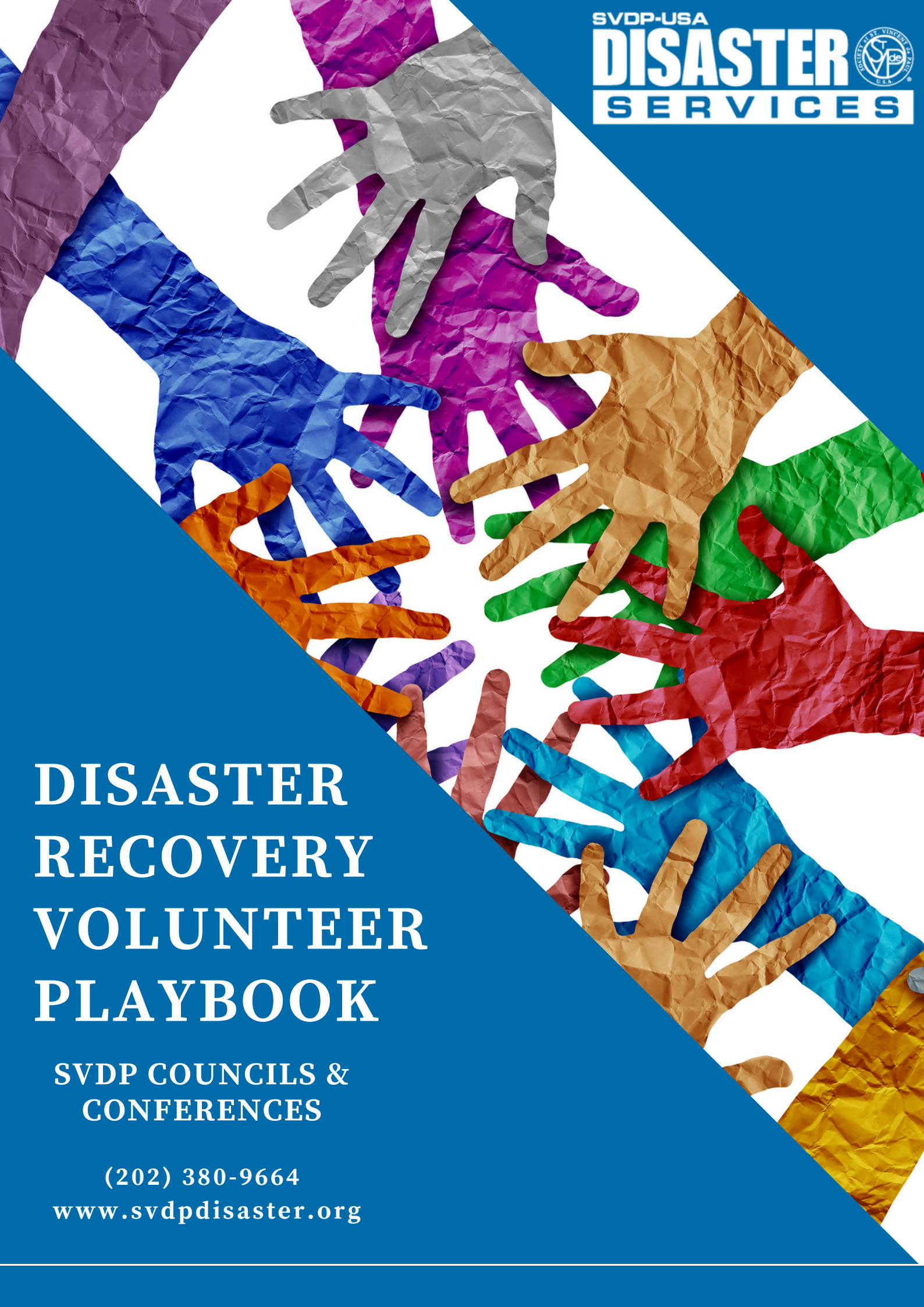


SVDP-USA

**DISASTER**  
**SERVICES**



# DISASTER RECOVERY VOLUNTEER PLAYBOOK

SVDP COUNCILS &  
CONFERENCES

(202) 380-9664

[www.svdpcdisaster.org](http://www.svdpcdisaster.org)

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# INTRODUCTION

The Disaster Recovery Volunteer Playbook provides Vincentians with an introduction and guidance on volunteer operations of the Disaster Services Corporation, SVDP-USA. Our organization delivers support to Vincentian Councils and Conferences prior to (preparedness), during (response), and post (recovery) disaster. Ultimately, it is our goal to assist Vincentians in all disaster response and relief areas.

