



# DISASTER PREPAREDNESS

## Continuity of Operations Planning for Nonprofits

Louisiana Alliance for Nonprofits

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## Acknowledgements

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**Louisiana Alliance for Nonprofits**

# **Disaster Preparedness**

**Continuity of Operations Planning for Nonprofits  
(COOP)**



## About This Issue...

In an effort to provide both timely and well documented assistance, this manual, *“Disaster Preparedness: Continuity of Operations Planning (COOP) for Nonprofits,”* outlines the steps that organizations of all sizes must take in order to remain in business after disasters and emergencies of all types. All organizational continuity involves planning, protecting assets of people, data and property, and establishing a continuum of voice, digital, electronic, and personal communication.

Knowing that nonprofit leaders are generally very busy people, this manual and the accompanying PDF include usable templates and forms for collecting information necessary to plan, protect, respond, and recover with the least disruption of service to their respective clients.



*Gutted*, Photo: Lori Waselchuk



*Going Home*, Photo: Lori Waselchuk

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**Evaluate • Plan • Prepare • Respond • Recover**

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## Introduction

Since you are reading this, you have already realized the serious threat that disasters pose to the success and longevity of your organization. Whether it is a hurricane, fire, burglary, flood, terrorist attack or something else, your organization's ability to resume operations quickly and efficiently may very well decide whether your organization survives.

By preparing for disaster, you make it more likely that your organization will remain viable and able to serve your clients. Through the Continuity of Operations planning process you will establish critical response relationships and position your organization as an essential part of your community.



If you have had a chance to browse through some other disaster preparation materials, you may have been impressed by their thoroughness but thought, “We just don’t have the time to do all of this.” A full, comprehensive disaster plan takes a lot of time and effort, and unfortunately, that means some nonprofits do not get their disaster preparations off the ground.

*“We just don’t have the time to do all of this.”*

With this guide we have streamlined the disaster preparation process as much as possible to bring a reasonable disaster plan within the reach of any nonprofit. Many disaster preparations will be the same in every organization, like the equipment inventories. For those common components, we have found or created tools to simplify things for you. In other cases, like determining your organization's role in recovery for community-wide disasters, we cannot possibly address the full range of involvement, so we offer a framework for making those decisions.

This guide cannot replace a full, proper disaster planning process (and we have further readings listed in the back if you want to do one), but by using these resources, you will have the information and plans you need after a disaster to resume operations.

Do not be afraid to implement only some portions of this guide if that is all your organization is able to do right now. Pick the components that seem most important for your nonprofit and go with that. Every step is one step further.

If your organization is involved in 24-hour services on which your clients are dependent, especially if you provide medical treatment or housing, your needs for disaster preparation are beyond the scope of this guide. We encourage you to engage in a full disaster preparation process that addresses the specific needs of your organization and clients.

COOP is about collecting and protecting the information you must have, insuring the safety and value of your organization's assets, and encouraging you to build the relationships you'll need to be part of a coordinated community disaster response. As your nonprofit organization prepares for disaster, this workbook will guide you to:

- Collect and protect critical information
- Reduce confusion and ensure effective communication
- Guarantee the survival of organizational data
- Prepare an alternate site and hasten the recovery of equipment
- Sustain essential business functions and resume normal operations
- Evacuate safely and in a way that prepares for recovery
- Be a productive part of your community's response

The accompanying PDF to this guide contains checklists, forms, sample documents and resources to help you implement your COOP. All the forms, checklists and other tools are provided in a fillable format so that you can easily capture all of your organization's information. Here is a summary of the contents:

- Disaster Box Checklist
- Contact Information Forms
- Inventory Forms
- Alternate Site Data Sheet
- Pre-Evacuation Checklists
- Employee Reports
- Memo of Understanding Template
- COOP Document Template



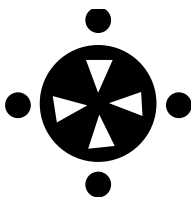
## Sidebars

Scattered throughout this guide, you'll notice sidebars that pertain to the section you're reading. These are designed to delve deeper into the specifics of a topic, or to share stories from organizations impacted by Katrina and Rita that illustrate disaster prep successes, failures and helpful tips.

## Section 1

# Disaster Box

The Disaster Box is the centerpiece of LANO’s disaster preparation guide. Once you’ve completed your Disaster Box, it will contain all the “business” information that is at the core of your nonprofit’s operations. In the event that your facilities are unreachable – by flooding, fires, or whatever – this is the information you will need to get your nonprofit running again.



### Where to Maintain Your Disaster Box

Your organization’s Disaster Box should be kept in electronic format on secure cloud data storage, and a physical copy should be stored somewhere outside of your organization’s office. In a closet at the executive director’s house is a good choice. In a closet, it is out of the way, but is still accessible enough to grab quickly. If it is accidentally left behind in an evacuation, storing it high up will reduce the chance that it will be damaged by flooding.

Do NOT leave the electronic copy of the disaster box on the desktop of your Executive Director’s computer, or in a place that can only be accessed by one staff or board member. These materials should be kept where designated staff and board are able to reach it if something were to happen to executive leadership.

Do NOT leave the physical copies of the Disaster Box at the office on the floor, in your car; or anywhere that the materials are at a higher risk of being destroyed or stolen.

It is important to ensure that there are designated staff and board who have access to the Disaster Box information so that if the executive director is out of town or incapacitated, your organization can recover without delay.

### Updating Your Disaster Box

Assign responsibility for updating the Disaster Box to a specific staff member and make it part of their job duties.

**You should update your disaster box at least twice a year;** we like December and June. Depending on how much your organizational information changes over time, you may opt to update your disaster box more often.



*Former Staff member Susan Hymel prepares Disaster Box for COOP Training. Photo : Philip Gould*





*Which particular box you use for your physical disaster box isn't terribly important, as long as it holds everything. We highly recommend using a plastic bin with a water-tight lid, as these were proven very effective at keeping paper dry and intact during Katrina and Rita. These containers are affordable and can be found at most any Wal-Mart or Office Depot.*

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Many components of the Disaster Box will not change between updates, but some, like the contact sheets, grants and contracts will have new information that would be important after a disaster. **The June update is especially critical if your office is located in South Louisiana, since this is the information with which you would evacuate should a hurricane make landfall.**

When you are updating your Disaster Box materials we recommend gathering all the updates in a folder at the office, and then bringing them to off site location to add to the disaster box. While you are updating the Disaster Box make sure to always save the most recent versions of documents to your cloud storage and do NOT leave the physical copy of your Disaster Box at the office. It is not likely the building will burn down on the one day you happen to be updating your Disaster Box, but it would be extremely unfortunate if it did. Do not take the risk.

### **Security and Privacy**

Remember that your Disaster Box contains all kinds of information that is of a sensitive nature, and it is extremely important to keep this information secure. Make sure that you secure the electronic files with a password and/or restricted access and you might go so far as to put a lock on your physical Disaster Boxes to ensure security and privacy of your data. It may also be a good plan to ask your insurance provider if having this highly secure information located off-site requires an additional policy.

### **Customize**

As you read through the following pages, you may find that your organization has additional items that are not included on the list due to the nature of your specific programs and services. A customizable Disaster Box checklist is included in your accompanying PDF.

## Disaster Box CONTENTS

- 501(c)(3) determination letter
- Charter
- Board bylaws
- Budget
- Form 990
- Standards Certification Binder
- Financial statements
- Depreciation schedule
- Chart of accounts
- Bank account information
- Investment information
- General ledger
- Aged receivables
- 1099 vendor report
- Budget projections
- Insurance Policies
- Audit
- Organizational process documents (accounting procedures, employee manual, hiring paperwork, etc)
- Personnel policies
- Employee vacation/sick leave info
- Memoranda of Understandings (MOUs)
- Grants and contracts
- Leases or deeds
- Employee contact information
- Board contact information
- Volunteer contact information
- Funders contact information
- Facilities / business contacts
- Client contact information
- Communication plan (Section 2)
- Computer/network inventories
- Equipment inventories
- Photo or video inventory
- Data backups
- Copies of software and licenses
- This disaster guide
- Your COOP (Section 5)

## Part A

### Documents

#### Gathering Documents

The physical Disaster Boxes should contain contracts, grants, policies and other documents. These copies should NOT be originals, all documents should be copies. Keep the originals in your office's filing system. While you may have many of these documents electronic files, it is important to go ahead and print them out; in a disaster scenario, you may not have regular computer access.

