

# DISASTER PLANNING GUIDE

Simple steps to start your organization's disaster planning process.

## The Preparedness Pyramid Principle

The Preparedness Pyramid reminds us that effective disaster response starts with focusing on life safety and personal preparedness, followed by organizational planning and operational readiness. Only when these foundational levels of preparedness are met can we, as organizations, effectively serve the community during disasters.



### 1 Personal Preparedness

- Share preparedness resources
- Encourage all members of your organization to have a plan

### 2 Disaster Coordination Team

- Identify who will lead your organization's response
- Define roles & responsibilities

### 3 Hazard & Risk Assessment

- Know the hazards you face & assess the level of risk
- Identify vulnerabilities

### 4 Emergency Procedures

- Identify evacuation points and routes to get to safety
- Create hazard-specific plans

### 5 Disaster Mission Statement

- Identify what your organization's role in disaster response will be

### 6 Communications

- Develop a plan for how you will share information
- Maintain lists of key contacts

### 7 Documentation & Records

- Adopt simple disaster documentation practices to help your organization recover from disaster impacts

### 8 Collaboration & Partnerships

- Coordinating with other organizations in your area
- Tips & tools to guide your partnership building efforts

# 1 PERSONAL PREPAREDNESS

In a disaster, most people's first concern will be for the safety and wellbeing of their family. That's why, to ensure your organization is able and ready to serve the community during disasters, it is essential to take time to encourage your team to ensure they and their 'ohana are prepared.

One way to do this is to periodically make time during team meetings to talk about the **Whys** and **Hows** of disaster preparedness.

Three key components of preparedness to highlight are:



**Understanding the risks**



**Creating a family disaster plan**



**Building a 14-day supply kit**

**Quick Tip!** Use these opportunities to talk about preparedness with your team:

- April - Hawai'i Tsunami Awareness Month
- 1st Saturday in May - Wildfire Community Preparedness Day
- 4th Week of May - Hawai'i Hurricane Preparedness Week
- September - National Preparedness Month

Here are some disaster preparedness resources to share with your team:

## Learn How to Stay Safe and Make Your Own Disaster Plan

Hawai'i Emergency Management Agency



[ready.hawaii.gov](http://ready.hawaii.gov)

Honolulu Department of Emergency Management



[honolulu.gov/dem](http://honolulu.gov/dem)

Homeowner's Handbook to Prepare For Natural Hazards



[seagrants.soest.hawaii.edu/](http://seagrants.soest.hawaii.edu/)

## Get Tips on Building Your 14-Day Disaster Supply Kit

Hawai'i Foodbank Emergency Food Supply Tips



[hawaiifoodbank.org/disaster-preparedness-hawaii](http://hawaiifoodbank.org/disaster-preparedness-hawaii)

Honolulu DEM 14-Day Disaster Supply Kit



[honolulu.gov/dem/preparedness/build-kit](http://honolulu.gov/dem/preparedness/build-kit)

Board of Water Supply Emergency Prep Tips



[boardofwatersupply.com/prep](http://boardofwatersupply.com/prep)

## 2

# DISASTER COORDINATION TEAM

The Disaster Coordination Team is responsible for leading your organization's efforts to prepare for and respond to a disaster. They are also responsible for keeping plans and other essential disaster documents and tools up to date for the organization.

### DISASTER COORDINATION TEAM ROSTER

Name & Role	Phone	Email
Last Updated:		

### Incident Command Team (ICT)

Many organizations adopt the Incident Command System (ICS) to structure their Disaster Coordination Teams. One benefit of using ICS is that its widely used structure is familiar to most other disaster relief partners.

ICS defines an **Incident Command Team** that has clearly defined roles and a chain of command. This ensures all team members know **who** is responsible for **what**, and ensures efforts are not duplicated.

Your team can adjust the structure and roles of the Incident Command Team to fit your needs, so long as:

- All roles are clearly defined, and **responsibilities do not overlap**, and
- A clear chain of command is maintained.

*See Appendix for a breakdown of Common Incident Command Team Positions.*

### Coordination Activities

No matter what form your Disaster Coordination Team takes, it's important to prioritize early and consistent communication to ensure a well-coordinated response effort.

Effective internal coordination requires:

- Structure and flexibility
- Open channels of communication
- Organization & clear expectations
- A space team members feel comfortable voicing concerns or flagging needs

## 2

# DISASTER COORDINATION TEAM

## Response Rhythm

Setting a rhythm of regular touchpoints with your team:

- Creates a structure your team can use to organize and share information,
- Helps maintain open lines of communication,
- Ensures information flows to support informed decision making, and
- Holds space for members to voice concerns or bring attention to new matters.

Altogether this helps your team maintain flexibility within the structure of your response.

Below are a few types of check-ins you may want to consider building into your organization’s response rhythm. These may not reflect the specific needs of your team, so use what is helpful and leave the rest behind!

### Quick Tip!

Plan on meeting more frequently at the beginning of the response, then reducing the frequency as the situation settles.

We recommend setting at least two touch-points with your team each day – one in the morning and one in the afternoon.