The Volunteer Disaster Playbook contains all the tools for guidance to begin the path and support these unique works. Vincentians have been responding to disasters since the U.S. Civil War era; we are one of the oldest non-profit organizations focused on disaster relief in the country. This passage from the Particular Council of New York on October 9, 1893 illustrates St Vincent de Paul's long dedication to disaster work: "The recent storms which have passed over the Southern States on the Atlantic Coast and the Gulf of Mexico have left in their train an amount of misery that is heartrending in the extreme, and cannot be realized unless by actual experience. The people appeal to us for aid...trusting that with the spirit of charity, which should actuate you as members of the Society, you will do all in your power to make the lot of those sufferers from the storms less hard to endure."

It is our goal to continue this valued effort with future generation members. Non-profits fill the gaps that the Federal, State, and local governments are unable to fulfill. We are here to help navigate these important and much needed relief efforts so that you can continue to make efficient, positive impacts in your communities. The most prepared Vincentians will be able to recover quickly. Our support is needed throughout the United States and it all starts at the local level in your community. This act of preparedness will allow Vincentians to lead and provide much needed assistance in their communities until the official help arrives.

The Disaster Services Corporation provides in-depth training to Vincentians in a variety of settings. One such example is the Preparedness Conference that occurs prior to the start of the Annual National Assembly. Special training opportunities are also provided to Vincentians upon request at Regional Annual Meetings, post disaster, and prior to the start of a Rapid Response Team deployment or Parish Recovery Assistance Center (P-RAC) deployment. DSC is also able to conduct a council-wide disaster simulation through table-top exercises to evaluate current capabilities and available capacity to support a response. There are also a variety of online and in-person training options for our volunteers. We encourage Vincentians to participate in these educational opportunities and hope to see you at our next event!

**More about the Disaster Services Corporation, SVdP-USA can be found at:  
[www.svdpdisaster.org](http://www.svdpdisaster.org)**

# MISSION, VISION, CORE VALUES, & ANTI-DISCRIMINATION STATEMENT

**DSC Mission:** The mission of the Disaster Services Corporation is to model the charism of the Society of St. Vincent de Paul by providing quality programs and services to families and communities impacted by natural and manmade disasters across this great nation.

**DSC Vision:** Our vision is a self-sustaining corporation which guides and directs Vincentians to provide person to person emergency assistance and support services to victims of natural and manmade disasters.

## **Core Values:**

- Respect - Demonstrated by the belief that all people are children of God.
- Tolerate - Demonstrated by recognition of our own imperfections and the imperfections of others.
- Spirituality - Demonstrated by our faith in God, hope for our future, and love of all people.
- Justice - Demonstrated by advocacy for issues affecting the poor.
- Dignity - Demonstrated by the respect with which we treat people.
- Empowerment - Demonstrated by teaching self-sufficiency and life skills.
- Stewardship - Demonstrated by prudent use of all resources, respecting with wishes of donors.
- Compassion - Demonstrated by empathy, understanding, and ministries of hospitality.

**DSC Anti-Discrimination Statement:** Disasters do not discriminate, nor do we. We are diverse. We are inclusive. We help everyone possible under our program. We celebrate humanity in good times and bad. We are continuing to build a culture with multiple approaches and points of view. We believe diversity drives advancement. We are constantly growing our platform and developing our people. We welcome uniqueness and strive for the best possible outcomes for our clients.



