

IDAHO EMERGENCY OPERATIONS PLAN

SUPPORT ANNEX

Voluntary Organizations Active in Disaster (VOAD)

- Primary Agency:**
- Idaho Voluntary Organizations Active in Disaster (IDAVOAD)
- Support Agencies:**
- Current IDAVOAD members/partners – list maintained by the Membership Committee
 - Current National VOAD Membership

Introduction

Mission

IDAVOAD is the forum where organizations share knowledge and resources to help disaster survivors and their communities.

Purpose

The purpose of the IDAVOAD is to bring together volunteer organizations that are active when disasters strike. Pre-planning is designed to foster more effective response and communication with the people of Idaho in order to provide effective and efficient service.

Scope

To coordinate services offered by voluntary agencies that respond to disasters. Identify and facilitate response to unmet needs for individuals affected by an emergency or disaster utilizing National Incident Management System (NIMS) and Incident Command System (ICS).

Plan Organization

The IDAVOAD plan is designed to incorporate the activities of the IDAVOAD in a disaster situation. This Emergency Operations Plan is part of a pre-planning effort. It consists of the basic plan with appendices.

POLICIES

Authorities and References

- A. Cooperative Agreement between IDAVOAD and the NVOAD
- B. IDAVOAD Bylaws

Limitations

- A. IDAVOAD is a coordinating organization rather than a response organization. It does not have the ability to bind the individual agencies; participation is voluntary. The response of the IDAVOAD is limited to the agencies that have a charter and the resources to help in a disaster.
- B. The ability to communicate with agencies is essential to operations to help people recover from a disaster.
- C. The inability to bring in resources from outside will hinder an effective response.
- D. Partner agencies ability to respond is dependent on the scope of the disaster and the level of declaration.

SITUATION

Emergency/Disaster Conditions and Hazards

- A. The State of Idaho is exposed to many hazards, all of which have the potential for disrupting the community, causing damage, and creating casualties. Possible natural hazards include winter storms, landslides, avalanches, floods, high winds, fires and earthquakes. There is also the threat of terrorism related incidents, such as a nuclear, biochemical, or conventional attack. Other disaster situations could develop from a hazardous materials accident, electrical power failure, civil disobedience, or a nuclear accident.
- B. Public utilities will be damaged and may be partially or fully inoperable.
- C. Resources may be limited in the immediate disaster area. Resources from outside the affected area must be coordinated to ensure a timely, efficient and effective response.
- D. A major or catastrophic disaster will cause unprecedented property damage to homes and individual's and families' subsistence.
- E. Emergency is defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) as any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

- F. Major Disaster is defined under the Stafford Act as any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood or explosion in any part of the United States that, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.
- G. Catastrophic Disaster is defined in the National Response Framework as any natural or manmade incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.

Planning Assumptions

- A. The Bylaws of the IDAVOAD are designed to create cohesion in times of disaster which allows each organization to remain independent while coordinating service through an “umbrella” group, IDAVOAD.
- B. IDAVOAD will operate under the National Incident Management System (NIMS).
- C. IDAVOAD is designed and mandated with the task of providing a coordination service to all member/partner and non-member agencies active when a disaster occurs.
- D. An emergency or disaster will create the need to coordinate voluntary organizations.
- E. A united and cooperative effort by local, state and federal governments, volunteer organizations, the private sector and the donor community is necessary for efficient and effective use of materials and resources offered by the public.
- F. The State of Idaho will request activation of IDAVOAD during significant disasters.
- G. At the request of the IDAVOAD, the National Voluntary Agencies Active in Disaster (NVOAD) will activate for catastrophic events.
- H. 211 Idaho Careline will be the State volunteer and donations hotline. Aidmatrix will be the web based software utilized for unsolicited goods

and volunteers to match with organizations that have a need. It can be accessed at

<http://www.aidmatrixnetwork.org/fema/states.aspx?ST=Idaho>.

CONCEPT OF OPERATIONS

General

IDAVOAD will begin operations when requested by the Idaho Bureau of Homeland Security (BHS) or by member/partner organizations that contact the executive committee. IDAVOAD coordinates response of voluntary agencies when an emergency or disaster affects individuals and families. Voluntary agencies working in disasters have capabilities, which include providing sheltering, mass feeding, child care, and counseling during response. Recovery activities may include cleaning out damaged homes and rebuilding, counseling and limited monetary support. Refer to the IDAVOAD Resource Directory for more information on activities that each agency may provide.

