

# Oklahoma Baptist Disaster Relief



## Incident Command System Recovery – Initial Contact Person Training Manual

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# INITIAL CONTACT PERSON

## **Introduction**

The Initial Contact Person Team (ICP Team) is a Team of Oklahoma Southern Baptist Disaster Relief volunteers. The Team is specially trained and ready on short notice to take requests from homeowners who need help with Recovery (Chain Saw or Mud-Out). This Team was formed in 2009.

The ICP Team is the first point of contact for those requesting help from Southern Baptist Disaster Relief Recovery Teams. For many callers, this will be the first time to ask for help from Southern Baptist Disaster Relief. All callers will care greatly about the way we respond to them in their time of crisis. For the ICP Team each call is a ministry opportunity.

The work of the ICP Team is crucial to the timely and effective flow of recovery work. The ICP Team screens all requests and identifies the “emergencies”. This enables the Assessors and, in turn, the Recovery Teams to quickly respond to the most serious and urgent needs. The property owner, Assessors and Recovery Teams are all relying on the ICP Team.

The ICP Team will be called upon to begin serving immediately after a disaster strikes. The ICP Team works in concert with the Rapid Response Assessment Team (RRAT). The ICP Team along with the RRAT serves under the Incident Command System. See Appendix One for definitions of the RRAT and Incident Command System. Refer to Appendix Seven to see how the ICP Team and RRAT relate under the Incident Command System.

## **Duties of ICP Team**

The ICP Team has four duties: 1) receive requests for Recovery assistance, 2) screen the requests to identify “emergencies”, 3) maintain a job request spreadsheet, and 4) answer call-backs. See the ICP Job Description, Appendix Two.

## **How the ICP Team Will Be Evaluated**

The ICP Team will be evaluated on: response time, safety, preparation, completeness and accuracy, use of “Category” criteria to screen for “emergencies”, and how callers are treated.

## **Initial Contact Person Qualifications**

To serve on the ICP Team a person must have completed training in Basic Disaster Relief, Initial Contact Person, and Damage Assessment. This person must be someone who enjoys answering the telephone and receiving requests from the public. Other qualifications include attention to detail, team spirit, and availability to serve on short notice.

## **Alert System**

Southern Baptist Disaster Relief has three levels of readiness. They are as follows:

*Alert* – There is a potential response for the unit. This is the lowest level of readiness.

*Stand-By* – There is a probable need that a unit will be needed to respond.

*Go/No Go* – The unit is ready and available to respond. Go means response is definite.

The Southern Baptist Disaster Relief Director for the State decides on the readiness stage and notifies the Units that are needed.

## **ICP Team Activation**

The ICP Team will be needed immediately after a disaster strikes and, therefore, all ICP Team members should be prepared to move on three hours notice. The ICP Team Leader will contact Team members to ask about their availability and designate who will GO first. Those members of the ICP Team nearest the disaster will probably be asked to GO first. All other ICP Team members are automatically on “Stand By”.

If the Command Center is not yet set up, ICP Team members should be prepared to take requests by telephone from their homes. Prepaid cell phones are available for taking requests. The ICP Team Leader will distribute the cell phones to Team members as soon as possible. The cell phone numbers will already have been distributed to Emergency Management and the Directors of Missions in the affected area. The ICP Team Leader will arrange to send any requests received during this time to the Assessor Coordinator.

The ICP Team will be asked to go to the Command Center as soon as it is set up. We will try to rotate Team members every four days, but be prepared to stay for up to one week. Take two-three days supply of food and water, and other supplies. If you have one of the ICP Team’s pre-paid cell phones take it and the charger with you. Call the Team Leader every four hours while in route to the Command Center and again while on the way home. For security, support, and safety no fewer than two ICP team members will be asked to serve at the same time.

The ICP Team members rotating off and the ICP Team members rotating on are both equally responsible for a smooth transition. They must spend whatever amount of time together that is necessary to ensure a **seamless** transition.

Each member of the ICP Team is asked to place his/her priority on ICP above other Disaster Relief ministries. (This does not preclude an ICP team member from serving on, for example, a Feeding Unit, if not needed for ICP.)

Each ICP Team member should keep the ICP Team Leader informed of any changes in contact information or availability to serve.