# **Administrative Requirements**

# ADMINISTRATIVE REQUIREMENTS

## Checklist:

- Volunteer Registration - [www.svdpcdisaster.org/volunteer-interest-form](http://www.svdpcdisaster.org/volunteer-interest-form)
- Background Check
- Release of Liability
- Safe Environment Certification
- Insurance Requirement - Emergency Contact Form and Medical History
- Expense Reimbursement Form
- DSC Attire - ID Badge, Hat, T-shirt
- Headshot from the shoulder up



# ADMINISTRATIVE CHECKLIST

## Volunteer Registration

- Visit [www.svdpcdisaster.org/volunteer-interest-form](http://www.svdpcdisaster.org/volunteer-interest-form)
- Notification sent to COO, CFO, and Operations Committee Chair
- Once vetted, the volunteer information will be input into the DSC Volunteer Database and into Constant Contact Volunteer List

## Background Check

- Operations Committee Chair with the Regional Disaster Representative creates a volunteer deployment list.
- Operations Committee Chair submits the volunteer deployment list to HR.
  - *Note: Full legal name and email address required.*
- HR runs the names through the DSC background check vendor.
- HR notifies Operations Committee Chair and Regional Disaster Representative of cleared volunteers.
  - *Note: Volunteer has option to receive copy of background check results.*

## Consent and Release of Liability and Insurance Certification

- All selected volunteers for deployment must sign the release for each deployment.
- Operations Committee Chair will send to the volunteer deployment list.
- Volunteers must complete the form, certify and include proof of insurance and send to HR.
- HR will notify the Operations Committee Chair once the completed form is received.

## Expense Reimbursement Form

- COO and CFO will calculate the federal GSA per diem rate based off of the location(s) of deployment.
- CFO will send the form to the Incident Commander and volunteer deployment list and copy the Operations Committee Chair and the Regional Disaster Representative. Incident Commander will report any meals covered by DSC or external partners.
- The volunteer has 30 days to submit the form and required documents to the Incident Commander.
- The Incident Commander sends all forms to the Operations Committee Chair, COO and CFO.
  - CFO will inform the Incident Commander and Operations Committee Chair of any changes needed.

## DSC Attire:

- Once HR receives the volunteer deployment list, HR will ensure the volunteer has a usable headshot from the shoulders up and order ID Badges for those volunteers who have not yet received one.
  - *Note: HR will check the expiration dates on those volunteers who have received ID Badges.*

## Safe Environment Training:

- Safe Environment Training is required to be completed within the local Catholic diocese nearest to the volunteer. If training was completed in the past, we must have a certification document cleared within the last 12 months. The Safe Environment Training Certificate should be sent from the Parish to DSC directly.

**Volunteering with the  
Disaster Services  
Corporation, SVdP-USA**



# VOLUNTEER DEPLOYMENT PROCESS

**Step 1:** Disaster event occurs in one or several DSC Regions. The DSC Regional Disaster Representative will contact the COO and Chair of the Disaster Operations Committee.

**Step 2:** The DSC Regional Disaster Representative, with input from the COO and the Disaster Operations Chair will develop the number of volunteers needed.

**Step 3:** The Regional Disaster Representative will work with there National Council Regional VP and local partners to identify local and regional volunteers.

**Step 4:** If the Regional Disaster Representative has not filled all volunteer slots within 72 hours, DSC will put a call out nationally for volunteers. After 48 Hours the Disaster Committee Chair with input from the COO, CFO and CEO will select volunteers based on experience, geographic location, and cost for travel.

**Step 5:** All volunteers who aren't selected will be notified with 72 hours.



# WHAT TO EXPECT FROM DSC

Disasters do not discriminate, nor do we. We are diverse. We are inclusive. We help everyone possible under our program. We celebrate humanity in good times and bad. We are continuing to build a culture with multiple approaches and points of view. We believe diversity drives advancement.

As a volunteer, you can expect to learn from the multi-faceted aspects of each of the disaster recovery cycles. There are many training opportunities available both in-home from your computer, in a classroom setting, and a live on-hands experience in the field. Being a volunteer in a disaster zone can be both challenging and rewarding. DSC is here to guide you along the way and hopefully it will benefit and enrich your life in many ways. Regardless if you are interested in a short-term experience or would like to be called on again for many disasters across the country, DSC appreciates your time and dedication to those in their most dire need.

