CONNECTING NEIGHBORS:
A “Disaster Ready Congregations” Curriculum of the United Methodist Church

To the people of the United Methodist Church and their community partners:

This curriculum is intended for broad use by dedicated volunteers willing and able to facilitate workshops and webinars with the goal of inspiring congregations and communities to be better able to minimize disaster-caused harm to people and property and to respond to our neighbors in helpful, cooperative and caring ways on behalf of the church and in the spirit of Jesus Christ.

This curriculum incorporates knowledge and experience gleaned over many years by dedicated volunteers who have served their neighbors on behalf of the church. Rich information has also been included from other organizations and community partners - most notably the American Red Cross, National Disaster Interfaith Network, and FEMA. UMCOR is grateful to these partners for providing public access to helpful resources.

Your partners in disaster ministry,

The United Methodist Committee On Relief

U.S. Disaster Response
CONNECTING NEIGHBORS:
A “Disaster Ready Congregations” Curriculum of the United Methodist Church

The Connecting Neighbors curriculum consists of an overview of disaster ministry, three units and supporting handouts.

Module 1: Ready Congregants focuses on preparing individuals and families to be disaster-ready.
Participants will be inspired to take action in order to prepare themselves, their households and others before and immediately following a disaster.

Target Audience: Everyone.

Module 2: Ready Churches emphasizes the importance of protecting church property and the people within the property, before and immediately following a disaster, and of appropriate use of church property in disaster response.
Participants will (1) identify one or more steps to take in order to mitigate against disaster-caused damage to property; (2) identify one or more steps to take in order to prevent harm to people who are present in or on church property when disasters or emergencies occur; and (3) be able to assess the utilization of church property following a disaster within or near the community of the church.

Target Audience: Everyone, especially church leaders including, but not limited to, pastors, trustees, Sunday school superintendent, lay leader, missions coordinator, treasurer and finance committee members, young adult and youth representatives, and others.

Module 3: Ready Response encourages churches to explore their capacity for various disaster response ministries and to consider ways to engage community partners.

Objectives: Participants will (1) be able to identify at least one disaster ministry their church might be willing and able to implement before and/or after a community disaster; and (2) initiate a preliminary plan to engage the church and to cooperate with other households of faith and the community in order to be prepared to respond in the event of a disaster.

Target Audience: Everyone interested in disaster-ready congregations and communities, particularly mission and outreach personnel, lay leaders, United Methodist Women, United Methodist Men, youth ministry leaders, lay servants and Stephen’s Ministers!
INTRODUCTION

Inspire congregations and communities to be better able to minimize disaster-caused harm to people and property and to respond to our neighbors in helpful, cooperative and caring ways on behalf of the church and in the spirit of Jesus Christ.

MODULES

• Disaster Ministry Overview
• Module 1: Ready Congregants
• Module 2: Ready Churches
• Module 3: Ready Response
DISASTER MINISTRY OVERVIEW

A “Disaster Ready Congregations” Curriculum of the United Methodist Church

GROUNDED IN MISSION

• Disaster-ready congregations view disaster preparedness and response as a mission and ministry of the church.
• Enabling our ability to respond is our “response-ability.”

UNDERGIRDED BY FAITH

• Our work is based on our faith in God and respect for the communities we serve.
GUIDED BY VALUES
- Provide practical, proactive support to most vulnerable
- Honor cultural differences
- All people have God-given dignity and worth
- Work with local partners
- Be good stewards of donated resources
- Don’t tie aid to religious or political viewpoint
- Incorporate best practices and standards
- Welcome gifts, prayers, service

WORK ACCORDING TO STANDARDS & PRINCIPLES
- National VOAD Points of Consensus
- Consistent with church’s mission, values
- Communities and individuals “own” their recovery

STAY MISSION-FOCUSED
- To help people
- Respect their faith, culture, values
- Work cooperatively (not judgmentally)
- Be positive presence of God’s love for all
- Act with humility, justice, peace
- Remember who we are and Whose we are
UMCOR: YOUR PARTNER IN DISASTER MINISTRY

- Training
- Expertise
- Relief Supplies
- Funding

SOURCES OF UMCOR FUNDING

- UMCOR Sunday (formerly One Great Hour of Sharing)
- Gifts to the Advance (100% to named cause)
- NO apportionment funding goes to UMCOR
- All gifts to UMCOR are “second-mile” gifts
OUR STRUCTURE IS OUR STRENGTH

Our mission is to show Jesus Christ to the world, and let us pray that our structures do the same.

Thomas Kemper, General Secretary
General Board of Global Ministries

PHASES OF DISASTER

RELIEF AND RECOVERY
• Clean-up
• Volunteer coordination
• Construction management
• Donations management
• Fiscal management
• Emotional/spiritual care
• Casework/case management
• Administration
• Information management
• Communications

RESOURCES
• Money
• Materials
• Muscle
• Minds
• Management

FUNCTIONS

CONNECTING THE CHURCH IN MISSION
“When the local church gets involved, that’s our door into disaster ministry.”

Byron Mann, VIM Coordinator
Janice Mann, Disaster Response Coordinator
Arkansas Annual Conference of the United Methodist Church

READY CONGREGANTS

MODULE 1
A “Disaster Ready Congregations” Curriculum of the United Methodist Church

PREPARE YOURSELF

• Put your own mask on first
PREPARE YOUR FAMILY
- Get a Kit
- Make a Plan
- Be Informed

PREPARE NOW
- What’s in your kit?
- What’s your plan?
- Emergency Contact Card
- Family Preparedness List
- Text Alerts
- Home Inventory
- Insurance Review

PREPARE TO CARE FOR AT RISK CONGREGANTS
PREPARE TO IDENTIFY READY CONGREGANTS

• Identify those who are willing and capable to respond in varying ways during or following an emergency or disaster
• Record Congregational Assets / Skills
• Provide opportunities for learning and practice

NEXT STEPS

How can we help each other to be prepared as individuals and families?

READY CHURCHES

MODULE 2
A "Disaster Ready Congregations" Curriculum of the United Methodist Church
READY CHURCHES

• Plan to protect people
• Plan to protect property
• Anticipate how church property may be used following a disaster

DISASTER READY CHURCH

• A place of safety and security
• A refuge in times of trouble

READY CHURCHES RESTORE HOPE
READY CHURCHES PREPARE

• Buildings
• Facilities
• Parsonages
• Contents
• Procedures

READY BUILDINGS

READY FOR WORSHIP
CHURCH FACILITIES ASSESSMENT

Self-Inspection Safety Checklist
for worship centers and related facilities

CHURCH RECORDS

- Protect the church’s historical record
- Fireproof / waterproof safe storage
- Cloud storage / digital back-up
- Archival storage of historical documents
- Purge unnecessary documents, books, paper

ON-GOING MINISTRIES

- Be a Ready Congregation
- Draft a “Continuity of Operations Plan”
PREPARE TO IDENTIFY READY CONGREGANTS

• Identify those who are willing and capable to respond in varying ways during or following an emergency or disaster
• Record Congregational Assets / Skills
• Provide opportunities for learning and practice

CHURCH BUILDING USAGE IN DISASTER RESPONSE

How can your church be used in disaster response?

CHURCH BUILDING AS A COMMUNITY RESOURCE

• What actions or resources will be necessary in order to make the building “response ready”? 
  Flood Buckets Needed
DONATIONS MANAGEMENT – MATERIAL GOODS

- Be careful what you ask for
- It’s OK to say “no thank you”
- Affirm the offer, refer to other organizations

DONATIONS MANAGEMENT – $$$

- Maintain records of incoming and outgoing funds
- Assure equitable distribution of resources
- Maintain donor intent
- Direct assistance in the form of vendor payments, material goods, services (no cash payments)
- Inform district / conference of funding raised and expended

AUTHORITY / ACCOUNTABILITY

- Who has the responsibility and the authority to put the ministry into action?
VIOLENCE PREVENTION AND RESPONSE

• Develop an “Emergency Action Plan”
• Reference Guide for Developing High-Quality Emergency Operations Plans for Houses of Worship (FEMA)
• Reference Active Shooter in a House of Worship Tip Sheet (NDIN)

RESPONDING TO IMMINENT VIOLENCE

• Run
• Hide
• Act

RESTORING WHOLENESS

Without intentional intervention, the cycle of violence and other issues may continue.
• How do we stay true to our faith after the violence?
• What are ways we support our church family, especially our most vulnerable, when our church experiences violence?
SECURING THE CHURCH

• What is the first step you will take to get this process going?
• With whom will you share this information?
• Who are the people you will involve in decision-making?
• What steps can you/your church take to make your property more secure and free of hazards?
• Are there other people/places/agencies you need to talk with that can give guidance?

NEXT STEPS

• Plan to protect people
• Plan to protect property
• Anticipate how church property may be used following a disaster

READY RESPONSE

MODULE 3

A “Disaster Ready Congregations” Curriculum of the United Methodist Church
READY RESPONSE OBJECTIVES

- Identify disaster ministry
- Initiate a preliminary plan

PREPARE TO IDENTIFY READY CONGREGANTS

- Identify those who are willing and capable to respond in varying ways during or following an emergency or disaster
- Record Congregational Assets / Skills
- Provide opportunities for learning and practice

BE THE CHURCH

- Our community “owns” the disaster
- Our church is an integral part of the fabric and culture of the community
- Our church has much to offer — and to receive — by investing our time, talent, gifts, service and witness in our community’s recovery.
- What might people need?
- What do we have to offer?
POWER OF PARTNERSHIPS

Working with other agencies/organizations in your community will...
- promote shared resources and information
- eliminate duplicated efforts
- allow us to know where help is needed

COMMUNITY PARTNERS
- Faith-based
- Government
- Non-profit
- Civic
- Business
- Academic

CONNECT WITH VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER
- National / State VOAD [www.nvoad.org](http://www.nvoad.org)
- Standards / Principles / Guidance
- Points of Consensus
BE EMPOWERED BY CHURCH CONNECTIONS

NEIGHBORHOOD WALK-ABOUT

Volunteer Navigators
A community-based volunteer ministry during the early days of a disaster
What do volunteer navigators do?

- Offer a visible presence and caring outreach
- Provide accurate and timely information
- Offer referrals to available resources
- Gather categorical information

What is the context?

- Short-term
- No crisis counseling, structure assessment, promises
- No forms for survivors to complete
- Faith-based, not governed by outside agency
- When safe

Who can be a volunteer navigator?