Meeting	Meeting Priorities	Frequency
<b>Response Activation</b>	<ul style="list-style-type: none"> <li>- Assign team roles</li> <li>- Set response priorities</li> <li>- Set response rhythm</li> </ul>	Once - as soon as team members can assemble
<b>AM Team Briefings</b>	<ul style="list-style-type: none"> <li>- Situation updates</li> <li>- Objectives and priorities for the day</li> <li>- Task assignments and resource needs</li> </ul>	Daily to start; adjust as necessary
<b>Mid-Day Check-ins</b>	<ul style="list-style-type: none"> <li>- Exchange any time-sensitive information across teams</li> </ul>	During rapidly-changing situations / conditions
<b>PM Team Briefings</b>	<ul style="list-style-type: none"> <li>- Situation updates</li> <li>- Report-out on the day’s activities</li> <li>- Set objectives for the following day</li> </ul>	Daily to start; adjust as necessary
<b>All Staff Briefing</b>	<ul style="list-style-type: none"> <li>- Provide an overview of the situation</li> <li>- Review response posture, disaster roles, and priorities</li> <li>- Share how your organization is responding</li> </ul>	Within first couple of days, continuing as needed

*For tools to help guide effective disaster coordination meetings, see the Foreseen Disaster Readiness Huddle Guide and a Post-Impact coordination meeting guides in the Appendix.*



### 3

## HAZARD & RISK ASSESSMENT

In Hawai'i, the Natural Hazards of top concern are:



Hurricanes &  
Tropical Storms



Flash Floods  
& Landslides



Tsunamis



Wildfires

However, not all areas of our islands are equally vulnerable to each of these hazards. Understanding the specific risks that are most likely to impact your organization is a helpful for focusing and prioritizing your disaster planning efforts.

### Step 1: Understand your risks!

Use these resources to help assess and visualize your organization's risk to various hazards.

DLNR Dam  
Evacuation Planning



Tsunami Aware  
Evacuation Zones



Wildfire Risk to  
Communities Map



NOAA Hurricane  
Storm Surge Map



### Step 2: Rate the hazards of top concern to your organization.

Using the information gathered from the resources above and any firsthand knowledge you have of your area's vulnerabilities, identify which hazards your organization should pay special consideration to in your planning efforts.

See the The Hazard & Risk Assessment Tool included in the appendix to rate each hazard using the following categories:

- Likelihood of occurrence,
- Potential impact to your facility or organization, and
- Potential impact on your clients, staff or volunteers.

### Step 3: Name your hazard planning priorities.

After completing the Hazard & Risk Assessment exercise, identify the top hazards that your organization will focus its planning efforts on. As you move through the planning process, be sure to consider the specific challenges those top hazards could pose to your organization.

## 4

# EMERGENCY PROCEDURES

Now that you know the specific hazards your organization is vulnerable to, develop specific safety procedures for each hazard and familiarize your members with them.

Start by:

- Gathering hazard-specific evacuation maps and visual references
- Identifying safe meeting points for your team
- Developing situation-specific safety procedures
- Running safety drills (like fire drills)
- Ensuring emergency procedures are easily accessible
- Encouraging your team to sign up for local alerts & warnings

### Emergency Planning Checklist:

- Building fire
- Gas Leak
- Violence (Active shooter, bomb threat)
- Injury or Other Health Emergency
- Pandemic
- Flood Evacuation
- Tsunami Evacuation
- Wildfire Evacuation
- Earthquake
- Hurricane or Tropical Storm

## 5

# DISASTER MISSION STATEMENT

## The Why

A Disaster Mission Statement sets a clear framework for your organization to use to prioritize actions and focus resources during a disaster response.

Taking the time to clarify your organization's role opens opportunities to partner with other organizations involved in the response efforts and, ultimately, can increase the efficiency and efficacy of disaster services community-wide.

## The How

Gather your team to discuss the following questions:

- What services **must** continue amidst disaster?
- What services may be **suspended** amidst disaster?
- Will you see an increase in **demand for services** after a disaster? If so, which ones?
- Are you willing to support response efforts that go beyond your usual services to support the greater good? If so, what might this look like?

*For additional questions to guide your discussion, see the Disaster Capabilities and Services worksheet in the Appendix.*

## Develop your Mission Statement

After discussing the questions above, develop a disaster mission statement that conveys the guiding principle of your organization's role in disaster. Keep it clear, concise and specific to what your organization will do.

For example, this is the Hawai'i Foodbank's Disaster Mission Statement:

**In case of disaster, the Hawai'i Foodbank has two primary objectives:**

- **Distribute food to food insecure populations (our ongoing mission)**
- **Assist with distribution of food to people who are lacking access due to the disaster**

# 6

## COMMUNICATIONS

### The Why

Having a disaster communications plan for your organization:

- **Reduces Panic and Promotes Safety**

Ensures people receive clear and timely safety information and updates on the oncoming or actively unfolding situation.

- **Improves Team Cohesion**

Reliable and transparent updates help keep the whole team on the same page.

- **Facilitates Coordination with External Partners**

Enables your team to effectively collaborate and coordinate with other disaster response partners.

- **Supports Community Recovery Overall**

Being able to share real-time updates on response activities and support needs improves the efficiency of response efforts overall.

