INCIDENT MANAGEMENT TEAM HANDBOOK

Version 4.0

Missouri Baptist Disaster Relief
573-636-0400

Table of Contents

Table of Contents

GENERAL INFORMATION

Introduction:

1. This Handbook is a compilation of Incident Command System training manuals for a Missouri Baptist Disaster Relief (MODR) deployed Incident Management Team (IMT) and/or MODR assigned Incident Commander (IC) or Site Coordinator. It was initially adopted for MODR IMTs in May 2016. Exact team procedures and assignments will be determined by the circumstances relative to the specific deployment and in conjunction with the MODR State Director.

2. The manuals contained in this MODR Incident Management Team Handbook, are in furtherance of the Southern Baptist Disaster Relief *(SBDR)* Incident Command System Training Manual**,** developed and approved by SBDR State Directors and published by the North American Mission Board (NAMB) in December 2010. Also, the ICS Training Manual has been adopted by SBDR Region 4A State Directors (originally by Region 3 Directors).

3. All current forms and their examples are available via the MODR Dropbox (URL – http://www.dropbox.com—MBC Disaster Relief), for which individuals must be authorized to access the web-based file storage site.

4. The Dropbox spreadsheets, forms, and example files should not be modified in Dropbox, but rather created as a new document using the File – Save As command, with a deployment specific name suffix (e.g., Rental Equipment Form – 2022 Saint Louis Flood) and saved to the specific event folder.

5. Database, spreadsheet, or document examples may be modified once saved to your assigned computer, if needed, to meet the needs of a specific deployment, and with the concurrence of the MODR Systems Coordinator. Any modifications will ultimately affect the way entered data can be utilized upon the closing of the response.

6. All positions require individuals to be self-starters, having the motivation to complete tasks with a minimum of direction or supervision. Additionally, all positions require individuals to function in a sometimes stressful and noisy environment, and in close proximity to coworkers. Occasionally IMT members will be requested to perform tasks which are not part of the job duty(ies) or description(s) . . ., be flexible – be flexible – be flexible

Commonly Used Acronyms & Definitions:

- ARC — American Red Cross
- COAD — Community Organizations Active in Disaster
- DRC — Disaster Recovery Center
- EMD — Emergency Management Director (local govt.)
- FEMA — Federal Emergency Management Agency
- IC — Incident Commander
- ICP — Incident Command Post
- ICS — Incident Command System
- IMT — Incident Management Team
- LSC — Logistics Section Chief
- MARC — Multi-Agency Resource Center
- MBC — Missouri Baptist Convention
- MODR — Missouri Baptist Disaster Relief
- OSC — Operations Section Chief
- PIO — Public Information Officer
- TSA — The Salvation Army
- SBDR — Southern Baptist Disaster Relief
- SEMA — State Emergency Management Agency
- SR — Send Relief
- SUV — Spontaneous Unsolicited Volunteer
- VRC — Volunteer Resource Center (non-SBDR)
- VOAD — Voluntary Organizations Active in Disaster

For additional glossary of terms, see SBDR Incident Command Training Manual (December 2010) pages 34-37.

General Information – SBDR Units and Volunteers

1. All SBDR and SUV volunteers, must check in with the IMT on site upon their arrival at their assigned site – in addition to submitting a Formstack, or other, Arrival Report.
   - All SBDR and SUV volunteers are encouraged to arrive at the check in location prior to 8:00 P.M. If arrival is anticipated after 8:00 P.M. the Incident Commander or Logistics Officer should be contacted to obtain check-in instructions, or as otherwise directed by IMT/Site Staff.
   - In some instances, depending on housing and other factors, DR volunteers may be instructed to not arrive after 8:00 P.M., but spend the night enroute.

2. All SBDR and SUV volunteers must complete the MODR Release and Indemnity form.
   - A similar non-MODR Release and Indemnity form is acceptable, generally speaking, if used in their home state.
   - A photo ID or other identifying documentation required for all SUVs.

3. The Release and Indemnity form for all SBDR and SUV volunteers will be maintained by the IMT, and they will be forwarded to MBC DR office after the deployment.

4. All volunteers must complete the Medical form.

   - The original Medical form will be retained by the SBDR or SUV volunteer and given to their assigned Unit Leader.
   - A photocopy or scanned copy of the completed Medical form will be retained at the IC/Site Command Center, BUT will be returned to the SBDR or SUV volunteer or destroyed.
   - If a SBDR or SUV volunteer moves between or changes teams, the original Medical form must be retrieved by the volunteer and provided to the currently assigned Unit Leader.
   - Volunteers should bring 2 copies of the medical form in order to expedite the check in process.
   - Other DR states or conventions may use their standard form.

5. All MODR, and SBDR units working under MODR IMT Site Management or Coordination, will submit Daily Reports (see Reports Distribution below) – either in paper form (hard copy), or via Formstack (electronic reporting system), as directed. *The required reporting system will be determined by the MODR Incident Commander in conjunction with the State Director.* MODR IC/IMT will give instructions, via the Operations Chief, to Site Coordinators and/or Blue Cap/Team Leaders regarding which reporting process is required for the specific response.

6. Out-of-State DR units/teams are required to submit daily reports to the MODR IMT per instructions, <u>in addition to their respective state or convention (if home state reporting is required)</u>. Additional distribution is not necessary.

7. Electronic Formstack reports are preferred, but paper copies are acceptable if technology service is not available.

MODR IMT RESPONSE SPREADSHEET INSTRUCTIONS

- MODR IC Response Spreadsheet (MS Excel document in Dropbox located in Response specific folder)
- Access in Dropbox by navigating to MBC Disaster Relief – 2020 Responses (or current year – Response Folder for specific response)
- Spreadsheet should be set up by state office prior to your arrival. Contact MODR Systems Coordinator if the spreadsheet is not located in the Response specific folder in Dropbox.
- Date and time will automatically display when Spreadsheet is printed.
- If you need to add rows or columns to the spreadsheet, please work with the MODR systems coordinator to do so.
- Spreadsheet automatically calculates based on status codes entered.
- Spreadsheet should auto save when working on the live document, however it can be backed up to a memory stick or other medium, or as directed by the acting Incident Commander or Administration Chief.
- Strive to complete the spreadsheet by 6 p.m. to give time for the Formstack Report to be completed.

Release 2.0 Ver. MO – 1.7 ~ MODR – 9/12/2017

MO DR WORK REQUEST CONTROL REGISTER

2020 AUGUST -- CEDAR RAPIDS, IA DERECHO

Please Do Not Make Any Changes in the Yellow or Color Shaded Areas!!!

Hover HERE (and wherever you see a red triangle) for instructions.

Enter DR response name above, as "your month – city, state (disaster type)"; enter DR # below, as "MO DR yy-mm (state)"

DR #: MO DR 20-08 (MO) - 003

CURRENT W.R. STATS

7	Received				
38	Assessed				
26	Completed	1	Declined		
9	Done By Others	10	Transferred		
1	Hold	45	Pending		
92	Total WR's/Jobs				

Please find additional details at the bottom of this work sheet (below row 170).

WR#	FAMILY NAME (last name)	FIRST NAME	STREET NUM	STREET NAME	CITY	ZIPCODE	ZONE (IF USED)	PRIMARY PH	SECONDARY PH	STATUS R-A-C-D-I	PRIORITY 1-2-3	DATE RECV'D	DATE ASSESS	DATE COMPLETE	DATE CLOSE	ASSESSOR	BLUE CAP	UNIT ID #	SPECIAL JOB TYPE
183	James	Marilyn	101	E. Williams St.	Hiawatha	52233		(319) 393-5001		A	3	8/24/20	8/24/20			Moore			
184	Bryant	Carol	1200	Emmons	Hiawatha	52233		(319) 389-8373		A	1	8/24/20	8/24/20			Moore/Smith			Lift needed
185	Hurn	Deshida	1267	34th St. N.E.	Cedar Rapids	52402		(319) 540-1456		R		8/24/20				Moore			
186	Frajman	Richard	1703	Oakland Rd. N.E.	Cedar Rapids	52402		(319) 362-9567		R		8/24/20				Moore			
187	Weihe	Diana	3613	Meadow Knolls	Marion			(319) 377-7620		A	2	8/22/20	8/23/20			Bullock			
188	Beeks	Cindy	250	Greenfield Ct. N.e.	Cedar Rapids	52402		(623) 680-1939		R		8/24/20				Moore			
189	Flint	Karen	1109	10th St. S.E.	Cedar Rapids	52401		(319) 899-1421		R		8/24/20				Moore			
190	Schmidt	Janet	1106	26th St. Ct. N.W.	Cedar Rapids	52405		(319) 210-2435		R		8/24/20				Nations			
191	Ruzicka	Dann	103	Minon Dr.	Palo	52324		(319) 640-3246		R		8/24/20				Nations			
192	Patterson	Tina	684	Whiteside Ct.	Marion	52302		(319) 533-1263		R		8/25/20							

PLEASE DO NOT MAKE ANY CHANGES IN THE YELLOW SHADED AREAS

WR CODE DESCRIPTION --
- R = Received
- A = Assessed
- C = Completed (Not DBOs)
- D=Declined Job
- O=Done by Others
- H = Hold
- X=TRANSFERRED TO OTHERS: (see notes)

Illinois DR-	10
Louisiana DR --	0
Mississippi DR	0
Oklahoma DR --	0
Texas (SBTC) DR --	0
Texas (TBM) DR --	0
Crisis Cleanup --	0
Team Rubicon --	0
AmeriCorp --	0
FemaCorp --	0
Local Church --	0
TOTAL WR's Transferred --	10

WORK REQUEST / JOBS SUMMARY:

WR's Received	7
WR's Pending Completion	38
-- Priority 1	11
-- Priority 2	12
-- Priority 3	15
WR's on Hold Status	1
WR's Completed	26
WR's Declined	1
WR's Done By Others	9
WR's Transferred to Others	10
TOTAL WR's	92
Check Sum	92

Count of Special Job Types: (#'s of WR's)

Boxes Delivered --	0
Clean-up Only --	0
Heavy Equipment Used --	0
Power Wash Only --	0
Sift Only (Ash Out) --	0
Spray / Shockwave Only --	0
Wash & Spray Only --	0
TOTAL Special Jobs --	0

(The above summary totals are copied to Total WRs/Jobs stats, located at the top of this Work Sheet)

	WR's Received Today	WR's Assessed Today	WR's Completed Today	WR's Closed Today	
8/15/20	0	0	0	0	
8/16/20	0	0	0	0	
8/17/20	14	0	0	3	
8/18/20	14	1	0	0	
8/19/20	3	4	1	1	
8/20/20	17	21	3	1	
8/21/20	14	25	9	5	
8/22/20	10	11	3	0	
8/23/20	9	10	6	8	
8/24/20	10	3	3	2	
8/25/20	1	0	0	2	
8/26/20	0	0	0	0	
8/27/20	0	0	0	0	
8/28/20	0	0	0	0	
8/29/20	0	0	0	0	
8/30/20	0	0	0	0	
8/31/20	0	0	0	0	
9/1/20	0	0	0	0	
9/2/20	0	0	0	0	
9/3/20	0	0	0	0	
9/4/20	0	0	0	0	
9/5/20	0	0	0	0	
9/6/20	0	0	0	0	
9/7/20	0	0	0	0	
9/8/20	0	0	0	0	
9/9/20	0	0	0	0	
9/10/20	0	0	0	0	
9/11/20	0	0	0	0	
Total WR's	92	75	25	22	

Missouri Baptist Disaster Relief Web Site:

- URL –www.modr.org

MODR IMT Documents:

How to find documents?

- MODR Dropbox

  URL -- https://www.dropbox.com/home/MBC%20Disaster%20Relief

  Please Note: This online file storage must be shared to IMT personnel by the Incident Commander or MODR Systems Coordinator - contact either for more information. ***Be sure to log out of your personal Dropbox account before login to MODR Dropbox.**

- **Incident Command Post (ICP) and Site Management Files & Documents –**
  - o MODR IMT Spreadsheet
    - ➢ MS Excel Spreadsheet used to track Work Request status, volunteer attendance, Spontaneous Unsolicited Volunteer (SUV) information, unit information, Chaplain contacts, and Summary totals of each of the above. This spreadsheet (particular to each event) will be found in Dropbox.

  - o **Formstack -**
    - ➢ Formstack is our system of record for reporting. The link is generated by the MODR Systems Coordinator. Make sure you have this!