#### Organizational Documents

These items are the proof that your organization is a legal organization and your basic rules for operating. In a disaster situation, you are likely to need to consult your bylaws and policies and procedures to familiarize yourself with your organization's emergency plans.

- Charter
- Board bylaws
- Budget
- Your COOP Plan
- Your Recent Form 990
- 501(c)(3) Determination Letter

#### Administrative Documents

These items contain your nonprofit's financial, legal and personnel information. You will need this information so you can get access to your money, file insurance claims and get back in business.

- Insurance policies
- Memoranda of Understandings(MOUs)
- Grants and Contracts
- Leases and/or Deeds
- Personnel Policies
- Organizational Process Documents (accounting procedures, hiring papers, etc)
- Audit

Your accountant can print you a copy of your financial statements, including the following:

- Depreciation schedule
- Chart of accounts



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## A LITTLE ABOUT INSURANCE

**Property:** Covers buildings and contents owned by a company or organization

**Business Interruption:** Covers loss of income resulting from a fire or other catastrophe that disrupts the operation of the business. It can also include the extra expense of operating out of a temporary location.

**Liability:** Covers a company's legal responsibility for the harm it may cause to others. This harm is a result of things that you and your employees do or fail to do in your business operations.

**Business Owners Policy (BOP):** Combines all three above policies

**Directors and Officers (D&O):** Protects board of directors and staff from personal liability for actions while working for the organization

As you review your insurance policies, it may be a good idea to have a conversation with your insurance broker about:

- Timeliness of payment of claims
- Restrictions on natural disasters and acts of war/terrorism

- Bank accounts information
- Investment information
- General ledger
- Aged receivables
- 1099 vendor report
- Budget projections

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## Part B

### Contact Information

We have created contact forms that will contain the information you are most likely to need in the event of a disaster situation. They can be found on the next few pages of this guide and within the accompanying PDF.

- **Employee contact information.** You might consider integrating this form into your hiring paperwork. Also, it is a good idea to set the policy and let your employees know that their home contact information will only be used in the event of an actual emergency.
- **Board/volunteer contact information.** Completing this form would be a good addition to board and volunteer on-boarding activities.
- **Funder contact information**
- **Facilities / business contacts**
- **Client directory**
- **Communications plan (see Section 2)**

**Employees Contact Record**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee Title/Position: \_\_\_\_\_

**Employee Home Contact Information**

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

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

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Personal Email: \_\_\_\_\_ Best Way to Contact: \_\_\_\_\_

**Emergency Contact #1**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Location: \_\_\_\_\_

**Emergency Contact #2**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Location: \_\_\_\_\_

**Community Response**

Disaster Role(s):  National Guard  211/Crisis Line  
 Office of Emergency Preparedness  Fire Department  
 Red Cross Shelter Worker  Chaplain  
 Law Enforcement  Other: \_\_\_\_\_

Certification(s):  First Aid  EMT  
 CPR  Sign Language  
 NIMS  Ham Radio  
 Other Special Licenses: \_\_\_\_\_

Notes:

**Board and Volunteer Contact Record**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

Board/Volunteer Name: \_\_\_\_\_

Board/Volunteer Role: \_\_\_\_\_

**Board/Volunteer Work Information**

Employer: \_\_\_\_\_ Position/Title: \_\_\_\_\_  
 Physical Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Email: \_\_\_\_\_ Work Phone: \_\_\_\_\_

**Board/Volunteer Personal Information**

Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Email: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**Emergency Contact #1**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Location: \_\_\_\_\_

**Emergency Contact #2**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Location: \_\_\_\_\_

**Community Response**

Disaster Role(s):  National Guard  211/Crisis Line  
 Office of Emergency Preparedness  Fire Department  
 Red Cross Shelter Worker  Chaplain  
 Law Enforcement  Other: \_\_\_\_\_

Certification(s):  First Aid  EMT  
 CPR  Sign Language  
 NIMS  Ham Radio  
 Other Special Licenses: \_\_\_\_\_

Notes:

**Donor/Funder Contact Record**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

**Donor/Funder Contact Information**

<b>Organization:</b>			<b>Contact Name:</b>		
<b>Physical Address:</b>					
<b>City:</b>		<b>State:</b>		<b>Zip Code:</b>	
<b>Email:</b>			<b>Office Phone:</b>		
<b>Cell Phone:</b>			<b>Text Msg?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No		

**Donor/Funder Contact #2**

<b>Organization:</b>			<b>Contact Name:</b>		
<b>Physical Address:</b>					
<b>City:</b>		<b>State:</b>		<b>Zip Code:</b>	
<b>Email:</b>			<b>Office Phone:</b>		
<b>Cell Phone:</b>			<b>Text Msg?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No		

**Funding, Programs, Deadlines & Notes:**

<b>Type of Funding:</b>			<b>Funding Amount:</b>		
<b>Funding is:</b> <input type="checkbox"/> Restricted <input type="checkbox"/> Unrestricted					
<b>Interim Report Deadline:</b>			<b>Final Report Deadline:</b>		
<b>Application Period Information:</b>					

**Notes:**

**Business Services Contact Record**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

<b>Business Type</b>	<b>Company Name</b>	<b>Contact</b>	<b>Phone</b>	<b>Email</b>	<b>Account #</b>
Accountant/CPA					
Banker					
Benefits Admin					
Building Manager					
Building Security					
Creditor					
Creditor #2					
Creditor #3					
Electric Company					
Gas/Heat					
I.T. Consultant					
I.T. Vendor					
Insurance Agent					
Insurance Agent #2					
Internet Service					
Landlord					
Lawyer					
Payroll Processing					
Phone Company					
Website Host					

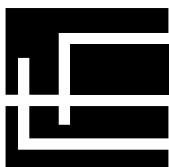
**Additional Business Services Contact Record**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

<b>Business Type</b>	<b>Company Name</b>	<b>Contact</b>	<b>Phone</b>	<b>Email</b>	<b>Account #</b>



## Part C



# Technology & Facilities Information

This is the information you will need about the computers, machines and information in your office.

- [Alternate site data sheet](#)
- [Computer/network inventories](#)

For your computers and network, the quickest, easiest way to inventory is Spiceworks.com. Go to Spiceworks and create a free

user account, then log-in and go to the Inventory section. It has a network-aware program that you can install on your computer. The inventory tool will automatically look over your network and create a report of what it finds. It will record all the information you will need about your computer, including model, serial number, software and hardware. Depending on your network, you may need to run the program from each computer, but it will still save you a ton of time. This is a great timesaver, but if you would prefer to inventory by hand, we have included a computer inventory form in your materials.



- [Equipment inventories](#)

You will need to take down the model number, serial number and information about components and customizations for your copy machines and any other equipment your organization may have.

- [Photo or video inventory](#)

It is very important to have proof of all the items inside your office for insurance purposes. Take overlapping photos of you entire office to record all the furniture, computer equipment, etc. that you have. Be sure to open closets and cabinet drawers to capture any valuable items you have stored away. Update these photos at least once a year, and whenever new valuable

*...no matter what you do day-to-day, you need to have a backup of your data in the electronic disaster box.*

equipment is procured. Then add these images to your electronic Disaster Box. Photos can be taken with any smart phone camera or a digital camera.

- **Data backup**

We will talk about your day-to-day data backup options in Section 3, but no matter what you do day-to-day, you need to have a backup of your data in the electronic copy of your Disaster Box. It is recommended to put an updated copy of your backup in the electronic Disaster Box file at least twice a year. If you lose your entire office at least you will have a copy of your data that is no more than six months old.

- **Copies of software and licenses**

Having a backup copy of all of your software—operating system, office applications, database program, anti-virus, etc. - will make sure it is much cheaper and easier to setup replacement computers. Many business tools and programs are now access through online applications or websites, you will want to make sure that you have a list of all of these that are used by staff and the login information.