- Volunteers from local community
- Associated with the local church
- Willing to participate in the orientation
- Able to be compassionate, non-preferential
What about badges?
• Wear name tags or shirts representing the local church or community group
• The church will only send those who are known and only in pairs.

What’s in the orientation?
• How to stay safe
• What to say/not to say
• Information to provide to survivors about community response
• A reporting and referral mechanism
• How to maintain boundaries

The church’s role
• Communicate with district / conference disaster leadership
• Recruit volunteers
• Develop materials
• Determine area(s) to be reached
• Assure it is safe to “walk about”
• Provide orientation and support
What is in the Navigators Orientation Packet?

• Let's take a look!

CONNECT IN SERVICE

• Disaster ministry is an opportunity for discipleship and service

Caring Neighbors
Make Good Communities

NEXT STEPS

• Identify at least one disaster ministry
• Initiate a preliminary plan
• Identify faith-based and other community partners
APPENDIX

DISASTER MINISTRY OVERVIEW

- Excerpt, Book of Discipline 2016
- UMCOR Values
- NVOAD Emotional Spiritual POC

MODULE 1

- Emergency Cards from American Red Cross
- Survey: Is Your Family Prepared?
- Vulnerability Planning and Assessment sheet
- Congregational Asset / Skills Survey

MODULE 2

- Church Building Safety Survey
- Continuity of Operations Tip Sheet
- Active Shooter Tip Sheet
- UMC Book of Resolutions – Our Call to End Gun Violence
- Congregational Asset / Skills Survey

MODULE 3

- NVOAD Volunteer Points of Consensus
- Local Church Responsibilities
- Volunteer Navigator Cards
- Volunteer Navigator Suggested Carrying Resources
HANDOUTS FOR
DISASTER MINISTRY OVERVIEW

Excerpt, Book of Discipline 2016

UMCOR Values

NVOAD Emotional Spiritual POC
EXEMPLARY, BOOK OF DISCIPLINE 2016

The responsibilities of UMCOR shall be as follows:

(1) seek to address human need in the spirit of Jesus Christ;

(2) provide immediate relief of acute human need and respond to the suffering of persons in the world caused by disaster;

(3) work cooperatively with the appropriate conference units, ecumenical bodies, interdenominational agencies and other partners in the identification of, advocacy for, and assistance with ministries with displaced persons, hunger and poverty, disaster response, and disaster risk reduction;

(4) administer these ministries described in subparagraph three (3) above in the spirit of Jesus Christ, preserving the dignity of persons without regard to religion, race, nationality, or gender, and seek to enhance the quality of life in the human community;

(5) work cooperatively with The General Commission on Communication in promotion of the UMCOR Sunday;

(6) initiate printed, audiovisual, electronic, and other resources to interpret, support, and communicate with conferences and churches concerning appeals for help and information related to ministries with displaced persons, hunger and poverty, disaster response, and disaster risk reduction; and

(7) assist and train conference coordinators and other partners to address emerging and ongoing issues related to displaced persons’ ministries, root causes of hunger and poverty, disaster relief, disaster risk reduction, and rehabilitation.
Vision
As the humanitarian relief and development arm of The United Methodist Church, UMCOR strengthens and transforms people and communities.

Mission
Compelled by Christ to be a voice of conscience on behalf of the people called Methodist, UMCOR works globally to alleviate human suffering and advance hope and healing.

Values
The work of UMCOR is grounded in faith in God and in the communities we serve. This gives us the courage to serve boldly as the presence of Christ to alleviate human suffering and advance hope and healing.

- UMCOR provides practical, proactive support to the most vulnerable survivors of chronic or momentary emergencies stemming from natural or civil causes.

- UMCOR honors cultural differences. We deliver aid to people without regard to race, religion, politics, gender or sexual orientation. We seek input from local communities in identifying needs and developing innovative solutions.

- All people have God-given dignity and worth. The most essential partner in UMCOR's work is the beneficiary.

- UMCOR works with partners—especially those who are indigenous to the affected locale. Civic organizations, faith communities, school leaders, and other local resources are great assets to sustainable recovery and development, particularly after massive traumatic events.

- UMCOR is a good steward of its gifts and grants.

- UMCOR does not tie the promise of its relief and development activity to any religious or political viewpoint.

- The UMCOR professional staff incorporates best practices and standards to provide innovative, effective, and integrated ministry.

- UMCOR welcomes the good efforts of countless individuals and churches who support us through gifts, prayers, and service.
In 2006 the National Voluntary Organizations Active in Disaster’s Emotional and Spiritual Care Committee published *Light Our Way* to inform, encourage and affirm those who respond to disasters and to encourage standards insuring those affected by disaster receive appropriate and respectful spiritual care services. As a natural next step following the publication of *Light Our Way* and in the spirit of the NVOAD “Four C’s” (cooperation, communication, coordination and collaboration), the Emotional and Spiritual Care Committee then began working to define more specific standards for disaster spiritual care providers. The following ten “points of consensus” set a foundation for that continuing work.

1. **Basic concepts of disaster spiritual care**¹
   Spirituality is an essential part of humanity. Disaster significantly disrupts people’s spiritual lives. Nurturing people’s spiritual needs contributes to holistic healing. Every person can benefit from spiritual care in time of disaster.

2. **Types of disaster spiritual care**²
   Spiritual care in disaster includes many kinds of caring gestures. Spiritual care providers are from diverse backgrounds. Adherence to common standards and principles in spiritual care ensures that this service is delivered and received appropriately.

3. **Local community resources**
   As an integral part of the pre-disaster community, local spiritual care providers and communities of faith are primary resources for post-disaster spiritual care. Because local communities of faith are uniquely equipped to provide healing care, any spiritual care services entering from outside of the community support but do not substitute for local efforts. The principles of the National VOAD - cooperation, coordination, communication and collaboration - are essential to the delivery of disaster spiritual care.

4. **Disaster emotional care and its relationship to disaster spiritual care**³
   Spiritual care providers partner with mental health professionals in caring for communities in disaster. Spiritual and emotional care share some similarities but are distinct healing modalities. Spiritual care providers can be an important asset in referring individuals to receive care for their mental health and vice versa.

5. **Disaster spiritual care in response and recovery**⁴
   Spiritual care has an important role in all phases of a disaster, including short-term response through long-term recovery. Assessing and providing for the spiritual needs of individuals, families, and communities can kindle important capacities of hope and resilience. Specific strategies for spiritual care during the various phases can bolster these strengths.

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¹ See *Light Our Way* pp. 52-54. ² Ibid. ³ Ibid. ⁴ Ibid.
6. Disaster emotional and spiritual care for the care giver

Providing spiritual care in disaster can be an overwhelming experience. The burdens of caring for others in this context can lead to compassion fatigue. Understanding important strategies for self-care is essential for spiritual care providers. Disaster response agencies have a responsibility to model healthy work and life habits to care for their own staff in time of disaster. Post-care processes for spiritual and emotional care providers are essential.

7. Planning, preparedness, training and mitigation as spiritual care components

Faith community leaders have an important role in planning and mitigation efforts. By preparing their congregations and themselves for disaster they contribute toward building resilient communities. Training for the role of disaster spiritual care provider is essential before disaster strikes.

8. Disaster spiritual care in diversity

Respect is foundational to disaster spiritual care. Spiritual care providers demonstrate respect for diverse cultural and religious values by recognizing the right of each faith group and individual to hold to their existing values and traditions. Spiritual care providers:

- refrain from manipulation, disrespect or exploitation of those impacted by disaster and trauma.
- respect the freedom from unwanted gifts of religious literature or symbols, evangelistic and sermonizing speech, and/or forced acceptance of specific moral values and traditions.
- respect diversity and differences, including but not limited to culture, gender, age, sexual orientation, spiritual/religious practices and disability.

9. Disaster, trauma and vulnerability

People impacted by disaster and trauma are vulnerable. There is an imbalance of power between disaster responders and those receiving care. To avoid exploiting that imbalance, spiritual care providers refrain from using their position, influence, knowledge or professional affiliation for unfair advantage or for personal, organizational or agency gain.

Disaster response will not be used to further a particular political or religious perspective or cause – response will be carried out according to the need of individuals, families and communities. The promise, delivery, or distribution of assistance will not be tied to the embracing or acceptance of a particular political or religious creed.

10. Ethics and Standards of Care

NVOAD members affirm the importance of cooperative standards of care and agreed ethics. Adherence to common standards and principles in spiritual care ensures that this service is delivered and received appropriately. Minimally, any guidelines developed for spiritual care in times of disaster should clearly articulate the above consensus points in addition to the following:

- Standards for personal and professional integrity
- Accountability structures regarding the behavior of individuals and groups
- Concern for honoring confidentiality*
- Description of professional boundaries that guarantee safety of clients* including standards regarding interaction with children, youth and vulnerable adults
- Policies regarding criminal background checks for service providers
- Mechanisms for ensuring that caregivers function at levels appropriate to their training and educational backgrounds*
- Strong adherence to standards rejecting violence against particular groups
- Policies when encountering persons needing referral to other agencies or services
- Guidelines regarding financial remuneration for services provided

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5 Ibid. 6 Ibid. 7 Church World Service “Standard of Care for Disaster Spiritual Care Ministries” 8 Church World Service “Common Standards and Principles for Disaster Response” 9 See Light Our Way p. 16
HANDOUTS FOR
MODULE 1 – READY CONGREGANTS

Be Red Cross Ready

Emergency Cards from American Red Cross

Survey: How Prepared Is Your Family?

Vulnerabilities Planning / Assessing grid

Congregational Asset / Skills Survey
Be Red Cross Ready

Get a kit. Make a plan. Be informed.

It’s important to prepare for possible disasters and other emergencies. Natural and human-caused disasters can strike suddenly, at any time and anywhere. There are three actions everyone can take that can help make a difference ...
Get a kit. Make a plan. Be informed.

Directions:
- Print out a card for every member of your household.
- Fill in your emergency contact information.
- Carry this card with you to reference in the event of a disaster or other emergency.

