other agreements.
2. The COAD Chair is responsible for assigning COAD coordinators and COAD outreach coordinators. At least three people will be assigned to each function.
3. The COAD coordinator is responsible for receiving and processing all requests for COAD resources. They will normally function as an Agency Representative in the EOC. However, the COAD coordinator's position in the EOC is subject to re-assignment by the EOC manager.
4. The COAD coordinator will establish the organizational structure of COAD in the *response* phase of the emergency. See *Figure 1: Sample COAD Organizational Structure – Response Phase*.
5. During disaster *recovery*, management of the COAD will transition to an 'Unmet Needs Committee' and the Unmet Needs Committee will establish the organizational structure. See *Figure 2: Sample COAD Organizational Structure – Recovery Phase*. The Unmet Needs Committee will likely involve non-COAD members, such as local government officials.
6. The EOC Manager may also assign a volunteer coordinator as a separate staff person in the EOC.
7. In a disaster event, an outreach coordinator may be assigned by the COAD coordinator. The outreach coordinator is responsible for recruiting and screening non-COAD organizations.
8. Functional Lead Organizations (FLO) will coordinate resources within a functional area. See Appendix B: Functional Lead Organizations
9. The COAD coordinator will coordinate with individual COAD organizations or with the functional leads depending on the phase of the emergency. Emergency *phases* are

described below. The COAD coordinator will use the COAD Resource Directory to request assistance. A Complete COAD Resource Directory is maintained by the COAD Chair and Clark Regional Emergency Operations Center. A copy of the resource directory is stored at the City of Vancouver – City Manager’s office. COAD will ensure that the resource directory is available to COAD coordinators.

10. Community organizations and businesses with the resources to assist in delivering services in a functional area should be directed to participate in a coordinated response as defined in this plan. Organizations not involved in COAD and who are not included in the COAD Resource Directory, should be directed to the appropriate functional lead organization or to the COAD Coordinator. Recruitment of COAD members will take place on an ongoing basis.