Volunteers deploy to a disaster zone and assist SVDP Councils and Conferences in disaster impacted areas. DSC trains Vincentian volunteers on how to offer support and respond at the start of the Society's Annual Assembly during the Disaster Preparedness training day. In some instances, Rapid Response Teams will also offer guidance on responding to disaster through the local Multi-Agency Resource Center (MARC). The Teams follow an Incident Command Model and provide support and recommendations to our local Vincentians on how best to organize local relief and recovery efforts. Rapid Response Teams are generally deployed for a period of two weeks and are comprised of an Incident Commander, a Public Information Officer, a Resource Coordinator, and a Logistics Officer.

As a well-known and highly acquired disaster relief non-profit, you can expect a professional and personally enriching volunteer experience.



# HOW TO GET STARTED VOLUNTEERING WITH DSC

Volunteering with DSC allows for many opportunities and positions. You can work your way to a lead position or fulfill the need in a supportive team-based role. There are a few key steps you will need to take in order to volunteer with DSC.

## **STEP ONE: Fill out the Online Volunteer Form (If you haven't done so already)**

- You will need a copy of your resume. We understand that some of our volunteers are older and very experienced. This will give us insight into your abilities and perhaps areas that we could both benefit from your real-world experience to help disaster survivors overcome a devastating time in their lives.
- You will need to upload a current headshot. Think of this photo as an official ID badge like a drivers license or a passport, and that's because your photo is used to create and produce an ID badge that you will wear in the field. So it's best if the photo is current, clear, and even better if you have someone take it for you. This way it will showcase in the typical ID format.
- You will need to complete a recent Safe Environment Training and upload that certificate. The certificate should be dated as obtained within the last 12 month period. Some of the archdiocese we operate in require them with in a 1-2 year period and it's best to stay as up to date and current as possible to not impact any deployment plans. After all, disasters are not planned events and we will try to issue a deployment team out as soon as it's safe and feasible.

## **STEP TWO: Respond to our inquiry for a phone interview (For first-time volunteers)**

- Please be available for a 30-40 minute conversation on your interest in volunteering with DSC. We would like to take the time to get to know you and learn more about your background in a conversational atmosphere. It is also a good time to share what your strengths and weaknesses are so that we pair you up with the right fit, the right team, and the right deployment based on your skillset.
- The phone interview is also a method for us to know what your expectations are and for us to share what our expectations are of you as a volunteer and see if those two components align with one another.

## **STEP THREE: Start Training**

- Disasters do not happen every week or even every month. There are several lulls where there isn't activity to respond and rush to. This is the best time to start training and earning your certificates.
- Learn about, and participate in, local emergency response plans, drills, and exercises.
- Find out what your community is doing to prepare, make a plan on where you fit into the disaster response, and practice.
- There are resources that your Director of Outreach can connect you with to gain access to DSC training as well as free training courses directly with FEMA and American Red Cross. They will help guide you on a recommended list of training. This way you are ready to go when the call comes!



# VOLUNTEERING WITH DSC

**“Go to the poor: you will find God.”  
St. Vincent de Paul**

## PREPARE FOR DEPLOYMENT

**Intro:** Preparing for a deployment can be a rushed experience. It's better to know what to expect before the call for volunteers takes place, so you are ready to go and have everything in order. There are a list of administrative requirements as mentioned before. Make sure that you have a list of questions prepared before a conference call takes place. It's also important to have a communications plan with your loved ones in place so they know where you are going and if an accident should happen we know who to contact.

**Step 1:** Reach out to your Regional Disaster Rep and share your interest with them. Ask questions to get a better idea if this is the right fit for you. Will you volunteer solo? With your spouse? Does your spouse share the same passion? Will they be okay if you volunteer solo without them?

**Step 2:** Take time to familiarize yourself with all requirements and gather all the materials covered earlier and fill out the volunteer form.