### *Mistakes happen...*

One organization in St. Bernard Parish backed up all their information, gathered important documents and prepared to evacuate. Unfortunately, they realized a few days later that the director had forgotten all their backups on her dining room table. Their data was lost in the flood.

Mistakes happen and people forget, so you should plan for that, too. That is why we suggest making two physical disaster boxes, one for your Executive Director and another for other key leadership to safeguard.

When possible, but especially before an evacuation, you should make multiple copies of backups and have responsible people in your organization evacuate with them in different directions. The redundant distribution of data makes it more likely your organization will have what it needs to recover after the storm.

### Computer Workstation Inventory

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

**General Information**

<b>User:</b>	<b>Position/Role:</b>
<b>Laptop/Computer Brand:</b>	
<b>Model:</b>	<b>Model #:</b>
<b>Serial #:</b>	<b>Purchase Date:</b>

**Hardware Specs**

<b>Processor (mHz):</b>	<b>Hard Drive (GB):</b>
<b>Memory/RAM:</b>	<b>CD-Drive:</b>
<b>Other Hardware:</b>	

**Software Applications**

<b>Operating System:</b>	<b>Office Version:</b>
<b>Antivirus Brand and Version:</b>	
<b>Other Software:</b>	

**Monitor**

<b>Brand:</b>	<b>Model:</b>
<b>Model #:</b>	<b>Serial #:</b>
<b>Vendor:</b>	<b>Purchase Date:</b>

**Photos Taken and ID Numbers:** \_\_\_\_\_

**Notes:**

### Special Equipment Inventory

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

**General Information**

<b>User:</b>	<b>Position/Role:</b>
<b>Vendor:</b>	<b>Purchase Date:</b>
<b>Price:</b>	<b>Quantity:</b>
<b>Brand:</b>	<b>Model:</b>
<b>Model #:</b>	<b>Serial #:</b>

**Replacement Information**

<b>Vendor:</b>	<b>Phone #:</b>
<b>Alternate Vendor:</b>	<b>Phone #:</b>
<b>Order Time for Replacement:</b>	

Photos Taken and ID Numbers: \_\_\_\_\_

**Additional Features/Specs**

**Notes:**

**Office Inventory**  
*Furniture, Equipment, Books and Other Items in Office*

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

#	Item	Brand	Model	Vendor	Price	Photo #	Notes

**Software and Licensing Inventory**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

<b>Program Name</b>	
<b>Version:</b>	<b>Purchase Date:</b>
<b>Vendor:</b>	<b># of Licenses:</b>
<b>Product Key:</b>	
<b>Notes:</b>	

<b>Program Name</b>	
<b>Version:</b>	<b>Purchase Date:</b>
<b>Vendor:</b>	<b># of Licenses:</b>
<b>Product Key:</b>	
<b>Notes:</b>	

<b>Program Name</b>	
<b>Version:</b>	<b>Purchase Date:</b>
<b>Vendor:</b>	<b># of Licenses:</b>
<b>Product Key:</b>	
<b>Notes:</b>	

<b>Program Name</b>	
<b>Version:</b>	<b>Purchase Date:</b>
<b>Vendor:</b>	<b># of Licenses:</b>
<b>Product Key:</b>	
<b>Notes:</b>	

<b>Program Name</b>	
<b>Version:</b>	<b>Purchase Date:</b>
<b>Vendor:</b>	<b># of Licenses:</b>
<b>Product Key:</b>	
<b>Notes:</b>	

**Alternate Site Data Sheet**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

**Site Information**

<b>Contact:</b>	<b>Title:</b>
<b>Address:</b>	
<b>Phone:</b>	<b>Email:</b>

**Home/Alternate Contact Information**

<b>Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Phone:</b>	<b>Email:</b>	
<b>Cell Phone:</b>	<b>Text Msg:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Site Logistics**

<b>Number of Computers Available:</b>	<b>Number of Phones Available:</b>
<b>Number of Desks Available:</b>	<b>Internet/Phone Service:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>List Required Equipment:</b>	

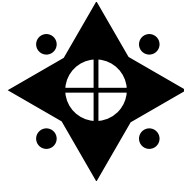
**List Required Software:**

**Alternative Equipment and Service Providers**

Service	Name	Phone	Email	Account #	Notes
Computer					
Furniture					
Phone Redirect					

**Notes:**

## Section 2



# Communications Plan

Gathering contact information for your staff, board, donors and business contacts (see the Disaster Box section on communication forms) is important, but it is only a part of a communications plan. Having that information ensures that you can contact them, but a proper communications plan provides for:

1. Alternate Communication Methods
2. Staff Check-in/Notification Procedures
3. Disaster Public Relations

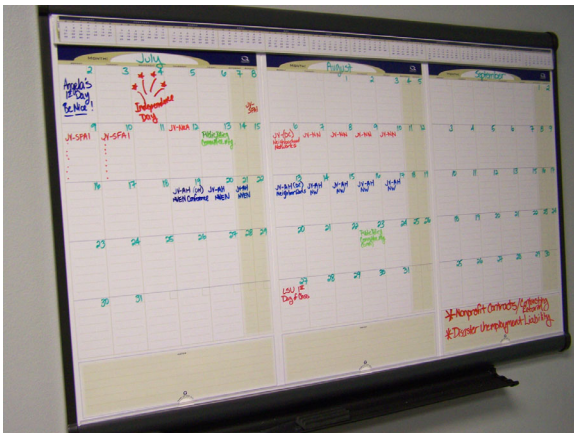
### Staff Communications

In an unforeseen disaster, you need to have a plan in place so that you can efficiently get in touch with your staff and key stakeholders. Your organization's staff should have a calendaring system in place so that, if needed, anyone on staff can look up anyone else and see if they are out of the office, in a meeting, or on vacation. This will go a

***The main goals of your communication plan are to make sure everyone is safe and then to coordinate response and recovery activities.***

long way toward helping you determine your staff's whereabouts in a disaster.

You will need to be able to quickly communicate with everyone in your organization. The most common way to do this is to establish a phone tree in which each person calls a small number of other people, and they in-turn call other people until everyone is contacted (see following example below). The last people on the phone tree call Executive Leadership and report any people who could not be contacted. This way everyone is accounted for and the system is reliant on any one individual. You should assign a specific person to be responsible for calling new



*An office white board can be used to share schedules.*



## Sample phone tree...



on the phone tree. However, it is recommended that the phone tree be updated each time a new staff member joins your organization.

In a hurricane evacuation, the main goal of your communication plan is to make sure everyone is safe and then to coordinate response and recovery activities.

In these situations, an email group, like one provided by Yahoo Groups or Google Groups works very well. These free services allow you to send an email to everyone who is a member of

## Email Groups

Popular email group providers:

- ◆ [groups.google.com](http://groups.google.com)
- ◆ [yahogroups.com](http://yahogroups.com)

If cell phone networks are overwhelmed, text messaging is an option. Text messages often get through even if you can not place a call. Your cell phone provider may offer a hurricane season text messaging plan.

the group by sending to the group email address. In addition, both services have message archives, calendars and other features that can be accessed through a web-page that is automatically created for the group. Be sure your employees' personal and work email addresses are added to the group. Make sure they know about the group and how to access it, and require in your personnel policies that they do so frequently during a disaster.

Additionally, after an evacuation, you and your staff will want to know that you're all okay. Establish a check-in procedure. Require those staff members with internet access to email the disaster group address within 12 hours of the hurricane's landfall. If they don't have Internet access, have them call or text message their supervisor, who will then send a message to the group. A daily all-staff check-in call may be a good policy to consider, it will help you to stay abreast of any changes impacting your staff.

Include a copy of your phone tree, check-in procedure, disaster group email address and website URL, disaster response activities (see Section 7) and other important contact information in your Disaster Box. Depending how often you experience turn-over on your staff, you may want to update it and distribute new copies to your staff a few times a year. The staff member you assigned to call new employees not yet added to the phone tree should write in new employees' alternate contact information on their copy of the phone tree.