### The What

Consider these questions as you design your disaster communications plan:

- How do you receive emergency alerts?
  - Do other members of your organization subscribe to these same services?
- How do you report emergencies?
- How do you share accurate safety information with members of your organization and community?
- How do you communicate with your clients?
  - What methods would you use to contact them in the event of a disaster?
- What other organizations will you work with during a disaster?
  - How will you coordinate response efforts with them?
  - What communication systems are they equipped with?

## 6 COMMUNICATIONS

### The How - PACE(ing) your plan

Having alternative methods of communication in the event your primary communication method goes down is a very important element to consider for your disaster plan.

**PACE** - which stands for Primary, Alternate, Contingency, and Emergency - is a simple way to ensure that your organization has layered backups that it can use in a variety of situations. You should consider both how you will **send and receive messages**.

- P** **Primary** - your default, day-to-day method of communication
- A** **Alternate** - another common method but not your first choice.
- C** **Contingency** - use this if both Primary and Alternate methods have failed
- E** **Emergency** - the method you use if all other channels are not working

*See Appendix for a PACE Planning Worksheet.*

### The Upkeep

One of the most difficult and most important parts of communications planning is ensuring that your contact information stays up to date. In your plan, make sure to specify how regularly you will update and verify the contact information listed to ensure you have current and valid information in your plan.

*See Appendix for a phone tree template and contact list guide.*



## 7 DOCUMENTATION & RECORDS

Keeping records of your organization's disaster response efforts can support the recovery process of both your organization and the broader community.

### Here's how:

#### • Damage Assessment & Insurance Claims

Documenting the condition and maintenance of facilities, equipment, and vehicles during blue skies helps simplify damage assessment after a disaster, and could help maximize insurance claims should your organization experience direct impacts.

*Reference the Initial Damage Assessment Guide in the Appendix for additional guidance on what you might want to document.*

#### • Disaster Volunteer Hours

Tracking volunteer hours can help your local government meet federal cost-sharing requirements for Public Assistance funds, freeing up local resources to support other community needs.

*See appendix for an example Disaster Volunteer Time Log.*

#### • Reimbursement & Funding

Recording disaster-related expenses and in-kind contributions in some cases may help secure reimbursement or funding through grants. Make sure to keep regular and disaster-related expenses separate for accurate reporting.

*Note: If you have staff members supporting response efforts, record the time they spent on disaster efforts separate from the time they spent on their regular duties.*

### Actions to set you up for success:

BLUE SKIES	GRAY SKIES
<ul style="list-style-type: none"><li>• Keep an inventory of your equipment &amp; logs of any maintenance work performed</li><li>• Document the condition of your facilities in "blue skies"</li><li>• Create a disaster cost-tracking protocol for your team to follow</li></ul>	<ul style="list-style-type: none"><li>• Document any damage to your facilities or equipment</li><li>• Record staff and/or volunteer time spent on disaster response efforts</li><li>• Keep all receipts!</li></ul>

## 8

# COLLABORATION & PARTNERSHIPS

Partnerships take a lot of effort but can bring enormous value to your organization. Successful partnerships let you share your organization's strengths and cover gaps you may have by teaming up with other organizations that share a common mission.

## Tips for Fostering Successful Partnerships

- **Set Clear Objectives** - define the purpose and goals of the collaboration. Clarify what each organization hopes to achieve from the partnership to ensure all involved are on the same page.
- **Build Trust** - take the time to get to know each other and understand each other's strengths and weaknesses.
- **Practice Open Communication** - by establishing regular check-ins to discuss progress, challenges, and decisions.
- **Celebrate Successes** - mark achievements and milestones reached together.
- **Learn from Failures of Setbacks** - and view them as learning opportunities. Seek feedback from stakeholders to identify opportunities for growth and improvement.
- **Stay Committed** - center your work around your shared mission.

## Steps to Formalizing Partnerships

- **Create a Memorandum of Understanding (MOU)** - draft an agreement that outlines how your teams will collaborate on joint efforts
- **Define Roles & Responsibilities** for each organization and individual involved in the collaboration. This helps prevent misunderstandings and ensures accountability.
- **Establish Decision-Making Processes** - this includes how decisions will be made, who has the authority to make them, and how conflicts will be resolved.
- **Set Boundaries** - be clear about any expectations or boundaries your organization has within the partnership.
- **Respect Differences** - recognize and respect the unique perspectives, cultures, and organizational structures of each participating organization.

*See appendix for an MOU template.*

# **DISASTER PLANNING GUIDE APPENDIX**

## **Contents**

- **Common Incident Command Team Positions**
- **Foreseen Disaster Readiness Huddle**
- **Post-Impact Disaster Coordination Huddle**
- **Hazard & Risk Assessment Worksheet**
- **Agency Evacuation Worksheet**
- **Disaster Capabilities & Services Worksheet**
- **Emergency Alert Planning Guide**
- **PACE Communication Systems Planning Worksheet**
- **Contact List Guides**
- **Phone Tree Template**
- **Initial Damage Assessment Worksheet**
- **Example Disaster Volunteer Time Log**

# Common Incident Command Team Positions

Select the Incident Command Team roles your organization will use and indicate who on your team will assume those roles.