**Step 4:** Complete disaster relief training through DSC, FEMA, American Red Cross and CERT. Train during blue skies.

**Step 5:** Stay in touch with us. An email or call will come out when the time of need arises.



# **Volunteer Positions**

# DSC VOLUNTEER POSITIONS

## Volunteer Positions

1. Incident Commander
2. Safety Officer
3. Public Information Officer
4. Recovery Assistance Group Supervisor
5. Check-In, Intake, Gift Cards, Supplies Distribution Team Leader
6. Supplies Unit Leader
7. Situation Unit Leader

## Common Responsibilities

- Receive assignment.
- Check-in.
- Receive briefing from immediate supervisor prior to each work period.
- Acquire work materials.
- Abide by SVDP DSC's code of ethics, policies, procedures, protocols.
- Abide by host location's rules, requirements, policies, procedures, protocols.
- Comply with all safety practices and procedures. Report any unsafe conditions.
- Abide by host location's emergency procedures.
- Supervisors: Maintain accountability of assigned personnel.
- Know methods of communication.
- Ensure all equipment is operational prior to work period.
- Ensure all supplies are available prior to work period.
- Report any signs/symptoms of injury, illness, fatigue, extended stress to supervisor.
- Brief/debrief your replacement about ongoing operations when relieved.
- Prepare personal belongings for demobilization.
- Upon demobilization, report arrival at home to SVDP DSC.

## Incident Commander (IC)

The Incident Commander is the person responsible for all aspects of DSC's emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The Incident Commander sets priorities and defines the organization of the incident response teams and the overall incident action plan. The role of incident commander is given by DSC's CEO.

The Incident Commander is responsible for:

- Having clear authority and knowing DSC policy.
- Ensuring incident safety.
- Establishing an Incident Command Post.
- Setting priorities, and determining incident objectives and strategies to be followed.
- Establishing the ICS organization needed to manage the incident.
- Coordinating activities.
- Approving resource requests and use of volunteers and auxiliary personnel.
- Ensuring after-action reports are completed.

# DSC VOLUNTEER POSITIONS

## **SAFETY OFFICER**

- Review P-RAC Action Plan.
- Develop Medical Plan for P-RAC and communicate to all team members.
- Develop Safety Message/Plan for P-RAC and communicate to all team members. Include site security, emergency evacuation, etc., in the Plan.
- Identify any hazardous situations and mitigate hazards.
- Monitor P-RAC working conditions.
- Brief P-RAC Director on safety and security issues and concerns.
- Exercise “stop-work” authority to alter any observed “at-risk” behaviors.
- Notify outside EMS and/or Law Enforcement for assistance, as may be required.
- Assist P-RAC Director with the documentation of any injury, illness, or significant incident.
- Debrief with P-RAC Director prior to demobilization.

## **PUBLIC INFORMATION OFFICER**

- Review P-RAC Action Plan.
- Monitor any media reporting, including social media, of P-RAC operations for accuracy.
- Communicate with local area stakeholders and advise them of P-RAC operations. Examples include: Archdiocese, Diocese, Vicariates, Deaneries, area parishes, other area churches/synagogues, Emergency Operations Centers, FEMA office(s), State agencies, etc. Develop/maintain a list of stakeholders and their contact information.
- Maintain a chronology of stakeholder contacts and maintain relationships.
- Develop “Talking Points” for the P-RAC Director in the event media desires public statements. Work with the SVDP DSC CEO regarding talking points.
- Arrange for any tours of the P-RAC, as required.
- Manage media and public inquiries.
- Debrief with P-RAC Director prior to demobilization.

## **RECOVERY ASSISTANCE GROUP (RAG) SUPERVISOR**

- Review P-RAC Action Plan.
- Ensure that all RAG personnel have been briefed on the P-RAC Action Plan.
- Obtain a briefing from the previous RAG Supervisor.
- Brief the Check-In, Intake, Gift Cards, and Supplies Distribution Team Leaders in accordance with the P-RAC Action Plan. Provide safety briefings, as well.
- Implement the P-RAC Action Plan for the Recovery Assistance Group.
- Monitor Recovery Assistance Group operations and report status information to the P-RAC Director and Situation Unit Leader.
- Report any hazardous situations, significant events, etc., to the P-RAC Director and Safety Officer. Resolve situations, as appropriate.
- Maintain accountability of all RAG personnel.
- Debrief, as directed, at the end of each work period.
- Debrief with P-RAC Director prior to demobilization