Visit RedCross.org for more valuable information about creating an emergency
**SURVEY: How Prepared Is Your Family?**

<table>
<thead>
<tr>
<th>Action</th>
<th>Suggestions</th>
<th>Completed?</th>
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<tbody>
<tr>
<td><strong>Educate yourself and your family.</strong></td>
<td>Talk to your local emergency management agencies and the American Red Cross chapter about: Types of disasters likely to affect the community and how to prepare for them Community warning systems and evacuation plans Animal care during and after a disaster Taking responsibility for elderly and disabled persons Disaster plans at work places, schools, day care centers, or other places where your family spends time Be sure you have adequate insurance coverage. Conduct a home hazard hunt to identify anything that can move, fall, break, or cause a fire. Take a Red Cross first-aid and CPR class.</td>
<td>Yes ☐ No ☐</td>
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<td><strong>Create a family plan and practice it.</strong></td>
<td>Identify “safe rooms” or shelter areas for earthquakes and violent weather. Determine the best escape routes out of the safe rooms/shelter areas. Pick two places to meet in case you cannot return to your home—one spot just outside your home and another outside the neighborhood. Create a contact list. Identify an out-of-state relative or friend as a family contact in case family members are in separate locations at the time of disaster. Be sure work and school offices have this number on file. Discuss what to do in an evacuation and how to care for your pets. Teach young children how and when to dial 911 and what to say. Post all emergency numbers by every phone. Hold fire and emergency evacuation drills periodically (every six months) with all members of the family. Quiz family members periodically, (children every six months), on procedures and contact information. Store originals of important family documents in a safe deposit box.</td>
<td>Yes ☐ No ☐</td>
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<td><strong>Be a good neighbor.</strong></td>
<td>Meet with your neighbors to plan how to work together in case of an emergency.</td>
<td>Yes ☑  No ☐</td>
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<td>Know your neighbors’ special needs or skills, such as medical, technical.</td>
<td>Yes ☑  No ☐</td>
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<td>Make plans for each other’s children in case a parent is not able to get home.</td>
<td>Yes ☑  No ☐</td>
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<tr>
<th><strong>Store adequate supplies</strong></th>
<th>Store supplies in a sturdy, pest-free container and place in an accessible location:</th>
<th>Yes ☑  No ☐</th>
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<tr>
<td>Water for 3-5 days (one gallon per person per day, in a plastic container). Mark date of storage on container, and replace every three months.</td>
<td>Yes ☑  No ☐</td>
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<td>Non-perishable foods for 3-5 days, including pet food if applicable. Replace every six months.</td>
<td>Yes ☑  No ☐</td>
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<td>Manual can opener</td>
<td>Yes ☑  No ☐</td>
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<td>Flashlights with extra batteries</td>
<td>Yes ☑  No ☐</td>
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<td>Extra pair of prescription eyeglass, contact lenses (and cleaning solution)</td>
<td>Yes ☑  No ☐</td>
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<td>Battery-operated radio or TV and extra batteries</td>
<td>Yes ☑  No ☐</td>
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<td>Prescription drugs that are used regularly</td>
<td>Yes ☑  No ☐</td>
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<td>First-aid kit</td>
<td>Yes ☑  No ☐</td>
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<td>Extra set of car keys</td>
<td>Yes ☑  No ☐</td>
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<td>One blankets or sleeping bag per person</td>
<td>Yes ☑  No ☐</td>
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<td>Information (style, serial number, etc.) on critical medical devices (respirator, pacemaker, etc.)</td>
<td>Yes ☑  No ☐</td>
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<td>Small amount of cash and a credit card</td>
<td>Yes ☑  No ☐</td>
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<td>Children’s toys, games, books, pictures, etc.</td>
<td>Yes ☑  No ☐</td>
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<td>Extra battery for cell phone</td>
<td>Yes ☑  No ☐</td>
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<td>Sanitation supplies</td>
<td>Yes ☑  No ☐</td>
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<tr>
<td>Special items for infants/elderly/disabled</td>
<td>Yes ☑  No ☐</td>
<td></td>
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<tr>
<td>One change of clothing and footwear per person</td>
<td>Yes ☑  No ☐</td>
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<tr>
<th><strong>Take care of utilities</strong></th>
<th>Locate and show all adults where and how to shut off main utility valves for water, gas, electricity.</th>
<th>Yes ☑  No ☐</th>
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<tr>
<td>Install smoke detectors on each floor, especially near bedrooms; test and replace batteries once a year.</td>
<td>Yes ☑  No ☐</td>
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<tr>
<td>Teach family members how to use fire extinguishers and show them where they are kept. Test extinguishers once a year.</td>
<td>Yes ☑  No ☐</td>
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<tr>
<th><strong>Create a home exit plan and evacuation box</strong></th>
<th>Create basic floor plan of home and clearly mark exits to be used for emergencies. Post in each room.</th>
<th>Yes ☑  No ☐</th>
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<tr>
<td>Create an evacuation box to “grab and go” in a waterproof container. Include:</td>
<td>Yes ☑  No ☐</td>
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<td>Small amount of cash</td>
<td>Yes ☑  No ☐</td>
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<td>Irreplaceable photos/negatives in plastic</td>
<td>Yes ☑  No ☐</td>
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<td>Create a home exit plan and evacuation box – continued</td>
<td>Written inventory of valuable possessions (updated annually)</td>
<td>Yes ☐ No ☐</td>
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<td>Insurance policy numbers and company phone numbers</td>
<td>Yes ☐ No ☐</td>
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<td>Copies of other important family or home documents and contact list</td>
<td>Yes ☐ No ☐</td>
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<td>Copies of prescriptions</td>
<td>Yes ☐ No ☐</td>
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<td>Copies of important legal documents—deeds, wills, birth certificates, immunization records, first two pages of prior two years’ tax returns, etc. Original documents should be kept in a safe deposit box.</td>
<td>Yes ☐ No ☐</td>
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<td>Resources</td>
<td>Needs</td>
<td>Risk</td>
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</table>
READY CONGREGATIONS VOLUNTEER SKILLS SURVEY

Name: ________________________________________________________________

Phone #: ___________________________ E-mail address: ______________________________

Mailing address: ______________________________________________________________

Would you like to respond to community needs in case of an emergency? If so, please:

1. Check the bullets below as they apply.
2. On the reverse page, indicate your skills, experience, training or interests.
3. Then sign, date and return this form as instructed to your church disaster response coordinator.

☐ I am willing and able to volunteer in disaster response ministries on behalf of the church in any of the following ways as noted in the table on the reverse and/or in the comments below.

☐ While I cannot make a solid commitment at this time, I would like to be contacted to learn more about how I can be helpful when needed.

☐ I am interested in attending training that would help me prepare for my role in disaster ministries.

AGE    ☐ < 16    ☐ 16-17    ☐ 18-21    ☐ > 21

COMMENTS:

__________________________________________________________

SIGNATURE: _______________________________________________________

DATE: ____________________________________________________________
<table>
<thead>
<tr>
<th>LANGUAGE ASSISTANCE</th>
<th>CLEAN-UP DISASTER-AFFECTED RESIDENCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language(s) spoken:</td>
<td>Clean up disaster-affected residences</td>
</tr>
<tr>
<td>American Sign Language</td>
<td>Clean church building(s) following meals, etc.</td>
</tr>
<tr>
<td>Other (describe)</td>
<td>Laundry services</td>
</tr>
<tr>
<td></td>
<td>Chain Saw Certified</td>
</tr>
<tr>
<td>MATERIAL SUPPLIES</td>
<td></td>
</tr>
<tr>
<td>Prepare UMCOR kits</td>
<td></td>
</tr>
<tr>
<td>Manage donated goods</td>
<td></td>
</tr>
<tr>
<td>Obtain durable medical equipment</td>
<td></td>
</tr>
<tr>
<td>Obtain eye glasses; hearing aids</td>
<td></td>
</tr>
<tr>
<td>Obtain / manage construction materials</td>
<td></td>
</tr>
<tr>
<td>Other (describe)</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>FOOD / NUTRITION</td>
<td></td>
</tr>
<tr>
<td>Serve in food pantry</td>
<td></td>
</tr>
<tr>
<td>Prepare meals</td>
<td></td>
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<tr>
<td>Serve meals</td>
<td></td>
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<tr>
<td>Deliver meals to home bound</td>
<td></td>
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<tr>
<td>Provide food for pantry</td>
<td></td>
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<tr>
<td>Other (describe)</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>PETS / LIVESTOCK</td>
<td></td>
</tr>
<tr>
<td>Can temporarily shelter livestock</td>
<td></td>
</tr>
<tr>
<td>Can temporarily shelter pets (specify)</td>
<td></td>
</tr>
<tr>
<td>Provide pet food</td>
<td></td>
</tr>
<tr>
<td>Provide feed for livestock</td>
<td></td>
</tr>
<tr>
<td>Volunteer in pet shelter</td>
<td></td>
</tr>
<tr>
<td>Other (describe)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>CAREGIVING</td>
<td></td>
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<tr>
<td>Designated listener</td>
<td></td>
</tr>
<tr>
<td>Outreach / Information &amp; Referral</td>
<td></td>
</tr>
<tr>
<td>Emotional / Spiritual Caregiver</td>
<td></td>
</tr>
<tr>
<td>Prayer partner / Prayer chain</td>
<td></td>
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<tr>
<td>Child care</td>
<td></td>
</tr>
<tr>
<td>Senior care / Respite care</td>
<td></td>
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<tr>
<td>Other (describe)</td>
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<td></td>
<td></td>
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<tr>
<td>ELECTRONICS / INFORMATION TECHNOLOGY</td>
<td></td>
</tr>
<tr>
<td>Provide feed for livestock</td>
<td></td>
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<tr>
<td>Volunteer in pet shelter</td>
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<tr>
<td>Other (describe)</td>
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<td></td>
<td></td>
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<tr>
<td>MEDICAL / MENTAL HEALTH / SOCIAL SERVICES</td>
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<td></td>
<td></td>
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<tr>
<td>OTHER PROFESSIONAL SERVICES</td>
<td></td>
</tr>
<tr>
<td>Driver for people to medical appointments</td>
<td></td>
</tr>
<tr>
<td>Have CDL license</td>
<td></td>
</tr>
<tr>
<td>Deliver relief supplies</td>
<td></td>
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<tr>
<td>Use of utility trailer</td>
<td></td>
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<tr>
<td>Other (describe)</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>RESIDENTIAL REPAIR (circle each that applies)</td>
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</tbody>
</table>
HANDOUTS FOR
MODULE 2 – READY CHURCHES

Church Building Safety Survey

Continuity of Operations Tip Sheet

Active Shooter Tip Sheet

UMC Book of Resolutions – Our Call to End Gun Violence

Congregational Asset / Skills Survey
Public Areas:

<table>
<thead>
<tr>
<th>Question</th>
<th>Satisfactory</th>
<th>Needs Attention</th>
<th>Not Applicable</th>
<th>Action to be taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are rugs, carpets and floor tiles periodically checked for tears, rips or chipping that could cause tripping?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are rugs, carpets and floor tiles promptly repaired?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are “walk-off” mats used at all entrances to collect grit, water, ice and snow?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are “walk-off” mats cleaned frequently?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are “Caution Wet Floor” signs used when maintaining floors or after cleaning up a spill?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is good housekeeping maintained and are all floor obstructions and tripping hazards removed?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are extension, telephone or sound equipment cords on the floor or steps where they can create trip-and-fall hazards?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Are emergency phone numbers posted by all telephones?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Do glass doors or partitions have designs etched or applied to them in order to alert people to their presence?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are nursery and preschool areas situated so that infants, toddlers and small children can be swiftly evacuated?</td>
<td>☐ ☐ ☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are poisonous substances stored away from areas where children congregate?</td>
<td>☐ ☐ ☑</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

For more information, ask for Church Mutual’s booklet Safety Begins With People.