## **Incident Commander** - "Leads It"

The incident commander leads the response and is responsible for overall management of the incident or response activities. They assign roles and supervise team members, establish the priorities and goals for the response, and lead regular team meetings to ensure the whole team is on the same page.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

## **Liaison Officer** - Connects with external people & resources

The Liaison Officer is the point of contact for representatives from other agencies who are supporting the event. They represent your organization's interests in coordination groups (like the Hawai'i VOAD) and the report back relevant information to other members of your Incident Command Team.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

## **Public Information Officer (PIO)** - The Voice of the Organization

The PIO is the designated point of contact and public voice for your organization. They prepare statements, monitor the media for emergency information and make efforts to ensure the accuracy of information about your agency that the public receives.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

## **Safety Officer** - Ensures safety for your organization

The Safety Officer is responsible for making sure all personnel (staff, volunteers & clients) maintain the highest safety standards possible throughout emergency operations. They ensure the facility is safe to occupy and address any safety issues identified. They also are responsible for monitoring stress levels, taking efforts to reduce burnout, and stopping any activities that may be unsafe.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

**Planning Section Lead** - Prepares plans & keeps people in the know

The Planning Section Lead is in charge of keeping up to date information on the changing conditions, maintaining data and records of disaster-related activities, and analyzing and reporting information to the incident command team.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

**Logistics Section Lead** - Gets and distributes resources

The Logistics Section Lead acquires supplies, equipment and vehicles needed to support the Operations Team. They also recruit and manage volunteers.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

**Operations Section Lead** - Does the field work

The Operations Section Lead carries out the goals for the response set by the Incident Commander. The Operations Lead works closely with both the Incident Commander and the Logistics Lead to ensure operations run smoothly.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

**Finance & Admin Lead** - Manages the costs and claims

The Finance/Admin Section Lead maintains all financial records, employee and volunteer time logs, and other documentation related to resources rented or purchased for the event.

Primary Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_

Alternate Assigned: \_\_\_\_\_ Contact: \_\_\_\_\_



# Foreseen Disaster Readiness Huddle

In the event of a foreseen disaster, use the following check-in guide to help your team prepare:

- Date of upcoming disaster (expected arrival):
  
- Situation overview & possible impacts:
  
  
  
  
  
  
  
  
  
  
- Preparation tasks & teams needed:
  
  
  
  
  
  
  
  
  
  
- Who should we contact in relation to the disaster and why:
  - 
  - 
  - 
  -
  
- Do we need to speak about this disaster to the public?    Yes    No
  - If so, what information needs to be shared?
  
  
  
  
  
  
  
  
  
  
- Is there anything else we need to discuss?
  
  
  
  
  
  
  
  
  
  
- When should we meet again? How often?



# Post-Impact Disaster Coordination Huddle

**Situation Update** - What's the situation on the ground? What are the overall community needs we should be aware of?

**Organization Update** - Any internal updates to share? Status of teams?

**Objectives** - What do we want to accomplish?

**Tasks to Complete** - What do we need to do? Who is taking the lead? Any needs to accomplish the task?

- 
- 
- 
- 
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**Safety Procedures** - Review procedures and what to do if someone gets hurt.

**Internal Coordination** - How are we communicating with each other? How do we document our activities?

**When are we meeting next?**



# Hazard & Risk Assessment Worksheet

## Instructions

Using the table below, rate each hazard using the following categories:

- **Likelihood of occurrence** - *How likely is it that this hazard will impact your organization? Also consider how **frequently** you might experience impacts.*
- **Potential impact to your facility or organization** - *How much of an impact would this hazard have on your facility or organization? Would it cause a major disruption to your operations? Or would the impacts be relatively minor?*
- **Potential impact on your clients, staff or volunteers** - *How much of an impact would this hazard have on the people of your organization? Is it likely to disrupt their personal safety at home or at your site? Would they need assistance if they were directly impacted?*

For each of these categories, rate the hazard on a scale of 1-3. Then, add the scores together to find the Combined Hazard Rating. If there are hazards your organization is vulnerable to that are not included in the table, go ahead and add them in.

### HAZARD & RISK ASSESSMENT TOOL

Rating Scale:    Low = 1    Medium = 2    High = 3				
Hazard	Likelihood of occurrence	Potential Impact to Facility / Org	Potential Impact to Clients / Staff	Combined Hazard Rating
Flash Floods / Landslides				
Wildfire				
Hurricane				
Tsunami				
Earthquake				

Once you complete the table, list the hazards in order of their Combined Hazard Rating, highest to lowest. The hazards with the higher combined scores are those your organization will want to pay special attention to when developing disaster plans.





# Agency Evacuation Worksheet

Use these questions to think through and develop hazard-specific emergency evacuation procedures for your organization.