# DSC VOLUNTEER POSITIONS

## CHECK-IN, INTAKE, GIFT CARDS, SUPPLIES DISTRIBUTION TEAM LEADERS

- Review P-RAC Action Plan.
- Ensure that your team members have been briefed on the P-RAC Action Plan.
- Obtain a briefing from the previous Team Leader.
- Review team assignments with team members.
- Monitor work progress and make changes when necessary.
- Maintain security and confidentiality of all client information.
- Keep the Recovery Assistance Group Supervisor informed of progress and any changes.
- Report any hazardous situations, significant events, etc., the Recovery Assistance Group Supervisor.
- Maintain accountability of team personnel.
- Debrief, as directed, at the end of each work period.
- Debrief with the Recovery Assistance Group Supervisor prior to demobilization.

## SUPPLIES UNIT LEADER

- Review P-RAC Action Plan.
- Obtain additional unit personnel, as required.
- Order, receive, store, and distribute supplies and equipment.
- Receive, sort, etc., any donated supplies and equipment, and document, accordingly.
- Maintain inventory of supplies and equipment.
- Respond to requests for supplies and equipment.
- Liaise with the Supplies Distribution Team Leader.
- Maintain an accounting of all supplies/equipment utilized for P-RAC operations.
- Submit daily status reports to the P-RAC Director.
- Arrange for the return of any unused supplies to the SVDP DSC.
- Debrief, as directed, at the end of each work period.
- Debrief with P-RAC Director prior to demobilization

## SITUATION UNIT LEADER

- Review P-RAC Action Plan.
- Obtain additional unit personnel, as required.
- Maintain situation status of P-RAC operation and provide a daily Situation Report (SITREP) to P-RAC Director.
- Collect and organize all documents/records related to P-RAC operations.
- Maintain, safeguard, and securely store all documents/records. Liaise with host, as appropriate.
- Prior to demobilization of the P-RAC, arrange for the secure shipment of all documents/records to the SVDP DSC office, pursuant to guidance from the DSC.
- Establish duplication service; respond to requests.
- Debrief, as directed, at the end of each work period.
- Debrief with P-RAC Director prior to demobilization.



**Marketing &  
Communications...  
Everyone's  
Responsibility**

# DISASTER SURVIVOR STORYLINE

The Society has led and coordinated Disaster response programs in various forms for decades. The one set back is that disaster response can be so overwhelming that we miss the opportunity to collect Disaster Survivor Storylines. One of the advantages that American Red Cross, Team Rubicon, Catholic Charities, and many of our other partners have is that they collect these impactful stories and share this information on social media. While marketing and comms cannot be with you on the ground, our volunteers are our eyes and ears.

Think about sharing the story from the perspective of a stranger who is hearing the disaster survivors story for the first time. What are their first names? What happened to them? Why is their story impactful, why did it make an impression on you? How were you able to help them during your 1:1 time in the field?

Sharing at least two to three stories of people you met and interacted with is helpful for the organization as we continue to share the good works that our volunteers are doing to help others in their time of need.



# DISASTER SURVIVOR STORYLINE

**“Let us allow God to act; He brings things to completion when we least expect it.”**

**St. Vincent de Paul**

## HOW TO SUBMIT A STORYLINE

**Step 1:** Ask permission if we can share the disaster survivor's story.

**Step 2:** Provide first names, they can be alternate first names to protect the survivor's identity.

**Step 3:** Ask if we may be able to share a photo, if you don't feel comfortable with asking, perhaps ensure there is a collective photo go go with your submission. Whether is just a photo of you in the field or is only showing the back of other disaster survivors, please consider collecting a photo of some sort as it makes the story more impactful.

**Step 4:** Providing your own personal insight on to the day, the feeling in the room, a first hand experience on providing relief to disaster survivors into the story line is so important to give the readers on the other side of the country a deeper perspective regarding the situation in the field.

**Step 5:** Submit the storyline to the Director of Outreach or Director of Marketing and Communications while in the field, or within three days of your return.