Emergency Management Concepts

- A. IDAVOAD will respond to emergencies and disasters in the following manner:
 1. When an emergency or disaster occurs in the State of Idaho notification of the IDAVOAD may come from a member/partner of IDAVOAD or County Emergency Manager contacting the BHS Voluntary Agency Liaison (VAL) or President of IDAVOAD. In most cases the BHS VAL will receive first notification and will then inform the President of the disaster.
 2. The Idaho State Alert and Warning System (ISAWS) will be utilized to alert members/partners of an event. This may be a message stating the facts as known or to alert them that a conference call has been scheduled and the details to the call.
 3. In most events, the IDAVOAD President or designee will operate out of their virtual EOC located at their office or other location to coordinate resources through email and teleconferences.
 4. Where close coordination is needed during a major or catastrophic disaster, the IDAVOAD President or designee will report to the State of Idaho Emergency Operations Center (IDEOC) and become the designated liaison for IDAVOAD at the IDEOC.
 5. A multi-agency teleconference will be initiated to inform member/partner agencies of the disaster and to determine who will respond to the needs of the disaster.

Direction and Control

1. IDAVOAD will operate within the Incident Command System. In the IDEOC organizational chart, they fall within the Operations Section.
2. The President or designee will be involved in briefings at the IDEOC.
3. The President or designee will provide updates of IDAVOAD activities in a disaster to the IDEOC at regular intervals or as requested. These updates are advisory and informational only and are not designed to replace any other required reporting by other agencies.
4. Regularly scheduled conference calls will take place and involve the IDAVOAD Executive Committee, the BHS VAL, FEMA VAL and member/partner agency representatives, as well as others that are determined during the disaster. These calls will allow for the sharing of information, updates on the event and collaboration to determine the needs and how to meet them.
5. Close out reports will be done for all activities that relate to disaster operations. These reports may be done in phases as the disaster response winds down. These reports will include recommendations of possible changes or improvements to other future disaster operations or handling of operations.

Emergency Operations Facilities

IDAVOAD may coordinate their activities from the State of Idaho Emergency Operations Center, Gowen Field, Boise during a major or catastrophic disaster.

During most events, the operations of IDAVOAD will be at the office or other location of the current President or his/her designee.

Preparedness Activities

The IDAVOAD meets bi-monthly to coordinate efforts, participate in training and to network with agencies that they will be working with in an emergency or disaster. Member/partner agencies promote preparedness with their members/staff to help save lives and property. This allows those individuals to have minimal effects from a disaster and therefore to help respond to the event.

Response Activities

IDAVOAD helps to coordinate member/partner agencies to ensure the needs are being met for individuals and families. They also work to eliminate duplication of services in a disaster area.

Recovery Activities

IDAVOAD member/partner agencies take actions to return lives of affected individuals and families to safe, secure and sanitary through coordination of member/partner agency activities.

Mitigation Activities

Mitigation is the general action to be taken to eliminate or reduce the degree of long-term risk to life and property. Many of the member/partner organizations that assist in the recovery for individuals will work within their means towards mitigating the damage in future disasters.

RESPONSIBILITIES

PRIMARY AGENCY

IDAVOAD

Upon activation of the IDAVOAD, leadership in directing, coordinating and monitoring the IDAVOAD Operations shall be provided.

A. Executive Committee

The Executive Committee is designated to implement the guidelines adopted by IDAVOAD. The Committee shall be comprised of the President, Vice-President, Secretary, Treasurer and State Voluntary Agency Liaison.

B. President

The President shall be the principal executive officer of the IDAVOAD and shall in general supervise and control all of the business and affairs of the IDAVOAD. He or she shall preside at all meetings of the Members and Executive Committee. He or she may sign any contracts, or other instruments which the Members have authorized to be executed, except in cases where the signing and execution thereof shall be expressly delegated by the directors or by these Bylaws to some other officer or agent of the IDAVOAD, or shall be required by law to be otherwise signed or executed. He or she shall in general perform all duties incident to the office of the President.

C. Vice President

The Vice President shall preside at meetings of the Members in the absence of the President. The Vice President shall assume the position of President in the event that the President fails to complete his/her term. The Vice President shall also perform such other duties as may be assigned by the President.

D. Secretary

The position of Secretary shall keep the minutes of the Members' meetings. He or she shall see that all notices are duly given in accordance with the provisions of these Bylaws or as otherwise required. He or she shall be the custodian of the IDAVOAD records. He or she shall keep a register of the post office address of each Member and Partner. He or she shall in general perform all of the duties incident to the office of Secretary and such other duties as from time to time may be assigned to him by the President.

E. Treasurer

The Treasurer shall have charge and custody of and be responsible for all funds and securities of the corporation. He or she shall receive and give receipts for moneys due and payable to the IDAVOAD from any source. He or she shall deposit all such moneys in the name of the IDAVOAD in such banks, trust companies or other depositories as shall be selected in accordance with these Bylaws. He or she shall in general perform all of the duties incident to the office of Treasurer and such other duties as from time to time may be assigned to him by the President.

F. State of Idaho Voluntary Agency Liaison (VAL)

The VAL is a state representative that is the liaison between the local, state and federal government and the IDAVOAD and its member agencies. The VAL will coordinate efforts with the IDAVOAD during a disaster.