**Who determines if evacuation is required?** *List all that apply.*

- Building Fire: \_\_\_\_\_
- Wildfire: \_\_\_\_\_
- Storm / Flooding: \_\_\_\_\_
- Tsunami: \_\_\_\_\_
- Hurricane: \_\_\_\_\_
- Gas leak, explosion, etc. : \_\_\_\_\_
- Other: \_\_\_\_\_

**Who is responsible for checking which areas of the building?**

**Will anyone need assistance getting out of the building? Are there stairs?**

**Where will you assemble once out of the building?**

Hazard / Situation	Evacuation Meeting Point
Tsunami Evacuation	
Building Fire	
Wildfire	
Earthquake	
Flood	

**How will you know if everyone is accounted for?**

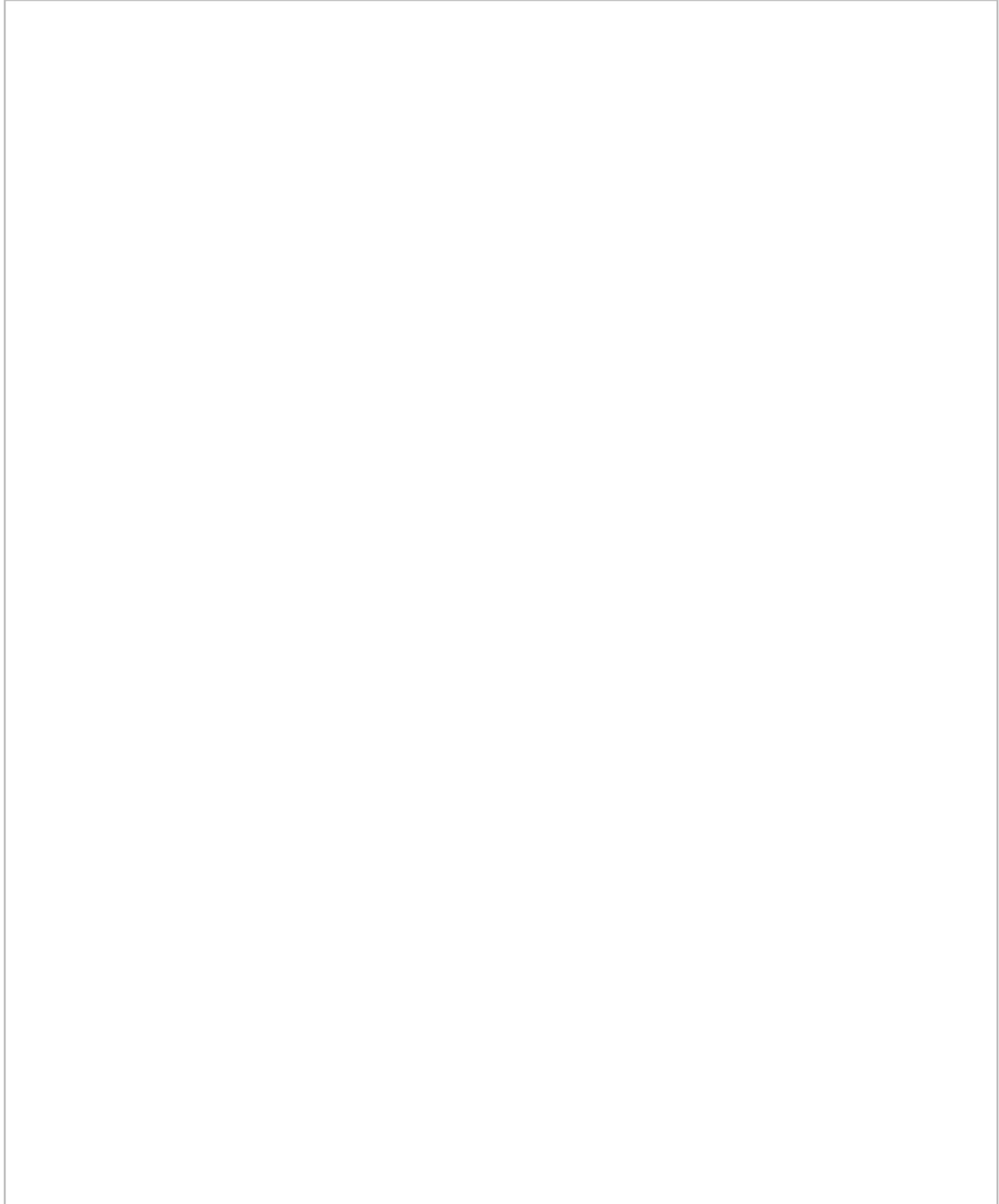
**Does any equipment need to be turned off (if there is time)?**

Hazard / Situation	Equipment to Turn Off / Disable

**If you must leave the site, post a note indicating where you have gone (if feasible). Who will do this?**

**How often will you exercise your evacuation plan?**

Create a floor plan with exit routes and include it in your plan. Show the location of assembly points, equipment to be turned off, and who needs special assistance to evacuate.

A large, empty rectangular box with a thin black border, intended for the student to draw a floor plan showing exit routes, assembly points, and equipment to be turned off.