### Public Relations / Communications

In addition to internal communications, you should also spend some time planning what your communication to the media will look like after a disaster. First and most importantly, you should decide who will be your organization's spokesperson during a disaster. This will ensure the rest of your staff can focus on response work, not commenting to the media. This procedure prevents incomplete and inaccurate information getting to the media. Make sure your spokesman is kept in the loop as the disaster and response efforts

*Your spokesperson should be calm, confident, well-spoken and knowledgeable about your organization.*

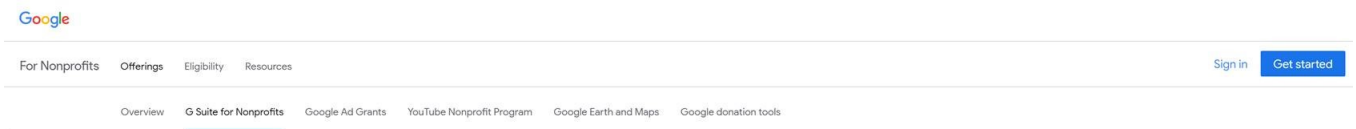
unfold so they can accurately relay information to the media. Remember, the spokesman does not have to be the executive director. Pick someone who is calm under pressure, speaks well, and knows your organization. Remember that the goal of public relations is to communicate effectively and get your organization's message across.

You might consider producing media packets ahead of time that include basic information about your organization, its mission and program, the last annual report, a one-page biography of the executive director and prepared statements regarding disaster events and your organizations role in recovery. These can help the media quickly become familiar with your organization.

Additionally, it is important that your organization's information is accurately listed in public resources. Update your information in the local phone books, the The Alliance directory, the Secretary of State's Office and your 2-1-1 provider's listing every year and anytime something changes.

## Backup Media Options

Google for Nonprofits is highly recommended for all nonprofit organizations, one of the many benefits provided for free to nonprofit organizations is 30GB of free Cloud storage. It is also an option to invest in external hard drives that can be carried in your physical Disaster Box. External hard drives are affordable and can be found at many stores.



## Be more collaborative, productive, and efficient with G Suite for Nonprofits

Help your nonprofit collaborate more effectively with smart, secure business apps like Gmail, Docs, Calendar, Drive, and Hangouts Meet, so you can focus on what matters.

G Suite for Nonprofits provides access to [G Suite Basic](#), using your domain, at no charge.

External Hard Drives can be found at you local Wal-Mart, Office Depot, Best Buy and many other stores or through online outlets. They are compact and can easily be placed in a Disaster Box.



## Section 3



*How much work can you afford to pay employees to do twice?*

# Data Back ups

When it comes to computers and data, there are only two types of organizations: those that have experienced disaster and those that have not yet. Your data backups **MUST** be frequent, comprehensive and tested.

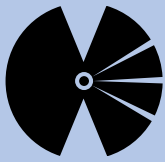
All data in your organization should be backed up at least weekly, but daily is better. After all, how much work can you afford to pay employees to do twice?

### FOR SMALLER ORGANIZATIONS

Smaller organizations often neglect backups because of having to play multiple roles within their organization and being overwhelmed by the thought of adding another task. If your organization works off of a cloud drive, and uses this rather than their desktop it ensures that your documents and work are safely stored off-site.

**Here is a three-step guide to setting up a basic backup regimen:**

- 1. Setup Cloud Storage** - Cloud storage can be found both free or for affordable rates. This data is not dependent on a local device and is protected through your provider. This type of data storage can be linked to your desktop so that it is easy to work with and does not require you to save documents in two places.
- 2. Backup program**—Windows comes with a built-in (Free!) backup program that works pretty well for most organizations. On your computer, go to Settings and you will find Back Up. This will open a backup wizard that will walk you through backing up your computer to either an external hard drive or to Cloud storage. You should set a schedule for your backups and if possible have them be automatic.



## Better than nothing...

Yes, backing up something is better than backing up nothing, CDs, DVDs and USB flash drives are not really an adequate backup system.

- ❶ Someone has to tell it which files to burn, making it likely some files will be forgotten.
- ❷ They're easy to lose, making them both unreliable and a security risk

Additionally, CDs and DVDs scratch easily ruining any data on them.

CDs, DVDs and USB flash drives are okay for moving a few files to your home computer, but they're not a trustworthy backup system.

**3. Backup Media**—We recommend using external hard drives that attach to your computer via USB. External hard drives can be bought afford-ably online or in stores in varying sizes. Fancier, more expensive one-touch backup hard drives are also available.

We recommend buying two external hard drives so you can alternate which one you bring to work and backup. That way you can schedule the backup to run overnight. In the morning, you swap out the hard drives and bring the new backup home each night.

### FOR LARGER ORGANIZATIONS

If you have a server and a domain, you probably ought to have a tape backup system as well, if not an off-site backup service. Talk with your I.T. person to make sure your backups are happening daily, that the media is being stored off-site, and that they are completing successfully.

Remember, if you use a tape backup system, you will need a compatible tape drive in order to restore your data in the event of a disaster. Look into how long it would take and how much it would cost to get a replacement tape drive.

Look into an online backup system. At least one company, ACS Technology, offers a nonprofit discount. You may find it is worth it to back up some or all of your data online to supplement, or perhaps even replace, your daily backup regimen.

### Testing

If you do not test your backups, you don't know whether or not they work. Every now and then, plug in your external hard drive or pop in a tape and browse around to make sure you're able to restore files to your computer. Do not skip this step!

### Security

Be aware that a backup is a copy of all your organization's data, including documents, databases, email... everything! Don't lose it! Also, do not leave it in your car— hard drives can be damaged by the temperatures that Louisiana cars reach in the summer.

## Section 4



# Facilities and Equipment

It may be cliché, but when it comes to facilities, an ounce of prevention is worth a pound of cure.

### Replacement sites

It is a good idea to develop plans for alternate locations for your offices in the event of a site-closing disaster, like a fire. If your organization has multiple sites, you may simply decide that operations would move to the other office. If you are a single-site organization, consider drafting a Memorandum of Understanding (MOU) with another nonprofit to establish a reciprocal arrangement that lets one nonprofit share office space with the other for a certain amount of time if a disaster should occur.

*It may be cliché, but when it comes to facilities, an ounce of prevention is worth a pound of cure.*

### Replacement Equipment

Having alternate office space is only one part of the solution, however. Be sure to think about other office logistics: furniture, computers, equipment, phone lines and office supplies.

### Examples of Alternative Site Partnerships

- VIA Link New Orleans ⇔ 2-1-1 Monroe
- Catholic Charities N.O. ⇔ Catholic Charities B.R.
- VOA New Orleans ⇔ VOA Baton Rouge
- Battered Women's programs now have MOUs with organizations in other regions.

Obviously, if you are part of a national organization, you have an advantage when finding alternative site partners. If you are not part of a larger organization, seek out organizations with a similar mission in other regions to develop a relationship with.

## Computers

Computers may be available from a local computer recycler (like Capital Area Corporate Recycling Center in Baton Rouge—[www.cacrc.com](http://www.cacrc.com)) for free or at very low cost.

## Phone numbers

Phone numbers can be forwarded to the replacement site. Talk with your phone company about cost and transition time.

## Memoranda of Understanding (MOU)

Having an MOU for a replacement site means you can have your office open and operating at some level within days, instead of weeks. A MOU is a signed agreement between two organizations that describes how they plan to work together. It should state the terms of the agreement, including goods and services being exchanged, time limits, compensation and the scope of the agreement.

The MOU will not provide for every detail of the arrangement, but it does document the agreement and would be important in case of legal proceedings.

## Exterior Maintenance

If you own a building, you should check the exterior for hazards at least once a year.

- Vents, chimneys and other roof penetrations are flashed and sealed.
- Metal flashing is secure and rust-free.
- Drainage system is clear and water flows.
- Canopies, carports, signs and rooftop mechanical equipment is attached with rust-free anchors and tightened bolts.
- Windows have minimum design pressure rating of 50psi (check sticker or manufacturer specifications).
- Exterior doors have deadbolts and at least three hinges.
- External electric and mechanical systems are above flood level.

## Interior Maintenance

Whether you own or rent, you should perform the following actions to prepare your offices.

- Check office, cabinet and closet doors to make sure they can close securely

## Questions for Renters

- Do you have your property manager's emergency contact information?
- If a fire or other disaster occurs, how will you be notified?
- Do you have exterior and stairwell keys?
- Can you use a generator at your facility?
- If the building is secured with card access, what happens when the power goes out?