Figure 1: Sample COAD Organizational Structure - Response Phase

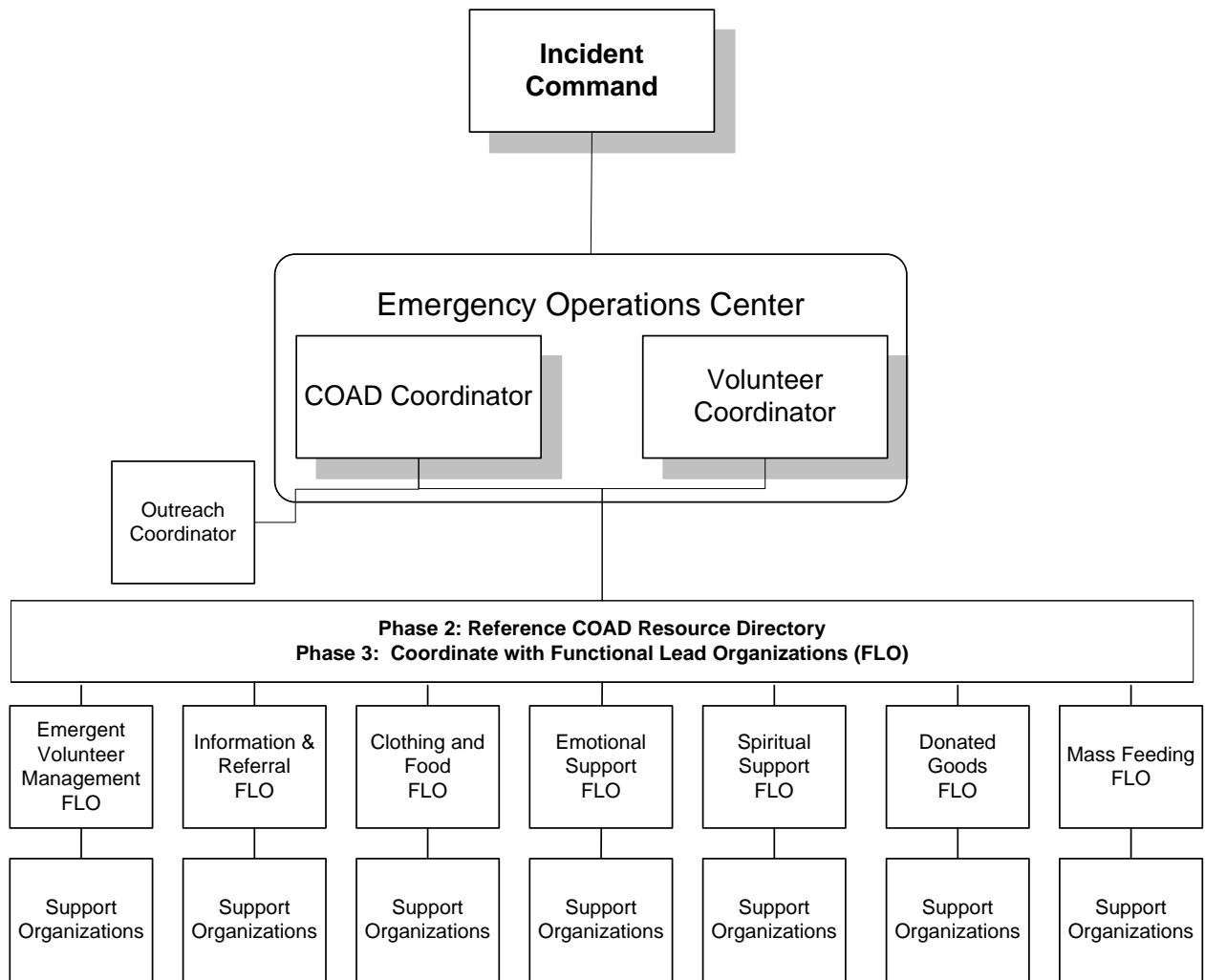
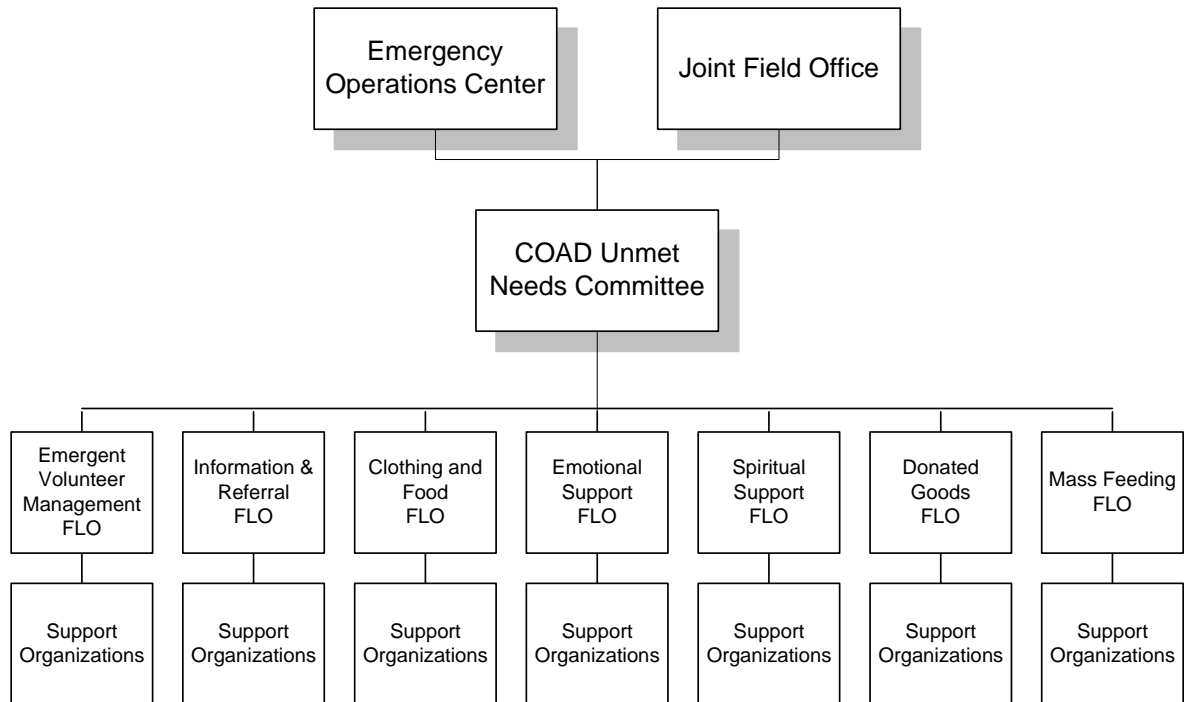