Completed by: ___________________________ Date: ______
Completed by: ___________________________ Date: 42 of 74
Completed by: ___________________________ Date: ______
What would you do if your house of worship and its facilities, or perhaps your entire community, were rendered inaccessible by a disaster? If your staff were unavailable to do their work? Or, if you had no way of reaching your staff or congregation? A continuity of operations plan (COOP) can significantly strengthen your ability to serve your community during and after disasters.

CREATE A CONTINUITY OF OPERATIONS PLANNING (COOP) TEAM
Your team should represent all aspects of your facilities and programs: religious leaders, administration, facilities managers, and program coordinators. Be sure to include those with expertise vital to daily functions. Find out if there are members of your faith community with risk management or business continuity experience. Note: The team you assemble to create this plan can be different from the team designated to lead during a disaster. See “Decision Making and Leadership” in the Checklist below.

DO A RISK ASSESSMENT & ALL-HAZARDS ANALYSIS
Consider the events that are most likely to impact your house of worship’s facilities and programs.
• All-hazards: Your community needs to be prepared for any or all of the following: hurricanes, flooding, fire, terrorism, utility disruptions, and hazardous materials.
• Consider your vulnerabilities: Are you next to a sensitive location? Are there chemicals stored nearby? Is your organization subject to bias crimes? Are you in a flood zone? Don’t forget influenza and bio-hazards.
• Plan for utility disruptions: Loss of power, heat, and water, as well as the loss of the use of your facility. (These could result from a number of different hazards.)

PERFORM AN OPERATIONAL ASSESSMENT
How does your house of worship function?
• Assess how your house of worship functions, both internally and externally, to determine which staff, materials, procedures, and equipment are absolutely necessary to maintain operations.
• Identify all of your programs and outreach ministries: Ritual/Prayer services, religious instruction, study groups, congregation-sponsored community programs (such as soup kitchens, social services), and guest programs (such as AA, Boy Scouts, and other local organizations using facilities for programs and meetings).

What are your critical operations?
• Identify which operations are critical to survival and recovery: Include emergency payroll, expedited financial decision-making, and accounting systems to track and document costs in the event of a disaster. Establish procedures for succession of management, including at least one person who is not at the house of worship, if possible.

What are your critical programs?
• Identify your critical programs: Prioritize the programs you have identified and decide which are most critical and need to function quickly during the post-disaster period.
• Identify actions and processes associated with these critical programs: Inventory the separate processes that allow each critical program to function. For example, in order to run your soup kitchen, you must (among other things):
  • Pay employees or coordinate volunteers
  • Continue your access to food and other social service supplies
  • Ensure you have a facility
  • Conduct outreach

PERFORM AN IMPACT ANALYSIS
Identify impacts of hazards on your critical programs and their associated processes. Determine what is already in place to help protect your resources:
• Records: Secure files, computer back-ups, contracts, agreements, etc.
• Insurance: Explore disaster-related insurance options
• Physical resources: Assess your facility’s hard security
• Plans: Review plans for fire safety, building evacuation, etc.
• Support and resources: Survey what is available from your regional/national religious offices

Continued on reverse
DEVELOP A CONTINUITY OF OPERATIONS PLAN
Make a plan for what you will do if your facility, staff and communications systems are not accessible.
• Define crisis management procedures and individual responsibilities in advance.
• Talk with your staff or leadership and frequently review and practice what you intend to do during and after an emergency.
• Plan for how to communicate with your congregation in an emergency—including if your community is evacuated.

Your document should address three types of activities:
• Emergency Action Plan: Include actions that should be taken just before (if there is warning) or immediately after a disaster to prevent loss of life and property and to promote fast recovery. Make a checklist.
• Communications Plan: Detail who will be contacted, under what circumstances, how, and for what purpose.
• Continuity of Social Services: Provide for continuation, growth, or suspension of existing daily programs.
• Continuity of Ritual Life and Spiritual Care: Provide for continuation, growth, or suspension of religious activities.

DEVELOP INTEGRATION OF DISASTER RESPONSE AND CONTINUITY OF MINISTRY PLANS
Include any services you offer during disasters that are not part of your regular programs. Ensure that this plan does not conflict with your continuity of operations plan.

CHECKLIST: AREAS OF CONSIDERATION FOR DEVELOPING PLANS AND TAKING PLANNING ACTIONS

<table>
<thead>
<tr>
<th>Facilities</th>
<th>Alternate sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
<td>How will you protect your staff, congregants and volunteers as well as items of religious significance to your house of worship?</td>
</tr>
<tr>
<td>Insurance</td>
<td>Documentation needed for claims, scope of coverage, discounts for preparedness</td>
</tr>
<tr>
<td>Regulations &amp; Codes</td>
<td>Governmental &amp; religious laws that apply to your emergency actions</td>
</tr>
<tr>
<td>Equipment &amp; Supplies</td>
<td>Such as computers, “Go-Bag” supplies, life safety, sprinklers, etc.</td>
</tr>
<tr>
<td>Records</td>
<td>How to store, update, and back-up important records. Include: payroll, lease, deeds</td>
</tr>
<tr>
<td>Communication</td>
<td>How, when, what, and with whom are you communicating?</td>
</tr>
<tr>
<td>Timing</td>
<td>Consider how your actions need to change at different times of the day/week/year</td>
</tr>
<tr>
<td>People</td>
<td>Think about who is in your community, not just your congregants, but people with disabilities, elderly, non-English speaking individuals, etc. How will you execute your plans if many of your staff/congregants are affected?</td>
</tr>
<tr>
<td>Decision Making &amp; Leadership</td>
<td>What kind of organizational structure will you use? Consider who is making decisions, communicating with your congregants and partners, and completing emergency actions</td>
</tr>
</tbody>
</table>

SHARING AND PRACTICING
Plans must be shared and practiced with all congregants and, when possible, with other faith communities and the government or VOAD. Perform various drills or table-top exercises to ensure your plans address all situations.

OTHER RESOURCES
• Church World Service — Community Arise Curriculum: www.communityarise.com
• Pandemic Church Continuity & Spiritual Care: http://www.crcna.org/pages/crwrcc_pandemic_churchcare.cfm
• Federal Emergency Management Agency (FEMA) business recovery: www.fema.gov (See “Business”)
• FEMA — Disaster preparedness best practices: www.ready.gov
• Institute for Business and Home Safety (IBHS): www.ibhs.org/publications. (See “Open for Business”)
• National Disaster Interfaiths Network — Training & Tip Sheets for U.S. Religious Leaders : www.n-din.org
• NPCCNY — Disaster Planning & Business Continuity: http://www.npccny.org/info/disaster_plan.htm
• Guide — Alliance for Human Services: COOP for Non-Profit Human Service Providers
While houses of worship traditionally are places of safety and peace, they are not immune to gun violence. While shootings in houses of worship are rare, they can result in many fatalities and traumatize a community. As a religious leader, you should help your congregation be prepared for this type of crisis—and, if necessary, lead your community through a healthy recovery process.

Recent shootings at houses of worship and religious schools have led religious leaders to question what they can do to protect their congregations. This emerging need poses a challenge to religious leaders who want to provide safety without sacrificing the welcoming atmosphere of their houses of worship. These incidents may occur at any time, during virtually any size gathering or age range of people on the premises; they may be hate crimes, terrorist acts, acts of retribution, or simply random violence. Nevertheless, religious leaders can take steps to reduce the likelihood and the impact of an active shooter in a house of worship, religious school or other religious events, sites or facilities.

**MITIGATION/PREVENTION**
Mitigating active shooter events is a very complex and difficult procedure—it’s not always possible. This type of crisis can occur at any time, for example, during worship, congregational events or regular business hours. The best course of action to protect and prepare your congregation is to develop and practice an Emergency Action Plan (EAP); see the ‘Preparedness’ section below for more information. Additionally, houses of worship can and should take certain steps to decrease the likelihood of experiencing an active shooter situation. As a religious leader, you may be at the hub of community outreach and have a clear understanding of your surrounding area, as well as your religious community. Work to foster a welcoming environment and respectful attitude both within your house of worship and in the surrounding community. One way to minimize the risk of violent incidents is to keep yourself up to date with happenings in your community and with developments among its various populations in order to understand your house of worship’s vulnerabilities. In addition, open and mutually supportive relationships with local police and other emergency services should be established and maintained. Work with local police to identify and monitor hate crime trends or groups who may pose a threat to you, your congregation or community.

**PREPAREDNESS**
To best prepare yourself and your staff for an active shooter situation, create an **Emergency Action Plan (EAP)**, and conduct **Training Exercises**. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life.

**Components of an Emergency Action Plan (EAP):**
Create the EAP with input from several stakeholders including your human resources department, your training department (if one exists), facility owners/operators, your property manager, and local law enforcement and/or emergency responders. Your plan must be specific to your house of worship, reflecting its particular facilities and staff. An effective EAP includes:
- A preferred method for reporting emergencies
- An evacuation policy and procedure
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
- Contact information for, and responsibilities of, individuals to be contacted under the EAP
- Information concerning local area hospitals (i.e., name, telephone number, and distance from your location)
- An emergency notification system to alert various parties of an emergency including: individuals at remote locations within premises; local law enforcement; local hospitals.