**Step 6:** Turn in required marketing materials, photos, and photo release forms.



# VOLUNTEER EXPERIENCE REFLECTION

At the end of a deployment, we ask our volunteers to reflect upon their time and share their own personal experiences in a storyline format. Think of this reflection more of a journal entry or a letter to a friend that you would share with others. We think this is important for your own personal experience, but also to share with other Vincentians who really are disconnected from the reality of the situation in the field in a disaster zone. This shares the story of what kind of work DSC is doing in the field, the impact that the Vincentians have in disaster recovery in impacted areas, and also that there is still much help needed in places that are not talked about in the news long after a disaster occurs.

Sharing your own personal story and experience can be cathartic in many ways, and it also is a way to shed light from a Vincentian's perspective to other Vincentians who are not connected.



# VOLUNTEER EXPERIENCE REFLECTION

**“Charity is the cement which binds Communities to God and persons to one another.”**

**St. Vincent de Paul**

## HOW TO CRAFT AND SUBMIT A VOLUNTEER SUBMISSION

**Step 1:** Think about your time in the field from your first communication with DSC's admin team to the point that you actually touched on land in the field. What were your thoughts and expectations? What did you think you may experience?

**Step 2:** What was it like in the field? Who did you interact with, what did those interactions mean to you? Did you feel fulfilled in your Vincentian work and charism? What did you see and experience first hand in the disaster zone? Can you describe the feeling and emotion you encountered helping others?

**Step 3:** When you returned home, what were your thoughts on the overall experience? What stuck with you the most?

**Step 4:** Was this a memorable experience? Would you encourage others to give their time or financial support to help disaster survivors in need?

**Step 5:** Why do you think it is important for Vincentians to leave their impact and to continue disaster relief work in the field? What do Vincentians bring to an atmosphere that perhaps others cannot?

**Step 6:** Turn in your submission within one (1) week of your return.

# VOLUNTEER SURVEY

The volunteer survey will be issued out a few days after your return. We like to give Vincentians an opportunity to reflect and turn in their submissions before we ask them to fill out a survey. The survey is anonymous and it is encouraged to fill out the form as honestly as possible.

Your answers help us better manage future deployments and is crucial to our development and advancement of the volunteer program. There will be other opportunities outside of the survey to provide input to the after action report that is developed upon the return of a deployment as well.

This is a time where we continue to collect information verbally from participants and leaders on the ground to gain a better understanding from their perspective on what went well, what was done right, what went wrong, where can we improve upon in the future. It's also a time for DSC to respond to questions and comments directly in-a-live-time environment whether it be a joint conference call or a Zoom meeting.





# VOLUNTEER SURVEY

**“We must love our neighbor as being made in the image of God and as an object of His love.”**

**St. Vincent de Paul**

## HOW TO SUBMIT A VOLUNTEER SURVEY

**Step 1:** You will receive a volunteer survey in email. Please click on the link and carefully respond to the questions as honestly as possible.

**Step 2:** The survey is anonymous.

**Step 3:** Please be sure to click the submission button and wait for the screen that prompts you to close your browser window and ensures the survey was properly submitted.

# **Finalizing Administrative Tasks**

# EXPENSE REPORTING

“We must love our neighbor as being made in the image of God and as an object of His love.”

St. Vincent de Paul

## WHAT GOES IN AN EXPENSE REPORT?

**Rental Car:** Any volunteer who elects to drive to a deployment is required to rent a car. To rent a car, the volunteer will contact the COO who will coordinate the rental.

**Tolls:** For any tolls paid out of pocket by the volunteer, the volunteer must request a receipt from the toll taker for reimbursement.

**Per Diem:** Based upon the geographic location(s) of the deployment, the COO and CFO will calculate the Per Diem Rates as per the federal GSA rates. The COO and CFO will communicate these rates to the Incident Commander and Volunteers in advance of the deployment and will provide the rates on the Expense Reimbursement Form.

- **Note** - If any meals are provided by DSC or its partners, the Incident Commander will notify the COO and CFO and those meals will be exempt from the per diem reimbursement.

# SUBMITTING YOUR EXPENSE REPORT

All Volunteers **MUST** submit an expense report. Expense reporting is critical for several reasons. We need to ensure that all donated dollars are accounted for used appropriately. In addition, DSC has to follow strict audit requirements outlined within DSC's Business Practice Manual.