## **ICP Team Operating Guidelines**

Stay spiritually prepared for taking requests. Participate in the daily devotional and prayer time.

Stay safety-aware at all times while on the job and while traveling to and from the job. Participate in safety meetings. See Appendix Three for the hazards you could encounter and the appropriate controls/preventative measures. Notify the ICP Team Leader if you become sick or have an accident.

Encourage the other members of the Team. Help each other. Pray for each other.

No one other than members of the ICP Team should be asked to take Requests. If extra help is needed, the ICP Team leader may train volunteers on site to serve as ICP.

Continue to learn and improve. Seek excellence. Keep up-to-date with changes in the ICP Manual.

# RECOVERY REQUESTS

## Guidelines for Taking Requests

Answer the telephone *“Southern Baptist Disaster Relief”*.

View each call or contact as a ministry opportunity. Welcome calls; **we want to hear** from people who need our help.

Be aware that you are speaking to someone who is experiencing a traumatic event. The person is under stress and may be confused.

Listen closely to the caller’s concerns. Listening can be a ministry. Be especially patient when talking to those who have difficulty hearing and with those who are not fluent in your language.

The way we take the information from a caller is just as important, if not more important, than the information we take. Your attitude (“how you are feeling”) will be apparent to the caller. Be friendly and courteous.

Record all requests using the “Recovery - Oklahoma Baptist Disaster Relief Request for Volunteer Assistance” form (Appendix Four). Completeness and accuracy are important. Take the necessary time with each caller. Write legibly. The Assessors and Recovery Teams rely on the accuracy, completeness and readability of the Request form; any errors, omissions or illegible handwriting can mean a delay in responding to the request. Collect only the information needed to complete the Request form. Any additional information needed about the request will be collected by the Assessors.

Don’t speculate or predict about when we can help. Make no promises. Don’t give a time frame for when we will contact the caller or when the Recovery Team can do the work.

If the request is not one which we consider to be an “emergency”, tell the caller we cannot help, explain why we can’t help (“We will not be able to do their work because we have many emergency requests.”), and suggest an alternative (“Contact a local Southern Baptist Church for help.”). Be up-front and honest. Don’t leave the caller with the impression that we will help.

Avoid stereotyping the callers. Each caller’s situation will be unique and deserving of our full attention.

Be consistent and fair; no caller should receive preferential treatment.

Never argue with a caller.

Refer all callers from the media, government agencies, or other disaster relief volunteer groups to the Incident Commander. If the Incident Commander is not available say “I will have my supervisor call you.” Take the caller’s name and telephone number.

Guard the information that you gather; keep it confidential. It should be shared only with those in Southern Baptist Disaster Relief who are authorized to see it.

Never make business referrals.

Don’t give the job number to the caller. The caller could assume that the job number determines the order of our response; this is not the case.

## Completing the Request for Volunteer Assistance Form

Use the “Recovery - Oklahoma Baptist Disaster Relief Request for Volunteer Assistance” form. (Appendix Four)

1. Enter the date of the Request.
2. Leave the Job Request number blank. The Job Request number will be assigned by the ICP Team member who enters the request on the Job Request Spreadsheet..
3. Leave the Priority blank. The Assessor will enter the Priority.
4. Enter the name of the resident. Ask whether the caller is the resident.
5. Enter the entire street name including “St.”, “Ln.”, “Ave.”, etc. Many streets have the same first name and are distinguished only by the last name: “St.”, “Ave”, etc.

If the home is in a rural area, also ask the caller for a physical description of the location, or the location in relation to an easily recognized landmark. Write the description in the margin or on the reverse side of this form.

6. Enter the Zip Code. The Assessors and Recovery Teams may need the Zip Code to plan their routes of travel and work schedule.
7. Enter the Area Code. The Area Code will be needed if the disaster spans more than one Area Code.
8. Ask “*Are there any immediate special needs?*” Examples of immediate special needs are serious illness or injury, shortage of medicines, or shortage of oxygen. Record any immediate special needs that the caller may mention. If the caller does not mention any immediate special needs enter “none”.

In potentially life threatening situations immediately notify the Incident Commander. The Incident Commander may elect to notify emergency responders or divert Assessors and Recovery Teams to the property. If someone other than the resident is calling record the name and telephone number of the caller.