**Components of Training Exercises**
The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises. Staff should be trained in:
- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed
- Evacuating the area
- Hiding out
- Acting against the shooter as a last resort
- Calling 911
- Reacting when law enforcement arrives
- Adopting the survival mind set during times of crisis

**Additional Ways to Prepare For Active Shooter Situation**
- Ensure that your facility has at least two evacuation routes
- Post evacuation routes in conspicuous locations throughout your facility
- Include local law enforcement and first responders during training exercises
- Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your facilities or events.
PROPER CONDUCT DURING ACTIVE SHOOTER CRISIS

When an active shooter is inside of your house of worship, you and your staff should lead your congregation in taking the following steps to minimize the loss of life.

**When in the vicinity of an active shooter:**

**Evacuate**
- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

**Hide Out**
- Hide in an area out of the shooter’s view
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

**Take Action**
- As a last resort and only when your life is in imminent danger, take action against the shooter
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the active shooter

**When law enforcement arrives:**
- Identify the location of the shooter, if known
- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

*Note: While this checklist is meant to give the basics of proper procedure during and active shooter crisis, it by no means should be used as a substitute for developing an EAP and putting it into practice through training sessions.*

CONGREGATIONAL RECOVERY

**Was This a Hate Crime?**

An immediate reaction to this type of situation might be to claim that it was a hate crime against your specific religious group. However, law enforcement officials will want to see evidence of such a bias motivation. Arguing heatedly with law enforcement over the motivation behind the shooting will neither help the congregation heal nor contribute to law enforcement’s ability to properly investigate the crime. While the alternative may be challenging, it is best to look objectively at the information and work with law enforcement to investigate the motivation behind the incident. If you do believe that you or your congregation were a victim of a hate crime, please see the hate crime checklist in the ‘Other Resources’ section.

**Disaster Backlash**

It is possible that, after an active shooter situation, members of your congregation will attempt some type of backlash against other people associated with the shooter. This is especially true if the shooter was of a different race, religion, or socio-economic class from that of members of your congregation. This backlash may manifest itself in discrimination or crimes and can be directed at a certain race, religion, or even the gunman’s family. As a religious leader, you must promote tolerance, peace, unity, and understanding if the community is to recover in a healthy manner. For more information on disaster backlash and proper mitigation techniques see NDIN Tip Sheet “Disaster Backlash: Bias Crimes & Motivation.”

**Lessons Learned**

While it may be challenging to address the impact of an active shooter incident objectively and strategically, given the emotional toll of such a crisis, this step is necessary to facilitate effective planning for future emergencies. It is important to analyze the recent active shooter situation and create an after-action report, which will be useful for:
- Serving as documentation for response or recovery activities
- Identifying successes and failures that occurred during the event
- Work with law enforcement to provide an analysis of the effectiveness of your existing EAP
- Describing and defining a plan for making improvements to the EAP
- Edit your plan and security infrastructure and training based on this information and practice that plan!

OTHER RESOURCES

- NDIN: Tip Sheet: Disaster Backlash: Bias Crimes & Motivation
- US Department of Homeland Security: Non-Profit Security Grant Program
Jesus’ call to his followers to be peacemakers (Matthew 5:9) is tied to intimate relationship with God, and echoes God's dreams for peace for all of creation as expressed in Micah 4:1-4:

"In days to come, / the mountain of the LORD's house / shall be established as the highest of the mountains, / and shall be raised up above the hills. / Peoples shall stream to it, / and many nations shall come and say: / 'Come, let us go up to the mountain of the LORD, / to the house of the God of Jacob; / that he may teach us his ways / and that we may walk in his paths.' / For out of Zion shall go forth instruction, / and the word of the LORD from Jerusalem. / He shall judge between many peoples, / and shall arbitrate between strong nations far away; / they shall beat their swords into plowshares, / and their spears into pruning hooks; / nation shall not lift up sword against nation, / neither shall they learn war any more; / but they shall all sit under their own vines and under their own fig trees, / and no one shall make them afraid; / for the mouth of the LORD of hosts has spoken" (NRSV).

Micah's prophetic dream points to a time when all peoples will journey to God's presence so God "may teach us his ways and that we may walk in his paths" (4:2). Micah describes God as the final judge and the nations will travel to God's presence out of their desire to live in peace without violence and bloodshed.

The stunning imagery of Micah's dream is the transformation of weapons into instruments of harvesting food that occurs after the judgments are handed down to the nations. The transformation is not complete until the nations participate in their own transformation. The work that went into creating the weapons will be matched by the human effort it will take to transform those weapons into peaceful instruments. God does not collect or hide the weapons from the nations, nor does God transform the weapons outside of human effort. The text states that the nations themselves, "shall beat their swords into plowshares, and their spears into pruning hooks."

Violence, in so many ways, is fueled by fear and self-protection. Iron plows and pruning tools can be used as weapons. Yet, in Micah's vision, genuine peace and security are given to all people by God after the weapons of violence are transformed: "they shall all sit under their own vines and under their own fig trees, and no one shall make them afraid." Culture as well as weapons will be transformed: Indeed, "neither shall they learn war anymore."
Whether it happens in the towns of northeastern Nigeria, a suburb in the United States, the streets of Australia, or an office in France, gun violence has become an all-too-often frightening phenomenon. We need the reality of Micah's vision more than ever.

Small arms include assault rifles, submachine guns, light machine guns, grenade launchers, portable anti-aircraft guns and anti-tank guns, among other weapons (Small Arms Survey, http://www.smallarmssurvey.org/weapons-and-markets/definitions.html). Nations encumbered with violence from small arms face the greatest obstacles to delivering social services to those who need them the most (Ibid.). Armed violence contributes to crime, human trafficking, drug trafficking, gender-based violence, racial and ethnic conflicts, systemic economic inequalities, persistent unemployment, and human rights abuses among other social maladies (Small Arms Survey, http://www.smallarmssurvey.org/armed-violence/social-and-economic-costs/impact-on-development.html). In many countries small arms are the greatest hindrance to food security.

One crucial step toward curbing this violence on an international scale is the Arms Trade Treaty that passed the United Nations in 2013. Its focus is to prevent arms from being traded into already dangerous situations. The treaty does not regulate the trade of small arms within nations. In adopting the treaty, the 118 nations that signed it and the 31 nations that have already ratified it are stating that gun violence is a universal problem devastating lives and creating tremendous instability in nations and entire regions in the world (http://disarmament.un.org/treaties/t/att/deposit/asc).

Gun violence also greatly affects families and individuals. One of the most prominent forms of gun violence is suicide. Worldwide, there are nearly one million suicides every year, which amounts to more than 3,000 per day (World Health Organization, International Association for Suicide Prevention, http://www.who.int/mental_health/prevention/suicide/suicideprevent/en/, Worldwide Suicide Prevention Day is September 10, http://www.iasp.info/wspd/). While not all of these involve firearms access to firearms makes suicide more attainable for many who attempt it. Indeed, firearms are the most frequent method for suicides in countries where firearms are common in private households (World Health Organization, http://www.who.int/bulletin/volumes/86/9/07-043489/3n/).

When domestic violence incidents involve the use of firearms the results are often deadly. "Gender inequality, tolerance and cultural acceptance of the use of violence against women, and common notions of masculinity that embrace firearms possession (which may be supported by both men and women) all combine to create a climate that places women at risk of Intimate Partner Violence involving firearms" (Small Arms Survey, http://www.smallarmssurvey.org/fileadmin/docs/A-Yearbook/2013/en/Small-Arms-Survey-2013-Chapter-2-summary-EN.pdf). A US-based study of mass shootings between January 2009 and January 2013 revealed that 57 percent of the incidents involved the killing of a family member, or a current or former intimate partner of the shooter (https://s3.amazonaws.com/s3.mayorsagainstillegalguns.org/images/analysis-of-recent-massshootings.pdf).
As followers of Jesus, called to live into the reality of God’s dream of shalom as described by Micah, we must address the epidemic of gun violence so "that he may teach us his ways and that we may walk in God's paths." Therefore, we call upon United Methodists to prayerfully address gun violence in their local context. Some of the ways in which to prevent gun violence include the following:

1. For congregations to make preventing gun violence a regular part of our conversations and prayer times. Gun violence must be worshipfully and theologically reflected on, and we encourage United Methodist churches to frame conversations theologically by utilizing resources such as "Kingdom Dreams, Violent Realities: Reflections on Gun Violence from Micah 4:1-4" produced by the General Board of Church and Society.

2. For congregations to assist those affected by gun violence through prayer, pastoral care, creating space, and encouraging survivors to share their stories, financial assistance, and through identifying other resources in their communities as victims of gun violence and their families walk through the process of grieving and healing.

3. For individual United Methodists who own guns as hunters or collectors to safely and securely store their guns and to teach the importance of practicing gun safety.

4. For United Methodist congregations that have not experienced gun violence to form ecumenical and interfaith partnerships with faith communities that have experienced gun violence in order to support them and learn from their experiences.

5. For United Methodist congregations to lead or join in ecumenical or interfaith gatherings for public prayer at sites where gun violence has occurred and partner with law enforcement to help prevent gun violence.

6. For United Methodist congregations to partner with local law-enforcement agencies and community groups to identify gun retailers that engage in retail practices designed to circumvent laws on gun sales and ownership, encourage full legal compliance, and to work with groups like Heeding God's Call that organize faith-based campaigns to encourage gun retailers to gain full legal compliance with appropriate standards and laws.

7. For United Methodist congregations to display signs that prohibit carrying guns onto church property.

8. For United Methodist congregations to advocate at the local and national level for laws that prevent or reduce gun violence. Some of those measures include:

- Universal background checks on all gun purchases
- Ratification of the Arms Trade Treaty
• Ensuring all guns are sold through licensed gun retailers

• Prohibiting all individuals convicted of violent crimes from purchasing a gun for a fixed time period

• Prohibiting all individuals under restraining order due to threat of violence from purchasing a gun

• Prohibiting persons with serious mental illness, who pose a danger to themselves and their communities, from purchasing a gun

• Ensuring greater access to services for those suffering from mental illness

• Establishing a minimum age of 21 years for a gun purchase or possession

• Banning large-capacity ammunition magazines and weapons designed to fire multiple rounds each time the trigger is pulled

• Promoting new technologies to aid law-enforcement agencies to trace crime guns and promote public safety.