## Memo of Understanding Sample Template

**\*This should be inserted on your organization's letterhead\***

00/00/0000

Name of the person entering MOU with

Their Address

Their City, State and Zip Code

### Memorandum of Understanding

This affidavit will serve as a Memorandum of Understanding (MOU) between [organization's name] and [second organization's name]. This MOU is effective starting [start date] and will end on [end date].

The purpose of the agreement between [organization's name] and [second organization's name] is [detail the purpose of the agreement]. A detailed description of the agreement between [organization's name] and [second organization's name] is listed below:

- State what organization 1 is agreeing to do, including major deliverables and timeframes
- State what organization 2 is agreeing to do, including major deliverables and timeframes

Per the agreement reached between [organization's name] and [second organization's name] the following financial arrangements have been set:

- State the financial arrangements for compensations, if any

This memorandum of understanding is authorized by the following representatives from [organization's name] and [second organization's name].

---

[Insert Name, Title and Organization]

---

[Insert Name, Title and Organization]





*Stay alert to warnings from the EBS tower in your area.*

- Make sure all furniture and appliances are stable and adequately secured.
- Move heavy items to lower shelves.
- Remove or isolate flammable materials and toxic chemicals (like cleaning supplies).
- Clearly mark gas and water shut-off valves and instructions on how to turn them off. If you need a screwdriver or wrench to do it, make sure a screwdriver or wrench are stored nearby.
- Display an office/building evacuation plan in a conspicuous location.

### Shelter-In-Place

If you live in a city or town in Louisiana, you probably live near a chemical plant and you are used to hearing the sirens go off once a month to test the Emergency Broadcast System (EBS). In the event of a chemical leak or other disaster, EBS will alert you to shelter-in-place. If you can hear the siren, that means you are in the affected area.

Shelter-in-place means to take shelter immediately, at home, school, work or wherever you are, usually for only a few hours. It is best to have a few things at your office just in case they are needed:

- Basic tools (hammer, screwdrivers, pliers, wrench)

### A bit about surge protectors...

Surge protectors—NOT power strips—should be on ALL important electronic equipment. Power strips provide multiple outlets and look very similar to surge protectors, but offer no protection from electric surges.

Here is how to tell the difference: a surge protector has a Underwriter’s Library (UL) rating. It will be listed as a “transient voltage surge suppressor.” It may have a shiny silver sticker on the underside that has the UL logo on it.

Additionally, your surge protectors should be rated for 400 joules or more and should have indicator lights on it. Finally, when purchasing surge protectors, look for a guarantee; it is pretty standard to see surge protectors guarantee connected equipment for \$10,000 or more.



## 15-minute salvage mission...

After a disaster that damages your building, you may only be allowed to enter your office for 15 minutes to recover what you can. That was the experience of businesses in buildings near the World Trade Center in the weeks after 9/11. It's a good idea to sit down with a few key people in your office and draft a list of items to salvage and rank them in order of priority.

### DON'T FORGET:

- ⇒ Financial & client files
- ⇒ Backup device
- ⇒ Server
- ⇒ Recent mail

- Battery-powered radio or TV
- Spare batteries (restock regularly, they “disappear”)
- Fire extinguisher
- First aid kit
- Duct tape
- Lots of plastic bags

### If shelter-in-place is declared:

- Close and lock all windows and doors (locking may form a tighter seal).
- Tune in to a local TV or radio station or website and learn about the hazard and then follow their instructions on what to do.
- If there is a tornado warning, do NOT open the windows. The idea that doing so will equalize air pressure is false. Opening windows only lets more wind in, causing more damage.

### Fire Safety and Evacuations

- Get rid of halogen lamps and space heaters. With all the paper in an office, they're just asking for trouble.
- Check your smoke alarm batteries annually.
- Have a fire extinguisher in the office and another in each room that has an obvious fire source, like a stove. Check them annually.
- Train your employees and clients on building evacuation routes and gathering points. Post maps of fire routes in conspicuous locations.
- Assign employees responsibility for leading client evacuation and doing head counts.
- If you house clients, there are legal requirements about fire safety that you have to meet. Contact your Fire Marshall.

### Clients and Visitors

If your organization houses clients or has a high volume of visitors, take them into account when you are thinking about your organization's shelter-in-place activities. Who will be responsible for making sure they are safe? How will you do an accurate head count? Does everyone know where to go? If your clients have special medical needs, how will you provide for them?

It is important to make sure your organization understands shelter-in-place and fire safety procedures. Train your employees on where

*“Shelter-in-place means to take shelter immediately.”*

emergency supplies are located and what to do if shelter-in-place is declared or the fire alarm goes off. Visit [RedCross.org](https://www.redcross.org) for more info on Shelter-In-Place and procedures for other disasters.



*Alarm for shelter in place*



*Follow instructions on local TV or radio before leaving the shelter.*

## Section 5

# Continuity of Operations Planning



To ensure your organization can survive a disaster, you will need to go beyond planning for replacing equipment, communicating and safeguarding your data. To have a true continuity of operations plan, your organization needs to have assessed, prioritized and dissected your business functions so that, in a disaster, you already know what functions to focus on resuming first and what equipment, personnel and contacts you will need to do it. The previous sections on the disaster box, communications, facilities and equipment and data backup all culminate in a continuity of operations plan.



*A Coop Meeting.*

### Convene key stakeholders

The first step in planning for operational continuity is to get key people from each of the main programs and services in your organization to help you. Do not forget to include someone familiar with your administrative operations. Together, you should:

1. Identify your organization's business functions.
2. Identify essential functions that your organization cannot survive without; and then, prioritize the other functions by their importance--taking into consideration funding, personnel, client needs, relevance to your mission, if there are other providers of the same service in your community, and other characteristics you find are appropriate. This establishes the order in which you will resume operations.
3. Determine risks and probabilities threatening these functions. What sort of event could disrupt each of the business functions you identified?
4. Identify steps to take to mitigate those risks and how you can implement them.

5. Identify resources and services you will need after a disaster to continue essential functions and determine who will provide and how you will procure them in a disaster situation.
6. Identify resources you will need to resume other operations and determine how you will procure them in a disaster situation.

### Policy considerations

You will need to establish board-approved policies for disaster situations:

- ▷ *How to activate COOP:* Who has the authority to “declare” a disaster?
- ▷ *Succession of authority:* If the executive director is unavailable in a disaster, who is next in line? Do they have fiscal authority? Establish lines of succession based on position title, not individual, and extend the line of succession several steps deep. Communicate to staff their position within the success plan.
- ▷ *Alternate decision-making:* Is your board’s executive committee empowered to make major decisions without calling a full board meeting in a disaster?
- ▷ *Personnel:* Do your policies draw a distinction between essential and non-essential employees, and if so, what does that mean in terms of their compensation, responsibility, etc. Is that distinction included in their job description?
- ▷ *Payroll:* Who gets paid how much in a disaster situation? How long can employees expect to receive full compensation? Half compensation? Are employees required to have direct deposit? If not, how will they receive their check in a disaster?
- ▷ *Clients:* Depending on the nature of your organization’s mission, you may need to develop policies about the type, scope and availability of services in a disaster.

### COOP Template

There are continuity of operations plan forms in the accompanying PDF to this guide. It is based on a template developed by FEMA for use by government agencies, with customizations to make it fit the nonprofit sector and to streamline the process. It provides an excellent structure for documenting your COOP.

## Section 6

# Evacuation



If an evacuation is declared for your parish, you will probably only have a couple days notice. We have outlined a two-day task list, but you may have to compress the timeline to fit the time you've got.

First and foremost, be safe. Do not work until the last minute and leave yourself no time to evacuate. As you prepare to leave, the most important things are:

1. **Communication**—know where your people are going and how to get in touch with them, and coordinating with your stakeholders and response partners.
2. **Data**—make more backups than you need and distribute them to several people going in different directions. There is no telling who will be able to come back first. If possible and your I.T. person approves, evacuate your servers.



The pre-evacuation data sheet is an important tool to manage your nonprofit's work after a hurricane. While employees may be evacuated for days or weeks, you will be able to see where they were on what projects, and what deadlines are approaching. And you will have contact information for their evacuation location.