9. Ask “*Is the home occupied?*” Check YES or NO. If NO, explain to the caller that we do not work on properties unless the home is in use. If NO, the request will not be given to our Assessors.
10. Ask “*Is the resident also the landowner?*” Check YES or NO. When the answer is NO ask for the name and **best contact** telephone number of the landowner.

Requests received from residents of rental homes, and mobile homes on rented space, will be given the same consideration as other requests; all requests from rental homes and mobile homes will be referred to the Assessors. As with all other requests the landowner will have to be available to meet with the Assessors and sign a liability release.

11. Ask the caller “*Are you the resident?*” Enter YES or NO. If the answer is NO ask for the name and **best contact** telephone number of the caller.

12. Ask specific questions (**one at a time in the order given below**) to determine whether the request is an “emergency” type request. Emergency type requests fall in either Category A or B. Enter a check mark by the Category that applies. There is no need to mention the word “Category” to the caller.

CATEGORY	CHAIN SAW	MUD-OUT
<b>A</b> ____	Is your front door blocked so you can’t get out? Is your driveway blocked? Has a tree broken through your roof?	Flood water in house for several days at or above floor level. Furniture and fixtures water soaked. Complete mud-out and gut-out may be required. General condition is poor. (Note: General condition refers to a combination of foundation, floor, roof, trim, cabinets, frame, walls, etc.)
<b>B</b> ____	Is there a tree or large limb leaning against or on the house or a hazard in the yard?	Flood water in house for short period at or below floor level. House was opened and allowed to dry out. Only limited mud-out or gut-out required. General condition is medium.

<b>Not A or B</b> ____	If not A or B inform the caller that we will not be able to do their work because we have many emergency requests. Suggest that the caller contact a local Southern Baptist Church for help. If not A or B do not assign a Job Request number.
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If the request is not in Category A or B, collect only the information in items 1 through 12, above; do not complete items 13 through 18, below. Requests that are not A or B will not be assigned a Job Request number or be sent to the Assessors. The requests will be kept on file in case a church group volunteers to follow-up. If not A or B the job can probably be done safely by a church group without special training or equipment.

If the request is in Category A or B complete items 13 thru 18 below.

13. Ask “*Do you need to clear this request with your insurance company?*” Enter YES or NO. If the answer is YES, tell the caller that our volunteers will not work on the property until it is cleared by the property owner’s insurance company. It is the property owner’s responsibility to obtain clearance from their insurance company concerning their request for specific work covered by the insurance. The ICP Team will keep the request on hold until the property owner has obtained clearance from their insurance company and called to notify us that it is alright to go ahead with the work.

14. Ask “*Does the owner (or resident) wish to be present when the work is being done?*” Enter YES or NO. If the answer is YES, the Assessor and Recovery Team will not do any work unless the property owner or resident is present.

15. Ask “*Do you have a church home?*”. Enter YES or NO. If the answer is YES, ask for the name of the church. You may need to explain that we are interested in this information because we consider Disaster Relief to be an outreach ministry and want to encourage everyone to find a church home. You may also need to explain that the Disaster Relief ministry is available to everyone regardless of their church affiliation or denomination.

16. Ask “*Are there any special situations or hazards?*” Note any special situations or hazards that the caller may mention. If the caller does not mention any special situations or hazards enter “none”.

Special situations may include the physically disabled, single mothers, the elderly, widows, and caregivers. Examples of hazards are dogs outside, electrical (live electric lines down), mechanical, chemical, biological, or health hazards, structure condemned or rebuilding unlikely, excessive demands or restrictions by owner.

Special situations or hazards do not exclude the request from consideration; all Category A and B requests will be referred to the Assessors.

The Category of a request will not be raised or lowered because of a special situation or hazard. For example, a Category B request will not be raised to a Category A because of a special situation or hazard. A request not in Category A or B will not be raised to an A or B because of a special situation or hazard.

The information that the ICP Team collects about special situations or hazards is preliminary and will need to be verified by the Assessors.

17. Tell the caller that “**We will have someone contact you.**” Also tell the caller that “**All of our volunteers carry a Southern Baptist Disaster Relief photo ID, and our volunteers are not permitted to ask for, or accept payment or donations for their work.**” If the caller asks you when to expect our help, say “**I cannot give you a time.**”

18. **Enter your name.**

### **Flow of Request Forms**

After the Request form is filled out, a Job Request number is assigned and the request is entered on the Job Request Spreadsheet. Appendix Seven illustrates what happens next.