MODR Address and Contact Information

- MBC Disaster Relief (*Baptist Building*)
  400 East High Street
  Jefferson City, MO 65101
  Main Tel.: 573-636-0400

- MODR Readiness Center (*High Point Building*)
  2252 High Point Road
  Jefferson City, MO 65109
  Main Tel.: 573-248-1122

MODR IMT email addresses -

-use these emails for correspondence, not your personal email ☺

modric@mobaptist.org

modradministration@mobaptist.org

modroperations@mobaptist.org

modrlogistics@mobaptist.org

modrplanning@mobaptist.org

modrchaplain@mobaptist.org

- o You can access these from any web browser at the link below.
  https://controlpanel.msoutlookonline.net/Portal/ADUser/Login

- o Contact the MODR Systems Coordinator for password assistance.

- o If MODR is responding to multiple incidents, the MODR Systems coordinator will assign new IMT email addresses for each individual response.

- For a current list of MODR leadership, please see MODR Leadership Contact Info in MODR Dropbox file.

Command Staff

Incident Commander
- -Safety Officer
- -Liaison Officer
- -Chaplain Officer
- -Public Information Officer

Incident Commander — (sometimes referred to as Site Coordinator)

- Qualifications
    - Assigned by the MODR State Director
    - Current Blue Cap unit leader credentials required as minimum
    - Ability to make decisions and follow directives
    - Possesses good planning, judgement, management, and people skills
    - Has various deployment experience serving as Unit Leader or as part of an IMT
    - Operational knowledge and experience in using email, spreadsheets, and web browsers
    - SBDR and MODR ICS and IMT orientation and training
    - FEMA ICS training (levels 100, 200, 700, and 800)

- Duties

    - Responsible for all aspects of the deployment – either for assignment, or to complete a task if not assigned.
    - Assign and ensure adequate staffing of the IMT and/or various sites. In cooperation with the Planning Chief, schedule IMT volunteers for the duration of the event. Assignments will be on a case by case basis and is dependent upon the response type, work load, personnel, and availability of other resources.
    - Out-of-state events: consults with Affected State Director to understand parameters, systems, and key leaders.
    - In cooperation with the Logistic Chief, ensures adequate space and resources are available for the IMT and the Command Unit deployment.
    - Assign a Deputy Incident Commander when the Incident Commander is away from the IMT location.
    - Keep the Administration Chief advised of your location, task, and estimated time of return to ICP at all times.
    - Supervise all activity of IMT.
    - Schedule and conduct daily IMT staff meetings (morning and early afternoon) and conference calls as needed.
    - Assign or conduct evening/morning Debrief Meetings (usually around meal times) for all volunteers housed onsite (Chaplain Officer may be assigned).
    - Complete the Credit Card Assignment & Transfer Form (see Appendix) upon receipt of MODR Credit Card at beginning of deployment and submit to IMT Administration & Finance Chief. Likewise, at the end of your deployment, return the card and complete the end of deployment section and/or the transfer credit card section(s) of the aforementioned form.

- Provide guidance over the issuance and use of MODR credit cards by MODR volunteers, and highlight the importance of adequate substantiation and documentation for credit card charges. Monitor, approve (by signature approval), and document ALL DR credit card purchases over the amount of $500. May be assigned to Administration Chief, but signature approval of Incident Commander still required on Single Transaction Credit Card Authorization form. (see Appendix)
- Ensure proper transfer of command of all IMT resources to next Incident Commander using appropriate checklist/form. (see Appendix)
- Responsible for the IMT Daily Formstack Report. Maybe assigned to Administration Chief.
- Responsible for a Daily Summary report to MODR State Disaster Relief Director (See Appendix for format).

- Make the IMT Handbook and IMT Manual available for all team members to review and understand their responsibility.

- Assign someone to manage email, spreadsheets, and web browsers if not your forte.

- Stay updated on the Spreadsheet, totals, workloads, and forecast for job/volunteer ratio.

- Maintain the highest levels of honesty and integrity of all volunteers in the accomplishments of tasks and mission.

- Completes Incident Reports for all unusual circumstances (property damage, injuries, illness, etc.)
- Informs MODR State Director of all incidents.

Incident Commander (IC)

MOBILIZE	SUSTAIN	DEMOBILIZE
- Determine IMT Size / Enlist Team - Coordinate Mobilization - Obtain MODR Credit Card - Obtain MODR Response Name from MODR State Director - Establish Incident Command Post (ICP) - Contact Local Leaders (EOC, SBC, Community, Church, EMS, Media, etc.) - Determine the Incident's Objectives - Develop the Incident Action Plan (IAP) - Develop Initial IAP Tactics - IMT Initial Briefing - Safety Plan - Medical Plan - Begin Activity Log - Initial IMT Daily Formstack Report - Initial Media Release (Local, MO, MBC, Social Media, etc.). - Report to MODR State Director - Consult Affected State Director re: parameters, systems, key leaders	- Reevaluate IMT Size - Reevaluate IAP Objectives - Adjust IAP Tactics - Daily IMT Briefing - Evaluate Response Safety - Inter-Agency Coordination - Communicate with Local Leaders - Report to MODR State Director - Encourage DR Volunteers - Update / Review Activity Log	- Coordinate Demobilization - Return MODR Credit Card - Communicate with Local Leaders - Closeout ICP - Secure Sensitive Information - Return Incident Command Documents to MODR

Incident Commander Daily Summary for State Director

Daily Unit Report
Event:
Location:
Incident Commander:
Date:
Prepared By:

Volunteers On Site at end of Day
Jobs Remaining
P_1
P_2
P_3
Jobs Completed Today
Total Jobs Completed
Jobs Assessed Today
Jobs Remaining to be Assessed

Recovery Team Volunteer Total:
Other Support team volunteers:
Feeding Team Volunteer Total:

Teams on Site:

Recovery Teams: List by state and number of teams

Salvations confirmed to date:

Equipment on Site =

Today's excitement
Today's IAP
Tomorrows IAP

Today's Opportunities:

Tomorrows Opportunities

Additional Notes:

Safety Officer

- Qualifications
    - Assigned by Incident Commander.
    - Blue Cap or Incident Commander credentials required.
    - Knowledge of specific MODR units and volunteer safety requirements
    - Ability to investigate and document incidents, and determine relevant facts
    - Good attention to detail is required
    - SBDR and MODR ICS and IMT orientation and training
    - FEMA ICS training (levels 100, 200, 700, and 800)
    - 10-hour and 30-hour OSHA Safety Training

- Duties
    - Responsible for ensuring all teams work safely and have all necessary safety equipment.
    - Monitors work sites for compliance with MODR safety rules.
    - Investigates and completes reports for all incidents.
    - Monitors and /or anticipates hazardous and unsafe conditions.
    - Locate and document first aid and hospital locations.
    - Other duties may be assigned by the Incident Commander.

Safety Officer

MOBILIZE	SUSTAIN	DEMOBILIZE
- Assess and communicate hazardous and unsafe situations - Develop basecamp safety and health plan - Monitor activities for hazardous / unsafe situation and correct - Maintain awareness of active and developing situations - Recon the incident visually - Identify appropriate PPE, control zones, and safety hazards - Develop IAP safety analysis - Prepare Medical Plan - Begin Activity Log	- Review safety plan - Communicate safety concerns with the IMT - Ensure safety concerns are communicated in the daily briefings - Exercise emergency authority to prevent or stop unsafe activity - Maintain awareness of active and developing situations - Ensure working conditions are monitored - Investigate accidents, complete, file reports - Review / Revise Medical Plan - Maintain Activity Log	

Liaison Officer

- Qualifications
    - Current Blue Cap credentials preferred.
    - Good listener.
    - Good people skills.
    - Ability to articulate the Incident Commander's intent.

- Duties
    - Attend local emergency management meetings as needed.
    - Attend partner agency meetings as needed.
    - Attend any meetings where MODR interests are present.
    - Responsible to observe and report.

Liaison Officer

MOBILIZE	SUSTAIN	DEMOBILIZE
- Identify and Establish Contact with leaders: - Church - Community - EMS - SBDR - non-SBC partners - Identify agencies supporting incident response - Begin activity log	- Maintain contact with: - Church - Community - EMS - SBDR - non-SBC partners - Maintain activity log	Communicate exit strategy with all affected agencies, partners, and organizations

Chaplain Officer

- Qualifications
  - Current Gold Cap credentials required as minimum (Blue Hat preferred)
  - Completed MODR Chaplain Training
  - Prior MODR Chaplaincy field experience required
  - Ability to interface with pastors, IMT, volunteers, and survivors
  - Ability to lead devotionals and debriefs
  - Maintains confidentiality
  - SBDR and MODR ICS and IMT orientation and training
  - FEMA ICS training (levels 100, 200, 505, 700, and 800)

- Duties
  - Strive to assign chaplains to all teams.
  - Identify team chaplains and obtain names and phone numbers.
  - Make sure each team chaplain has your phone number.
  - Plan devotionals as needed for morning and evening meetings or as requested by Incident Commander.
  - Monitor spiritual and emotional condition of IMT.
  - Conduct Chaplain debrief meetings. Stress importance of meeting with homeowner, spending time with them and praying with them.
  - Receive reporting information from team chaplains such as: number of gospel presentations, professions of faith, ministry contacts and number of Bibles given.
  - Encourage team chaplains to monitor team members for stress or fatigue.
  - Remind team chaplains of the importance of giving signed bibles to homeowners.
  - Provide information as needed for the IMT Daily Report.
  - Create roster of who is doing morning and evening devotions.
  - Locate local churches willing to follow up on decisions made during deployment.
  - Ensure all teams have supply of decision cards.
  - Maintain file of decision cards and develop and implement plan to provide pastors with decision information.
  - Post a prayer request sheet for team members to request prayer. Then pray for those during the day.
  - Look for ministry opportunities.
  - Receive referrals from team chaplains or host church of those that need additional spiritual help.
  - Coordinates with Operations Chief regarding presence at distribution points (Shockwave, food, etc.).
  - Coordinates with Operations Chief regarding Chaplain/Assessor teams.
  - Ensures that we are maintaining ministry in all aspects of MODR response.
  - Obtain a local resource list of mental health and behavioral professionals.
  - Monitors Bible inventory and alerts Logistics Chief when more are needed.
  - Other duties may be assigned by the Incident Commander.

Chaplain Officer

MOBILIZE	SUSTAIN	DEMOBILIZE
• Enlist first response team chaplains • Monitor MODR personnel • Identify ministry to responders / survivors as appropriate • Check on local church and community leaders • Establish Daily Devotional and Debrief schedule • Begin Activity Log • Obtain list of local mental health professionals	• Daily Devotional • Manage deployment chaplaincy requirements • Report Chaplain activity via Formstack • Daily Debrief • Maintain Activity Log • Give Decision Cards to local pastor as collected. • Bible inventory and distribution	• Assist IC with final debriefing and lessons learned. • Ensure church staff are debriefed and included in exit strategy.

Public Information Officer

- Qualifications
  - Selected in coordination with State Director.
  - Detailed knowledge of public information collection and distribution.

- Duties
  - Primary point of contact for all news media.
  - Responsible for developing and publicly releasing all information about the incident.
  - Ensure that The Pathway receives any stories before other news service.
  - Coordinate all public information dissemination with State Director.

Public Information Officer (PIO)

MOBILIZE	SUSTAIN	DEMOBILIZE
• Enlist people to take pictures / video for communication • Work with the Incident Commander to determine the scope of information distribution • Begin activity log	• Obtain Incident Commander / MODR state director approval for media releases • Manage media and public inquiries • Send pictures and video to MODR State Director • Establish any restrictions for media access • Arrange for tours or other interviews • Monitor media information for content useful to incident planning • Maintain activity log	

General Staff

Operations Chief (Ops Chief)
Logistics Chief (Log Chief)
Administration/Finance Chief (Admin Chief)
Planning Chief (Planning Chief)

Operations Chief

- Qualifications
  - Current Blue Cap unit leader credentials required.
  - Operational knowledge and experience in using email, spreadsheets, and web browsers.
  - Various deployment experience serving as Unit Leader
  - Ability to organize and assign work, work requests, and Unit Leaders
  - Good attention to detail is required
  - MODR ICS and IMT orientation and training
  - FEMA ICS training (levels 100, 200, 700, and 800)

- Duties
  - Setup Operations office (if needed.)
  - Manage all activities that meet the needs of survivors.
  - The Operations Chief is responsible for all Operations assigned tasks, however, Administration Chief may assist as needed. Additionally, an Operations Assistant may be assigned as needed.
  - Save any response specific operations documents and reports to the Operations folder found in Dropbox under your specific deployment folder name (e.g., MBC Disaster Relief-2020 Responses-July Jeff City Flash Floods-Operations).
  - Develop daily schedule for MODR and SUV volunteers
  - Develop tactical plan for completing all DR tasks.
  - Develop response specific information (e.g., meal count, laundry details, debris disposal or placement instructions, etc.).
  - In cooperation with Chaplain Officer, strive to assign a MODR Chaplain to all teams.
  - Conduct daily Unit Leader meetings, or delegate with consent of Incident Commander and/or State Director. Create a relevant agenda.
    1. Pray
    2. Be Time sensitive - efficient.
    3. Communicate the Incident Action Plan – relate what the big picture is, daily revisions, etc.
    4. Stress Safety
    5. Reminder of the evangelistic purpose of DR.
    6. Distribute any prepared daily report/information/communication/ that can be handed to the blue hat each morning that includes basic emergency numbers, hospital address, lunch/dinner plans, devotion times, specific city requirements/changes, etc. and maybe daily scripture verse.
    7. Provide incident location variables (government, convention, church, partners, etc.)
    8. Unit Leader Authority - remind them that there are decisions that can sink the ship. But also, use best judgement, remember our witness, call re: big decisions.

