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Second Harvest (SH) prepares for the next big disaster

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Senior Capstone Project

Second Harvest (SH) prepares for the Next Big Disaster

Keywords: Disaster mitigation, emergency preparedness, social service agencies, earthquake preparedness, Loma Prieta, Second Harvest, community based organization, City of Watsonville, disaster template, disaster mission.

Abstract: This project will be an emergency preparedness manual to assist the Second Harvest Food Bank in preparing for disaster. By interviewing key individuals of the Food Bank, I will determine the baseline knowledge of these individuals. Through research, a literature review, and contacting local agencies I was able to determine the benefits of disaster preparedness as well as what worked in previous disasters including the Loma Prieta Earthquake of 1989. This emergency preparedness manual empowers Second Harvest staff to better prepare themselves and their network of relief agencies. Furthermore disaster mitigation strategies demonstrates disaster preparedness as a priority to better serve the needs of the community.

Executive Summary

Second Harvest (SH) Food Bank donates food to families in Santa Cruz and San Benito Counties and unincorporated areas through a network of 150 member agencies. The mission is, “To educate and involve individuals to end hunger and alleviate malnutrition in our community.” Individuals in these communities are struggling with high rents, low-income, and nutrition deficient diets. Approximately 11% of Santa Cruz County is below the poverty level, and entire apartment complexes lack renters insurance. Charity organizations such as SH bridge the poverty gap to curb food insecurity through their work, providing food assistance and supplemental services like Food Stamps.

The problem is simple. These communities are not prepared for disasters. Second Harvest was critical after the Loma Prieta earthquake of 1989, however, has not established a working disaster plan since then. These communities will need extensive emergency services; SH wants to be there. Santa Cruz County, City of Watsonville and other agencies are updating their disaster plans; SH wants to be included.

This capstone project will establish procedures for key individuals, departments, and directors of SH. Employee training and personal preparedness tips will be included to help employees return to work safely. This template provides the initial steps needed in preparing a non profit business for resumption of services. Second Harvest will benefit from empowered staff understanding their delineated responsibilities. Pro-active planning negates the need for extensive communications after a disaster. Consequently, SH will have a better chance of maintaining services to the community if they prepare to do so. Proactively planning for disasters is a public health promotion tool connecting individuals to local communities and communities to local organizations.

The mission of the Second Harvest (SH) Food Bank of Santa Cruz and San Benito Counties is, “To educate and involve individuals to end hunger and alleviate malnutrition in our community.” Second Harvest serves a network of 150 agencies and programs, including food pantries, soup kitchens, shelters, and social service organizations. Established as a clearinghouse, the warehouse collects food donations from local businesses and farmers and distributes it through member agencies to the communities. In accordance with USDA, SH distributes USDA commodities at five locations throughout Santa Cruz County monthly. Food for Children distributions go out to qualifying families with children, currently in operation at 25 low-income housing complexes and schools. Second Harvest’s “Partners in Need” (PIN) program, in which low-income individuals volunteer at the SH warehouse in Watsonville and receive boxes of food and produce. The mission of SH is visible through its service in delivering food to individuals and families in the community.

On SH’s organizational chart (see attached), I will be working with the Directors of the departments, however my interviews have crossed this boundary by speaking with the executive director and line staff in the hotline and warehouse departments of SH.

Second Harvest feeds diverse individuals from Santa Cruz, Watsonville, and Pajaro. According to their website (www.thefoodbank.org), SH feeds approximately 43,000 individuals a month, including children and elderly. The large migrant population in this area may contribute to a skewed demographic data collection on this population. Watsonville’s reported demographic data is including as Santa Cruz County in the United States (US) Census. According to the estimates for 2004, White, non-Hispanic persons made up 65% of Santa Cruz County’s population, and persons of Hispanic or Latino

origin were 27.8%. Furthermore, the Census statistics show 11% of the population to be below the poverty line. (Census, 2006).

Robert Bolin and Lois Stanford explain why disasters occur in the opening pages of their book, *The Northridge Earthquake: Vulnerability and disaster*, “Disasters occur at the interface of vulnerable people and hazardous environments” (Bolin & Stanford, p. i). They go on to explain vulnerabilities, “a result of inequalities in their access to resources and in their exposures to risk, and is compounded through poverty, discrimination, political powerlessness, and other conditions that cause social and economic disadvantage” (Bolin & Stanford, p. i). Apartments and housing projects in downtown Watsonville are outdated and in need of structural reinforcement. The individuals that live there are less likely to have the resources, be they financial or educational, to design a “disaster kit” or the coping mechanisms to deal with loss. Second Harvest has learned from the history of this community to take disaster preparedness on as a serious priority.

The need for disaster preparedness in the 21st century has been highlighted by the recent increase in catastrophic natural and man-made disasters. Research from Hurricane Katrina of 2005 indicates disaster response requires an organized network of government and public service agencies, and an understanding of the roles and relationships between interacting parts of these systems. California has led the nation on a number of public health initiatives. Californian now has the opportunity to become mobilized for disaster preparedness through their local governments and community based organizations (CBO).