Appendix Seven is a guide to directing the flow of requests. Depending on the circumstances of the Activation the actual flow may be a blend of those illustrated in Appendix Seven.

# **JOB REQUEST SPREADSHEET**

## **Maintaining the Job Request Spreadsheet**

The ICP Team is responsible for maintaining the Job Request Spreadsheet. (Appendices 5 and 6) All requests in Category A and B will be assigned a Job Request number and logged in on the Spreadsheet. This will be done before the request is assigned to the Assessors. The only requests to be assigned a Job Request number and entered on the Spreadsheet will be those requests taken directly by the ICP Team.

Any requests that may be taken by others will not be assigned a Job Request number or entered on the Spreadsheet. These requests will be returned to the Command Center when completed by the Recovery teams; at that time they will be recorded and filed.

The ICP Team will keep the Spreadsheet up-to-date. Requests will be entered on the Spreadsheet on the same day that they are received. The status of each request will be recorded as reports are received from the Assessor Coordinator and Recovery Team Coordinator. The Assessor Coordinator will be asked to provide daily up-dates on which jobs have been assessed, the assessor's name and the Priority assigned. The Recovery Team Coordinator will be asked to provide daily up-dates on which requests have been completed and the number of the Unit(s) that did the work.

Job cancellations will be noted on the Spreadsheet. Some of the reasons for job cancellations include: job did not rank as Priority 1 or 2, job done by owner or others, no insurance clearance obtained, job requires bucket truck or climber, owner could not be found or chose not to sign liability release, the job request is a duplicate.

## **How the Job Request Spreadsheet is Used**

The Incident Commander can use the Job Request Spreadsheet to monitor the progress of the Recovery.

The Incident Commander, Assessor Coordinator and Recovery Team Coordinator can use the Job Request Spreadsheet to monitor the amount of time it is taking to respond to job requests.

The Assessor Coordinator and Recovery Team Coordinator can use the Spreadsheet as a tool for assigning jobs. They can readily see which jobs have been assigned, which ones have been completed, and which ones still need to be assigned

The Incident Commander can use the Spreadsheet to prepare the daily report required by the State Disaster Relief Director. This report includes the number of requests received, number of jobs assessed, number of jobs cancelled and number of jobs completed.

It is common for the same homeowner to request help two or more times. The ICP Team can use the Spreadsheet to detect duplicate requests.

People often call-back to ask about the status of their request. The ICP Team can use the Spreadsheet to find the record of the request.

## CALL-BACKS

### Answering Call-Backs

The ICP Team is responsible for answering call-backs. We should welcome call-backs and handle them in the same courteous, friendly and caring way as when the caller called the first time. Call-backs are another ministry opportunity.

Some homeowners will call-back to ask “Am I still on the list?” or “When will you get to me?” The ICP Team can check the Job Request Spreadsheet and tell the person whether the request is on record.

If the caller asks when to expect our help, say “**We are unable to promise a time.**” Do not speculate or make any promises or predictions about when the homeowner will be contacted, or when the volunteers will get to the property.

If the caller continues to insist on knowing when our volunteers will respond, or has a complaint or some other issue, tell the caller “**If you would like I can have my supervisor call you.**” **Never argue.** Keep a record of the date and time the person called, the caller’s name, address, telephone number, and the concern or issue. Record exactly what the caller said about the concern or issue. The Incident Commander will decide how to respond.

## Terminology

Initial Contact Team (ICP team) – A team of Oklahoma DR volunteers specially trained and ready on short notice to go to a disaster site on 3 hours notice to take requests from homeowners needing help with Recovery (Chain saw or Mud-Out). This team was formed in 2009.

Rapid Response Assessment Team (RRAT) – A team of Oklahoma DR Assessors ready to go to a disaster site on 3 hours notice, give the State Director an overall assessment of need and begin assessing requests from homeowners needing help with Recovery (Chain saw or Mud-Out). This team was formed in 2009.