# Disaster Capabilities & Services Worksheet

What assets does your organization have to support your disaster response:

- Facility
- Storage for Disaster Supplies
- Commercial Kitchen
- Backup Generation
- Backup Communications (*please specify*)

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What disaster services will your organization likely provide to the community:

- Food Distribution
- Hot Meals
- Sheltering
- Clothing & personal hygiene products
- Emotional / Spiritual Care
- Child Care
- First Aid / Health Resources
- Community Hub - gathering place, information, miscellaneous services / resources
- Communications
- Delivery services to those unable to leave their homes
- Other: \_\_\_\_\_

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Organizational Capabilities:

- Running large food distributions ('Ohana Distributions)
- Large-scale feeding services (hot meals)
- Direct delivery to clients (outreach)
- Volunteer Mobilization
- Other: \_\_\_\_\_

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During which phases of a disaster does your organization have the capacity to support response efforts? *Please select all that apply.*

- Before - preparedness efforts
- At the moment of impact - sheltering or evacuation point
- Directly following (within the 48 hours)
- Shortly after a disaster impact (within the first week)
- Mid-term (during the months following a disaster)
- Long-term (beyond 6 months post-disaster)





# Emergency Alert Planning Guide

How do you receive Emergency Alerts?

- County Alert System (Kauai County Alerts, HNL Info, etc.)
- NOAA Weather Radio
- Local News Broadcasts
- Radio
- Social Media
- Other: \_\_\_\_\_

Do other members of your organization subscribe to these same services?

How do you report emergencies?

- Calling 9-1-1
- Calling the 7-digit alternate emergency number for police/fire/ambulance etc.
- HAM Radio
- Runner
- Are there internal alerts/notifications needed?
- Other: \_\_\_\_\_

How do you communicate with your clients? What methods would you use to contact them in the event of an emergency / disaster?

## PACE Planning

It is important to have alternative methods of communication in the event that your primary communication method is compromised.

PACE - which stands for Primary, Alternate, Contingency, and Emergency - is a simple way to ensure that your organization has layered backups that it can use in a variety of situations. You should consider both how you will **send** and **receive**.

**Primary** - your default, day-to-day method of communication

**Alternate** - another common method but not your first choice

**Contingency** - use this if both Primary and Alternate methods have failed

**Emergency** - the communication method used if all other levels are not working

# PACE Communication Systems Planning Worksheet

Communication Method	Internal	Volunteers	Clients	Community	External Orgs & Partners	Send	Receive	Primary Alternate Contingency Emergency
Phone - Cellular								
Phone - Landline								
Text (SMS)								
Group Messaging App (e.g. Whatsapp)								
Email								
Facebook / Instagram / Social Media								
Website								
Satellite Phone								
Starlink / Satellite Internet								
Ham Radio								
CB / Other Radio								
Local Notification Method								
Runners / Messengers								
Video Calls (Facetime, zoom, etc.)								
Other								

### Other Considerations:

Geography (mountains, large buildings, distance from cell towers or antennas) can impact your ability to send and/or receive messages. If that is the case you can either (1) select another method of communication or (2) specify a location outside of your operation's area that can be used as a reach-out point for communication.

Primary Reach-out Point: \_\_\_\_\_

Alternate Location: \_\_\_\_\_

# Contact List Guides

Maintain updated contact lists of all key contacts relevant to your organization and services delivered. Keep both digital and hard copies of these lists.

## Key Internal Contacts

List Staff and/or any other regular volunteers that are essential to your operations.

<b>Name</b> Role / Position	<b>Primary Contact</b>	<b>Backup Contact</b>
<i>H. Iniki</i> <i>Trop Cyclone Specialist</i>	<i>(808) 905 - 1992</i>	<i>(808) 913 - 1992</i>

## External Contacts

List points of contact for external organizations that you might coordinate with.