Second Harvest was one of the Voluntary Organizations Active in Disaster (VOAD) during the Loma Prieta Earthquake of 1989, working alongside agencies like

Santa Cruz County Red Cross and Goodwill Industries. On October 17th, 1989, executive director Willy Elliot-McCrea was in a disaster preparedness meeting, a formal group of CBOs, the City of Watsonville, and police and fire the moment the Loma Prieta Earthquake struck. This group was the South County Emergency Services Coalition, and it began planning for disasters in 1989. Unfortunately, these inter-organizational relationships have deteriorated over time due to a lack of emergency. Every year, however, on October 17th, SH commemorates Loma Prieta with a warehouse tour.

Art Trinidad, the previous warehouse manager, improved safety procedures within SH by installing an eye wash station and safety grill for the forklifts. His intentions were to bring the warehouse up to standard with current warehouse codes.

Through employee interviews SH has acknowledged the need for disaster awareness, procedures, and responsibilities to be established on the individual and departmental level. Furthermore, employees have acknowledged the need for exercise drills and an evacuation plan. However, disaster preparedness has not been a top priority for SH. Expansion plans, fundraising and routine distribution has directed daily life at SH.

This capstone project is a Microsoft Word template, establishing SH's formal disaster preparedness procedures. Creating the project was determined necessary through interviewing key staff. The work for this project, as well as the process, was presented during a workshop on October 16th at the SH Agency Summit meeting. This project was presented a second time and accepted by senior staff at a meeting on November 29th, 2006. Employees were excited to take the initiative in disaster preparedness; there was a general air of assumed preparedness prior to engaging individuals.

Information in the manual includes the classification of disasters, a place for senior staff to make emergency contact information available, individual responsibilities as coordinators of departments and assumed departmental responsibilities.

This emergency preparedness template will empower line staff, describe SH's disaster mission, and provide senior staff with a framework for assigning departments their disaster duties. The next appointed safety officer would adopt the plan and make periodic updates, as more preparation is always needed. I have included recommendations for SH to improve its horizontal relationships with the City of Watsonville, County of Santa Cruz, and Santa Cruz County Red Cross.

Initial surveys were conducted to determine employee understanding of disaster preparedness and SH's role in disaster recovery. This information indicated a need for staff training from the executive level. I incorporated a number of pages of personal preparedness and listed as a key recommendation to create return to work procedures in the event communications systems do not work.

Within the manual, disasters are classified according to their magnitude (usually households affected and formally declared emergencies). Other Food Banks and the Federal Emergency Management Agency (FEMA) use this scale. The intention is to align disaster classification amongst government respondents and organizations that are deemed critical in the days following disaster response.

Information has been obtained from the Los Angeles and Arizona Associated Network of Food banks to define individual and departmental procedures. Personal preparedness information, such as how to prepare a "disaster kit" and what to do at work during an emergency was obtained from FEMA.gov and Ready.gov to empower

employees to prepare themselves. Interestingly the “duck and cover” method of surviving earthquakes is under investigation. This was a good example of different procedures to discuss.

Diagrams, depicting anticipated disaster product flows were created upon existing information and through conducting interview of key staff. These diagrams were made after discussing the current Memorandum of Understanding (MOU) contracting SH to provide services in accordance with the City of Watsonville.

Recommendations were created based upon employee needs, examples from local charity based organizations, and a review of relevant literature. These recommendations include employee training for their duties through exercise, life-saving evacuation drills of the facility, pre-designated disaster roles, responsibilities and procedures. However, as indicated in the literature, most emergency plans do not take into consideration the long term responses to disaster, and so I laid the foundation for SH to remain active after the initial disaster and return to work and continue serving the community. To do so, I recommended “return-to-work procedures without communications” and for SH to pre-designate disaster distribution sites through contracting with current distribution agencies.

This project will be evaluated by a survey component. I have prepared a survey asking senior staff to rate the utility and the content of the template as well as decide as an organization to take measures to implement emergency procedures. Five department heads believed disaster preparedness would increase by 40% after implementation of some key strategies in the manual. I explained the recommendations and call for action during a senior staff meeting on November 29th, 2006. In doing so I was able to obtain

their consent to follow through with some of the recommendations and pre-establish procedures within the next several months.

This Capstone will address the following Collaborative Health and Human Services (CHHS) Departments Major Learning Outcomes (MLO): Collaboration, Personal and Professional Communication, Professional Development, and Systems Management.

Collaboration was used to contact local agencies and the City of Watsonville, interviews SH staff, and present my work to an audience of SH member agencies and the SH executive director and departmental directors. Skills from collaboration assisted me in identifying the need for this implementation and building consensus on the need for SH to take disaster seriously. Finally an attitude of collaboration enabled me to inform the agency network of SH's pre-emptive disaster approach.

One of the most important aspects of this project was the process of creating a forum for emergency preparedness ideas at a senior staff meeting. Richard Wilson was the city manager of Santa Cruz during the Loma Prieta Quake. In his book, *The Loma Prieta Quake: What one city learned*, "The process of preparing an emergency plan is as valuable as the plan itself, as the preparation requires (or should require) key personnel to take emergency planning seriously" (Wilson, p. 10). This was true in the SH environment. Disaster planning had not been discussed seriously because there had not been a forum for it.

Personal and Professional Communication (PPC) facilitated my actions in this process during my presentations and continual contact with my field mentor. Presenting progress to member agencies of SH and executive staff were other examples of PPC. The

knowledge portion of this MLO called for fostering communication between individuals and departments at SH. To do so, I interviewed individuals from varying departments and gained an understanding of employee dynamics separating the departments.