Figure 2: Sample COAD Organization - Recovery Phase

## B. Preparedness

1. To be considered an active COAD organization, a current signed resource sheet must be on file. Completed forms are available from the COAD chair and should be returned to the COAD chair or delegate. The COAD chair is responsible for ensuring that the COAD Resource Directory, which includes all resource sheets, is current, complete, and available to all active organizations.
2. COAD organizations should keep a current set of contact information for the appropriate functional lead organization.
3. COAD organizations should be prepared to participate in the response and recovery operations described in this plan.

## C. Response

1. Any organization may request the activation and mobilization of COAD organization and resources to support disaster response and recovery operations.
2. Request for COAD resources should be made to the COAD coordinator. If the EOC is not in operation, request should be made to the COAD Chair.

3. COAD organizations should assess their capability to deliver services, establish lines of communications, make a preliminary assessment of the needs, and mobilize resources as necessary.
4. As soon as practical, following a major disaster, COAD members should report to the COAD coordinator or Chair on the status of their agency and on their ability to support response and recovery efforts.
5. The COAD coordinator or Chair should make every effort to keep COAD members informed of the emergency situation.
6. To the greatest extent possible, COAD organizations should coordinate public information and should cooperate in working with the media.
7. COAD agencies should keep careful financial records and documentation of disaster costs and activities.

D. Mass care and shelter operations

1. ***Due to the recent federal National Response Framework update, the functional lead organizations responsible for mass care and shelter operations in Clark County is being re-evaluated. Until a Lead is determined, contact the CRESA Duty Officer for coordination through CRESA dispatch at (360) 696-4461.***
2. The Southwest Washington Chapter of the American Red Cross is the primary resource for mass care and shelter operations. The Red Cross has facility agreements with community, government and private organizations to support mass care and shelter operations. When resources available through these agreements are exceeded, the Red Cross will access resources according to the COAD plan.
3. Following an emergency, the initial function of COAD is to support mass care and shelter operations as needed.

E. Emergency volunteer management

1. Volunteer Connections is responsible for emergent volunteer management in Clark County. The plan for emergent volunteer management is detailed in a separate plan.
2. Emergent volunteer management includes recruitment and registration of volunteers and referral of volunteers to volunteer organizations or to special volunteer assignments.

F. Donations management

1. Adventist Community Services Disaster Response is the functional lead organization for donated goods management in Clark County.
2. The objective of donated goods management is to:
  - a) Encourage helpful donations from the public
  - b) Arrange for the collection, storage, and distribution of donated goods.

- c) Minimize the impacts of excessive and un-needed donated goods on the community.

#### G. Unmet needs

1. After the response phase of an emergency the function of COAD is to fulfill unmet needs. 'Unmet needs' refer to needs that are not addressed by the state and federal recovery programs that follow a presidential declaration of disaster.
2. The COAD coordinator, working with COAD Chair, emergency management and other community leaders, are responsible for assembling a COAD unmet needs committee. Any community organization may participate in the unmet needs committee.
3. The unmet needs committee must coordinate its efforts with the FEMA/State Joint Field Office.