G. Long Term Recovery Committee (LTRC)

The Long Term Recovery Committee will consist of organization representatives. The purpose of the LTRC is to meet to discuss and/or evaluate situations that were not addressed during or may have occurred after a disaster. They will look at the individuals or families whose needs have not been met in order to recover from the disaster and create a plan to help meet those needs if possible.

SUPPORT AGENCIES

Refer to the member list (Attachment C) or to the membership committee list for a current list of members or partners of IDAVOAD. The list may change as members join the organization. The organization's individual responsibilities are enumerated in their national and/or State charters.

Organization and Responsibility

A. IDAVOAD

1. Serves as the primary agency to coordinate with BHS information on activities and services that are being offered or available.
2. Coordinates with volunteer agencies at the State level.
3. Helps develop the IDAVOAD demobilization plan and timeline as response and then recovery come to a close.

B. For all other agencies' or organizations' activities that are involved with IDAVOAD please see the IDAVOAD Resource Guide.

1. All agencies involved should maintain logs and journals on all activities regarding financial matters, trip reports, matters of institutional knowledge and concern, recordings of vital data, and after action reports or critiques (lessons learned).

Maintenance, Training and Exercise

- A. The Executive Committee will be responsible for reviewing, developing, maintaining and updating information in this plan.
- B. This plan will be updated semi-annually or when deficiencies are identified through exercises or actual emergencies.

References and Attachments

A. References

1. The IDAVOAD Resource Directory contains information on each agency's response and recovery activities to a disaster. This directory can be obtained from the BHS. This resource directory is only for reference. Please contact the agency or organization directly for their current state or national policies.
2. The Idaho Emergency Operations Plan (IDEOP) is an all-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of domestic incidents and provides the structure and mechanisms for the coordination of State support to State, local, and tribal incident managers and for exercising direct State authorities and responsibilities. The IDEOP can be accessed at www.bhs.idaho.gov.

B. Appendix A – Terms and Definitions

C. Appendix B – Acronyms

D. Appendix C – Membership/Partnership List

TERMS AND DEFINITIONS

FEMA VOLAG Liaison (VAL)—Each FEMA Region has a Voluntary Agency Liaison. In a disaster the VOLAG Liaison (VAL) shares information about Federal and State activities with voluntary agencies and assembles a report on voluntary agency activities.

Idaho Voluntary Organizations Active in Disasters (IDAVOAD)—An umbrella organization of established and experienced voluntary organizations that serve disaster affected communities in the State of Idaho.

In-Kind Donations—A donation for disaster survivors other than a cash donation. Either a material donation or volunteer or professional service that is donated.

Non Governmental Agencies (NGO)—Voluntary or religious organizations that provide response assistance for disasters.

Voluntary Agency Liaison (VAL)—Same as FEMA VOLAG Liaison

Voluntary Agency (VOLAG)—A generic term for a voluntary agency.

Unaffiliated Volunteers—Also known as “emergent” volunteers that are not formally associated with a voluntary organization active in the disaster operations.

Undesignated Goods—Donated goods largely unsolicited that do not have a specific recipient prepared to receive them.

Unmet Needs Committee—A group of individuals, volunteer agencies, and local advocates that come together to address the unmet needs of individuals and families who were not eligible for other local, state or federal assistance.

Unsolicited Goods—Donated goods that are not asked for by professional donations specialists.

ACRONYMS

ACS	-	Adventist Community Services
BHS	-	Bureau of Homeland Security
JFO	-	Joint Field Office
DRC	-	Disaster Recovery Center
ECC	-	Emergency Communications Center
EOC	-	Emergency Operations Center
ERT	-	Emergency Response Team
FEMA	-	Federal Emergency Management Agency
IDAVOAD		Idaho Voluntary Organizations Active in Disaster
NGO	-	Non-Government Agency
POC	-	Point of Contact
SOP	-	Standard Operating Procedures
VAL	-	Voluntary Agency Liaison
VOLAG		Voluntary Agency

MEMBERSHIP/PARTNERSHIP LIST

Member Agencies

Adventist Community Services
Amateur Radio Relay League
American Red Cross
Christian Reformed World Relief Committee (CRWRC)
Church of Jesus Christ of Latter Day Saints
Church World Service
Community Action Partnership Association of Idaho
The Humane Society of the United States
The Idaho Foodbank
The Salvation Army
United Methodist Church, Pacific Northwest

Partner Agencies

2-1-1 Idaho CareLine
Elmore County Disaster Services
FEMA Region X
Gooding County Disaster Services
Idaho Bureau of Homeland Security
Jerome County Office of Emergency Management
Latah County Disaster Services
Twin Falls County Department of Emergency Services
US Department of Housing & Urban Development