Skills of PPC enabled me to present a workshop of my progress to member agency representatives at an Agency Summit, October 16th. This presentation was formal, attended by survivors of Loma Prieta and current agencies of SH. In addition a Board member of SH was present, and interested in the work I had done.

An attitude PPC was useful in examining my own biases in doing this work, and encouraged me to prepare for each of these presentations throughout the course of this project. There was an urge to assume I knew more than I did at times, and allowing other individuals who do know more than me in regards to business resumption and disaster mitigation was useful because I could include this information in the final product.

The Professional Development (PD) MLO was used to complete the sub-projects within this agency manual. Developing a timeline and not being able to adhere to it perfectly was an example of the knowledge portion of this MLO for understanding “Professional expectations and responsibilities”. Knowledge of PD allowed me to be aware of the power dynamics between my mentor and I, and other individuals of the agency and I. These were critical in investing SH staff time into this project, to make them feel like it belonged to them, and that the information was relevant to their department.

Demonstrating skills from PD are the presentations to SH senior staff and member agencies. These allowed for “Clear and concise oral presentations” with good feedback to prove it. The ability to “analyze and synthesize agency records, documents, and

reports” was critical to understanding the skill portion of this MLO. Furthermore, this project asked me to “Apply appropriate interview, assessment, planning, and development methods.”

Examples of PD attitudes were my “willingness to engage in life-learning” through brainstorming and feedback meetings with my mentor. Some of the staff interviewed knew more about managing a business after disaster than I do, and were polite in helping me be aware of it. This also contributed to my ability to, “Accept challenges to my own biases and beliefs”, and “developing an inter-professional (or cross-disciplinary) professional identity.” This project was a culmination of my experience from class, personal life, community involvement and a professional internship position with SH.

Understanding the Systems Management (SM) MLO was invaluable to this project. Knowledge of this MLO was required to understand the individual’s relationships as part of the departmental system within SH. This called for interviews and “dropping in” on people for feedback. Second I wanted to know how the City of Watsonville and County of Santa Cruz perceived SH as part of the network of emergency respondents.

The skills portion of this MLO was useful in developing a disaster mission statement. The disaster mission of Second Harvest Food Bank is, “To aid all member agencies in the distribution of food to those in need due to a disaster”. Conducting research and reviewing literature, as there is a sizeable amount on the Loma Prieta earthquake, I was able to see how Second Harvest played an integral role in the past. Through employee interviews and workshop feedback, I was able to, “Assess the needs

of the community and assess the organizations ability to deliver services in concert with its mission statement”.

An example of the attitude segment of this MLO is the overall contribution of this manual; this creates the intra-structure of emergency preparedness needed at SH. Of course, additional inter-structure planning is needed between local Food Banks, member agencies, and contracted organizations providing disaster services. This contributes to, “organizations and systems in most effectively serving their communities.”

This project will address the CSUMB Vision Statement in assisting diverse communities. The communities of Watsonville, Pajaro, and Santa Cruz, as well as individuals living within range of the Food Bank’s distribution will benefit from this improved preparedness in the event of disaster. This is the heart of our farmlands, and these individuals work hard to feed the rest of California and the United States.

This project further addresses the CSUMB Vision Statement by accomplishing a task in an innovative way. In utilizing up to date technology and manipulating language in existing documentation to establish agreements with member agencies to serve as disaster distribution sites, all parties involved will benefit. This assists our community in adapting to the ever-changing world where emergency preparedness can save lives and assist individuals and communities in returning to peace.

This Capstone will be on display as it exists, in Microsoft Word, at a table in the lobby of building 86D during the Capstone Festival on December 16th, 2006. To present this manual I will use PowerPoint to discuss the process, and will include a couple of pages where I created charts and adapted a template to accommodate SH’s unique needs.

This project benefits the agency by serving as a working template to add to existing procedures. This project brings the responsibility of SH to prepare for disaster and places it on the table during staff meetings. This project allows for periodic review, additions and deletions and as a location to store current disaster information. This project will not sit on a shelf, as it is a useful resource to train new employees, delineate responsibilities of existing employees and foster emergency preparedness communication with SH's member network.

The recommendations involved in this project are extensive and call for action on behalf of SH senior staff. Recommendations site the need for back-up communication, an organized reception of volunteers, a sustainable and renewable power supply, and increased ability to distribute and/or store food in the event of a disaster. Furthermore a backup facility should be established, and a plan created between Monterey and San Benito food banks.

Human subject's approval will not be needed for this project. I will interview Second Harvest Employees and pass out a survey during a senior staff meeting on November 29th. This information is to be used strictly for this project and not for the exploitation of their personal opinions regarding the job description, the setting, or the perceived ability to assist disaster victims of the community.

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Second Harvest Emergency Response Plan (SHERP)

This manual exists to establish the framework for implementation of the Second Harvest Emergency Response Plan (SHERP).

The disaster mission of Second Harvest (SH) is “To aid all member agencies in the distribution of food to those in need due to a disaster”.