#### H. Support to Other Communities

1. COAD will serve as the focal point for inter-organizational coordination in response to disasters that strike other communities.
2. Examples of needs of other communities may include –
  - a) Donations management
  - b) Volunteer coordination
  - c) Special support initiatives such as 'adopt a city/county'
  - d) Providing support to evacuees that may have settled in the local community.
3. COAD will use the same methods for coordination, notification, and organization as are used for local disasters in responding to disasters in other communities.
4. The COAD coordinator is responsible for establishing an appropriate multi-organizational committee, similar to an unmet needs committee.

#### I. After-action review

1. Each activation of COAD should be followed with an after-action review or debrief. The COAD chair is responsible for organizing this debrief meeting. Representatives from each agency that participated in a functional area should be present.
2. The debrief should include:
  - a) Overview of the response operation
  - b) Overview of the services provided
  - c) Quality of operations
  - d) Effectiveness of communication

- e) Quality of interagency working relationships
- f) Strengths and weaknesses
- g) Recommendations for improvement

## V. Phases of Emergency Actions

The emergency action phases are intended to provide for common terminology. These phases include examples of the possible conditions that might exist, for reference. They also included recommended actions of COAD.

### A. Phase 0 – Support to Other Communities

*Example Conditions:*

A major disaster occurs in another community. Donations and support coordination is needed. Evacuees may settle in the local area and will require assistance and support.

*Response:*

COAD coordinator will coordinate notification of involved agencies and, if warranted, will facilitate a committee, similar to an unmet needs committee, to identify collective objectives.

### B. Phase 1 - Routine Operations

*Example Conditions:*

Evacuation required for a small number of victims. Mass care needed for emergency service personnel.

*Response:*

- American Red Cross can effectively respond to the event with internal resources.

### C. Phase 2: Enhanced Operations

*Example Conditions:*

Major emergency such as a large structure fire or localized flooding. Mass care needed for a larger number of people for a longer period of time. Clark Regional Emergency Operations Center may be activated at CRESA.

*Response:*

- American Red Cross will request mutual aid assistance, from the COAD Resource Directory.
- COAD Chair will act as the COAD coordinator and notify appropriate COAD functional lead organizations as needed.
- Cowlitz County or Oregon Trail Red Cross (Portland office) may provide additional assistance.

### D. Phase 3: Full COAD Mobilization

*Example Conditions:*

Large-scale actual or potential evacuation and mass care operations associated with an earthquake or other regional disaster. Significant need for volunteer management and coordination. Clark Regional Emergency Operations Center activated.

*Response:*

- Full activation of the COAD organization.
- The COAD coordinator will distribute situation reports to COAD functional leads. Functional leads will pass on to support agencies.
- Support organizations will report to functional leads on operational capability. Functional lead organizations will report to COAD coordinator.
- COAD may establish a central coordination point or communications system to facilitate information sharing, coordination of services, and coordination of public information.
- COAD will begin short-term and long-term recovery planning and preparation for disaster recovery.

E. Phase 4 – Recovery

*Example Conditions:*

Imminent threats to life, property, and the environment have been addressed. Restoration of essential services is largely completed. Focus is on human service to long-term evacuees, donated goods management, fundraising, volunteer management, facilitation of federal disaster recovery, and mental health services.

*Response*

- Full activation of COAD unmet needs committee.
- Complete needs assessment will be conducted.
- Organizational structure will be established.
- Donated goods management plan will be developed.
- Liaison with federal recovery efforts will be established.
- Outreach will be conducted to draw in other organizations that are not COAD members.
- Regular COAD unmet needs committee meetings should be scheduled.

## VI. Responsibilities

A. COAD Organizations

1. Keep an updated resource sheet on file with the COAD chair.
2. After disaster, report operational status to COAD coordinator or functional lead organization.
3. Maintain records of emergency actions and expenditures.

B. COAD Coordinator

1. Keep COAD organizations informed of disaster conditions and human service needs.
2. Establish COAD organizational structure.

3. Establish lines of communications with the functional lead organizations.
4. Work with emergency management and other community leaders to determine the need for establishing a COAD unmet needs committee.