Review the evacuation checklists below; they are a good starting point for most organizations, but off course, may need some additions for your organization.

### Equipment Preparation

During Katrina, Kingsley House in New Orleans learned that heavy-duty trash bags do a great job protecting electronics from water. Before evacuating, unplug your electronics and put a trash bag over your monitors and computers (if they are on the ground, move the computers onto the desk) and tuck the open end of the bag underneath. Despite broken windows and water pouring in through

the ceiling, all of Kingsley House’s computer started right back up when the staff returned.

If you have space in your car, you should evacuate some of your smaller, more expensive equipment. Always evacuate your external hard drives. These will be required if you should need to restore your data from a backup. Also, if your nonprofit owns laptops, be sure to evacuate them with employees –with the understanding that you may require them to do work and email it back while they are evacuated. If you have an I.T. person, work with them to draft a prioritized list of equipment to evacuate.



*Proper preparation of computer technology for evacuation.*

**Pre-Evacuation Report**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee Title/Position: \_\_\_\_\_

**Evacuation Destination**

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

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

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Best Way to Contact: \_\_\_\_\_

Bank Routing & Account Number: \_\_\_\_\_

**Emergency Contact**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

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

**Project Deadlines (Please include all current projects and those upcoming in the next 4 weeks)**

<b>Project 1:</b>	<b>Tasks (include progress and deadline):</b>	<b>Contacts (name, phone &amp; email):</b>
-------------------	-----------------------------------------------	--------------------------------------------

**Goals:**

**Financial Obligations:**

<b>Project 2:</b>	<b>Tasks (include progress and deadline):</b>	<b>Contacts (name, phone &amp; email):</b>
-------------------	-----------------------------------------------	--------------------------------------------

**Goals:**

**Financial Obligations:**



## 48 HOURS BEFORE EVACUATION

- ▶ Remind your board, employees and volunteers of your communication plan and any check-in times, locations, email addresses and phone numbers they will need.
- ▶ Have employees and board leadership complete the pre-evacuation data sheet.
- ▶ Remind employees of disaster policies and procedures, especially any payroll changes.
- ▶ Communicate with your property manager so that you know each others' plans. Get copies of keys and security codes if you need them.
- ▶ Communicate with response collaboration partners to confirm gather points, times, and response functions.
- ▶ If your nonprofit will be active in the hurricane response efforts, buy the following:
  - Water and food for all essential employees, volunteers and clients for at least three days.
  - Spare batteries for flashlights, radios, portable TVs and other electronics.
  - Other supplies that you've identified as necessary for your response activities.
  - Withdraw petty cash.

## 24 HOURS BEFORE EVACUATION

- ▶ Have employees copy files for the projects they're currently working onto a CD or USB flash drive to take with them, so they can work remotely.
- ▶ Raise electronics off the floor and away from windows and cover with trash bags.
- ▶ File ALL papers and lock drawers.
- ▶ Pack up equipment being evacuated.
- ▶ Lock all windows.
- ▶ Collect recent mail to take with you
- ▶ Gather updates for your disaster box(es):
  - Most recent digital backups
  - Up-to-date client & funder lists
  - Updated payroll information

## AS YOU LEAVE THE OFFICE

- ▶ Unplug ALL electronic equipment
- ▶ Leave an cheap answering machine plugged in with a message about your organization's response activities and alternative contact info.
- ▶ Close all interior doors. This mitigates the damage if wind or water get into the building.
- ▶ Post contact information in a waterproof cover conspicuously. Tape it to the inside of your main office door, for example.
- ▶ Lock the exterior door.



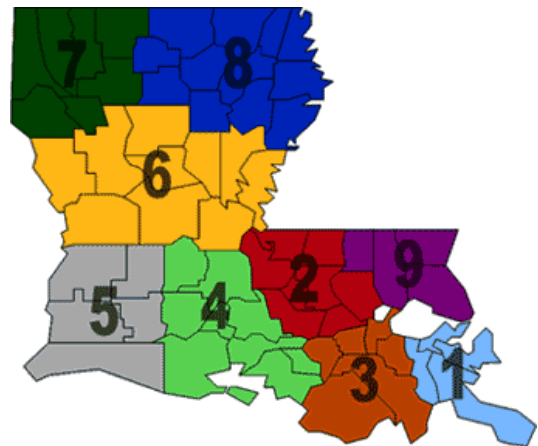
## Section 7

# Coordinated Community Response



In addition to being a catastrophic event, a community-wide disaster is a complex human, bureaucratic, political climate. The number of individuals, groups, agencies, special interests and jurisdictions increase significantly, and relationships among organizations may change. There is insufficient, conflicting and unreliable communication and a absence of centralized control. There will be duplication of efforts, omission of essential tasks and counterproductive activity. Everyone, including you, will be frustrated and emotionally involved.

Before a community-wide disaster strikes, sit down with a few key people in your organizations—the board chair and program heads would be good people to start with—and discuss your organization’s role in disaster response. It may well be that your organization’s mission does not relate to human services in any way, and that your decision is to close the office, evacuate and participate in response on a personal basis.



### Being Part of the Response

If you decide your organization does have a role to play in community-wide disaster response, you and your committee need to plan ahead:

1. Develop a disaster mission statement for your organization. It should state the core function your

organization will focus on serving.

2. Identify which services you currently provide must be continued during a disaster. What will your clients need and expect? Do you expect your client-base to increase? What materials and personnel will you need to perform those services?
3. Identify which business functions must be continued during disaster in order to resume normal business operations eventually. Examples might be accounting functions or inventory control. What materials and personnel will you need to serve those functions?
4. What new services or new scope of services would your organization commit to performing in a disaster (for example, after Katrina, some churches provided shelter or cooked food for volunteers). What volume of clients might you expect? What materials and personnel will you need to perform those services?
5. Establish agreements with partner organizations to provide for the materials, location and manpower you anticipate needing.
6. Join Volunteer Organizations Active in Disaster (VOAD).
7. Be aware of the local coordination command center or Office of Emergency Preparedness.

### Preparing to Respond

If your organization is planning to be active in response, you absolutely must plan and prepare for what that means:

- ⇒ Have food and water for your employees and volunteers stocked.
- ⇒ Develop relationships and MOU with organizations that you expect to work with. Communication with them in the days leading up to the expected disaster, if there is enough time to prepare, set meeting times and locations to coordinate your response efforts.
- ⇒ Figure out where you will get tables, chairs, tents, and other supplies from.
- ⇒ Make arrangements with your local volunteer organizations about how many and what types of volunteers you expect to need.
- ⇒ Determine which employees will be essential to your response effort and train them in their role. Establish post-disaster check-in protocols and meeting points.

## LAVOAD

### Louisiana Voluntary Organizations Active in

**Disaster** coordinates the planning efforts of voluntary organizations responding to disaster, providing for more effective response and less duplication by getting together before disasters strike. If your organization plans to have a role in community-wide disaster response, you should consider joining LAVOAD. <http://lavoat.communityos.org>

⇒ Train your staff in emergency preparedness skills, like Red Cross training, CPR and First Aid.

Planning and establishing relationships before the disaster strikes will determine how quick, efficient and effective your response is. If you are not prepared, you will contribute to the post-disaster confusion. In the accompanying PDF you will find a form to help you keep track of your coordinated community response contacts.

### **After the Disaster**

In the wake of a disaster, take some time to assess the situation and determine what your organization's next steps should be. Consider both what your organization needs to do to maintain its own viability into the future and what role it should have in the community response efforts. Ask yourself:

- What happened? What are the needs of the community? Does your organization have a role to play in the response?
- What damage did your organization sustain? Can you access your facility? What needs done to prevent further damage and is that possible?
- What do your employees, board and clients need to know?

### **Manage the Emergency**

If the community-wide disaster is a hurricane, you should already know where your employees are and they should know in advance what functions they will perform and where to meet up.

If it was an unexpected disaster, activate your telephone tree and give instructions to essential personnel. Give your employees a chance to check on their families and homes, if they may have been impacted.