Compiled Fall 2006

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Classification of Disasters

Second Harvest's (SH) Executive Director (ED) has the authority to activate the Emergency Response Plan (ERP). The following may enact the ERP:

1. Class #1 Disaster: Somewhat limited in scope, but would affect a significant number of households. Second Harvest and neighboring food pantries, kitchens, shelters could handle the demand.
2. Class #2 Disaster: Would affect a large number of households. Scope would most likely require that outside product resources be generated to meet demand. America's Second Harvest national office involvement likely.
3. Class #3 Disaster: Large geographic area affected. Number of food banks impacted and would require outside assistance from the America's Second Harvest network in terms of staffing and food.
4. Class #4 Disaster: Affects tens of thousands of households (The Loma Prieta and Northridge Earthquakes falls into this category). Devastation requires massive inter-agency effort. The Governor of California/President of the United States declares a state of emergency. Neighboring food banks are hard hit by a disaster.

Disaster Teams

Name

Director Disaster Operations

Backup

Emergency Coordinator - Administration

Backup

Emergency Coordinator – Warehouse

Backup

Operations Manager

Backup

Donations/Sorting/Mixing Supervisor

Backup

Agency Coordinator

Backup

Volunteer Coordinator

Backup

Public Relations

Backup

Development/Fundraising

Backup

Hotline and Outreach

Backup

(Adapted from the Texas Food Bank Network Template 4388 W. Vickery Blvd. Suite 202, Fort Worth, TX 76107 ♦ Phone: (817) 735-9292 ♦ Fax: (817) 735-9374 ♦ www.tashfb.org)

Coordinator Responsibilities

Duties of Disaster Director

1. Contact key management staff for status of staff, facility and agencies.
2. Determine key staff positions are manned.
3. If it is determined the Food Bank facility cannot operate, follow procedures outlined in Section: Office Disaster Response.
4. Determine magnitude of disaster from agencies, OES Representative, VOAD, Red Cross or other official outlets.
5. If contact cannot be made with agencies or others due to communications outage, activate other communication outlets or dispatch personnel to the field, if possible.
6. Coordinate with Distribution Network or A2H on needs and situation, if necessary, particularly in a Category 4 or 5 Emergency.
7. Meet with senior staff to determine actions to be taken.
8. Coordinate with local OES leaders.
9. Request response team from another Food Bank, if needed and specify team member qualifications. Ex: warehouse operations, people to load trucks, driver etc.
10. Activate backup warehouse site, if necessary.
11. Insure basic administrative functions are operational, such as payroll and inventory.
12. Activate rest areas or shelter in place with cots, shower, food preparation, if needed.
13. Implement Sister Food Bank response, if needed.
14. Other duties as identified.

Duties of Operations Manager

1. Coordinate main warehouse operations.
2. Track amount and destination of food distributed to agencies.
3. Monitor inventory.
4. Coordinate staff and volunteers in warehouse operations.
5. If donation function is sufficiently large, transfer donation responsibility to Donation/Sorting/Mixing.

Duties of Disaster Donation/Sorting/Mixing

1. Coordinate donation warehouse functions.
2. Activate previously identified donation sites, if they are available. If not available identify and activate other donation sites.
3. Work in conjunction with local OES regarding donations.

4. Set up sorting, mixing and packaging area. If necessary, set up operations at backup warehouse site.
5. Maintain data base of donations received and donations shipped.
6. Coordinate with Public Relations regarding donation locations and needs.
7. Notify Volunteer Coordinator of volunteer skills needed, i.e. forklift operator.
8. Manage and assign volunteers in donation/sorting/mixing.
9. Other duties as identified.

Agency Coordinator

1. Establish communication with agencies to determine status and needs. Relay information to Disaster Director.
2. Coordinate with other emergency agencies to determine needs in area.
3. Handle incoming agency calls for food supplies.
4. Assist in identifying alternate donation sites, if needed.
5. Other duties as identified.

Volunteer Coordinator

1. Identify volunteers as requested by various areas of operations.
2. Keep Volunteer Data base updated and use data base in calling for volunteers.
3. Coordinate unsolicited volunteers that arrive.
4. Coordinate the volunteer schedule. Insure volunteers and staff get relieved periodically.
5. Coordinate with Public Relations regarding volunteer needs.
6. Other duties as identified.

Public Relations

1. Coordinate with Disaster Director regarding press release pertaining to status of Food Bank.
2. Distribute press release to media outlets.
3. Coordinate with OES regarding media.
4. Answer media questions.
5. Arrange for participation in press briefings at OES, if appropriate.
6. Other duties as identified.

Development and Fundraising

1. Coordinate with member agencies, private and public interests to accept disaster product.
2. Solicit donations from appropriate donors as needed.