Incident Command System (ICS) The ICS organization for Southern Baptist Disaster Relief was modeled after the ICS developed and used by the National Wildfire Coordinating Group. While birthed in the fire service, the ICS is used by many disaster relief response agencies and emergency operations centers across the country. ICS is a disaster management process that has proven to be an effective and valuable tool. ICS is the model tool for command, control, and coordination of a disaster response. ICS was developed in the 1970's in response to a series of major wildfires in southern California. During these wildfires there were several recurring problems involving multi-agency responses such as: non-standard terminology among responding agencies, non-standard communications, and lack of consolidated action plans. Although originally developed for wildfires, ICS has evolved into an all-risk system appropriate for all types of fire and non-fire emergencies. Much of the success of ICS has resulted directly from applying the following: a common organizational structure, and key management principles applied in a standardized way. ICS is built around six major components or functions: command, operations, logistics, administration, public information, and planning. (above information from Incident Command System Training Manual, Southern Baptist Disaster Relief, August 2005) ICS training and implementation began in Oklahoma Southern Baptist Disaster Relief in 2008.

Incident Commander (IC) The ICS position responsible for setting objectives and priorities and with overall responsibility at the incident or event. Regardless of the size of the incident, all incidents will have an Incident Commander (IC). (this information from Incident Command System Training Manual, Southern Baptist Disaster Relief, August 2005)

## Appendix 2

### Job Description for Initial Contact Person

#### Introduction

The Initial Contact Person (ICP) takes requests from persons who need help with Recovery (Chain Saw or Mud-out). The ICP tracks the requests as they are completed by the Assessors and Recovery Teams. The ICP reports to the Administration Officer; if there is no Administration Officer the ICP reports to the Incident Commander. The information collected by the ICP will enable Assessors to focus on those requests that are most serious and urgent, thus speeding Recovery.

#### Major Duties and Responsibilities.

The ICP is responsible for taking requests over the telephone, or in person, and completing a Recovery Request form for each request.

The ICP is expected to be courteous and consistent, and make no promise that we may not be able to keep.

The ICP is responsible for keeping track of the Recovery Request forms as they are assigned to the Assessors and the Recovery teams and for filing these forms as jobs are completed.

The ICP is responsible for maintaining the job request spreadsheet.

The ICP will assist the Incident Commander to prepare a daily report for the State Disaster Relief Director. The report will include number of requests received, number of jobs assessed, and number of jobs completed by unit.

To protect the privacy of those who make requests the ICP is responsible for keeping the names and other information collected confidential and will provide it only to Disaster Relief leaders who have an understood need.

The ICP rotating off and the ICP rotating on are both responsible for a smooth transition. They must spend whatever amount of time together that is necessary to ensure a seamless transition.

When the recovery closes, the last ICP to leave is responsible for securing all Request forms, computer files, other records, documents, computers, cell phones and other equipment that the ICP has used. The ICP will make arrangements to return the records and equipment to the State Disaster Relief Director's office.

#### Qualifications

Qualifications for ICP include completion of Basic Disaster Relief training, ICP training and Damage Assessment training. A highly qualified ICP will have had previous experience in ICP, be trained and had experience in Damage Assessment, Chain Saw and Mud-out. The ICP must be thoroughly familiar with the ICP Manual and ICP Position Hazard Analysis. Other qualifications include attention to detail, team spirit, commitment to safety, skill in handling telephone calls, skill in handling stressful situations, and availability to serve on short notice.