ADOPTED 2016

See Social Principles, ¶ 162.
READY CONGREGATIONS VOLUNTEER SKILLS SURVEY

Name: ____________________________________________________________

Phone #: _______________________  E-mail address: _________________________

Mailing address: ____________________________________________________

Would you like to respond to community needs in case of an emergency? If so, please:

1. Check the bullets below as they apply.
2. On the reverse page, indicate your skills, experience, training or interests.
3. Then sign, date and return this form as instructed to your church disaster response coordinator.

☐ I am willing and able to volunteer in disaster response ministries on behalf of the church in any of the following ways as noted in the table on the reverse and/or in the comments below.

☐ While I cannot make a solid commitment at this time, I would like to be contacted to learn more about how I can be helpful when needed.

☐ I am interested in attending training that would help me prepare for my role in disaster ministries.

AGE  ☐ < 16  ☐ 16-17  ☐ 18-21  ☐ > 21

COMMENTS:

SIGNATURE: _________________________________________________________

DATE: ___________________________________________________________________
### READY CONGREGATIONS VOLUNTEER SKILLS SURVEY

#### LANGUAGE ASSISTANCE
- **Language(s) spoken:**
- **American Sign Language**
- **Other (describe):**

#### CLEAN-UP DISASTER-AFFECTED RESIDENCES
- **Clean up disaster-affected residences**
- **Clean church building(s) following meals, etc.**
- **Laundry services**
- **Chain Saw Certified**

#### MATERIAL SUPPLIES
- **Prepare UMCOR kits**
- **Manage donated goods**
- **Obtain durable medical equipment**
- **Obtain eye glasses; hearing aids**
- **Obtain / manage construction materials**
- **Other (describe):**

#### CLEANING / MAINTENANCE OF CHURCH
- **Clean bathrooms / kitchen / other:**
- **Assure paper goods supplied in bathrooms / kitchen**
- **Other (describe):**

#### FOOD / NUTRITION
- **Serve in food pantry**
- **Prepare meals**
- **Serve meals**
- **Deliver meals to home bound**
- **Provide food for pantry**
- **Other (describe):**

#### TEMPORARY SHELTER
- **Willing to house displaced person / people #**
- **Volunteer in Red Cross shelter**
- **Other (describe):**

#### COMMUNICATIONS
- **Answer phones**
- **Data entry / information management**
- **Ham radio operator**
- **Disaster response coordination**
- **Other (describe):**

#### PETS / LIVESTOCK
- **Can temporarily shelter livestock**
- **Can temporarily shelter pets (specify):**
- **Provide pet food**
- **Provide feed for livestock**
- **Volunteer in pet shelter**
- **Other (describe):**

#### ELECTRONICS / INFORMATION TECHNOLOGY
- **Computer maintenance**
- **Phone / TV / Internet maintenance**
- **Other (describe):**

#### CAREGIVING
- **Designated listener**
- **Outreach / Information & Referral**
- **Emotional / Spiritual Caregiver**
- **Prayer partner / Prayer chain**
- **Child care**
- **Senior care / Respite care**
- **Other (describe):**

#### MEDICAL / MENTAL HEALTH / SOCIAL SERVICES
- **Describe**
- **Legal**
- **Architectural**
- **Education**
- **Security / Safety Officer**
- **Grant writing / Fundraising**

#### OTHER PROFESSIONAL SERVICES

#### TRANSPORTATION (licensed / insured)
- **Driver for people to medical appointments**
- **Have CDL license**
- **Deliver relief supplies**
- **Use of utility trailer**
- **Other (describe):**

#### RESIDENTIAL REPAIR (circle each that applies)
- **Construction / Drywall /**
- **Electrician / Plumber**
- **Roofing / Siding / Flooring**
- **Other (describe):**
HANDOUTS FOR
MODULE 3 – READY RESPONSE

NVOAD Volunteer Points of Consensus

FEMA Tips for Competently Engaging Culturally Diverse Communities

Local Church Readiness Survey

Volunteer Navigator Walk-About Process

Local Church Responsibilities

Volunteer Navigator Suggested Carrying Resources

Volunteer Navigator Cards
The National Volunteer Organizations Active in Disasters (VOAD) recognizes that volunteers are inherently valuable and, when properly coordinated, make up an essential part of the human resources needed to respond to disasters of all magnitudes. In times of disaster, people are drawn to help their neighbors physically, spiritually, and emotionally. We believe volunteers’ skills are best utilized and are most effective when they volunteer as part of an established organization trained in disaster response activities. However, we realize that not all volunteers will be affiliated with an organization and trained prior to a disaster. We acknowledge that they too are a valuable resource and should receive the same level of care brought forth in this document. In addition, we acknowledge that volunteer organizations have the right to select volunteers in agreement with their Mission, Code of Conduct, and/or Statement of Faith. Acknowledging that major disasters present significant challenges to those individuals and organizations responding, the National VOAD Volunteer Management Committee has developed this Points of Consensus document to provide best practices in the area of volunteers’ rights and their responsibilities when serving in a non-paid capacity with any National VOAD member organization.

### 1. Right To Be Treated With Respect

<table>
<thead>
<tr>
<th>Volunteer Rights</th>
<th>Volunteer Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have a right to be respected regardless of ethnicity, socio-economic, culture, gender, age, sexual orientation, spiritual/religious practices and disabilities.</td>
<td>Volunteers should respect the organization, support its mission statement, and agree with its core values. They should respect all those with whom and for whom they serve regardless of ethnicity, socio-economic, culture, gender, age, sexual orientation, spiritual/religious practices and disabilities.</td>
</tr>
</tbody>
</table>

### 2. Right To Be Valued

<table>
<thead>
<tr>
<th>Volunteer Rights</th>
<th>Volunteer Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have the right to be treated as a valued team member, treated with fairness and equity; and have the right to understand how the assigned task is a valuable part of fulfilling the organization’s mission. Volunteers should be recognized and thanked for their contribution to the organization.</td>
<td>Volunteers should serve and interact with their colleagues with respect, fairness and equity. Volunteers should maintain an enthusiastic and flexible attitude. In addition, volunteers should provide contact information so they can be properly thanked and recognized.</td>
</tr>
</tbody>
</table>
### 3. Right To Organized, Structured System That Matches Skills With Tasks

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have a right to know about the organization in which they are serving including its mission, leadership, organization and financial structure, and its management liability practices. They have the right to know about available volunteer opportunities and the types of skills needed to perform tasks. They should expect their time and skills to be used wisely and effectively.</td>
<td>Volunteers should seek information about an organization, its mission, and structure to determine if it is a good fit with their own skills and values. Volunteers should be honest in communicating their skill level, experience, and availability. Volunteers should use their time and skills wisely and should cooperate in the organization’s process and procedures.</td>
</tr>
</tbody>
</table>

### 4. Right To Clear Expectations

<table>
<thead>
<tr>
<th>Volunteer Rights</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have a right to know what assignments or tasks are needed and clear expectations of the task that they have agreed to perform including the estimated time and parameters of the task. Volunteers have the right to ask questions and clarify expectations at any time during their service.</td>
<td>Volunteers should make sure they understand how to do the assigned task and how to properly operate necessary equipment. They should ask questions to clarify expectations and bring attention to any impediments that would hinder them from performing a task.</td>
</tr>
</tbody>
</table>

### 5. Right To Safe Work Environment

<table>
<thead>
<tr>
<th>Volunteer Rights</th>
<th>Volunteer Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have the right to know that the organization has taken appropriate precautions to provide a safe work environment, to identify potential hazards, and to identify safety equipment needed to perform their assigned tasks safely and effectively.</td>
<td>Volunteers are responsible for following safety guidelines and wearing safety equipment as directed. Volunteers should not accept assignments which are beyond their ability. It is the volunteer's responsibility to let a supervisor know if they are uncomfortable in a situation or performing a task. Volunteers should make the organization aware of any potential safety issues. Volunteers should respect an organization’s request to perform background checks.</td>
</tr>
</tbody>
</table>
### 6. Right To Confidentiality

<table>
<thead>
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<th><strong>Volunteer Responsibilities</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers should expect that the organization has taken proper precautions to safeguard confidential information and protect their privacy.</td>
<td>Volunteers should respect the confidentiality of any proprietary information of the organization. They should respect and protect the privacy of their colleagues and clients, and take prudent steps to minimize the potential for disclosure of their own confidential information.</td>
</tr>
</tbody>
</table>

### 7. Right To Supervision, Direction, And Training

<table>
<thead>
<tr>
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<th><strong>Volunteer Responsibilities</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have the right to a general orientation and training. They should know their direct supervisor, the chain of command, and the appropriate way to address and resolve issues.</td>
<td>Volunteers should attend orientations or trainings as required. They should understand and respect the chain of command, and take direction from their direct supervisor. Volunteers should resolve conflicts in a mature, respectful manner within the chain of command.</td>
</tr>
</tbody>
</table>

### 8. Right To Clear, Two-way Communication

<table>
<thead>
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<th><strong>Volunteer Responsibilities</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have the right to be given clear direction and to give feedback to their supervisor (directly) as well as the organization.</td>
<td>Volunteers should actively participate in two-way communication. Volunteers are welcome to provide honest feedback in a respectful manner.</td>
</tr>
</tbody>
</table>

### 9. Right To Be Cared For And Have Access To Care Resources

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Volunteers have the right to be cared for by the organization, which could include the provision of food, water, housing, medical care, spiritual and emotional care, etc.</td>
<td>Volunteers should take personal responsibility to ensure their needs are met. This could include requesting rest periods; requesting reassignments when needed; monitoring their own intake of food and water; and seeking medical, spiritual, or emotional care when needed.</td>
</tr>
</tbody>
</table>
Cultural competence is the level of knowledge-based skills of individuals or organizations required to provide effective engagement and disaster human services to impacted individuals of a particular cultural group (e.g., racial or ethnic).

**WHAT IS CULTURE?**
Not only race & ethnicity — groups of people share many attributes, so culture can be defined in many ways.
- Involves shared customs, values, social rules of behavior, rituals and traditions, and perceptions of human nature and natural events. Elements of culture are learned from others and may be passed down from generation to generation. (Source: SAMHSA)
- Broadly defined as a common heritage or learned set of beliefs norms, and values (Source: DHHS, 2001).
- People often identify with more than one culture.

**WHAT IS CULTURAL COMPETENCE?**
The knowledge, skills, attitudes, policies, and structures needed to offer support and care that is responsive and tailored to the needs of culturally diverse population groups (SAMHSA). Cultural competence is not about being politically correct; rather it is about customizing your engagement strategy to the needs of each group, meeting their needs in the way they want them met, and with the underlying mission of building trust and long-term, sustainable partnerships.