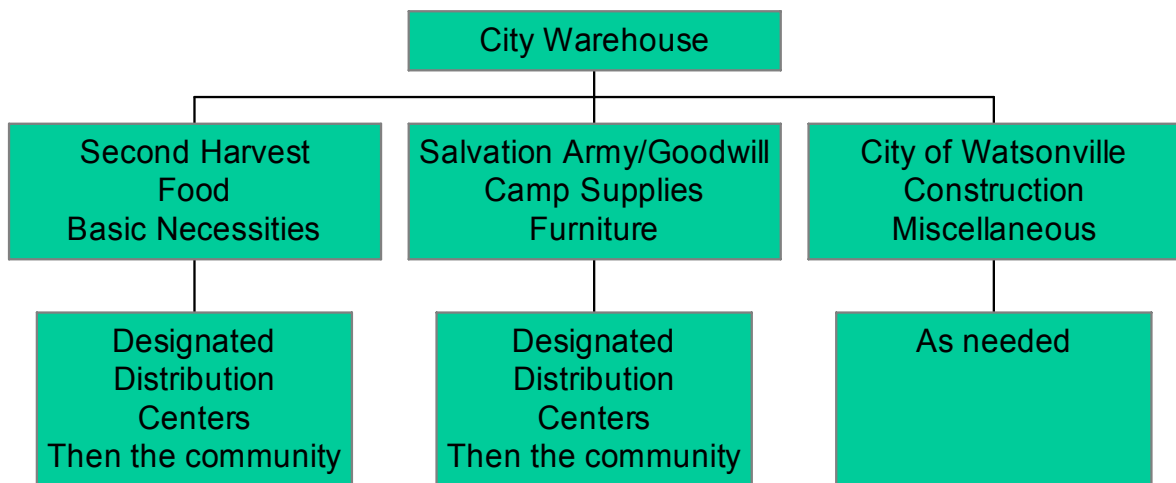
3. Coordinate with Disaster Director to ease transition of commodities from donors through Second Harvest to designated disaster distribution sites.
4. Ensure disaster donors are reimbursed through contracting services, amount of donations received and distributed.
5. Ensure hours of employees are documented.

Hotline and Outreach

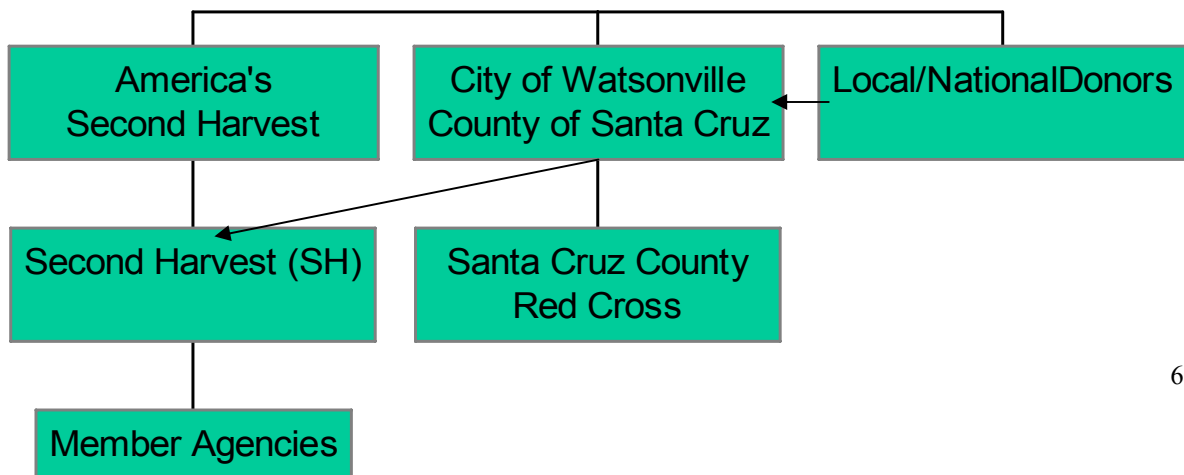
1. Operate Community Food Hotline taking emergency calls from the public and directing individuals to pantry and feeding sites.
2. Direct callers to other emergency relief, health and social service resources.
3. Maintain and update emergency contact lists.
4. In case of phone failures, outreach staff to into community with flyers and information informing of feeding and pantry locations.
5. Clerical and other support for other emergency response teams.

(Pages 4, 5 and 6 Adapted from the Texas Food Bank Network Template 4388 W. Vickery Blvd. Suite 202, Fort Worth, TX 76107 •Phone: (817) 735-9292 • Fax: (817) 735-9374 • www.tashfb.org)