9. Any specific assignments for each team or overall teams.
10. Offer encouragement/appreciation.
11. Ask questions...what do you need (Logistics)? What are you missing? How can I help you?
12. Update on any command staff changes or site changes/instructions.
13. Give time for team leaders to share about team successes, new methods or concerns.
14. Report on previous day blessings, successes, etc.
15. (Recovery Unit Leaders) only blue hats and chaplains should approach the homeowner upon initial contact.
16. Pray, be specific, pray for each team

- Make sure each blue hat has your phone number.
- Monitor Tracking Resource Tab on Spreadsheet and advise Incident Commander of needs.
- Complete report information for Admin Chief in preparation of the IMT Daily Report. (see Appendix for form).
- Coordinate Spontaneous Unsolicited Volunteer (SUV) assignments.
- Update the Operations Logbook each day with notes, names, phone numbers, decisions, etc.
- Use Team Information Form to track team info and needs. Also used by Planning (see appendix)
- Other duties as may be assigned by the Incident Commander.

RECOVERY OPERATIONS SPECIFIC DUTIES (in addition to above duties)

- See yourself standing in front of the Operations table, not sitting behind it. Interact with the Unit Leaders in the office and in the field. Visit work sites, get to know the teams, the jobs, and the community.
- It is strongly recommended to have a Recovery Operations Admin to assist with data entry on the spreadsheet.
- Consistency calms people and develops trust. Please use the processes established by MODR. Thanks!
- Work Requests are a "picture" of what is happening with a property. Document everything.
- Unit leaders want meaningful and available work, packaged and ready to go!
- Begin Operations Work Request Register. This is the system of record for MODR. It is the live spreadsheet found in Dropbox located in the Response specific folder. (See Work Request Flow in Appendix). In some cases, where internet access is unavailable, work with the MODR Systems Coordinator to use a static document until such time that it can be transferred to the live document.

o   Follow system established for manageing the Work Request Form (See Appendix: Work Request Spreadsheet)

Initial Client Request
Work Request Form Created
Data Entry (11 entries) / Form Filed
Assessment Assigned / Assessor Noted
Assessment Completed / Remove Assessor Note
Data Entry (3 entries) / Form Filed
Recovery Team Assigned / Blue Hat Noted
Recovery Completed / Remove Blue Hat Note
Data Entry / Work Request Form Filed

o   Use the Work Request Control Register Key (see Appendix) for Work Request Spreadsheet details and definitions
o   In consultation with Incident Commander, determine job request priority parameters (e.g., priority 1 & 2 jobs, geographical, etc.).
o   Assign Assessors as needed to physically assess the requests (see Appendix for Assessor checklist).
o   Interview each Unit Leader for Work Request assignment plan. Some want their jobs the night before, some may want them in the morning. Some want to pick out the jobs while others just want you to give it to them. Cooperate and collaborate with the Unit Leader to work out the best plan.
o   Encourage the Unit Leader to call the work request contact person to make final arrangements...preferably the night before.
o   Include Assessors in Unit Leader daily meeting.

Operations Chief

MOBILIZE	SUSTAIN	DEMOBILIZE
• Prepare first 48-hour Operation supplies • Establish Operations ICP office • Coordinate Work Requests intake plans • Work with Incident Commander to develop IAP objectives and tactics • Coordinate Initial Inspection of Recovery Area • Lead initial Blue Hat briefing • Check Weather • Establish Operations Inventory • Input Operations Data • Plan and Organize Staging Area(s) for resources • Prepare risks / hazards assessment • Prepare Operations section of white board • Begin Activity Log	• Input Operations Data • Daily Blue Hat Briefing • Evaluate Operations Inventory • Monitor and request resources needed to implement tactics of IAP • Coordinate personnel requirements with Incident Commander / Planning • Interact with Unit Leaders /Blue hats • Review weather • Review risks / hazards • Update / Review Activity Log • Monitor Operation Formstack reporting • Brief Incident Commander concerning Operations status • Oversee Unit assignments • Maintain Operations Section of white board • Use Team Information Form to maintain team details (form in Appendix)	• Finalize Operations Spreadsheet • (Recovery) File / Transfer Work Requests and other documents to: MODR, Local DR, Association, Host State, Local Church, or Local Municipality as necessary. • Store Operations ICP Operations office

Missouri Baptist Disaster Relief Operations

Work Request Spreadsheet

_____

*** Basic Work Flow Chart ***
Initial Client Request
Work Request Form Created
Data Entry (11 entries) / Form Filed
Assessment Assigned / Assessor Noted
Assessment Completed / Remove Assessor Note
Data Entry (3 entries) / Form Filed
Recovery Team Assigned / Blue Hat Noted
Recovery Completed / Remove Blue Hat Note
Data Entry / Work Request Form Filed

*** This is a method that has been found to meet our goals of

- Providing speedy help to survivors
- Supporting our Assessment and Recovery teams
- Providing information needed for reporting
- Providing good time management practices for the Operations Section

Important Notes

- Columns may be added as needed to the tracking system in coordination with the MODR Systems Coordinator.
- Assign and track all Work Requests. Be persistent and consistent. Enter as many Work Requests as needed to stay ahead of teams.
- Ensure that all Work Requests have a number before leaving the office.
- Ensure that Work Requests are signed by the homeowner.
- Keep track of the Work Requests that are assigned to blue hats. Period.
- Mark each stage of work on the spreadsheet.
- Create a Work Requests backup plan (copy or scan).
- Never allow Work Requests to leave the office with non-DR personnel without having a backup copy.
- Assign next sequential Work Request numbers as new requests are received. Ensure number is marked clearly in the appropriate space on the Work Request.
- Enter all data from Work Request Order into Spreadsheet. Update all codes as appropriate information is received.

From Chaos...

to Ministry

Tools used to make the change

This Photo by Unknown Author is
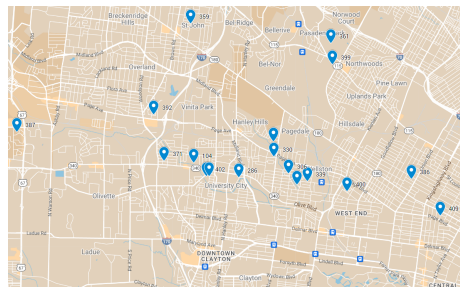
Work Request

Step 1   Start gathering Work Request. Keep them in a file **"Requests Received"**

Region 4A Form 01/22/18

Received By		Tracking No. (Office	
Date Received		Cell Number	

PROPERTY OWNER'S REQUEST FOR ASSISTANCE
SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A
Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma

THIS IS NOT A CONTRACT TO PROVIDE SERVICES

WORK NEEDED: ☐ Chainsaw ☐ Mudout ☐ Temporary Roof ☐ Ashout ☐ Other

OTHER NEEDS: ☐ Boxes ☐ Chaplain ☐ Debris Removal ☐ Other

Brief Description of Work/Need

PROPERTY OWNER INFORMATION:

Name	
Phone (H)	(W) (C)

Insurance ☐ Home Owners ☐ Flood ☐ No Insurance

Property Owner Must Be Present During Work? ☐ YES ☐ NO

Media Release? ☐ YES ☐ NO   By checking YES, I grant the Southern Baptist Convention and affiliates permission to use my and my family's names, photos, voices, likenesses, and identifiable attributes in connection with any training, advertising, or promotional media materials created now or in the future, without additional approval, and further release the Southern Baptist Convention and affiliates from all claims associated with said use. *Checking No will not affect work*

PROPERTY DESCRIPTION: ☐ Primary Residence ☐ Rental ☐ Guest House ☐ Vacant

Address (Number & Street)	
City, State, Zip	

Property Type: ☐ Single Family ☐ Mobile Home ☐ Apartment/Commercial ☐ Modular Home

OCCUPANT INFORMATION: ☐ Significate Health Issues or Circumstances ☐ First Responder
☐ Elderly Living Alone ☐ Other

Name (If other than Owner)	
Phone (H)	(W) (C)

I, **(Print Name)** _____

hereby release from liability and agree to hold harmless the Southern Baptist Convention Disaster Relief Volunteers, their representatives, agents and or employees for any damage or injury that may occur on my property, including personal property or to my person, which may occur during the cleanup operation. I further understand and agree that there is no warranty, implied, written or oral, for any work performed on my property by said volunteers. **I understand that the Southern Baptist Disaster Relief is a volunteer organization that has limited volunteers, limited financial and material resources, and makes no guarantee that said service will be provided.** Additionally, I further understand **THAT THIS IS NOT A CONTRACT TO PROVIDE SERVICES!**
Must be signed before work can be assigned to a team

Property Owner's Signature		**Date**	

Work Complete By (Blue Cap)		Date Completed	

Capture Name & Phone

Capture Address

Step 2   From the Work Request Form capture the clients: name, address, phone #'s, and enter into the Work Request Database. Add the Status of "R" and enter the date entered. Assign the Work Request Number and enter it on the Work Request Form.

WR #	FAMILY NAME (last name)	FIRST NAME	STREET NUMBER	STREET NAME	CITY	ZIPCODE	ZONE (IF USED)	PRIMARY PHONE	SECONDARY PHONE	STATUS R-A-C-D-O-H-X	JOB PRIORTY 1-2-3	DATE RECV'D
101												
102	Tucker	Toby	4736	hillcrest Rd	Arnild	63010		314.581.7634		R		12/15/2022
103												
104												
105												
106												

Insert clients name, address, & phone contact information

Place R in status and add date Recvd.

Region 4A Form 01/22/18

Assign Work Request number

Received By		Tracking No. (Office	
Date Received		Cell Number	

PROPERTY OWNER'S REQUEST FOR ASSISTANCE
SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A
Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma
THIS IS NOT A CONTRACT TO PROVIDE SERVICES

WORK NEEDED: ☐ Chainsaw   ☐ Mudout   ☐ Temporary Roof   ☐ Ashout   ☐ Other
OTHER NEEDS: ☐ Boxes   ☐ Chaplain   ☐ Debris Removal   ☐ Other
Brief Description of Work/Need

PROPERTY OWNER INFORMATION:

Name
Phone (H)   (W)   (C)
Insurance   ☐ Home Owners   ☐ Flood   ☐ No Insurance
Property Owner Must Be Present During Work? ☐ YES ☐ NO
Media Release? ☐ YES   ☐ NO   By checking YES, I grant the Southern Baptist Convention and affiliates permission to use my and my family's names, photos, voices, likenesses, and identifiable attributes in connection with any training, advertising, or promotional media materials created now or in the future, without additional approval, and further release the Southern Baptist Convention and affiliates from all claims associated with said use. *Checking No will not affect work*
PROPERTY DESCRIPTION: ☐ Primary Residence   ☐ Rental   ☐ Guest House   ☐ Vacant
Address (Number & Street)
City, State, Zip
Property Type: ☐ Single Family   ☐ Mobile Home   ☐ Apartment/Commercial   ☐ Modular Home
OCCUPANT INFORMATION: ☐ Significate Health Issues or Circumstances   ☐ First Responder
☐ Elderly Living Alone   ☐ Other
Name (If other than Owner)
Phone (H)   (W)   (C)

I, (Print Name) _____
hereby release from liability and agree to hold harmless the Southern Baptist Convention Disaster Relief Volunteers, their representatives, agents and or employees for any damage or injury that may occur on my property, including personal property or to my person, which may occur during the cleanup operation. I further understand and agree that there is no warranty, implied, written or oral, for any work performed on my property by said volunteers. **I understand that the Southern Baptist Disaster Relief is a volunteer organization that has limited volunteers, limited financial and material resources, and makes no guarantee that said service will be provided.** Additionally, I further understand **THAT THIS IS NOT A CONTRACT TO PROVIDE SERVICES!**
Must be signed before work can be assigned to a team

Property Owner's Signature		Date	

| Work Complete By (Blue Cap)		Date Completed	

Step 3   File the Work Request numerically into a file folder marked "**Requests Un-Assessed**". Add file folders as needed. Ex. 100 to 199, 200 to 299