**FIRST, LEARN THE BASICS OF THE GROUP(S) YOU ARE ENGAGING**
- Refer to FEMA Tip Sheets for Engaging Religious Leaders.

**WHAT IS SAID**
- Use appropriate forms of address — refer to FEMA Tip Sheets for Engaging Religious Leaders.
- Many lay community leaders also have titles such as Doctor, Brother, Sister, or simply Mr./Ms.
- Ask others for their preferred name/title if unsure—better to err on the side of caution and start with formal titles.
- Some religious traditions have greetings used by members; these may be appreciated but not required for those outside.

**WHO’S SAYING IT**
- Dialects, words, and even regional accents have different meanings within one language. Using bilingual staff is not always sufficient as the same language does not equal the same culture (e.g. differing socioeconomic backgrounds).
- Involve locals and local leaders, recruiting “cultural brokers” (including civic, spiritual, or religious leaders, teachers, local officials, or long-term residents). Ensure not only representation but active involvement in decision making. Hire locally.
- Where possible, empower local leaders to speak for you, using a train-the-trainer approach.

**WHERE IT’S SAID**
- Choose meeting locations thoughtfully, considering neutral spaces and those that are ADA-accessible.
- Consider rotating meeting spaces to ensure fairness and avoiding any appearance of bias toward one group, including any cultural factor, especially religion, neighborhood, or socioeconomic group.
- Know the special considerations for Tribal lands.
 HOW IT’S SAID
• Use the best medium to reach your audience; not the easiest option for you. While some cultures place importance on written information, others rely heavily on social networks and find in-person communication to be more trustworthy.
• Use non-print medium (TV, radio, social media, in-person meetings) to reach those who may not be literate.
• Is your message linguistically relevant? Consider use of bilingual staff, an interpreter, and translated written material.
• When using an interpreter, there are special guidelines and considerations when working with survivors (see SAMHSA).
• Provide captioning or sign language interpreters for deaf and hard of hearing survivors—see FEMA ODIC for guidelines.
• Ensure the way of delivering your message is age-appropriate. Children have unique needs in disaster and may appreciate activities or games. Older generations may prefer verbal conversations over written documentation.
• Be cognizant of socioeconomic levels—comfort levels with receiving aid and experience with filing paperwork will vary.
• Pay attention to your own nonverbal communication and those of others including eye contact and body language. While direct eye contact is valued in the U.S.; in some cultures it is common to look down or avoid direct eye contact.
• What is verbalized or not verbalized varies by culture and affects which feelings are OK and which are expressed.

 CLOTHING, JEWELRY, AND HEADDRESS
• Wear modest clothing when entering houses of worship. Generally, this means clothing that covers shoulders, knees, and elbows. FEMA short-sleeve polo shirts and shorts would not be appropriate for some houses of worship.
• Shoes should be removed when entering homes and houses of worship of Buddhists, Hindus, Muslims, and Sikhs.
• Men should offer to cover their head when entering homes and houses of worship of Jews and Sikhs. Remove head covering when entering most Christian houses of worship.
• Some items of jewelry such as bracelets, necklaces, or beads worn by both males and females may have religious significance and should not be touched or removed without the wearer’s permission.

 FOOD
• If hosting a meeting where food is provided, ensure kosher, halal, and vegetarian options are available as appropriate. Ideally a hand-washing station should also be provided (see Hygiene and Washing Practices section).
• Kosher food needs to be offered from a separate serving area using separate utensils. Do not bring non-Kosher food into a synagogue, non-vegetarian food into a Gurdwara/Buddhist temple/Hindu temple, or non-Halal food into a mosque.

 GENDER, PHYSICAL INTERACTION, AND PERSONAL SPACE
• Touch can be seen as a friendly gesture or as invasive.
• Cultural norms may mean someone moves closer to you or further away.
• Avoid initiating physical contact when meeting or greeting those from cultural traditions that differ from your own, especially those of the opposite gender. Initiating gestures common in the U.S. such as shaking hands or hugging/embracing may not be welcomed or met with the expected reaction.
• Be prepared with an alternate gesture, such as placing the right hand on one’s own heart when being introduced.
• When in doubt, ask before making assumptions, wait for a leader to initiate or ask first!

 MEETING LOGISTICS, SCHEDULING, AND TIMEFRAMES
• Different cultures view time intervals and time durations differently, and perceptions can be altered during a disaster.
• Timeframes set by responders are not always meaningful or realistic for survivors.
• Remember many community & religious leaders are bi-vocational. Avoid meeting scheduling during the daytime when possible or rotate meeting schedules. Respect Sabbath days and religious holy days.
• Most religious groups are open to interreligious/interfaith/multi-faith dialogue. However it is always important to ask about who they would partner with, as some groups are interested in limiting activities to their members.

 ANIMALS
• Some groups including many individuals in the Muslim and Orthodox Jewish communities prefer not to come into contact with dogs.
• Reasons vary due to religious restrictions, reasons of historic violence, and/or cleanliness.

 HYGIENE AND WASHING PRACTICES
• Each culture has its own practices about manner and frequency hygiene and bathing.
• Many religions including Islam, Judaism, and Sikhism have specific requirements around ritual hand washing as it relates to prayer and/or daily life.
• In Hinduism and Islam the left hand is considered “unclean” and it is culturally competent to use only the right hand when eating, offering/receiving something, or shaking hands.

 VIEWS OF RELIGION/GOD IN DISASTER
• Survivors’ views of religion in disaster vary widely—avoid ascribing cause/effect of disaster to religion or referring to God.
• Avoid making assumptions of religious adherence based on dress/appearance.
• Some non-religious individuals may not understand/appreciate accommodations made for religious individuals.

MORE RESOURCES
Cultural Competency Curriculum for Disaster Preparedness and Crisis Response Free online training—provided by DHHS Office of Minority Health https://ccdpcri.thinkculturalhealth.hhs.gov.

Adapted with permission from materials created by the National Disaster Interfaiths Network and the USC Center for Religion and Civic Culture
Local Church

Are You Ready for...

Hurricane, earthquake, fire, drought, flood, tornado...

1. Are the members of your church ready?
   - Family response plans/supplies
   - Evacuation plans
   - Storm shelters
   - Calling tree (or version of)
   - Damage assessment; needs, resources

2. Is your church ready?
   - Established authority to act
   - Insurance; facility, members, contents
   - Rental coverage/alternative worship site
   - Staff responsibilities
   - Church records
   - In-church ministries (Bible studies, etc)
   - Out-church ministries (AA meetings, etc
   - Archives, church history

3. Is your community ready?
   - Shelters
   - Feeding
   - Day care
   - Fundraising
   - Volunteer coordination
   - Construction assistance
   - Case Management
   - Organizational ability
Volunteer Navigator Section

Local Church Responsibilities

Suggested Carrying Resources for Volunteer Navigators

Volunteer Navigator Walk-About Process

Volunteer Navigator Cards and Printing Instructions
Volunteer Navigator Walk-About Process

**TITLE:** Volunteer Navigators – A “just-in-time” volunteer and leadership training

**PURPOSE:** To prepare caring volunteers and local church leadership to respond to neighbors who have experienced a disaster by providing accurate and timely information as a gesture of care and a sign of hope.

**CONCEPT:** Volunteer Navigators Outreach prepares the church to serve locally in disaster ministry by providing information and referral to survivors in the early relief phase. The key message to survivors is: “Our church cares about the individuals and families in our neighborhood.”

**TARGET AUDIENCE:** (1) Volunteers associated with or otherwise invited by the local UMC who are willing to provide short-term outreach. (2) local church leadership willing to coordinate short-term outreach volunteers; host training; facilitate debriefing; consolidate information gathered.

**A: Volunteer Outreach**

The volunteer outreach training is directed toward “just-in-time” volunteers who would be trained in the early days following a disaster as an extension of the outreach ministries of a local United Methodist Church. These volunteers would be equipped with guidance regarding (1) the sharing of accurate, timely and useful information following a disaster, and (2) the gathering of categorical information as to those persons who might need additional help.

- **(1) Information** – basic information will be shared with survivors regarding standard disaster resources, as well as a checklist for how to prepare for next steps.
- **(2) Information gathering** is extremely basic. The survivor’s address will be the only identifying information recorded. The information will be kept confidential within the local church or annual conference leadership. The information will not be entered into a web-based data collection system.

**B: Leadership Development**

The local church will provide the leadership and coordination at the local level, within the structure – or in cooperation with and support of - conference leadership, including the conference disaster response coordinator. Other conference personnel would be encouraged to support and/or participate (for example, the district superintendent, district disaster response coordinator, or others). UMCOR Staff/Consultants will assist conferences that have not received the “Volunteer Navigators guidelines” to coach the local leadership regarding the implementation and support prior to, during, and immediately following the outreach effort. In the event UMCOR personnel are in the conference following a disaster, they will help with providing briefings to local churches.
What do we do with what we find out from the survivors? –
The information goes to conference leadership to help identify needs for the conference response. It will not be entered into shared database. District or conference disaster response coordinators will receive and consolidate information. Volunteers will not make the decision about what happens next and where the information goes.

UNDERLYING ASSUMPTIONS: This activity should only happen when local churches and/or districts agree to organize, train, send and receive volunteers. When everything seems chaotic immediately following a disaster, the reasoned and organized approach of Volunteer Navigators will help prevent a “vacuum” that well-meaning volunteers will try to fill. The more local church leadership and local residents move through the community, the more they will be trusted. Visiting UMCOR staff and UMVIM leadership should work with the local community, but not go out as representatives of the church/community. Outsiders...even from within a conference...can serve as calming influences within the church, provide assurance not authority, to be there and offer wisdom – as reality tester and coach. The local supervisor needs to do the debriefing, and the conference or UMCOR/UMVIM guests might spend our time coaching that person in how to do debriefing.