Distribution Network, Product Distribution Network

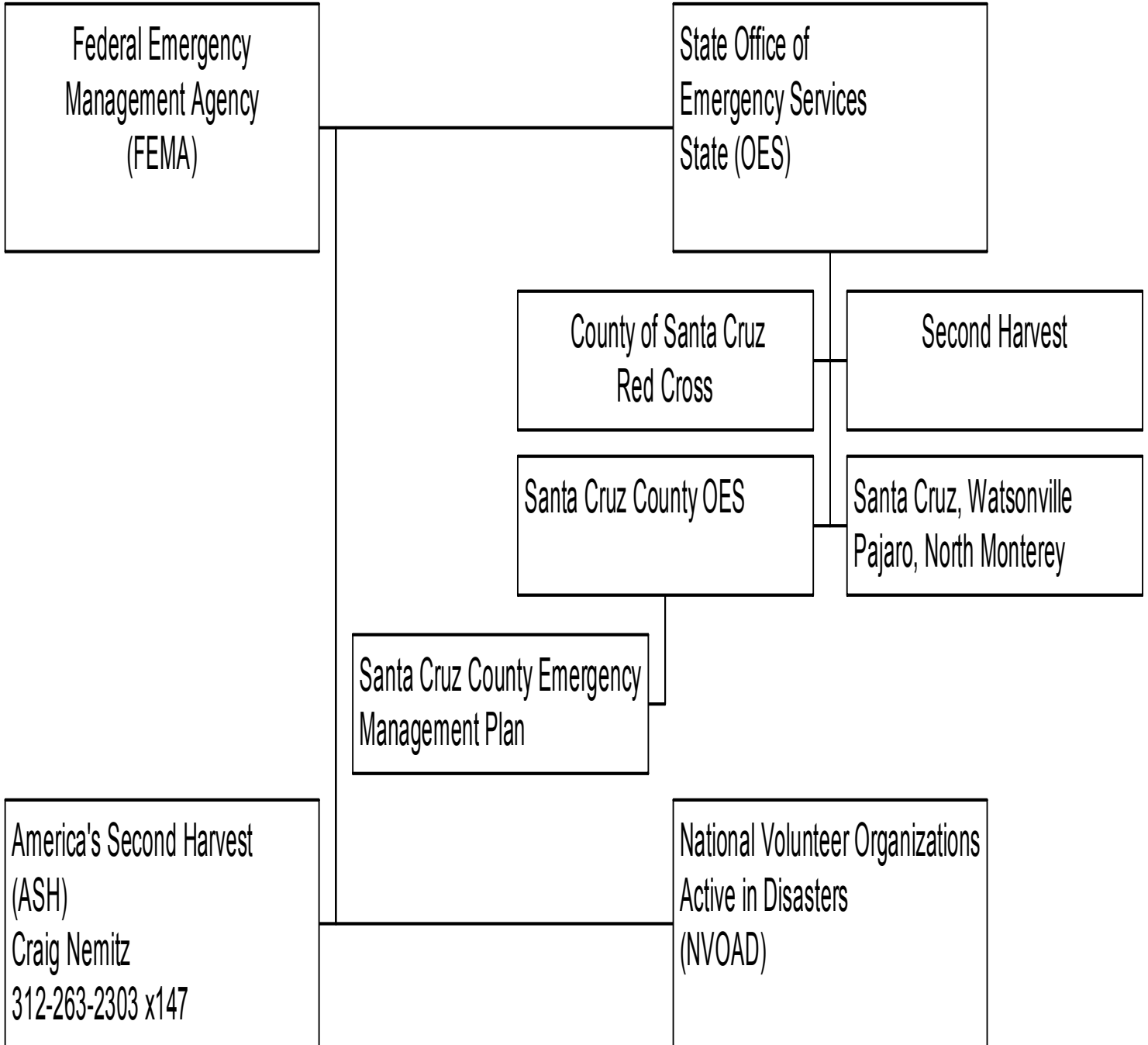


Product Donations Network



Disaster Preparedness Flowchart

America's Second Harvest of Santa Cruz/Watsonville



Emergency Contact Information

Name	Home	Emergency(Cell)
<u>Alex Ballesteros</u>		
<u>Joel Campos</u>		
<u>Carmelita Carranco</u>		
<u>Disaree Casillas</u>		
<u>Pamela Denner</u>		
<u>Willy Elliott-McCrea</u>		
<u>Grace Galvan</u>		
<u>Jeanette Hager</u>		
<u>Sergio Hernandez</u>		
<u>Ian Kilczewski</u>		
<u>Victor Kimura</u>		
<u>Emily Lane Shoemaker</u>		
<u>Kathryn Llewellyn-Herne</u>		
<u>Mary Lopez</u>		
<u>Lee Mercer</u>		
<u>Teresa Moran</u>		
<u>Ernesto Nieves</u>		
<u>Teri Olson</u>		
<u>Rosie Pantoja</u>		
<u>Daniel Reyes</u>		
<u>Robert Riley</u>		
<u>John Schulenberg</u>		
<u>Sheree Storm</u>		
<u>Keith Ullal</u>		
<u>Christine Woodard</u>		

America's Second Harvest (800) 771-2303
Food Bank for Monterey County (831) 758-1523
Community Pantry of San Benito Cty, Inc. Phone: (831) 637-0340
Goodwill Industries (831) 423-8611
Salvation Army (831) 426-8365 or (831) 724-3922 **Emergency** (831) 682-6333
Santa Cruz Office of Emergency Services (OES) (831) 458-7150
Santa Cruz Red Cross (831) 462-2881
Salud Para La Gente (831) 728-8250
Loaves and Fishes (831) 722-4144
SPCA (831) 465-5000 **Emergency** (831) 234-0984
Pajaro Rescue Mission (831) (831) 724-9576
Watsonville Fire Department (831) 728-6060 **Emergency** (831) 471 1170
Watsonville Police (831) 768-3300
Watsonville Volunteer Center (831) 722-6708
Watsonville Disaster Info and Updates (831) 768-3038

Preparing at Home

1. Identify Risks.

- ❑ Beds under windows.
- ❑ How to shut off your gas and water.