Step 4   Using Google Maps search for un-assessed Work Requests that are in the same area. Assign them to an Assessor and record the assignment on the white board.
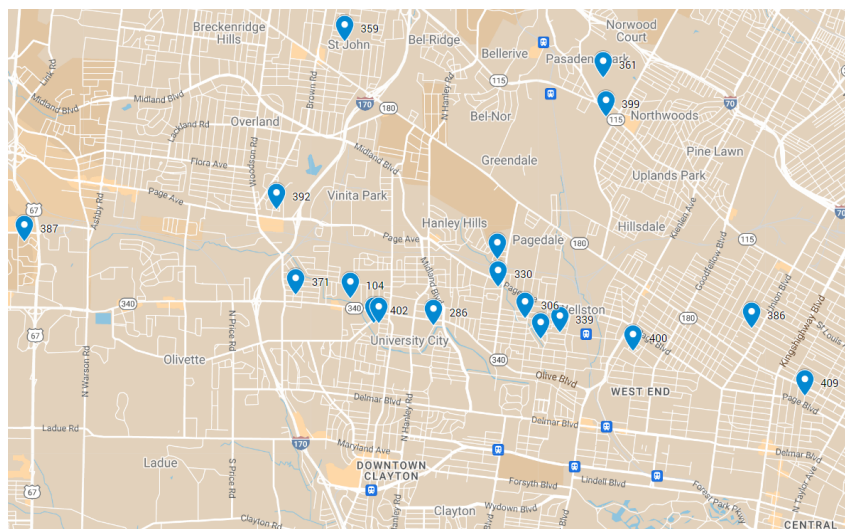
Identify jobs that are in a general area
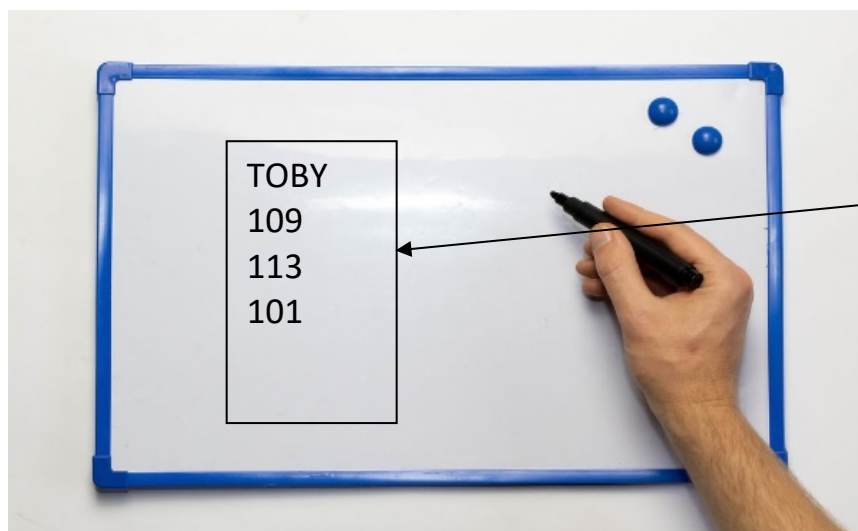
TOBY
109
113
101

Add Work Request number to white board

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Step 5 When assignments are returned, remove assigned work request number from the board, enter: status, priority, date assessed and file Work Request numerically in the **Request Assessed** file.
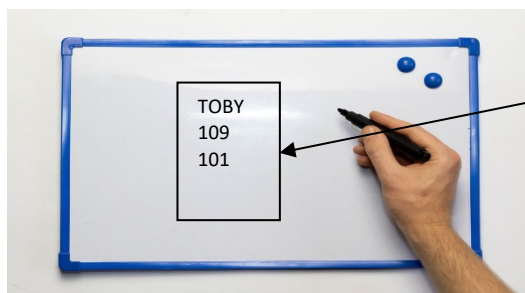
Remove work request number from white board

WR #	FAMILY NAME (*last name*)	FIRST NAME	STREET NUMBER	STREET NAME	CITY	ZIPCODE	ZONE (IF USED)	PRIMARY PHONE	SECONDARY PHONE	STATUS R-A-C-D-O-H-X	JOB PRIORTY 1-2-3	DATE RECV'D	DATE ASSESSED
101													
102	Tucker	Toby	4736	hillcrest Rd	Arnild	63010		314.581.7634		A	1	12/15/2022	12/15/2022
103													
104													
105													
106													
107													

Change status to A and enter date assessed

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File in the Request Assessed file

Step 6   Using Google Maps search for assessed Work Requests that are in the same area. Assign them to a Recovery Team and record the assignment on the white board.

Identify jobs that are in a general area

TOBY
109
113
101
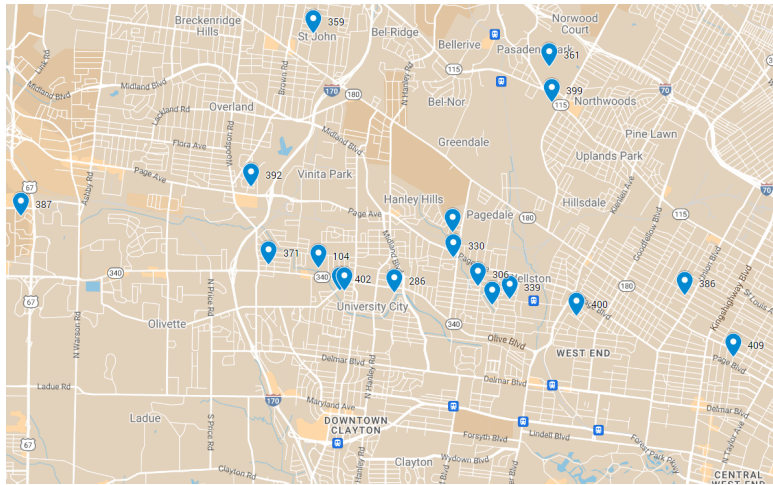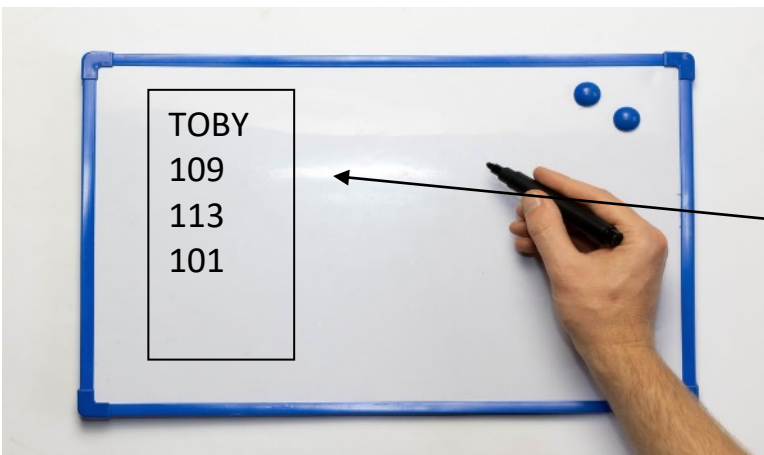
Add work request number to white board

Step 7   When the completed Work Request is returned; Remove the assigned Work Request number from the white board, Change the status from "A" to "C", add today's date in the Date Completed file, place the Work Request Form in the **Request Completed** file.
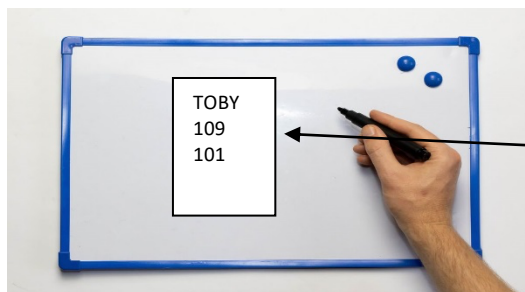
Remove the Work Request number from the white board

WR #	FAMILY NAME (last name)	FIRST NAME	STREET NUMBER	STREET NAME	CITY	ZIPCODE	ZONE (IF USED)	PRIMARY PHONE	SECONDARY PHONE	STATUS R-A-C-D-O-H-X	JOB PRIORTY 1-2-3	DATE RECV'D	DATE ASSESSED	DATE COMPLETED
101														
102	Tucker	Toby	4736	hillcrest Rd	Arnild	63010		314.581.7634		C	1	12/15/2022	12/15/2022	12/15/2022
103														
104														
105														
106														
107														

Change the status to C and add the date to the Completed Column

File in the Request Completed File

Step 8   Work Requests that are either; Are Done by Others (O), Have been Declined (D), or Transferred (X) are to be marked as Closed and placed in the appropriate Closed / Completed File.

- Locate the Work Request ticket by sorting the Work Request Database by Name or address.
- Remove the Work Request from the file and make notations of the change being made
- On the Work Request Database enter the appropriate status: O,D,X, and place todays date in the closed column.
- File the Work Request in the Closed / Completed file

*** These orders can be reopened and status changed if needed.

Locate and remove the Work Request. Note on the Work Request the change being made

WR #	FAMILY NAME (last name)	FIRST NAME	STREET NUMBER	STREET NAME	CITY	ZIPCODE	ZONE (IF USED)	PRIMARY PHONE	SECONDARY PHONE	STATUS R-A-C-D-O-H-X	JOB PRIORTY 1-2-3	DATE RECV'D	DATE ASSESSED	DATE COMPLETED	DATE CLOSED
101															
102	Tucker	Toby	4736	hillcrest Rd	Arnild	63010		314.581.7634		O	1	12/15/2022	12/15/2022		12/15/2022
103															
104															
105															
106															
107															
108															

Enter the Change status (O,D,X) and enter the date in the Date Closed column

File the Work Request in the Request Closed file

*** Hold Request - In the event a Work Request is placed on Hold (H) the Work Request is basically frozen wherever it is in the process. The Work Request status should be continually verified and status updated as needed.

- Locate the Work Request ticket by sorting the Work Request Database by Name or Address.
- Remove the Work Request from the file and make notations of the change.
- On the Work Request Database enter the appropriate status: "H"
- File the Work Request in the Hold File

Remove Work Request from current file

WR #	FAMILY NAME (last name)	FIRST NAME	STREET NUMBER	STREET NAME	CITY	ZIPCODE	ZONE (IF USED)	PRIMARY PHONE	SECONDARY PHONE	STATUS R-A-C-D-O-H-X	JOB PRIORTY 1-2-3	DATE RECV'D	DATE ASSESSED	DATE COMPLETED	DATE CLOSED
101															
102	Tucker	Toby	4736	hillcrest Rd	Arnild	63010		314.581.7634		O	1	12/15/2022	12/15/2022		12/15/2022
103															
104															
105															
106															
107															
108															

Change status to H

Place Work Request in Request Hold file

Verify the Hold status weekly

Primary Phone:

Enter telephone numbers in the following manner:

5737543965 (without parenthesis, hyphens, or dots). After entering the number and hitting "Return" the spreadsheet will format the telephone number to include putting the area code in parenthesis and inserting the dash between exchange number and the final 4 digits (e.g., (573) 754-3965).

Status Codes:

Enter only the following codes in this field:

R -- "Received" (Work Request received).

A -- "Assessed" (Work Request assessed).

C -- "Completed" (Work Request completed).

D -- "Declined" (Work Request declined or unable to complete).

O -- "Done by Others" (Work done by owner or other organization -- without being transferred).

X -- "Transferred" (Work Request transferred to other DR state, church, or other organization/entity).

H - "Hold" (WR pending owner permission to proceed due to insurance approval owner's request to be present, or delayed by owner.)

Date Completed:

Enter dates here **ONLY** when a DR Team actually completed the work requested by Property Owner's authorization.

Do **NOT** enter a date in the "Date Completed" column, for WR's that were Declined, Done By Others, On Hold, or Transferred . . . !

Please ENTER those action dates in the "Notes & Comments" field. For example: a WR has been Declined by a DR Recovery Team on 5/15/2023. The WR "Status" should be updated to "D" indicating it was Declined, and the Date of 5/15/2023 should be entered in the Notes & Comments field, followed by a semi-colon and then any additional info indicating the reason it was declined (e.g., 5/15/2023; Mobile home floor unsafe). Or, if the WR was transferred, the entry would be similar (5/15/2023; Transf. to TBM) -- if transferred to a Church or Association for follow-up (5/15/2023; Transf. to FBC Perryville, MO). If status is changed to "Hold," then enter (5/15/2023; Hold--waiting for Insurance).

January 2023

Date Closed:

Enter dates here ONLY when a WR is DBO, CLOSED, CANCELLED, DECLINED, or TRANSFERRED, etc.

For WR's that were Transferred please ENTER a reason or brief memo for those action dates in the "Notes & Comments" field.