<b>Organization</b>	<b>Point of Contact</b>	<b>Contact Info</b>

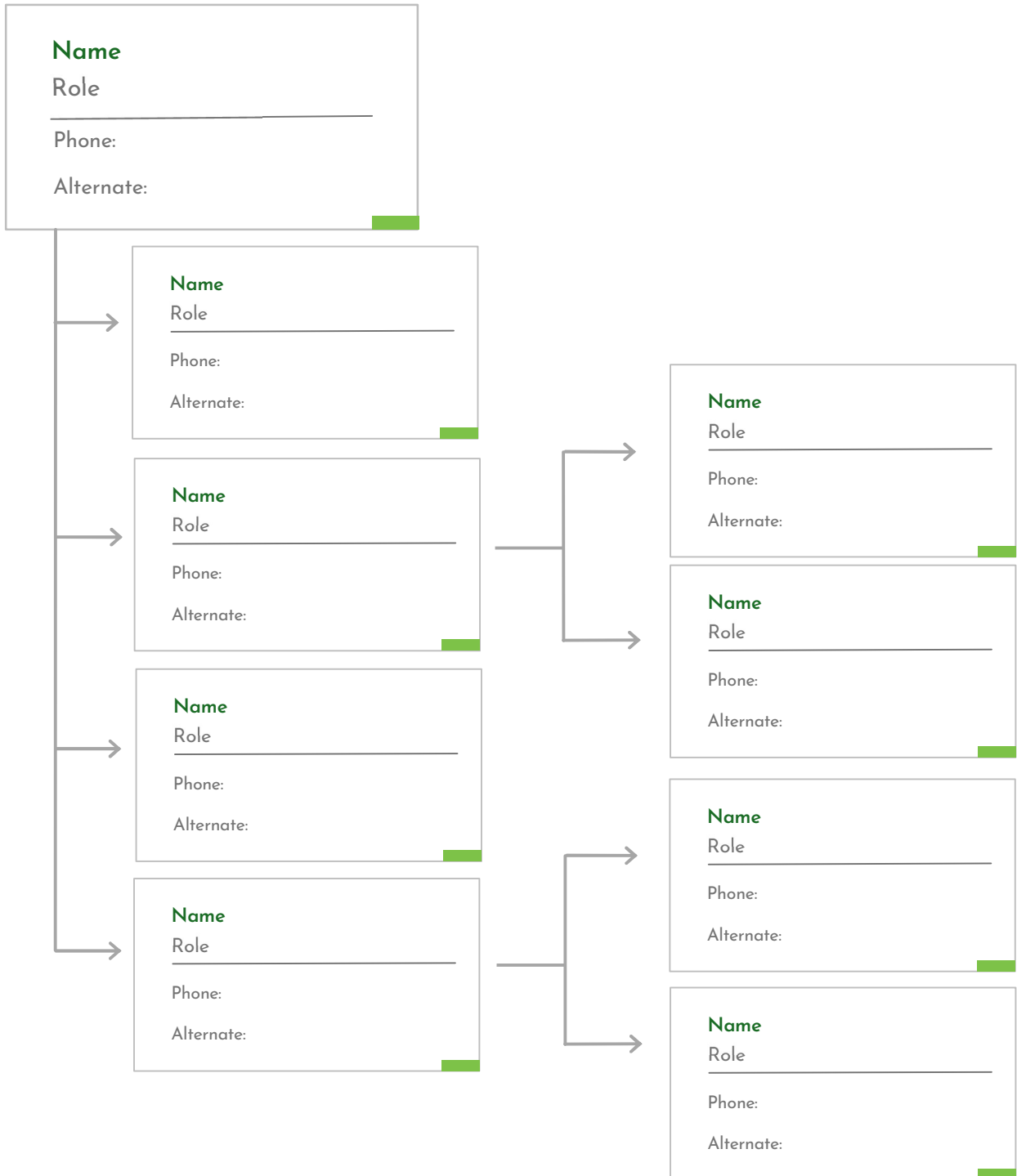
## Facility Contacts

List key contacts for any facility needs (general contractor, plumber, property manager, etc.)

<b>Service</b>	<b>Point of Contact</b>	<b>Contact Info</b>



# Phone Tree Template





# Initial Damage Assessment Tool

## Instructions

Complete an initial damage assessment of food bank facilities as soon as possible after an adverse incident (e.g., flood, fire) occurs. This assessment identifies damages and can inform initial requests for recovery assistance. Detailed damage assessments should also be completed by a licensed engineer later to understand the specific actions needed necessary to fully recover the facility.

Staff safety is the ultimate priority; delay the initial damage assessment if there is inherent risk to the employee(s) completing it. Ideally, assign staff to complete this assessment that have a general understanding of the facility's structure and associated systems (e.g., electrical, plumbing). The person(s) completing the assessment should take pictures to catalogue the damages and substantiate the information reported.

## SITE-SPECIFIC INFORMATION

Impacted Facility Information	Name: Address:
Executive Director of Impacted Facility	Name: E-mail/Phone Number:

## INCIDENT DETAILS

Date of Incident	[XX MONTH 20XX]
Type of Incident	<input type="checkbox"/> Fire <input type="checkbox"/> Flood <input type="checkbox"/> Other Severe Weather <input type="checkbox"/> Utilities Failure <input type="checkbox"/> Explosion <input type="checkbox"/> Violence <input type="checkbox"/> Vandalism <input type="checkbox"/> Other: _____
Describe the Incident in Detail	[Narrative]

## DAMAGE ASSESSMENT OVERVIEW

Date of Damage Assessment	[XX MONTH 20XX]
Name(s) and Title(s) of Person(s) Conducting Damage Assessment	Name(s): Title(s):
Contact Information of Person(s) Conducting Damage Assessment	E-mail(s): Phone Number(s):
General Impression of Site Damage	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Moderate <input type="checkbox"/> Severe <input type="checkbox"/> Total Loss

