

Agency Basic Disaster Plan

Name of Organization:

Location of this Document:

For Member Agencies of



Introduction

This Basic Disaster Plan is a guideline that establishes some procedures necessary to respond to and recover from a wide range of emergencies, which may disrupt normal Emergency Food Program operations. Its purpose is to get some basic disaster-response systems in place to help the essential functions of a program continue.

Disaster Plan Location

Where do you keep your disaster plan? (Minimum 3 copies total, including authorized staff)

☐ Computer Location:

☐ USB Flash drive Location:

☐ Printed Copy. Location:

☐ Additional Printed Copy Location:

☐ One Copy at The Food Bank

Note: Forward/Print all new plans to put in ALL locations above, as updated.

Disaster Team

Identify ahead of time those responsible for assessing the situation after a disaster happens. This should be more than one person, if possible, who can help determine if the program can operate and if so, what needs to happen. This group should meet on-site if possible, or meet at an alternative site.

These people are on our Disaster Team:

1.	2.	3.
----	----	----

If necessary, our alternative meeting site is:

First Steps

After a disaster, the first things the Disaster Team should do are the following:

ASSESS YOUR STAFF/VOLUNTEER'S SAFETY

- Contact all staff and volunteers to ensure their safety
- You must not be worrying about yourself and your staff as you begin working on disaster recovery! Make sure everyone is safe.
- You may want to create a policy where all staff/volunteers contact you by a designated time after a disaster
- If needed, be prepared to contact any backup staff/volunteers

ASSESS YOUR SITE'S SAFETY

- Determine if it is safe to enter your building
- Determine if your food is safe and uncontaminated (Food Safety Certified staff should do this.) Good information is available at: www.foodsafety.gov/keep/emergency
- Determine which systems are working—Electrical? Telephones?

Make a list of your staff, key volunteers, and their contact information. Make sure that everyone has a copy of this list.

Name	Phone #1	Phone #2	Email

Assessment of Essential Services

In an emergency, the agency may have to limit activities only to essential services. These include vital services to the community, to maintaining safe operations, and ensuring safety of all staff and volunteer personnel, until sufficient resources are available.

Below is an example of essential services. Depending on the disaster, and your program setup, create a list of essential services.

Essential Services of the Program

- Ensure the health and safety of volunteers and staff
- Communicate with clients, public, and state officials
- Ensure safe water and food for clients
- Provide essential supplies to clients, such as: flashlights, batteries, hygiene products, etc.
- Maintain records and databases
- Maintain ability to pick up food from The Food Bank for emergency distribution
- Manage volunteers and donations
- Provide a meal for clients or distribute food, as usual

Our Program's Essential Services Are:

-
-
-
-
-

Prioritize your essential services. If you are unable to provide all services, which are the most important?

Get a Message Out to the Public

Given your program's situation, think about the following:

- Can we open? For regular hours or extended hours?
- Will we be able to stay open, or can we only open for a short time?
- If we can't open, can we send resources/staff/volunteers elsewhere? Where should our clients go?
- Do we need donations? What do we need? Do we have the staff available to process those donations?
- Do we need volunteers?

How will you get your message out to the public?

- The Food Bank
- Newspapers
- Local TV Stations
- Twitter
- Facebook

Make a list of contacts that you might use to help you get your message out to the public.

Organization	Telephone	Email	Website
The Food Bank of Western MA	413/247-9738	foodbank@foodbankwma.org	www.foodbankwma.org

Community Contacts

Notify Local and State Contacts

Depending on the situation, first contact all staff and volunteers as needed to continue your essential services. Then contact The Food Bank of Western MA and the Emergency Management Director for your town*. Finally, contact key local and state contacts with information about your current level of operation

*Visit <http://www.mass.gov/eopss/agencies/mema/emergency-management-directors-listing.html> for a listing by town of all MA Emergency Management Directors.

Make a list of community contacts.

Organization	Contact Person	Primary Contact Information	Backup Contact Information
Food Bank of Western MA	Agency Relations	413/247-9738	foodbank@foodbankwma.org
Emergency Management Director for our town			
Fire Department			
Police Department			
Board of Health/ Health Inspector			
Hospital			

Make a list of the utilities that service your agency so you may contact them to report outages or other problems.

Utility Company	Phone Number

Help Your Clients Prepare for a Disaster

- Inform staff, volunteers and clients to have paper copies of all family contact information and important phone numbers, in case they are unable to use cell phones during a disaster. Include at least one out-of-town contact, if possible.
- Program “In Case of Emergency” (ICE) contacts into your cell phone so emergency personnel can contact those people for you if you are unable to do so yourself. Let your ICE contacts know that they are programmed into your phone and inform them of any medical issues or other special needs you may have.
- If you do not have a cell phone, keep a prepaid phone card to use if needed during or after a disaster.
- Have a battery-powered radio or television available (with spare batteries) if possible.
- There are lots of resources available at these sites:
 - FEMA: www.ready.gov/ For additional languages, visit: www.ready.gov/languages
 - MEMA: www.mass.gov/eopss/agencies/mema/ready-massachusetts/
 - Red Cross: www.redcross.org/find-help