2. Make a disaster kit – you may be on your own for the first 72 hours, or longer!

- ❑ Keep a bag with canned goods in it including fruit and vegetables, as well as staple foods such as rice, beans, canned tuna and chicken. Include familiar foods your family enjoys. Rotate food every 4 months. If you store food such as granola bars, cereals, etc., rotate more often.
- ❑ Store water!! You should provide 1 gallon of water per person for a week or more.
 - ❑ Store warm clothing and comfortable shoes.
 - ❑ Buy a flashlight with extra batteries.
 - ❑ Include a first aid kit with Band-Aids, antiseptic, burn cream, medications and anything else you may want.
- ❑ Include portable radio, extra batteries, and know your station(s) which provide disaster information.
 - ❑ Keep a propane stove used for camping in with your kit, this will be vital for making hot water and cooking food.
- ❑ Include pet food for family pet, know where to shelter your family pet in the community. (Call SPCA or Santa Cruz OES for this information.)
 - ❑ Store wet naps, paper towels and trash bags for personal sanitation

3. Create a family disaster plan.

- ❑ Shelter in place within your home or yard.
- ❑ A location in your neighborhood, such as a park, church, or family friend in case the family home is inaccessible.
- ❑ Ensure your child's school and day care provider have disaster plans and practice "disaster drills" to ensure your child's safety.
- ❑ Know student release procedures, available online at:
<http://www.santacruzsentinel.com/emergencywatch/11.html>

1. Prepare your Children

- ❑ Talk to your kids about what your family will do if disaster strikes.
- ❑ Empower your children by helping them prepare the disaster kit.
 - ❑ Practice your family disaster drill every six months.

2. Learn CPR and First Aid.

Preparing At Work

Reduce Risks:

Identify dangerous situations in the workplace. Are there televisions in high places? Are the cabinets secure and computer monitors away from your body in your work space?

Identify emergency exits and routes, designate meeting place outside of facility, and practice your disaster escape plan.

Identify fire extinguishers. Identify the gas and water shut offs, and tools required to shut off both. This should be done if you smell gas.

Know where the First Aid kit is. Additionally, you may want to store extra water, a flashlight and battery operated radio as extra precautions.

Be aware of the theory, "Shelter in place." Although this is not common, air contamination is possible. Be prepared to seal yourself in a safe area of the facility with other employees until help is available.

Ensure your personal emergency contact information is up to date and you understand the plan in case of emergency. (For example, who would you call to ask when and where to return to work?)

Earthquake:

If you are in your office:

Duck or lay next to a large object, such as a cabinet or desk, near outer wall of office. Falling ceilings and debris will theoretically create a space large enough to survive falling debris.

Wait for earthquake to stop and then leave office and building immediately.

If you are in the warehouse:

Move to outer wall of facility, away from falling objects.

If you are near a door, exit the building quickly.

Relocate outside at the designated meeting spot. (by Ohlone Pkwy and vehicle entrance to parking lot)

Fire:

Immediately call 911 if you smell smoke in the facility.

Exit the facility as quickly as possible, help those who are less able bodied.

When you are at your destination, take roll call.

STATEMENT OF UNDERSTANDING

between

(Name of Organization A)

and

(Name of Agency B)

relating to Emergency Disaster Services

Purpose

The purpose of this statement is to define the terms for an understanding between **(Organization A)** and *(Name of Agency B)*. This understanding will serve as a broad framework within which there can be a coordination of activities, training, facilities and volunteers in disaster relief to victims of natural or man-made emergencies or disasters.

Definition of an Emergency or Disaster

An emergency or disaster is an occurrence such as a hurricane, earthquake, tornado, storm flood, high water, wind driven water, tidal wave, drought, blizzard, pestilence, fire, explosion, volcanic eruption, building collapse, transportation accident, civil disorder or other situation which causes human suffering or creates human suffering that the victims cannot alleviate without assistance.

Organization of (Organization A)

The **(Title - Executive Director)** of **(Organization A)** is located at {Street address, city, state and zip code}. **(Provide additional information about the Organization. Include what they do during emergencies or disasters; their headquarters contact with statement regarding how they relate to any regional offices (or food banks?) they might have in place.)**

Responsibilities of (Organization A)

(Organization A) has a tradition of providing emergency services to individuals and groups in time of disaster. This service has received public recognition. **(Organization A)** has entered into specific agreements with other agencies concerned with public and private emergency and disaster relief. The services available from **(Organization A)** vary according to local circumstances and resources. These may include, but are not limited to:

- donation collection and distribution including food, water, clothing, furniture, medical supplies, bedding, cleaning supplies and household items
- referrals to appropriate government and private agencies

Organization of (Agency B)

(Provide information about the organization or agency with which you are entering into a statement of understanding. Include what they do during emergencies or disasters; their headquarters contact with statement regarding how they relate to any regional or national offices they might have in place.)

Responsibilities of (Agency B)

(Possible verbiage - the portion is done by agency with whom we are entering into agreement). In the event of an emergency or disaster the **agency's** disaster response may include *(list services)*. The **agency** will work in cooperation and communication with **(Organization A)** to minimize service duplication and maximize each organization's ability to meet the needs of disaster victims and workers through regular communication and mutual assistance..

(address availability of **agency** and/or personnel to **(Organization A)** together with methods used to conduct referrals of clients and guidelines for available assistance.)

The major response of *the Agency* to most emergency and disaster situations will be (*service provided*). (Special emphasis)

(Information regarding fees for service, supervision and insurance of personnel by their organization should be included as well.)