OBJECTIVES:

CURRICULUM / METHODS (Volunteer component)
Maps, posters and wall charts will serve better than PowerPoint presentations in the early days following a disaster.
Handouts will serve as part of the volunteer “card deck.” These will include:

(1) a checklist to give to survivors; (2) a resource list to give to survivors; (3) a wallet card / guidance for the volunteers about how to deal with people in crisis (4) a minimal data collection form;

Volunteers will know how to:
1) Respond to survivors who send them to check on other neighbors.
2) Reply to survivors’ questions and concerns.
3) Give accurate information specific to the disaster, resources, registration for FEMA and why it is important, and why they should NOT throw out the SBA application
4) Summarize how FEMA Individual Assistance works.
5) Reassure survivors, in the absence of a declaration, of what the community is doing
6) Encourage survivors to save receipts, contact insurance, take photos.

CURRICULUM / METHODS (leadership component) This is coaching, mentoring, guiding, not training. (See implementation.)
**SCHEDULING JUST-IN-TIME TRAINING**
If there is a conference has not received the Volunteer Navigators material, UMCOR will actively follow-up to provide resources. This will be most efficiently scheduled through phone conversations between UMCOR personnel and conference personnel.

**IMPLEMENTATION OF TRAINING AND DEPLOYMENT OF VOLUNTEER NAVIGATORS**
- Volunteers would arrive, bringing a sack lunch (or having one prepared for them by the church?) and register the morning of the training (8:00 AM?)
- Registration includes a release and identifying information
- Training would be completed in 1.5 hours.
- Volunteers then receive a temporary volunteer ID. The ID is dated for the date(s) deployed, includes logo (cross and flame), volunteer’s name, and the coordinating officer’s name and contact phone number.
- Volunteers would be paired with an outreach partner, and assigned a particular location, area or grid. Volunteers will be paired as assigned. The coordinator will attempt to pair a known person (affiliated volunteer) with someone unknown (unaffiliated volunteer).
- Volunteers are provided a checklist to offer to survivors next steps to take. They also will have a form – very simple – to document the address visited and any expressed requests for assistance from survivors.
- Volunteers will have been taught about boundaries and DOs and DON’Ts when listening to and speaking with survivors.
- Volunteers are to return to the church at a designated time.
- Volunteers would participate in debriefing at the close of day.
- If a second day is needed, they would return the following day as predetermined.

**IMPLEMENTATION OF LEADERSHIP**
UMCOR’s goal is for Volunteer Navigators Outreach to be a conference-led volunteer event, put in place as soon as emergency management allows entry into a disaster area. Conference trainers (disaster response coordinator or designee) arrive a day prior to help set up the volunteer training and to assure all is in place for the registration, training, deployment, and debriefing, as well as tracking volunteer hours, and consolidating information to move forward to conference leadership.
LOCAL CHURCH RESPONSIBILITIES

- Coordinate with the conference disaster response coordinator and/or district disaster response coordinator. Know ahead of time what the church and conference will do with any information gathered.

- Get a crowd: use your church and community contacts to alert volunteers. Groups such Stephen’s Ministers, UMW, UMM are great sources for volunteers. If there are Care Teams in your church or district, these trained volunteers can serve as team captains for volunteers.

- Develop maps of the affected areas and divide into sections to be assigned.

- Pay special attention to at-risk individuals and communities

- Consider what material resources will be available for volunteers.

- Get some clerical help to register volunteers and prepare nametags. If the church has T-shirts, wear them!

- Feed the spirit with an inspiring and spiritual start to the day, and feed the body with some energizing snacks. Church members who can’t join the walking team can cook or provide supplies and food.

- Explain each piece in the tool kit, as well as the schedule, and allow for questions and conversation.

- After de-briefing and data summary, communicate with the conference to help coordinate next steps
SUGGESTED CARRYING RESOURCES FOR VOLUNTEER NAVIGATORS

- Identification

- A summary of the disaster’s impact: geographic location and statistical information about length and duration, best estimate of numbers impacted, etc.

- Talking points, DOs and Don’ts

- Data collection forms

- In a federally-declared disaster, FEMA (1-800-621-3362), Disaster Recovery Center locations and information about registration, deadlines and SBA

- A list of local resources available to survivors, e.g. shelter locations, city/county/Emergency Management Agency programs, feeding locations, church response, other referrals, wallet card and number to call if feeling “stressed” (Disaster Distress Helpline 1-800-985-5990)

- A printed tip list to hand to survivors: take pictures of damage, call your insurance company and mortgage holder, check with the utility company, and other local resources and referrals

- Clean-up kits or other material resources appropriate to event, such as water, baked goods, disposable cameras, etc.
The Navigator Cards are designed to be a quick, grab-and-go reference to keep handy as a short summary of the Volunteer Navigators mission opportunity for local churches.

Printing them for your class is NOT mandatory; they are designed as a teaching or mnemonic tool.

Facilitators *may* want to print a set for viewing in the class...or print a set for everyone in the class. Since all the Connecting Neighbors files should be given to each participant via electronic sharing, each may print his/her own after the class.

They are designed to be printed 4-up on 8½” by 11” card stock card stock. (Printers will understand that language.) The final result will be five cards printed front and back, each card being approximately 3” x 5”.

You may want to punch holes in one corner and secure with a metal ring (or other connection).
Volunteer Navigators

PURPOSE:
To prepare caring volunteers and local church leadership to respond to neighbors who have experienced a disaster by providing accurate and timely information as a gesture of care and a sign of hope.

CONCEPT:
Volunteer Navigators Outreach prepares the church to serve locally in disaster ministry by providing information and referral to survivors in the early relief phase. The key message to survivors is: “Our church cares about the individuals and families in our neighborhood.”

TARGET AUDIENCE:
(1) Volunteers associated with or otherwise invited by the local UMC who are willing to provide short-term outreach.

(2) Local church leadership willing to coordinate short-term outreach volunteers; host training; facilitate debriefing; consolidate information gathered.

Get some clerical help to register volunteers and prepare nametags.

If the church has T-shirts, wear them!

Feed the spirit with an inspiring and spiritual start to the day, and feed the body with some energizing snacks. Church members who can’t join the walking team can cook or provide supplies and food.

Explain each piece in the tool kit, as well as the schedule, and allow for questions and conversation.

After de-briefing and data summary, communicate with the conference to help coordinate next steps.
Volunteer Navigators

A “just-in-time” volunteer and leadership training

Local Church Responsibilities

 Coordinate with the conference disaster response coordinator and/or district disaster response coordinator. Know ahead of time what the church and conference will do with any information gathered.

Get a crowd: use your church and community contacts to alert volunteers. Groups such Stephen’s Ministers, UMW, UMM are great sources for volunteers. If there are Care Teams in your church or district, these trained volunteers can serve as team captains for volunteers.

Consider what material resources will be available for volunteers.

Develop maps of the affected areas and divide into sections to be assigned.

Pay special attention to at-risk individuals and communities.
Resident asked for referral / Referral given for:

Information provided:
☐ FEMA
☐ SBA
☐ Other:

Notes:
Data Collection

Head of Household (optional)

Address visited:

Household size (# of children):

Needs identified by residents:

☐ Clothing  ☐ Household goods  ☐ Other: (describe)
☐ Debris removal  ☐ Construction
☐ Demolition  ☐ Security
☐ Food  ☐ Tarping
☐ Muck-out  ☐ Temporary shelter

Suggested Carrying Resources for Volunteers

1. Identification

2. A summary of the disaster’s impact: geographic location and statistical information about length and duration, best estimate of numbers impacted, etc.

3. Talking points, DOs and Don’ts

4. Data collection forms

5. If federally-declared disaster: FEMA DRC locations and information about registration, deadlines and SBA

6. A list of local resources available to survivors, e.g. shelter locations, city/county/EMA programs, feeding locations, church response, other referrals, number to call if feeling “stressed,” etc.

7. A checklist of steps: take pictures, call insurance, utility company, mortgage holder

8. Clean-up kits or other material resources appropriate to event, such as water, baked goods, disposable cameras, etc.
SECTION TWO: Completed by authorized organization representative

☐ Training Completed
☐ Temporary Volunteer ID Issued
☐ Assigned (location)

Time Out (deployed)

Signature of Organization Representative:

Time In (returned)

Signature of Organization Representative:

TOTAL VOLUNTEER HOURS:

DOs & Don’ts for Volunteer Navigators

Do: Greet survivors cordially and explain who you are.
Don’t: Be jovial or invasive

Do: Ask open-ended questions respectfully
Don’t: Ask “checklist” questions and frame the conversation as a conversation.

Do: Bring as much information as is useful in the relief phase
Don’t: Overwhelm or intimidate with too much knowledge or information

Do: Be transparent about goals of early screening (referral to resources) and clear about next steps
Don’t: Imply (promise) that help is on the way

Do: Take what you will need to be safe and travel in pairs
Don’t: Need rescue (if at all possible)

Do: Treat every piece of information confidentially
Don’t: Share any information with neighbors

Do: Pray that you will bring help and hope and pray for survivors in private
Don’t: Put survivors at further risk by asking questions about faith or belief

Do: Faithfully complete assigned route and return as directed with data collection. Stay in communication with coordinator in case of delays.
Don’t: Be late!
### SECTION ONE: Completed by the Volunteer

Volunteer

Address

Phone # (cell phone preferred)

Email

Emergency Contact Name

Emergency Contact Phone #

Insert Release language here

Signature of Volunteer

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## Orientation for Volunteers

Suggested schedule: 7:30 to 9 a.m. (90 minutes)

1. Registration/short devotional
2. Mission and purpose for Volunteer Navigators (See Tool Kit #1)
3. Schedule of deployment and de-briefing (what to expect)
4. UMCOR values
5. FEMA orientation (when federally-declared)
6. Safety: travel in pairs, cell phones (number to call with problems), water, lunch, etc.
7. Explanation of data collection (See Tool Kit #3)
8. DOs and Don’ts (confidentiality, cultural and spiritual sensitivity)
9. Go with God!
• Did you have enough training to provide appropriate support?
• What do you wish you had known before deploying?
• What did you observe that would need urgent attention in the relief or recovery phases?
• Did you discover new resources for recovery?
• What did you observe that community leaders would need to know?
• From your observation, what will be the recovery ministries most needed from the conference, district or local church?
• Where did you see God at work?
• What should I and/or my church do to partner with God in disaster response?
• What will you do to respond to what you’ve seen and how will you address/treat the personal pain you’ve absorbed today.
De-briefing for Volunteers

Coordinators will gather data collection forms, badges and unused documents as volunteers are checked in.

De-briefing should supplement the collection of forms by gathering additional information. Determine in advance which of the following questions (or others) will be used.

Gather in small groups to de brief with experienced facilitator. Information from de-briefing should be collected for local church/district/conference responders.