Examples: A WR has been Declined by a DR Recovery Team on 5/15/2023. The WR "Status" should be updated to "D" indicating it was Declined, and the Date of 5/15/2023 should be entered in the Date Closed column. Indicate the reason it was declined in the Notes field, (e.g., 5/15/2023; Mobile home floor unsafe).

Or, a WR has been completed/done by others or the owners on 5/13/2023. The WR "Status" should be updated to "O" indicating it was Done by Others, and the Date 5/13/2023 should be entered in the Date Closed column. Indicate, if known, who completed the work in the Notes field (e.g., 5/13/2023; by Samaritans Purse -- or, 5/13/2023; by the owner -- etc).

Or, if the WR was Transferred, the WR "Status" should be updated to "X" to indicate the correct current status, and reason entered in the Notes field. The entry would be as such: 5/15/2023; Transf. to (State Name)) -- if transferred to a Church or Association for follow-up (5/15/2023; Transf to FBC Perryville, MO).

A WR that has been put on hold by the homeowner should have a "H" put in the status box and the date 5/15/2023 and a reason it has been put on hold in the "Notes & Comments" field. Include in the person's name who requested the Hold status, NO dates are entered or changed.

Assessor:
Enter Assessor's name

Use Filter to sort by Assessor

Blue Hat:
Enter Blue Hat's name,

Use filter to sort by Blue Hat

Unit ID
Enter the Unit ID in this field; or in the event the WR was transferred, then enter the following text:

Transf AR - Arkansas DR
Transf LA - Louisiana DR
Transf OK - Oklahoma DR
Transf MS - Mississippi DR
Transf TS - Texas (SBTC)
Transf TT - Texas (TBM)
Transf Crisis - Crisis Cleanup
Transf Rubicon - Team Rubicon
Transf Ameri - AmeriCorp
Transf Fema - FemaCorp
Transf Local - Local Church

Special Job Type Examples:
Blue Tarp
Boxes
Clean-up Only
Heavy Equip
Power Wash
Sift Only
Shockwave Only
Wash & Spray

Type only the "text" printed above.

Filter sort by Job Type

WR CODE DESCRIPTION --		WORK REQUEST / JOBS SUMMARY:	
R = Received		WR's Received	0
A = Assessed		WR's Pending Completion	0
C = Completed (Not DBOs)		-- Priority 1	0
D=Declined Job		-- Priority 2	0
O=Done by Others		-- Priority 3	0
H = Hold		WR's on Hold Status	0
X=TRANSFERRED TO OTHERS: *(see notes)*		WR's Completed	0
Arkansas DR --	0	WR's Declined	0
Louisiana DR --	0	WR's Done By Others	0
Mississippi DR	0	WR's Transferred to Others	0
Oklahoma DR --	0	TOTAL WR's	0
Texas (SBTC) DR --	0	Check Sum	0
Texas (TBM) DR --	0		
Crisis Cleanup --	0	Count of Special Job Types: (#'s of WR's)	
Team Rubicon --	0	Boxes Delivered --	0
AmeriCorp --	0	Clean-up Only --	0
FemaCorp --	0	Heavy Equipment Used --	0
Local Church --	0	Power Wash Only --	0
TOTAL WR's Transferred --	0	Sift Only (Ash Out) --	0
		Spray / Shockwave Only --	0
		Wash & Spray Only --	0
		TOTAL Special Jobs --	0

(*The above summary totals are copied to Total WR's/Jobs stats, located at the top right of this Work Sheet*)

Work Request / Jobs Summary

Quantities and total come from the information entered in the Status Codes column.
Total WR's comes from totaling the 7 lines above it.
Check Sum comes from totaling number of entries in the Status Codes Column
Priority come from the Job Priority Column and totals the quantity of each priority

Count of Special Job Types

Taken from the Special Job Types Column and is the total entries by type.
** Type only the text indicated.

Work Requests Transferred

Comes from the Unit ID Column and is totaled by type
** Type only as indicated

CURRENT W.R. STATS				
0	Received			
0	Assessed			
0	Completed	0	Declined	
0	Done By Others	0	Transferred	
0	Hold	0	Pending	
0	Total WR's/Jobs			

Please find additional details at the bottom of this work sheet (below row 170).

Received
Work Requests Received

Assessed
Work Requests "Assessed" refers to the number of WR's that have been assessed AND are awaiting/pending completion.

Completed
Includes WR's completed by SBDR

Done By Others
WR completed or done by other group, volunteers, owner(s), or at owners' request

Hold
WR pending owner permission to proceed due to insurance approval, owner's request to be present, or delayed by owner.

Declined
Declined or unable to complete WR, or Cancelled WR at Owner's request.

Transferred
Transferred WRs to other DR group/state, church, volunteer organization/group

Pending
Total WR's minus those: Completed, Done by Others, Hold, Declined, Transferred

Total WR's /Jobs
Total of all WR's Status types

	WR's Received Today	WR's Assessed Today	WR's Completed Today	WR's Closed Today	
3/20/19	0	0	0	0	
3/21/19	0	0	0	0	
3/22/19	0	0	0	0	
3/23/19	0	0	0	0	
3/24/19	0	0	0	0	
3/25/19	0	0	0	0	
3/26/19	0	0	0	0	
3/27/19	0	0	0	0	
3/28/19	0	0	0	0	
3/29/19	0	0	0	0	
3/30/19	0	0	0	0	
3/31/19	0	0	0	0	
4/1/19	0	0	0	0	
4/2/19	0	0	0	0	
4/3/19	0	0	0	0	
4/4/19	0	0	0	0	
4/5/19	0	0	0	0	
4/6/19	0	0	0	0	
4/7/19	0	0	0	0	
4/8/19	0	0	0	0	
4/9/19	0	0	0	0	
4/10/19	0	0	0	0	
4/11/19	0	0	0	0	
4/12/19	0	0	0	0	
4/13/19	0	0	0	0	
4/14/19	0	0	0	0	
4/15/19	0	0	0	0	
4/16/19	0	0	0	0	
4/17/19	0	0	0	0	
4/18/19	0	0	0	0	
4/19/19	0	0	0	0	
4/20/19	0	0	0	0	
4/21/19	0	0	0	0	
4/22/19	0	0	0	0	
4/23/19	0	0	0	0	
4/24/19	0	0	0	0	
4/25/19	0	0	0	0	
4/26/19	0	0	0	0	
4/27/19	0	0	0	0	
4/28/19	0	0	0	0	
4/29/19	0	0	0	0	
4/30/19	0	0	0	0	
5/1/19	0	0	0	0	
5/2/19	0	0	0	0	
5/3/19	0	0	0	0	
Total WR's	0	0	0	0	

Totals the columns listed by type and date

Team Information Form

Team Type:	Team Number:
Arrival Date:	Departure Date:
Team Count: Total: F: M:	State:
Blue Hat Name:	Phone:
On site contact:	Phone:
List special capabilities:	
List needs:	

	Name	Phone	Email	Ministry	SBDR/SUV	Room #
1						
2						
3						
4						
5						

Work Request Notes		
Owner Name		Tracking #
Date	**Initials**	**Notes**

MODR Flyer Example: used as handout advertising disaster services. Form should be updated as needed with local information for specific deployment.

Missouri Disaster Relief teams are in the Saint Joseph area to provide help after the recent flooding caused by the flash floods. We can assist you and your community with the following:

- Removing mud and debris from homes
- Power washing the interior of homes
- Applying mold killer/sanitizer to prepare homes re-construction
- Provide pre-mixed mold killer/sanitizer to homeowners with instructions to self-apply to homes

ALL ASSISTANCE IS PROVIDED FREE OF CHARGE.

If you would like to request our assistance or have additional questions, contact us at 1-555-555-5555. Our phones will be staffed Monday-Friday from 9:00 a.m. CST until 4:30 p.m. CST. If you call after hours, please leave a message with your name and contact information and someone will be in touch as soon as possible.

You may also visit our Incident Command Center in person at Journey Baptist Church, 5708 King Hill Rd, Saint Joseph, MO 64504.

www.modr.org
www.facebook.com/missouribaptistdisasterrelief

Logistics Chief

MISSOURI BAPTIST DISASTER RELIEF

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OUTLINE

Definition

Who fulfills the logistics role?

When logistics is needed?

Why is logistics needed?

Qualifications

Duties

This page intentionally left blank.

DEFINITION

MODR Logistics obtains and coordinates what is needed to meet the objectives. In other words, MODR Logistics gets the stuff needed to make happy volunteers and happy survivors.

WHO FULFILLS THE LOGISTICS ROLE?

The Incident Commander until delegated to another person. Ultimately it takes everyone to make it happen but the Logistics Chief and/or team is the responsible party.

- Preferred skillset: Organized
- Accounting skills
- Resourceful
- Diligent
- Qualified and competent
- Jack of all trades
- Equipment knowledge
- Acumen for machinery/mechanical (or know who to get)
- Know when to ask for help when they are in too deep

WHEN IS LOGISTICS NEEDED?

Anytime and anywhere MODR is operational. Actually, it begins before we mobilize in readiness. Incident Commanders should delegate to a logistician when:

- Conditions are overwhelming.
- Housing is added.
- Equipment is added.
- More than 30% of their time is spent on coordinating supplies and equipment

WHY IS LOGISTICS NEEDED?

We need resources to meet needs in a crisis. In addition, volunteers are given confidence when they see their needs and the needs of the survivors begin cared for.

QUALIFICATIONS

- o Current Blue or Gold Cap credentials preferred.
- o Functions as a self-starter—not always waiting for directives.
- o Resourceful
- o Ability to anticipate needs and implement solutions.
- o Some familiarity with email, phone, texting, word processing and spreadsheets is helpful.
- o Some idea of regulations, laws, etc. or who to ask.
- o SBDR and MODR ICS and IMT orientation and training.
- o FEMA ICS training (levels 100, 200, 700, and 800).

DUTIES

- <u>Setup</u>

    o Setup the site
    o Setup Logistics office (if needed).
    o Setup Logistics computer.
    o Coordinate MODR telephones for IMT as needed.
    o Coordinate Internet Service with Communications Team.
    o Set up and configure weather radio (if available). If unavailable develop plan to monitor and respond to changing weather conditions.
    o Ensure Church Agreement form is completed and filed with Administration Chief. This must be completed for all facilities used for housing or other activities. (See Appendix)
    o Complete Facilities Agreement Walk Through form for all facilities before and after use. (See Appendix).
    o Develop and implement a Parking and Unit location plan in coordination with all affected parties.
        ▪ Consider service entry, feeding line, parking, and traffic flow
        ▪ Units to include but not limited to:
            o Mobile kitchen
            o Reefers
            o Water Tanker
            o Shower
            o Laundry
            o Skid steer(s)
            o Excavators
            o Recovery Units
            o Fork lift(s)
            o Communications trailer
            o Generator(s) – large, trailer mounted
            o RV's (dry camp only
            o Fuel cell(s) (propane, diesel, gasoline)
    o Locate and document first aid and hospital locations.
    o Begin Logistics logbook.

- <u>Utilities</u>- Discover location, condition, service of utilities and adjust accordingly. Learn local codes that need to be adopted. Document utility company contacts, levels of service, etc.

  - Power
  - Sewer
  - Trash
  - Internet/data
  - Phone
  - Water

- Equipment

    o Prepare MODR equipment for travel (mobilization and demobilization)
    o Check equipment maintenance logs.
    o Manage maintenance in coordination with MODR Maintenance Ministry Coordinator and/or the unit owner.
    o Enlist Drivers in coordination with the MODR Driver Ministry Coordinator to transport MODR trailers (mobilization and demobilization)
    o Coordinate equipment rental if needed.
    o Develop and implement a Shower and Laundry plan.
        ▪ Advise Incident Commander of additional requirements.
        ▪ Ensure adequate location and connection facilities.
        ▪ Follow up with Shower/Laundry volunteers re: any needs or equipment problems.
    o Develop and implement a Volunteer Feeding Plan.
        ▪ Ensure adequate supplies.
        ▪ Assist Food Services Coordinator as needed in procurement of supplies.
        ▪ Assist kitchen leadership with coordination of meals for volunteers.
    o Move equipment as needed to facilitate safety and ease of operations.
    o Manage vehicle traffic in facility parking lots.
    o Coordinate location and distribution of assignable equipment to units as needed (e.g., generators, power washers, sprayers, fuel, bar oil, etc.).
    o Document equipment owner, contact info., special instructions, etc. and place in Logistics logbook.
    o Create a master list of all incoming trailers and equipment.
    o Connect with MODR Driver Team Leader for CDL drivers.