Principals of Cooperation

- A) Each organization will, through channels to its local units, encourage inter-agency meetings of volunteers and staff where practical, to create and maintain adequate communication and relationships.
- B) Each organization will participate, where practical, in cooperative pre-disaster planning and training programs.
- C) Each organization will recognize the capability of the other to give assistance to disaster victims. (*Name of Agency*) will concentrate on providing _____ (*list services*) and (**Organization A**) will concentrate on food supply and other services as (**Organization A**) may feel is appropriate.
- D) Each organization will work through its own chain of command and will respect the chain of command of the others.
- E) Each organization will maintain its separate identity and public relations functions. This is essential for the recruitment and direction of volunteers and for obtaining public support. We may, when deemed appropriate, issue joint statements, reports and/or requests for support.
- F) Donated supplies, equipment, facilities and/or funds will be received, utilized and disbursed by the organizations in accordance with their established policies and procedures.
- G) During emergency and disaster situations, liaisons will be maintained between the two organizations to insure cooperation, communication, and coordination to expedite service to those in need and to maximize the effectiveness of service to those in need.
- H) Each organization will support and assist the other in any way possible within the guidelines and authority of it's organizational mandate.

Planning and Implementation

Cooperative arrangements for planning, exchange of information and continuing liaison will be developed and maintained.

This statement of understanding will be shared at all appropriate levels of (Organization A) and (*Name of Agency B*) and will be in effect when signed by both parties and shall remain in effect until termination by written notification by either party.

Signatures

Date: _____

(Name/Title)
(Organization A)

Date: _____

(Name/Title)
(Agency B)

Example STATEMENT OF UNDERSTANDING

between

(Name of Organization A)

and

(Name of Agency B)

relating to Emergency Disaster Services

Purpose

The purpose of this statement is to define the terms for an understanding between **(Organization A)** and **(Name of Agency B)**. This understanding will serve as a broad framework within which there can be a coordination of activities, training, facilities and volunteers in disaster relief to victims of natural or man-made emergencies or disasters.

Definition of an Emergency or Disaster

An emergency or disaster is an occurrence such as a hurricane, earthquake, tornado, storm flood, high water, wind driven water, tidal wave, drought, blizzard, pestilence, fire, explosion, volcanic eruption, building collapse, transportation accident, civil disorder or other situation which causes human suffering or creates human suffering that the victims cannot alleviate without assistance.

Description of the Second Harvest Food Bank

The Second Harvest Food Bank is an exemplary Food Bank, accepting donations and functioning as a hub of produce and goods distribution to our communities. The mission of the Food Bank is to, “To educate and involve individuals to end hunger and alleviate malnutrition in our communities.”

Description of agency to be designated disaster distribution site:

Stated Organization is a community food pantry serving approximately 3000 individuals and families a month. Through charity and volunteer work this agency has helped our

communities for over 10 years. The mission of the said organization is, “To help those who need it.”

This agreement between the Second Harvest Food Bank in Watsonville and _____ is for the purpose of disaster product(s) to be distributed to the community through the said agency. This agreement was executed on _____ and will exist until terminated by either party.

The responsibilities of the Food Bank during a disaster include, “The solicitation and distribution of food to individuals affected by disaster. Strong communication with the agency(s) who will distribute disaster food organized by the Food Bank.”

The responsibilities of the member agency include, “The distribution of food and coordination of volunteers to do so. Additionally the agency will communicate and collaborate efforts with the Food Bank to maximize efficiency and minimize duplication of services.”

Planning and Implementation

Cooperative arrangements for planning, exchange of information and continuing liaison will be developed and maintained.

This statement of understanding will be shared at all appropriate levels of (Organization A) and (*Name of Agency B*) and will be in effect when signed by both parties and shall remain in effect until termination by written notification by either party.

Signatures

Date: _____

(Name/Title)
(Organization A)

Date: _____

(Name/Title)
(Agency B)

Recommendations

1. The Second Harvest Food Bank should develop a Disaster Response Coordination Plan with the Food Bank For Monterey County, the Second Harvest Food Bank of Santa Clara and San Mateo Counties, and the Community Pantry in Hollister.
2. Establish alternate location to use as Food Bank.
2. Forerun disaster preparedness efforts as a Voluntary Organization Active in Disaster (VOAD) and rally community agencies towards this purpose.
3. According to Jamie Finch on September 13th, if a Food Bank volunteer has a ham radio license they can be used in the America's Red Cross county office or as a shadow for Red Cross official, or as a radio operator in a shelter. This would improve communications between the Food Bank and the Red Cross. Ideally, the Food Bank would have a ham radio and operator within the Hotline. Jamie Finch is available at the Santa Cruz Red Cross (831) 462-2881 or w16f@cruzio.com.
4. Food Bank may invest in satellite based communications technology, capable of interacting with the City of Watsonville and the County of Santa Cruz OES for key staff from the Food Bank.
5. Secure MOUs with agencies to distribute disaster product.
6. Create maps for the public to locations where disaster product will be located.
7. Establish procedures for accepting disaster product.
8. Develop and distribute post-disaster instructions for employees to follow to return to work. This could include calling, but have a backup plan in place such as listening to a certain radio station for a pre-agreed (through MOU) Public Service Announcement (PSA).
9. Coordinate with a local radio station to broadcast a Public Service Announcement (PSA) for Food Bank staff.
10. Make an agreement with the City of Watsonville to get power to the Food Bank ASAP after a disaster.
11. Make sure and keep an adequate supply of propane for existing generator to be able to operate during an emergency, and secure a source for emergency propane delivery.
12. Empower employees in disaster preparedness by practicing earthquake and fire drills.