**Step 1:** Volunteers are required to submit expenses to the Incident Commander for approval.

**Step 2:** Once approved, the Incident Commander will submit the volunteer(s) expense report(s) along with thier own report to the COO and CFO.

**Step 3:** The COO and CFO will review and if no changes are necessary, will approve. If changes are needed, the Incident Commander will notify those volunteers whose reports need changing.

**Step 4:** Volunteers must submit their expense report no later than **30 days** after the last day of the deployment.



# SUPPORTING DISASTER SERVICES

## The Disaster Services Corporation Helps Americans Rebuild their Lives through Systemic Change

As many as 4.7 million Americans have registered for FEMA aid this year alone. Hard working Americans do not earn enough to meet their basic needs after a disaster event impacts their home and community. Disasters can place middle-income families in economic hardship, unable to recover financially to move forward or rebuild savings. Often, it's our middle-class that does not ask for help or know how to seek it. In a way, it is this subgroup that may struggle the most in the recovery phase. The Disaster Services Corporation is here to help and offer hope.

### How You Can Help

Vincentians and outside partnerships make the DSC, SVDP-USA programs possible. We need your help in fundraising, advocating, volunteering your in-kind support to keep these programs alive and thriving. Some of the programs that you can support are the House in a Box™ program, Economic Recovery, micro-lending for small business and workforce development, and funding support for the unmet needs tables that support the long-term recovery groups within communities. Please contact our office if you have interest in supporting our programs financially or submit your information in our Volunteer Interest webform located at: <https://www.svdpcdisaster.org/volunteer-interest-form>.

**Please note** the funds for disaster relief that are distributed in an effort to help these programs continue should be donated through our online portal at [www.svdpcdisaster.org](http://www.svdpcdisaster.org) or by check mailed to the following address:

The Disaster Services Corporation, SVDP-USA  
301 Decker Drive, Suite 100  
Irving, Texas 75062



# CONCLUSION

In disaster response, time is of the essence. It is critical that those experiencing a disaster are as prepared as possible and understand the range of services and programs that they can access to make their response more effective and efficient. Disaster Services Corporation has been a leader in helping communities across the country prepare for, and respond to, disasters for years. Based on this experience and insight, DSC has developed a set of tools and resources to support Vincentian Councils and Conferences in their disaster preparedness and response.

Nobody expects a disaster to strike their community. Because of this, Councils and Conferences are not always aware of the resources and programs available to them. This Disaster Recovery Playbook has been designed to provide a clear description of what programs are available, how the programs have been successfully deployed in the past, and specific "next steps" on how to access the program for your Council or Conference immediately.

This playbook is not the only tool you have at your disposal to respond to a disaster. It is simply a starting point to make sure you're informed. DSC stands ready to support your Council or Conference at any point as you implement these services and programs in your community.

While it is impossible to prepare for every eventuality, this tool should enable you to prepare and respond as quickly as possible to protect your community, no matter when disaster strikes.





# TRAINING OPPORTUNITIES

## FEMA Training

Free online disaster/emergency management courses

## National Fire Academy

Free online fire and ICS training



IS-100.b: [Introduction to Incident Command System, ICS-100](#)

IS-200.b: [ICS for Single Resources and Initial Action Incidents](#)

IS-240.b: [Leadership and Influence](#)

IS-241.b: [Decision Making and Problem Solving](#)

IS-242.b: [Effective Communication](#)

IS-244.b: [Developing and Managing Volunteers](#)

IS-288.a: [The Role of Voluntary Organizations in Emergency Management](#)

IS-662: [Improving Preparedness and Resilience through Public-Private Partnership](#)

IS-700.a: [National Incident Management System \(NIMS\) An Introduction](#)

IS-800.b: [National Response Framework, An Introduction](#)

IS-907: [Active Shooter: What You Can Do](#)

IS-909: [Community Preparedness: Implementing Simple Activities for Everyone](#)

## Red Cross Training

Community Emergency Response Team (CERT) Training:

<https://www.ready.gov/cert>

# APPENDIX