- Monitor:

    o Supplies (toilet tissue, paper towels, etc.) and replenish as needed.
    o Fluids in all motorized equipment daily and correct as needed.
    o Utilities.
    o Equipment
    o Fuel supplies
    o Rental agreements
    o Update Logistics logbook

- Supplies & Material

    o Locate and document sources for fuel, ice, water, Gatorade, etc. (determine alternate sources and availability after hours/weekends/holidays).
    o Maintain an inventory of such supplies, including the distribution of such supplies and/or items.
    o Document inventory of items including name of donor, organization, phone numbers, dates, etc.
    o Do you need any of the following and how much?
        ▪ Fungicide (Shockwave, RestorX, etc.)
        ▪ Tarp/lathe/nails
        ▪ Hand tools
        ▪ Food/paper goods
        ▪ Fuel, Fuel, Fuel! Make a plan for delivery.
        ▪ Other items as needed

- <u>Volunteers and Housing</u>

  - Make travel arrangements as needed (meals, housing, fuel, etc.)
  - Manage volunteer needs (e.g., housing, meals, showers, water/drinks, etc.).
  - Assign housing as volunteers check in.
  - Try to keep teams together if possible. Do not put kitchen workers with recovery workers due to different schedules.
  - Know male/female ratio of volunteers to rooms available.
  - Be aware if special needs volunteers are coming so that adjustments can be made to accommodate (stairs/elevator, power, restroom facilities, etc.)
  - Separate feeding volunteers from other volunteers. (due to odd hours)
  - Develop and implement Housing Plan for all volunteers onsite.
  - Draw a map of the rooms and capacities to assist Admin and Planning with their duties.
  - Photograph room prior to moving any furniture so as to facilitate room setup at the end of the operation.
  - Write name of each volunteer on housing roster for each room. Normally posted on the door or door frame.
  - Create a master roster and make available to IMT.
  - Make sure all accommodations work properly for volunteers.
  - Determine best place for workers to put muddy shoes to reduce dirt/debris/contamination of the host facility.
  - Develop relationship with housing host. Publish contact information of housing host in ICP.
  - Reduce problems with host facility leadership by meeting with them regularly.
  - Manage door lockage time and expectation in coordination with IC and Operations.
  - Document any room damage using the Incident Report form.
  - Secure or provide for daily cleaning of host bathroom and/or shower facilities.
  - Assist volunteers with RV's to locate a place for parking. MODR expects RV volunteers to dry camp.

- Documentation - when in doubt write it down then type it in.

  - Save any response specific logistics documents (i.e. inventory) and reports to the Logistics folder found in Dropbox under your specific deployment folder name (e.g., MBC Disaster Relief-2020 Responses-July Jeff City Flash Floods-Logistics).
  - Update Logistics logbook regularly with specific details related to the operation such as names of suppliers/rental agencies, fuel providers, phone numbers, understandings, etc.
  - Create a logbook of fuel use in order to establish a daily burn rate.

- Demobilization

  - Plan an exit strategy on first day
  - Manage site demobilization
  - Prepare MODR Equipment for travel.
    - Contact equipment owner to discuss demobilization.
    - Contact MODR Driver Team Leader to enlist CDL drivers.
    - Ensure road worthiness (flat tires? major leaks? etc.)
  - Make equipment travel arrangements as required
    - Contact Rental Equipment Companies for return process
    - Contact local Baptist Convention or Association for return of their equipment
  - Pack up of equipment.
  - Load equipment/materials according to owner's instructions.
  - Inventory what stays and what returns
  - Schedule order of demobilization with the IMT (no surprises!).
  - Tag equipment for maintenance
  - Facility needs to be cleaned/return furniture to original setup
  - Shrink wrap all pallets
  - Coordinate ending food inventory for return or donation.
  - Food demobilization follows the owner's expectations.

- Other duties may be assigned by the Incident Commander.

SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A
Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma
<u>Church Agreement</u>
Revision: January 1, 2020

Church:	Telephone:
Address:	
On this date (month, day, year) _____ Church agrees to allow _____ Disaster Relief to use the church facilities as a Disaster Relief Operational Facility for the (name of disaster response)	
DR #:	

The Church has agreed to make the following available for the purposes stated below: (The following are offered as examples only and are not intended to set priorities.)

Facility		Purpose
All except auditorium	☐	Sleeping quarters for DR Volunteers
Kitchen	☐	Food preparation
Dining/fellowship hall	☐	Food service, JAC, MARC center
Fellowship hall	☐	Meeting Facilities, Sleeping quarters
Nursery and classrooms	☐	Child care center
Classrooms/restrooms	☐	Sleeping quarters, Office Space
Other:		
Other:		
Other:		

Church has agreed to make the following equipment available for disaster response for the purposes stated below: (The following are offered as examples only and are not intended to set priorities.)

Equipment		Purpose
Church van	☐	Transporting DR Volunteers & displaced persons
Electric generator	☐	Emergency electrical service
Wheelchair	☐	Transporting injured or handicapped people
Other:		
Other:		
Other:		

Pastor/Church Rep Signature:	Date:
IMT Rep Signature:	Date:

Note:
Provide copy to Pastor or Church Representative, Retain original for IMT Files.

_____

SBDR ICS Facilities Walk Through

SOUTHERN BAPTIST DISASTER RELIEF - REGION 4A
Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma
Facilities Agreement Walk Through
List any Damage
Revision: January 1, 2020

Parking Lots:
Check for any damage (cracks, pot holes or any other damage)

joe

Area Around Parking Lots:

Facilities:
Check Sunday School Rooms, Fellowship Area, Kitchen, Rest Rooms or any other area that will be used.

Pastor/Church Rep Signature: **Date:**

IMT Rep Signature: **Date:**

Note:
Provide copy to Pastor or church Representative, Retain original for IMT files.

Administration Chief

MISSOURI BAPTIST DISASTER RELIEF

Updated 4/06/2023

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OUTLINE

Definition

Who fulfills the Administration role?

Qualifications

A typical day in the life of an Admin Chief

Duties

Appendix

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DEFINITION

MODR Administration Chief plays a vital role in a MODR response. In cooperation with the rest of the IMT, the Administration Chief helps to bring order in what can be a very chaotic situation.

WHO FULFILLS THE ADMINISTRATION ROLE?

The Incident Commander until delegated to another person. Ultimately it takes everyone to make it happen but the Administration Chief and/or team is the responsible party.

- ♦ Preferred skillset: Organized
- ♦ Accounting skills
- ♦ Resourceful
- ♦ Diligent
- ♦ Qualified and competent
- ♦ Flexible
- ♦ Quick thinker
- ♦ Know when to ask for help when they are in too deep

QUALIFICATIONS

- Current Blue or Gold Cap credentials preferred.
- Operational knowledge and experience in using email, spreadsheets, and web browsers.
  o Various deployment experience serving as a Unit Leader or part of an IMT.
  o Knowledgeable about Formstack reporting and other MODR forms.
  o Good people skills.
  o Good attention to detail.
  o MODR ICS and IMT orientation and training.
  o FEMA ICS training (levels 100, 200, 700, and 800) recommended.

A TYPICAL DAY IN THE LIFE OF AN ADMIN CHIEF

- Oversee daily sign in
- Attendance Report
- Attend the daily IMT debrief
- Receipts & receipts report
- Incoming volunteers & SUV's
- Assisting in other areas as directed by Incident Commander (IC)
- Reporting – assisted by IC or designate
- Reporting is usually completed every evening (Check with IC on reporting times as this can be dependent upon many things).

DUTIES

- Office set up
- Paperwork
- Incoming Procedures
- Finance
- Spreadsheet
- Dropbox
- Reporting

Office Set Up

The MODR state office will send an Office Kit (typically 2-3 totes which have everything needed to get started.) This should include:

- Basic office supplies
- Paperwork to get started with the church
- Empty files
- Credit card and documentation
- Extra paper
- Clipboards
- Smaller totes with supplies designated for the other IMT positions.

Please try to locate these items when doing the initial set up. These supplies will generally arrive with the initial truck from the warehouse, or brought by the IC. Oftentimes many questions are asked because we haven't taken a good inventory of what supplies are already there for use.

1) The first Admin Chief will need to examine the space provided for our team and utilize it in the most efficient way for the response. Keep in mind an inviting space which can be used to welcome teams and guests when they arrive.

2) In most cases, a member of the Communications team will be onsite to set up the computers, internet, and phone system. If this is not the case, consult with the IC on setting up the MODR computers, or using a personal computer. On smaller call outs, volunteers typically use their own devices, but MODR can provide them if available.
3) Create a filing system. At a minimum the following items are needed:
    - Blank Medical forms
    - Blank Release and Indemnity forms
    - Blank Daily Attendance Sheets
    - Blank Assessment forms
    - Blank Work Order forms
    - Completed Medical forms
    - Completed Release and Indemnity forms
    - Completed Daily Attendance Sheets
    - Financial file for receipts, donations, and/or petty cash
    - Credit Card file for documenting transfer of the credit card
    - Church Agreement
    - Rental Agreements
    - Incident Reports
4) Set up a check-out/check-in procedure in coordination with Logistics for both keys and credit cards (See appendix A and B)
5) Set up a "Today is" page. (See appendix C)
6) Create any signage for medical or local emergency information
7) Create signage for lodging details
8) Label and inventory items to assist the demobilization team. (Keep in mind, if you purchase new items during deployment which need to come back to MODR headquarters at the end of the response, please label them as "MODR")
9) Manage the IMT email assigned to your position and distribute information as needed. (See login information in Introduction section above.)

10) Maintain office supplies. Keep an eye on supply levels. This is even more important in situations where you do not have quick/easy access to stores.

Paperwork

1) Once the initial walk-through, and the church agreement is completed, file in the file box. You will also need to do this upon demobilization.
2) Should a church indicate an added financial burden for hosting our relief efforts, work with MODR state office for any assistance possible. This could include supplementing electric bills, arranging for outside cleaning services needed (i.e. carpet cleaning, etc)
3) We have a daily sign in sheet to track the number of volunteers. Place in a visible location. Once breakfast is complete, the form is brought back to the IMT office for new volunteers arriving. (See appendix D)
4) Each evening you will post the "today is" post for the following day. Generally one is placed in the IMT, one in the feeding area, and one in a common area. (See appendix C)
5) Monitor your inventory of blank forms and replenish when necessary. The most popular will be the Request for Assistance and Assessment forms. In addition to having them in a file folder, make sure you have some available for volunteers to pick up as needed.
6) Establish a time each day to ensure your filing system is organized and all files are in order.
7) You will be responsible for filing all incident reports once they have been cleared by the IC and Operations Chief.

8) Upon demobilization of ICP, take down any MODR signage, pack up the ICP office and prepare files (filebox) to be returned to DR Systems Coordinator including:

- Release & Indemnity forms
- Check in lists.
- Work requests.
- Church agreements.
- Walk through facilities forms.
- Financial receipts.
- MODR Credit card
- Other information as requested.

Incoming Procedures

1) Work with the Planning Chief to anticipate the arrival of teams, and be prepared for them.
2) You will need blank medical forms, blank release and indemnity forms, and blank SUV release forms (if their team has SUV's).
3) Read and apply background check policy as needed (see Appendix E)
4) Have each volunteer sign the daily sign in sheet and complete the required paperwork.
5) As you receive their forms, file them in the appropriate folders alphabetically by last name.
6) Once completed, in cooperation with the logistics chief, give the volunteers the necessary information, and show them to their sleeping quarters.
7) Once settled in, have the team leader meet with the operations chief if required.

Finance

1) Every time the Incident Commander changes, they need to sign the transfer of credit card form. This allows for the transfer of responsibility for the MODR state credit card. (See appendix F)
2) Follow the check-out/check-in procedure for dailiy credit card use. Every time the card goes out, it must be signed out and when it is returned, signed back in, and a receipt provided.
3) Upon receiving the receipt, you need to either scan or take a picture of the receipt (which should include: date of purchase, name of store, and total amount) and send it to Eric Barb (ebarb@mobaptist.org) labeling it by "last 4 numbers of the card, vendor, and price" (1234 Walmart $127.33). Complete the receipts tab on the master response spreadsheet found in Dropbox. This is especially helpful for the state office when processing Visa statements during deployments which span multiple billing cycles. Place the receipt in the receipts file folder. (See appendix G)
4) Keep record of any rental payment information for equipment or supplies rented for the response.
5) Tax exemption. There will be copies of our tax-exempt form included in the Office Kit for use when applicable. (Usually only in the state of Missouri)

Spreadsheet

1) Attendance Tab. The attendance tab is the digital copy of the daily sign in sheet. The format being trained in the IMT course is once a volunteer has arrived and you have a departure date, you will enter all of the attendance data at once. Should a volunteer return for future weeks, enter volunteer on a new line. (T=Travel, X=Attendance, D=Departure, C=Commuter/not staying on site) (See appendix H)
2) Telephone List. You are responsible for maintaining and updating the Telephone list tab on the master response spreadsheet. (See appendix I)

3) Receipts. As stated in the section above, you will need to enter all receipts processed by the credit card on the receipts tab on the master response spreadsheet.
4) Work Request Tab. Admin Chief will need to work with the IC and the Operations Chief to know the Work Request tab for IMT daily reporting purposes.