Contact your response partners or meet at a pre-determined site, gather materials for your response activities and let your OEP director know where you are, what services you are providing and if you have any resource needs. Then prepare the site and activate your

## **Response versus recovery...**

The response phase consists of the activities immediately after a disaster aimed toward mitigating or stopping the disaster's effects on people, the environment and the community. The recovery phase is concerned with cleaning up, rebuilding and getting back to normal.

response services and critical business procedures.

Communicate regularly with your stakeholders and partners. In the wake of Katrina, frustrated by the lack of accurate information, a group of New Orleans clergy scheduled twice-daily conference calls to communicate on their situation and share any helpful strategies they had discovered. You should work with your peers to arrange for similar post-disaster communication; it may very well be your most accurate, helpful source of information.

### **Organizational Recovery**

Organizations that are successful in recovery are flexible, innovative and open to change. Consider alternative business strategies, changing locations, and changing products or services. Some of organizational survival is just luck. A number of factors increase the odds:

- Serving clients unaffected by disaster
- Having multiple locations
- Providing basic goods and services

After a community-wide disaster, an organization must adapt to the changed environment and client demand.

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## **LOUISIANA 2-1-1**

2-1-1 is an easy-to-remember telephone number that connects people with important community services and volunteer opportunities. 2-1-1 is spearheaded by United Ways across Louisiana.

As a nonprofit, you should update your organization's listing with 2-1-1 each year. Visit their webpage, <http://www.Louisiana211.org> to contact your regional 2-1-1 center and update your organization's information.

**Parish Coordinated Response Contact Record**

Date Updated: \_\_\_\_\_ Updated by: \_\_\_\_\_

**Food Bank**

**Contact:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Alternate Phone:** \_\_\_\_\_

**Personal Email:** \_\_\_\_\_ **Best Way to Contact:** \_\_\_\_\_

**Notes:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Office of Emergency Preparedness**

**Contact:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Alternate Phone:** \_\_\_\_\_

**Personal Email:** \_\_\_\_\_ **Best Way to Contact:** \_\_\_\_\_

**Notes:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Red Cross**

**Contact:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Alternate Phone:** \_\_\_\_\_

**Personal Email:** \_\_\_\_\_ **Best Way to Contact:** \_\_\_\_\_

**Notes:**  
\_\_\_\_\_  
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\_\_\_\_\_

**United Way**

**Contact:** \_\_\_\_\_

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

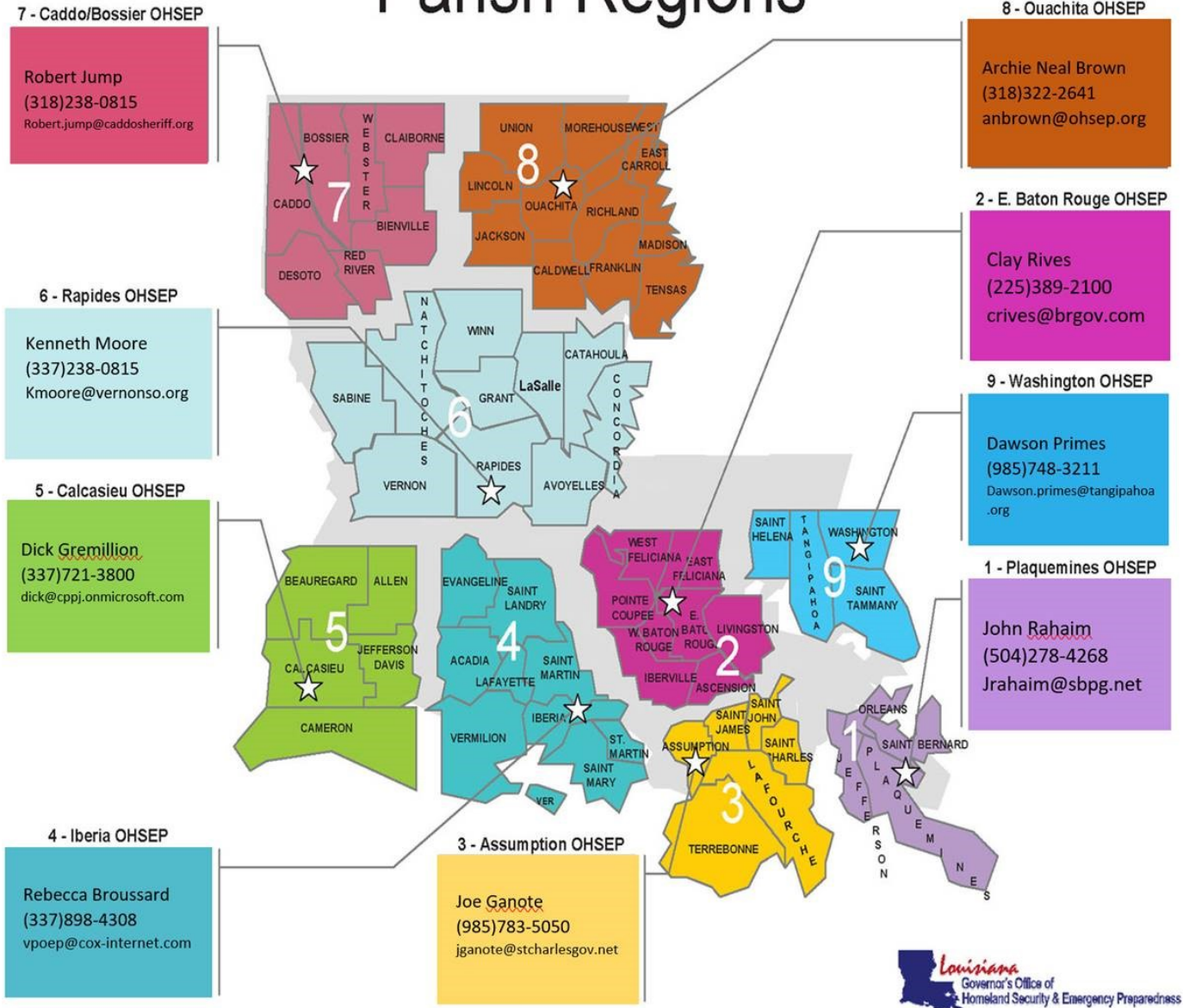
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Alternate Phone:** \_\_\_\_\_

**Personal Email:** \_\_\_\_\_ **Best Way to Contact:** \_\_\_\_\_

**Notes:**  
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\_\_\_\_\_  
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# Parish Regions