C. COAD Functional Lead Organizations

1. After disaster, coordinate resource requests for assigned functional area. Establish contact with organizations that may provide a resource for the function.
2. Keep resource providers within your function informed of incident status and resource needs.

D. COAD Chair

1. Maintain updated COAD plan and COAD Resource Directory. Make plan and directory available to COAD organizations.
2. Coordinate and lead regular meetings of COAD.
3. Coordinate after-action review following disaster to identify lessons learned.

E. Outreach Coordinator

1. Get briefed by the COAD coordinator and/or Unmet Needs Committee to identify needs for outreach and management of convergent organizations. Identify priorities for recruitment based on incident needs.
2. Serve as the single point of contact for convergent organizations that wish to participate in disaster response and recovery activities in accordance with this plan.
3. Manage outreach to community organizations not previously involved in COAD.
4. Evaluate the legitimacy of convergent organizations. Bring any issues of legitimacy to the COAD Coordinator.
5. Collect signed COAD resource sheets from convergent and recruited organizations and provide information to the COAD coordinator.

## Appendix A: COAD Resource Sheet

The purpose of this resource sheet is to assist in the coordination of emergency response and recovery efforts of community organizations. This coordination will maximize the efficiency of participating organizations, prevent the duplication of services and speed recovery.

**All information is required**

Date: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Physical Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Website: \_\_\_\_\_

**24-Hour Point of Contact Person(s):**

PRIMARY	SECONDARY
Name: _____	Name: _____
Office: _____	Office: _____
Cell: _____	Cell: _____
Pager/Txt Msg.: _____	Pager/Txt Msg.: _____
Email: _____	Email: _____
Other: _____	Other: _____

**Agency mission statement (please limit to space provided):**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**# of Volunteers:** \_\_\_\_\_

**Services area (i.e. SW Washington, City of Vancouver, Clark County, etc):**

\_\_\_\_\_

Is your organization willing and able to provide services outside of this area?  Yes  No

**Population served (i.e. Low income, specific area, age group, etc ):**

\_\_\_\_\_

**What services can your agency provide during a disaster? For example:**

*Animal Services, Clothing & Food, Communications, Donated Goods Management, Emergency Volunteers, Emotional Support, Information & Referral, Mass Feeding – Fixed, Mass Feeding – Mobile, Shelter/Shelter Feeding, Spiritual Support, Transportation, etc)*

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**Eligibility (i.e. emergency needs caused by disaster, no restrictions, specific age group, etc):**

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**Restrictions:**

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**Referral Procedure:**

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**Other Resources:**

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**Does your organization have a plan for how you will protect your employees, volunteers, clients, and assets in an emergency?**  Yes  No

**Does your organization have a plan for how you will mobilize your organization to support community disaster response and recovery efforts?"**  Yes  No

I consent to have our organization contacted by COAD and its participating organizations and asked to provide appropriate assistance, as described in the "What services can your agency provide during a disaster" section, to disaster response and recovery operations. I agree to coordinate our disaster response and recovery activities with other involved organizations, in accordance with the COAD Emergency Plan.

\_\_\_\_\_  
Signature of Agency Head/Executive

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

## Appendix B: Functional Lead Organizations

FUNCTION	LEAD ORGANIZATION	PRIMARY CONTACT	PHONE
<b>Clothing and Food</b>	Salvation Army		
<b>Shelter/Feeding</b>	<i>To Be Determined</i>  <i>*Until a Lead is determined, contact CRESA for coordination</i>		
<b>Donated Goods Management</b>	Adventist Community Services Disaster Response <i>(through state/federal agreement)</i>		
<b>Emergent Volunteer Management</b>	Volunteer Connections		
<b>Information and Referral Services</b>	211 Info – Human Services Council		
<b>Emotional Support</b>	Trauma Intervention Program  Clark County Crisis Services		
<b>Spiritual Support</b>	Countywide Chaplaincy Program		