Dropbox

1) Dropbox is an online cloud storage site used by MODR to allow access to response files remotely.
2) The Admin Chief should use the following information to access dropbox.com:
   a. Username: modradministration@mobaptists.org
   b. Password: Yellowhats1!
   c. *Do not use your personal dropbox sign in
3) Once signed into Dropbox.com, you will have access to the MBC Disaster Relief folder which will contain the 2023 responses folder. Navigate to your response and you will find the master response spreadsheet and an Administration folder to be used to save documents, and this contains your Administration log, which you should use to enter any
important information which needs to be passed on to the next Administration Chief.
4) If you need to save documents to dropbox, you should save them to the computer first, and then "upload" files into the appropriate folder in Dropbox.

<u>Reporting</u>

We report for many reasons, but the IMT report is most important so we have an accurate account of our volunteers for insurance purposes as well as the local government to be able to report for state and federal funding.
The IC is responsible for the IMT/site report, however this is often done in conjunction with the Admin Chief.

We use the SBDR Response app (downloadable from app stores) which uses a mechanism called Formstack for our reporting. Once the original report has been submitted, you submit future daily reports by using a link in the confirmation email you received from the previously submitted report. *Please use the modradministration@mobaptist.org as the email address in the reports, so the confirmations can be easily found by all replacement Administration Chiefs.

The Admin Chief needs to familiarize themself with the app as they may need to assist blue hats with completing their reports.

Admin will also need to familiarize themself with who reports what. Recovery blue hats will file their own reports. Kitchen, Chaplains, and Shower/Laundry are to do their own reports, however, some groups/volunteers will need assistance.

The daily report is completed each evening, and oftentimes there are deadlines for those reports. Please communicate with your IC on when the report needs submitted. Work with the rest of the IMT to communicate the need for timelieness of reporting to the Blue Hats/Team leaders.

APPENDIX

Admin Appendix

A. Credit Card Check-out/Check-in
B. Key Check-out/Check-in
C. Day Post
D. Master Sign In Sheet
E. Background Check policy
F. Credit Card Transfer Form
G. MODR Credit Card receipt sample
H. Attendance Tab Sample
I. Telephone List Sample

CREDIT CARD CHECK-OUT/IN

NAME	DATE	CHECK OUT Time	CHECK IN Time	RECEIPT

KEY CHECK-OUT/IN

NAME	DATE	CHECK OUT Time	CHECK IN Time	WHICH KEY

TODAY IS
DAY 1

Monday
October 2, 2022

2022 Hurricane Ian

LOCATION: Venice, FL

MISSOURI BAPTIST DISASTER RELIEF
MASTER SIGN-IN LIST

Date		Incident Commander	
Disaster Name			
Deployment Location			

Volunteer Name (Please Print)	State	Mobile Tel. #	Date/Time In	Date/Time Out	Lunch	Dinner	Breakfast Tomorrow
	GRAND TOTAL SBDR VOLUNTEER DAYS						

MODR Revised 02/08/2023

Following are the background check requirements for volunteers engaged in Missouri Baptist Disaster Relief (MODR).

- MODR trained volunteers - anyone receiving MODR training receives a background check at least every 5 years.
- Missouri Baptist Convention (MBC) member churches - volunteers from MBC churches that want to work with MODR but have not been trained do not need a background check to participate in disaster events on a case by case basis.
- Spontaneous Unaffiliated Volunteers (SUV) – no background check needed if only a "day worker". A background check will be needed if staying overnight.

Nov. 10, 2020

DISASTER RELIEF
Credit Card Assignment & Transfer Form

Name:			Today's Date:	
Contact Number:		Email:		
Type of Credit Card:	( ) Visa ( ) Mastercard		Date Received:	
Response/Event:				
Site/Location:				
Deployment City:		State:		

CARDHOLDER AGREEMENT
I, hereby, acknowledge receipt of the following   ( ) Visa   ( ) Mastercard:
The last four numbers on the Credit Card :
I understand that improper use of this card may result in disciplinary action, as well as personal liability for any improper purchases. As a cardholder, I agree to comply with the terms and conditions of this agreement and the Missouri Baptist Convention Credit Card Guidelines. I will strive to obtain the best value for MODR when purchasing merchandise and/or services with this card. SIGNATURE _____ —

END OF DEPLOYMENT
At the end of your deployment, or before, please return credit card and this completed form to the IMT administration volunteer and/or the DR Systems Coordinator.

Card Returned Date:		No. Receipts turned in:	

TRANSFER CREDIT CARD
If, after your deployment the DR State Director directs that the credit card be given to another volunteer, have the new volunteer complete the Credit Card Assignment & Transfer form and provide to IMT Administration volunteer. Also complete the below information and return form to the IMT Administration volunteer.

Card Transferred To:		Date transferred:	
Contact Number:		Email:	

MODR credit card receipts

Please take picture of every receipt making sure the LOCATION, DATE, and TOTAL CHARGE are clearly visible in the picture. (See examples below).
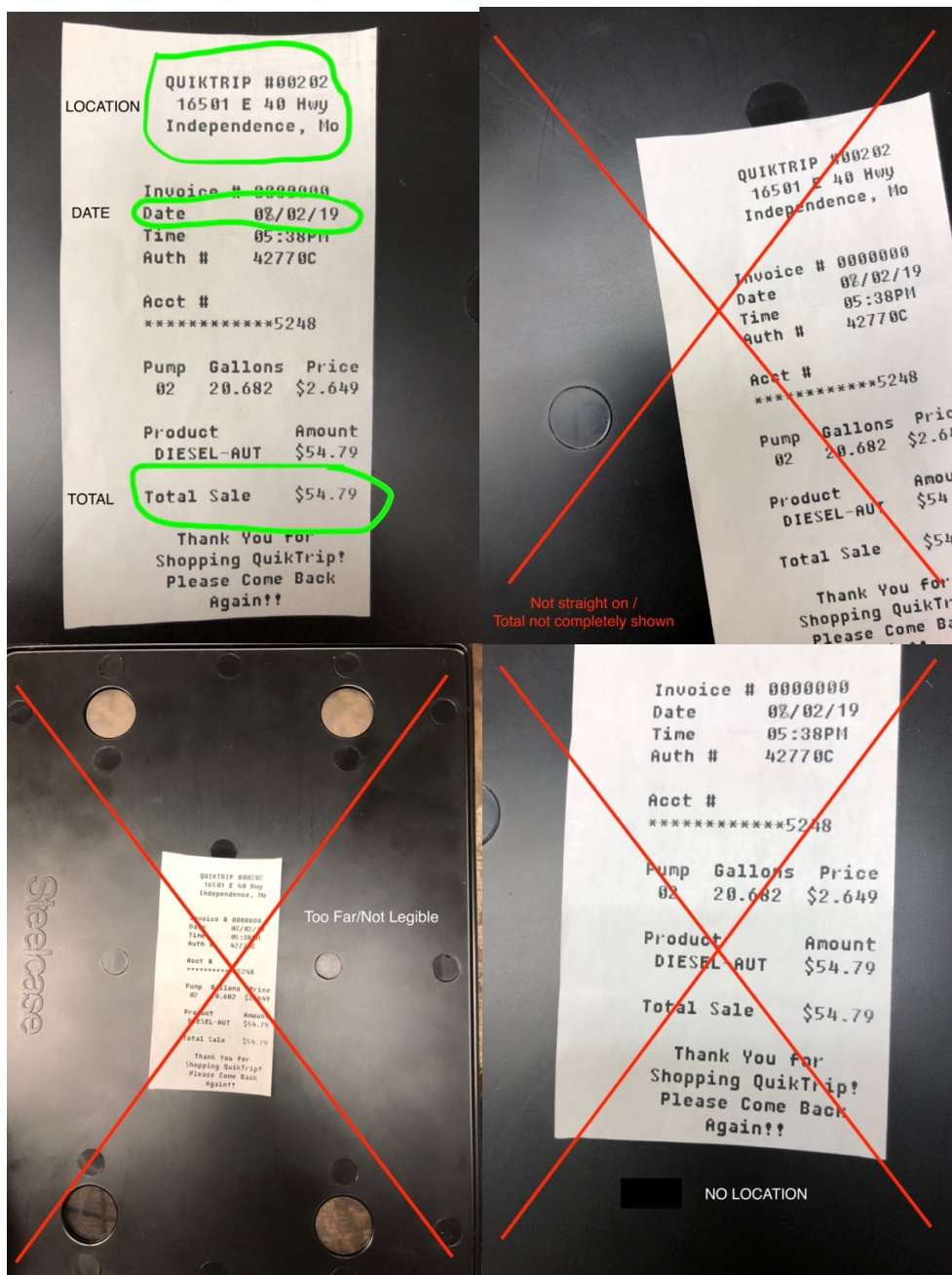
Email pictures or scans of receipts from your purchase to Eric at: ebarb@mobaptist.org

If you have issues or questions with the card, contact Eric during office hours at 573-636-0400 ext 317, or after hours at 573-680-3701.

MODR VOLUNTEER ATTENDANCE SPREADSHEET (DATABASE) INSTRUCTIONS

- MS Excel Spreadsheet.
- Used to collect information from SBDR Volunteer sign-in sheets. Data is used in housing, meal, and other planning functions.
- If you need to add rows or columns to the spreadsheet, please work with the MODR systems coordinator to do so.
- Additional total calculations can be added at bottom of form if other totals are needed.

ATTENDANCE RECORD

Please Do Not Make Any Changes in the Yellow or Color Shaded Areas!!!

Note: For instructions, hover cursor wherever you see a red triangle.

Please find additional information and entry fields below row 118, e.g., Shower, Laundry, and Water Purification data. Green fields require manual data entry.

2020 AUGUST – CEDAR RAPIDS, IA DERECHO

T = Travel, A = Has Arrived, C or X = Working On-Site, or D = Plans to Depart

Start Date: 8/15/2020

Sequential Days of Operation

#	VOLUNTEER's LAST NAME	FIRST NAME	STATE	DR TASK	LOCATION / SITE	2 Sun 16	3 Mon 17	4 Tue 18	5 Wed 19	6 Thu 20	7 Fri 21	8 Sat 22	9 Sun 23	10 Mon 24
1	Palmer	Jerry	MO	IM	Cedar Rapids	A	X	X	X	X	X	D		
2	Thompson	Jim	MO	CM	Cedar Rapids	A	X	X	X	X	X	D		
3	Schauer	Jo Ann	MO	IM	Cedar Rapids	A	X	X	X	X	X	D		
4	Reddell	Randy	MO	CP	Cedar Rapids	A	X	X	X	X	X	D		
5	Reddell	Sheryl	MO	CP	Cedar Rapids	A	X	X	X	X	X	D		
6	Rainey	Larry	MO	SH	Cedar Rapids		A	X	X	X	X	X	D	
7	Newbrough	Michael	MO	SH	Cedar Rapids		A	X	X	D				
8	McVeigh	Ed	MO	FD	Cedar Rapids			A	X	X	X	X	X	D
9	Brownell	Russell	MO	FD	Cedar Rapids			A	X	X	X	X	X	D
10	Ward	Ron	MO	CS	Cedar Rapids			A	X	D				
11	Ward	Christina	MO	CS	Cedar Rapids			A	X	D				
12	Deatherage	Debbie	MO	CS	Cedar Rapids			A	X	D				
13	Deatherage	Dallas	MO	CS	Cedar Rapids			A	X	D				
14	Ward	Chris	MO	CS	Cedar Rapids			A	X	D				
15	Eickenberry	David	MO	CS	Cedar Rapids			A	X	X	X	X	D	
16	Hadler	Arlin	MO	CS	Cedar Rapids			A	X	X	X	X	D	
17	Dickerson	Dan	MO	CS	Cedar Rapids			A	X	X	D			
18	Knehans	Jon	MO	CS	Cedar Rapids			A	X	X	X	X	D	
19	Walker	Kevin	MO	CS	Cedar Rapids			A	X	X	X	X	D	
20	Marler	Randy	MO	CS	Cedar Rapids			A	X	D				
21	Stevenson	Ann	MO	CP	Cedar Rapids			A	X	X	X	X	D	
22	Stevenson	Steele	MO	CP	Cedar Rapids			A	X	X	X	X	D	
23	Adkins	Earl	MO	CS	Cedar Rapids				A	X	D			
24	Carpenter	Daniel	MO	CS	Cedar Rapids				A	X	X	D		
25	Cox	Sandra	MO	CS	Cedar Rapids				A	X	X	D		
26	Davidson	Randall	MO	CS	Cedar Rapids				A	X	X	X	X	D
27	Nelson	Allen	MO	CS	Cedar Rapids				A	X	X	X	X	D
28	Glenn	Chance	MO	CS	Cedar Rapids				A	X	D			
29	Groner	Al	MO	CS	Cedar Rapids				A	X	D			
30	Kinzie	Danny	MO	CS	Cedar Rapids				A	X	D			
31	Miller	James	MO	CS	Cedar Rapids				A	X	D			
32	Nations	Richard	MO	SH	Cedar Rapids				A	X	X	X	X	D
33	Putnam	Edward	MO	CS	Cedar Rapids				A	X				

TELEPHONE LIST EXAMPLE

- MS Excel spreadsheet.
- Includes contact information for all MODR leadership
- Used to collect contact information for non- volunteers, commercial entities, and others providing resources to Disaster Relief.