## Coordinated Community Recovery Resources by Louisiana Parishes

Parishes	OEP	211	Food Bank	Volunteer Center	United Way	Red Cross
Acadia	4	232-HELP	2 <sup>nd</sup> Harvest	UW of Acadiana Volunteer Ctr.	United Way of Acadiana	Acadiana Area Chapter
Allen	5	310-INFO	Central LA	Volunteer Ctr. Of Southwest and Central LA United Way	United Way of Central LA & United Way of SWLA	Central LA Chapter
Ascension	2	BR CIC	Baton Rouge	Volunteer Ascension	Capital Area United Way	LA Capital Area Chapter
Assumption	3	BR CIC	Baton Rouge	Volunteer Ascension & Volunteer Baton Rouge	United Way of South LA	Southeast Chapter
Avoyelles	6	232-HELP	Central LA	Central United Way	United Way of Central LA	Central LA Chapter
Beauregard	5	310-INFO	2 <sup>nd</sup> Harvest	Volunteer Ctr. Of Southwest LA	United Way of SWLA	Southwest Chapter
Bienville	7	Centerpoint	Northwest	The Extra Mile	United Way of NW LA	Northwest LA Chapter
Bossier	7	Centerpoint	Northwest	The Extra Mile	United Way of NW LA	Northwest LA Chapter
Caddo	7	Centerpoint	Northwest	The Extra Mile	United Way of NW LA	Northwest LA Chapter
Calcasieu	5	310-INFO	2 <sup>nd</sup> Harvest	Volunteer Ctr. Of Southwest LA	United Ways of SWLA	Southwest LA Chapter
Caldwell	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Cameron	5	310-INFO	2 <sup>nd</sup> Harvest	Volunteer Ctr. Of Southwest LA	United Way of SWLA	Southwest LA Chapter
Catahoula	6	UWNELA	Central LA	UWNELA & UW of Central LA	United Way of Central LA	Central LA Chapter
Claiborne	7	Centerpoint	Northwest	The Extra Mile	United Way of NW LA	Northwest LA Chapter
Concordia	6	UWNELA	Central LA	UWNELA & U W of Central LA	United Way of Central LA	Central LA Chapter
Desoto	7	Centerpoint	Northwest	The Extra Mile	United Way of NW LA	Northwest LA Chapter
E. Baton Rouge	2	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
East Carroll	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
E. Feliciana	2	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
Evangeline	4	232-HELP	2 <sup>nd</sup> Harvest	St. Landry-Evangeline UW	St. Landry-Evangeline UW	Acadiana Area Chapter
Franklin	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Grant	6	Centerpoint	Central LA	Central LA United Way	United Way of Central LA	Central LA Chapter
Iberia	4	232-HELP	2 <sup>nd</sup> Harvest	UW of Acadiana Volunteer Ctr.	United Way of Iberia	Acadiana Area Chapter
Iberville	2	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
Jackson	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Jefferson	1	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of GNO Area	Southeast LA Chapter
Jeff Davis	5	310-INFO	2 <sup>nd</sup> Harvest	Volunteer Ctr. Of Southwest LA	United Way of SWLA	Southwest LA Chapter
Lafayette	4	232-HELP	2 <sup>nd</sup> Harvest	UW of Acadiana Volunteer Ctr.	United Way of Acadiana	Acadiana Area Chapter
Lafourche	3	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of South LA	Southeast LA Chapter
LaSalle	6	UWNELA	Central LA	UWNELA & Central UW	United Way of Central LA	Central LA Chapter
Lincoln	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Livingston	2	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
Madison	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Morehouse	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Natchitoches	6	Centerpoint	Northwest	The Extra Mile	United Way of NW LA	Northwest LA Chapter
Orleans	1	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of GNO Area	Southeast LA Chapter
Ouachita	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Plaquemines	1	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of GNO Area	Southeast LA Chapter
Pt. Coupee	2	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
Rapides	6	310-INFO	Central LA	Central LA United Way	United Way of Central LA	Central LA Chapter
Red River	7	Centerpoint	Northwest	The Extra Mile	United Way of NWLA	Northwest LA Chapter
Richland	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Sabine	6	Centerpoint	Northwest	The Extra Mile	United Way of NWLA	Northwest LA Chapter
St. Bernard	1	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of GNO Area	St. Bernard Chapter
St. Charles	3	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of St. Charles	Southeast LA Chapter
St. Helena	9	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
St. James	3	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
St. John	3	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	St. John United Way	Southeast LA Chapter
St. Landry	4	232-HELP	2 <sup>nd</sup> Harvest	St. Landry-Evangeline UW	St. Landry-Evangeline UW	Acadiana Area Chapter
St. Martin	4	232-HELP	2 <sup>nd</sup> Harvest	UW of Acadiana Volunteer Ctr.	United Way of Acadiana	Acadiana Area Chapter
St. Mary	4	232-HELP	2 <sup>nd</sup> Harvest	UW of Acadiana Volunteer Ctr.	United Way of South LA	Southeast LA Chapter
St. Tammany	9	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of GNO Area	Southeast LA Chapter
Tangipahoa	9	VIA LINK	Baton Rouge	GNODRPVC	United Way of GNO Area	Southeast LA Chapter
Tensas	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Terrebonne	3	232-HELP	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of South LA	Southeast LA Chapter
Union	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
Vermilion	4	232-HELP	2 <sup>nd</sup> Harvest	UW of Acadiana Volunteer Ctr.	United Way of Acadiana	Acadiana Area Chapter
Vernon	6	310 INFO	Central LA	United Way of Central LA	United Way of Central LA	Central LA Chapter
Washington	9	VIA LINK	2 <sup>nd</sup> Harvest	GNODRPVC	United Way of Washington Area	Southeast LA Chapter
Webster	7	Centerpoint	Northwest	The Extra Mile	United Way of NWLA	Northwest LA Chapter
W. Baton Rouge	2	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter
W. Carroll	8	UWNELA	Northeast	UWNELA	UWNELA	Northeast LA Chapter
W. Feliciana	2	BR CIC	Baton Rouge	Volunteer Baton Rouge	Capital Area United Way	LA Capital Area Chapter

GNODRPVC=Greater New Orleans Disaster Response Volunteer Center

UWNELA=United Way Northeast La

BR CIC=Baton Rouge Crisis Intervention Center

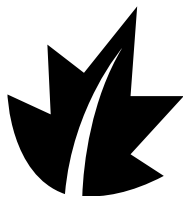
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## Appendix: A

# Additional Resources



### Organizational Planning, Preparation, and Response

*Disaster Recovery: A Guide to Financial Issues* by AICPA Foundation:

<http://www.cert-la.com/downloads/education/english/Disaster-Recovery-Guide-AICPA-Red-Cross.pdf>

Louisiana Speaks—Parish Long Term Recovery Planning Tool:

<https://www.hudexchange.info/onecpd/assets/File/CDBG-DR-Louisiana-Parish-Recovery-Planning-Website-Slides.pdf>

Foundation for Louisiana:

<http://foundationforlouisiana.org/>

Pandemic Flu Preparation, <http://www.pandemicflu.gov/plan/index.html>

*Open for Business: A Disaster Planning Toolkit for Small to Mid-Sized Business Owners*, Order from Public Entity Risk Institute:

[https://www.preventionweb.net/files/7280\\_OpenForBusinessnew.pdf](https://www.preventionweb.net/files/7280_OpenForBusinessnew.pdf)

*Preparation, Planning and Peace of Mind: Disaster Planning for Nonprofit Organizations Workshop Materials*, NPower, Seattle, WA:

<https://network.progressivetechnology.org/system/files/Business%20Continuity-Disaster%20Recovery%20Report.pdf>

### ***Family and Individual Planning and Preparation***

*Being Prepared*, Katharine C. Rathburn, M.D., (Available for purchase):

<https://www.amazon.com/BEING-PREPARED-Protecting-Hurricanes-Earthquakes/dp/1430309288>

*Storm Recovery Guide for Homeowners*. LSU AgCenter Research & Extension:

<https://www.lsuagcenter.com/~media/system/0/6/8/3/0683e5760e95ee8cacb01f8f09203be3/pub2668stormrecoveryguide2006lowres.pdf>

*Your Family Disaster Plan* by OHSEP Louisiana:

<http://gohsep.la.gov/MITIGATE/OVERVIEW/Fact-Sheet-Index/Family-Disaster-Plan>

*My Hurricane Story: A Guided Workbook for Children:*

<https://www.mercycorps.org/sites/default/files/file1134606361.pdf>

## Appendix: B

# About The Alliance

*LANO's mission is to strengthen, promote and build the capacity of Louisiana's nonprofit sector through membership services, education, and advocacy.*

### What does The Alliance do?

**Leadership for the nonprofit sector:** LANO works to build collaboration throughout the Louisiana nonprofit sector. Our goal is to educate the nonprofit sector to increase the sustainability of our nonprofit organizations.

**Money in the bank:** The Alliance member discounts save your organization money by leveraging group purchasing and negotiating special rates for The Alliance members. The Alliance lets you focus more of your funds on achieving your mission.

**Getting your voice heard:** The Alliance represents the nonprofit sector to the Legislature, Governor, Congress, and federal agencies to make sure the nonprofit sector's voice is heard.

**Knowledge you need:** Nonprofits often have to do more with less, and that means wearing many hats. The Alliance connects you to nonprofit expertise and the answers you need. We schedule trainings year-round over a diverse range of topics, and offer on-demand technical assistance and can even help find a consultant at a reduced rate.

**Connecting to the nonprofit network:** We have a large member network and we actively work to cultivate relationships among our members - to share experience and strategy, to coordinate services, and to collaborate for mutual benefit. Our website and newsletter will keep you up-to-date with what's going on in the nonprofit world.



*visit our website for more information, [www.louisiananonprofits.org](http://www.louisiananonprofits.org).*

**GREATER  
NEW ORLEANS  
FOUNDATION**



**Louisiana Alliance for Nonprofits**

P.O. Box 1924 | Baton Rouge, LA | 70821 | [louisiananonprofits.org](http://louisiananonprofits.org)