## DAMAGE ASSESSMENT DETAILS

*Where applicable, check all items that were damaged:*

<b>Exterior Property Assessment</b>	<input type="checkbox"/> Landscaping <input type="checkbox"/> Freestanding Signs <input type="checkbox"/> Downed Trees and/or Limbs <input type="checkbox"/> Fences/Gates <input type="checkbox"/> Parking Lot <input type="checkbox"/> Out-Buildings (e.g., garage, shed) <input type="checkbox"/> Vehicles <input type="checkbox"/> Damage to Entire Area <input type="checkbox"/> Other: _____
	<b>Description of Damages:</b> [Narrative]
<b>Exterior Building Assessment</b>	<input type="checkbox"/> Windows <input type="checkbox"/> Utility Meters <input type="checkbox"/> Doors <input type="checkbox"/> Foundation <input type="checkbox"/> Exterior Walls <input type="checkbox"/> Roof <input type="checkbox"/> Railings <input type="checkbox"/> Partial Structural Collapse <input type="checkbox"/> Complete Structural Collapse <input type="checkbox"/> Other: _____
	<b>Description of Damages:</b> [Narrative]
<b>Interior Building Assessment</b>	<input type="checkbox"/> Ceilings <input type="checkbox"/> Floors <input type="checkbox"/> Wall Structure <input type="checkbox"/> Interior Doors <input type="checkbox"/> Elevator <input type="checkbox"/> Railings <input type="checkbox"/> Open/Exposed Wiring <input type="checkbox"/> Light Fixtures <input type="checkbox"/> Ramps <input type="checkbox"/> Stairs/Stairwells <input type="checkbox"/> Electrical Outlets <input type="checkbox"/> Other: _____
	<b>Description of Damages:</b> [Narrative]
<b>Kitchen/Food Service Assessment</b>	<input type="checkbox"/> Sinks <input type="checkbox"/> Stoves <input type="checkbox"/> Grills <input type="checkbox"/> Vent Hood <input type="checkbox"/> Ovens <input type="checkbox"/> Broilers <input type="checkbox"/> Pantry/Bulk Food Storage <input type="checkbox"/> Refrigerator <input type="checkbox"/> Freezer <input type="checkbox"/> Microwave Ovens <input type="checkbox"/> Preparation Counters <input type="checkbox"/> Other: _____
	<b>Description of Damages:</b> [Narrative]
<b>Safety Features Assessment</b>	<input type="checkbox"/> Fire Extinguishers <input type="checkbox"/> Heat Detector <input type="checkbox"/> Smoke Detector <input type="checkbox"/> Security System <input type="checkbox"/> Public Address System <input type="checkbox"/> Exit Doors <input type="checkbox"/> Sprinkler System <input type="checkbox"/> Fire Hose Cabinet <input type="checkbox"/> Fire Hydrant <input type="checkbox"/> Other: _____
	<b>Description of Damages:</b> [Narrative]
<b>Equipment/Supplies Assessment</b>	<input type="checkbox"/> Desks <input type="checkbox"/> Filing Cabinets <input type="checkbox"/> Computer System/Server <input type="checkbox"/> Shelving <input type="checkbox"/> Hardware (e.g., computers, printers) <input type="checkbox"/> Stored Foods <input type="checkbox"/> Packing Materials <input type="checkbox"/> Other: _____
	<b>Description of Damages:</b> [Narrative]







# MOU Template

This is an example Memorandum of Understanding (MOU) structure you can use to develop a formalized agreement with a new partner. You may find that you don't need to answer every question listed below in the final agreement, but they can be helpful for guiding the initial conversations you're your perspective partners.

Focus the conversation on defining the shared goal you are working towards and discussing how you will work together to accomplish it. **Remember, one of the most valuable parts of developing an MOU is the process of creating it!**

## OPENING

<b>Introduction</b>	What is the motivation for this partnership? (Keep it general)
<b>Organizations</b>	Who is involved in this agreement?
<b>Purpose</b>	What is the shared mission of these organizations?

## CONTEXT

<b>Organization Profile</b> <i>(go through this section, completing one for each org)</i>	<ul style="list-style-type: none"><li>• Name and brief description of the organization</li><li>• Services offered (with a focus on disasters)</li><li>• Capabilities and assets</li><li>• Size of organization (number of employees, regular volunteers, other types of members, etc.)</li><li>• Areas served</li><li>• Organization Address</li><li>• Points of Contact - primary, alternate, blue skies, gray skies</li></ul>
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## PARTNERSHIP PROTOCOL

<b>Decision Making Protocol</b>	<ul style="list-style-type: none"><li>• How are decisions made?</li><li>• Who has the authority to make decisions?</li></ul>
<b>Dispute Resolution</b>	<ul style="list-style-type: none"><li>• How will you resolve any disputes that may arise?</li></ul>
<b>Community Engagement</b>	<ul style="list-style-type: none"><li>• How will your organizations represent the partnership publicly?</li><li>• What is your policy for use of logos?</li></ul>

## PLANNING

<b>Blue Skies Collaboration</b>	<p>Describe how your organizations will work together in blue skies to strengthen preparedness and response coordination efforts.</p> <ul style="list-style-type: none"><li>• How frequently will you meet?</li><li>• What capacity building efforts will you take-on?</li><li>• How will you coordinate disaster planning efforts between your organizations?</li><li>• What resources do you have to support disaster feeding efforts?</li></ul>
<b>Gray Skies Collaboration</b>	<p>Describe how your organizations will collaborate in gray skies.</p> <ul style="list-style-type: none"><li>• How will you initiate collaborative response efforts?</li><li>• How will you coordinate joint efforts?</li><li>• What roles will each organization take on?</li><li>• How will you track resources used for joint response efforts?</li><li>• How will you track services delivered to the community?</li></ul>
<b>Demobilization</b>	<ul style="list-style-type: none"><li>• How will you determine when to deactivate joint response efforts?</li><li>• How will you capture learnings from joint response efforts?</li></ul>

## AGREEMENT

<b>Mou Review</b>	<ul style="list-style-type: none"><li>• How long is the agreement valid for?</li><li>• When will you review?</li></ul>
<b>Agreed</b>	<p>Have one authorized representative sign and date the agreement once it is finalized.</p>