FUNCTION	LAST NAME	FIRST NAME	MOBILE PHONE	EMAIL ADDRESS	COMMENTS (Location)
Please Do Not Make Any Changes in the Yellow Shaded Areas		**TELEPHONE & EMAIL LIST**			
		2020 AUGUST -- CEDAR RAPIDS, IA DERECHO			
Site Coordinator (On-site)				modradministration@mobaptist.org	
Assist. Site Coordinator (On-site)				modroperations@mobaptist.org	
IC (On/Off-site)				modric@mobaptist.org	
Assist. IC (On/Off-site)					
Administration Chief (On/Off-site)				modradministration@mobaptist.org	
Planning Chief (On/Off-site)				modrplanning@mobaptist.org	
Operations Chief (On/Off-site)				modroperations@mobaptist.org	
Assist. Operations (On/Off-site)					
Logistics Chief On/Off-site)				modrlogistics@mobaptist.org	
Staff Chaplain (On-site)					
Lead Assessor (On-site)					
Administration On-site Tracfone			319-360-4256		
Planning On-site Tracfone					
Operations On-site Tracfone					
Hospital					
Local Law Enforcement					
County Judge					
Precinct Commissioner					
County Emergency Manager					
City Manager					
Red Cross Contact					
Salvation Army Contact					
FEMA Contact					
Local/Host Church		Immanuel Baptist Church		1900 F Ave., Cedar Rapids, IA	
MO DR State Directors, Coordinators (White Hats), and Regional Leadership (Blue Hats)					
State Director & Assistant --					
DR State Director	Moss	Gaylon	573-298-0220	gmoss@mobaptist.org	
DR Systems Coordinator	Barb	Eric	573-578-6300	ebarb@mobaptist.org	
Associate State Directors --					
DR Associate State Director					
DR Associate State Director					
Area Coordinators --					
DR State IC Coordinator					
DR State Communications Coordinator	Palmer	Jerry	816-805-2523	w0grp@mobaptistdr.org	
DR State Collegiate Coordinator	Atwell	Maddy	660-541-0907	matwell@mobaptist.org	
DR State Mass Feeding/Kitchen Coordinator	Hahs	Ron & Jo Ann	573-576-8234	ronjoannhahs@yahoo.com	
DR State Shower Coordinator	Beasley	Michael & Ruth	816-632-0827	msb123153@hotmail.com	
DR State Chainsaw Coordinator					
DR State Flood Recovery Coordinator	Clemons	Leighton & Kay	816-806-2635	lkclemons64@sbcglobal.net	
DR State Child Care Coordinator	Hurd	Angie	314-540-2983	abhurd@swbell.net	
DR State Chaplain Coordinator	Reddell	Randy	870-577-7285	rsreddell@yahoo.com	
DR State Emergency Mgmt. Liason					
Regional Coordinators --					
Northwest Regional Coordinator	Mohler	John	660-232-2174	rev.johnmohler@gmail.com	
Northeast Regional Coordinator	Groner	Al	573-735-3243	bethelbaptistassoc@hotmail.com	
West-Central Regional Coordinator	Dayringer	Joe	573-291-5151	jdayringer@icloud.com	
Central Regional Coordinator	Derden	David	660-221-9547	davidkandv@live.com	

MISSOURI BAPTIST DISASTER RELIEF PLANNING DUTIES

Updated 03-2023

Planning Chief Qualifications

-Current Gold or Blue Cap credentials preferred.
-Detailed knowledge of MODR resources and contacts
-Good people and telephone skills
-Good attention to detail is required
-Operational knowledge and experience in using email, spreadsheets, and web browsers.
-SBDR and MODR ICS and IMT orientation and training
-FEMA ICS training (levels 100, 200, 700, and 800)

Incident Action Plan

Prepare and record IAP for each operational period

1. Report to the Incident Commander to start IAP. Write out:
   a. Situation
   b. Scale (How many? How much? How big?)
   c. Scope (What is the extent of the damage?)
   d. Expectations
   e. Protocols
2. Who are the key contacts? (Pastor, Church staff, Association Missionary, State DR Director, Regional DR Coordinator, Mayor, local Emergency Manager, etc.).
3. What do they see as the priorities. Are there areas more effected/higher needs than others?
4. Include the needs that have been identified by IMT staff.
5. Develop plans to meet the objectives in coordination with IMT.

Lead Planning Meeting

1. Coordinate time and place with the Incident Commander
2. Communicate situational awareness from the Planning Chief perspective.

Establish Planning area in the ICP if needed or requested.

Scan for example

Resource Unit Leader/Mobilize Volunteers

Communicate with IMT staff to learn what teams are needed.

1. During daily IMT Meeting share information gathered in IAP.
2. Know max capacity based on ability to house, feed, & shower volunteers.
3. Separate men and women sleeping areas.
4. Separate sleeping area for feeding volunteers whenever possible due to early work schedule.
5. Suggest new areas of ministry to the IMT if the situation arises.
6. Be alert to needs of other staff members.
7. Be aware of the information that is needed from you to allow others to be successful, i.e. information needed by Incident Commander, Logistics, etc. and provide in a timely manner.

Recruit teams to fill needs

1. Using the IAP, formulate a list of needed volunteers.
2. Read and apply process for finding teams (contact MODR office for mass email, contact Ministry Coordinators, State Director arranges out of state contacts, database, formstack notifications through the Planning email account, check with IC re: recruiting protocols, etc.).
3. There are multiple pathways to mobilization: email, phone, voicemail, word of mouth, known blue hats & team leaders.
4. Read and apply background check policy as needed when communicating with volunteers. (see Appendix)
5. Read and apply SUV protocols as needed. (add to APPX.)
6. Make no promises re: special favors, conditions, etc.
7. Coordinate with Logistics Chief to assure needed housing is available.

Communicate regularly with teams and individuals

1. Answer the phone with grace and mercy. Stay pleasant and optimistic. This begins the relationship of unity and camaraderie.
2. Give and gather information realizing that "now" may not be the best time. Ask "Do you have time for me to ask you some questions so we can make sure we are prepared for your arrival?"
3. Eliminate surprises to the best of your ability. They will appreciate knowing the status of power, water, Wi-Fi, HVAC, building comfort level, weather, etc. Don't create a "I wish someone would have told me" situation.
4. Inform teams of what services and supplies are available locally such as gasoline, groceries, basic necessities, etc. They will want to know if they need to purchase supplies before arrival.
5. Update the team on any special logistical and travel issues such as traffic, best time of arrival, etc.

Create a checklist for each team [NEED STANDARD FORM, but info may be in Formstack Roster]

1. Start New Team Checklist for each team.
     - Information to include: Blue Hat/ Unit Leader name, number, alternate leader name and number, arrival date, first meal, departure date, last meal, number of men and women, trained?, background check?, skills you do, skills you don't do, equipment?, Unit #, special needs. Also, SUV info such as policy agreement, overnight stay, and background check if needed.
2. Update Resource Tab on Spreadsheet with New Team Checklist information.
3. Print and distribute Resource Tab information to IMT staff.

Resource Unit Leader/Mobilize Volunteers (Continued)

Incoming Team Information flow chart
1. Planning Section notified that teams are coming.
2. Formstack Team Roster Completed by incoming Blue Hat.
3. Planning Section reviews and records the information they need.
4. Logistics Section can now plan for housing (how many and Male or female firm dates etc)
5. Administration Section can enter team member names and workdays.
6. Operations Section can start completing the Operations Questioner with information gathered from the Rooster.
7. When the team arrives, everyone is ready for them, and little work remains to be done!

Track teams and individuals on spreadsheet calendar regularly (team arrivals/departures)

Update team tracking white board regularly.
1. Update team information on MODR White Board using sticky notes.
    Blue Hat name/phone, Other contact name/phone if necessary, # Men, # Women, Arrival Date/time, Arrival meal B,L,D or N (B=Breakfast, L=Lunch, D=Dinner, N=None), Depart Date/time (may be filled out after arrival if they don't know), Depart meal B,L,D or N, area where they are going to serve, sleeping location, list special equipment. Use another sticky note if needed.
2. Make a sticky note for equipment that is shared between teams. Track its location by attaching it to the sticky of the blue hat who has it in possession so that it can be easily located at any time.
3. Put in order of arrival
4. List IMT contact info

Teambuilding
1. Pray for them regularly before and after arrival
2. Provide hospitality
3. Be kind
4. Be welcoming
5. Build relationship
6. Communicate
7. Don't assume they know
8. Be a good listener and gather information about incoming teams to identify any special needs and concerns.
9. Introduce the team to the White Hats/IC if available
10. Notice the countenance of people.

Resource Unit Leader/Mobilize Equipment

Mobilize equipment resources
1. Fulfill equipment request from IMT staff in coordination with Incident Commander
2. Use MODR Equipment Database - (Airtable, View Only)

Complete Resource Tracking on the spreadsheet calendar
1. Resource tab - MODR/SBC equipment
2. Show status of all MODR/SBC resources
3. Equipment we own or that is a SBC resource is entered on the Resource Tracking tab.
4. Equipment rented or acquired during the operation is entered on the Logistics tab by the Logistics Chief.

Demobilization

Prepare and implement plan for demobilizing equipment to MODR availability
1. Plan for and document when equipment is ready to be returned.
2. Contact Unit owners/caretakers to determine best way to return equipment.
3. Update Resource Tab with new status.

Prepare and implement plan for demobilizing volunteers
1. Plan for and document when teams are leaving.
2. Maintain Resource Tab by recording team departure
3. Update Deployment Calendar and White Board

REMEMBER:
Begin with the end in mind. The success and ease of demobilization depends on the accurate documentation and labeling of items as they are initially received. Keep a good inventory

Appendix

Save documents to the Planning folder
In Dropbox under the specific deployment folder name (e.g., MBC Disaster Relief-2020 Responses-July Jeff City Flash Floods-Planning).

Maintain Planning Logbook
1. Record incidents
2. Record near misses
3. Things you'd want to know
4. Type the document
5. Record your contact info. (name, phone)
6. Use plain language
7. Use initials for edits
8. Date each entry
9. Use Dropbox under specific deployment folder.

Other duties as assigned by the Incident Commander

Tracking Resources Example

In the alternative, a MS Excel spreadsheet may also be used to track and/or monitor SBDR response resources.

DR Units On-Site
2020 AUGUST -- HURRICANE LAURA

MODR UNITS ON-SITE =	5
REGION 3 UNITS ON-SITE =	-1
OTHER STATES ON-SITE =	1
TOTAL UNITS ON-SITE =	5

TOTAL ON-SITE SINCE START = 12

Please Do Not Make Changes in the Yellow Shaded Areas

	MODR UNITS RESPONDING			REGION 4A UNITS RESPONDING			OTHER STATES RESPONDING		
	Unit Number	Date Arrived	Date Departed	Region 3 Unit Number	Date Arrived	Date Departed	Other Unit Number	Date Arrived	Date Departed
	MO RC 093 -- MO	3/23/2015	3/31/2015	TN FD 006 -- B	3/21/2015	4/6/2015	IA SH 017 -- LN	3/16/2015	3/28/2015
1	morc036c	9/25/2020		LA laundry unit		10/16/2020	insr114	9/28/2020	??
2	heart of missouri asc	9/27/2020	??	LA generator			kncsb cs-1	10/18/2020	
3	mosh006/l	8/28/2020	??						
4	mosh003/l	8/28/2020							
5	f650,24 ft trailer	9/6/2020							
6	mohe007/ss	9/6/2020							
7	4 wheeler	9/6/2020	10/14/2020						
8	box trailer								
9	johndeere gator								
10	volvo box truck		??						
11	missouri generator		9/28/2020						
12	morc024/c	9/28/2020							
13	metal gasoline pump	8/30/2020							
14	morc027/c	10/20/2020							