March 20, 2010

Position Hazard Analysis

Position: **Initial Contact Person**

Analyzed by: JW

Date: August 12, 2009

Activity	Hazard	Controls/Preventative Measures	
Highway and city driving to and from disaster site	Unfamiliar roads and traffic patterns	Plan route of travel. Stay alert. Maintain situational awareness.	
	Failure to use seat belts is a very serious hazard.	Always use seat belts even for short distances. Make sure passengers are belted, too.	
	Fatigue - inattention	Drive only when you are well rested and alert. Travel with buddy, share driving	
	Feeling hurried, anxious	Slow down. Try to stay calm. Talk to your buddy. Take a break. Call the ICP team leader to say you will need more time to arrive at disaster site.	
	Slick, snowy or icy roads	Do not take unnecessary risks; drive only when you can do so safely. Observe Highway Patrol travel advisories. If already en route, listen on radio for Highway Patrol travel advisories. Have enough fuel before depart. Take blankets, food and water. Stay alert. Reduce speed. Allow extra distance between you and car in front. Allow extra stopping distance.	
	Reduced visibility	Ensure windows and mirrors are free from ice and snow. Drive with headlights on. Reduce speed. Remove or rearrange any objects in vehicle that impede vision.	
	Cell phone	Avoid use while driving except in emergency. Pull over to safe spot to make or return calls	
	Disabled vehicle, flat tire	Find safe pull-off. Carry emergency equipment and supplies.	
	Discourteous driver	Drive defensively. Avoid eye contact with other driver. Be a courteous driver, regardless of the other driver.	
	Deer and other wildlife	Stay alert, use caution, and drive defensively.	
	Unsafe vehicle	Check your vehicle before departure; make sure it is in safe operating condition	
	Loose objects in vehicle	Secure loose objects	
Highway and city driving at disaster site	Unfamiliar roads and traffic patterns	Plan route of travel. Stay alert. Follow directions of police officers. Maintain situational awareness. Slow down. Minimize night driving.	
	Down trees or other obstructions in road	Be alert. Slow down. Maintain situational awareness. If you are a passenger, help look for danger and alert driver if danger looms. Minimize night driving.	
	Stoplights, stop signs, and warning signs down	Stay alert. Allow extra distance between you and car in front. Allow extra stopping distance. Minimize night driving.	
	Unusual traffic patterns	Maintain situational awareness. Follow police officer instructions. Minimize night driving.	
	Distracted driver or sight see'er	Drive defensively.	
	Down electric lines	Avoid. <b>DO NOT</b> drive across down electric lines.	
	Emergency vehicles	Maintain situational awareness. Pull over in safe spot. Allow emergency vehicle to pass. If you approach a stopped emergency vehicle, be alert for police officers or others giving directions. Keep full lane between your vehicle and emergency vehicle.	

**Position Hazard Analysis for Initial Contact Person, continued**

<b>Activity</b>	<b>Hazard</b>	<b>Controls/Preventative Measures</b>
	Slick, snowy or icy roads	Do not take unnecessary risks; drive only when you can do so safely. Stay alert. Reduce speed. Allow extra distance between your car and car in front. Allow extra stopping distance.
	Flooded roads	Avoid. Do not enter flooded street.
	Backing up	Do vehicle walk-around and/or ask buddy to guide you.
	Feeling hurried, anxious	Slow down. Try to stay calm. Talk to your buddy.
	Failure to use seat belt is serious hazard.	Always use seat belts even for short distances. Make sure passengers are belted, too.
	Fatigue - inattention	Drive only when you are well rested and alert. Travel with buddy, share driving
	Discourteous driver	Drive defensively. Avoid eye contact with other driver. Be a courteous driver, regardless of the other driver.
	Disabled vehicle, flat tire	Find safe pull-off. Carry emergency equipment and supplies.
	Cell phone	Avoid use while driving except in emergency. Pull over to safe spot to make or return calls
	Loose objects in vehicle	Secure loose objects
Office Work	Fatigue - inattention	Take breaks. Exchange jobs with buddy.
	Walking	Be alert for uneven walking surfaces and obstructions. Wear flat shoes. Maintain situational awareness.
	Slips, trips and falls	Maintain situational awareness. Use good housekeeping practices. Do not leave file drawers open when unattended. <b>Look out for each other. Warn your buddy if danger looms.</b> Wear flat shoes. Remove obstacles. If an obstacle too large or heavy ask someone else to move obstacle.
	Ice or snow in walkway	If possible, avoid. Walk slowly. Wear flat shoes.
	Feeling hurried, anxious	Try to stay calm. Talk to your buddy. Take breaks. Pray.
	Not knowing location of nearest hospital emergency room.	Find location of nearest hospital emergency room when arrive at disaster site.
	Dehydration	Drink adequate amount of water daily.
	<b>Failure to remove known hazard to safety.</b>	<b>If you can correct, take immediate action. If help is needed to correct notify team leader or safety officer immediately.</b>
In sleeping quarters, eating, walking to and from office	Unfamiliar space – slips, trips, falls	Maintain situational awareness. Scout quarters and walking paths before nightfall. Use good housekeeping practices. Wear flat shoes.
	Walking in darkness – slips, trips, falls	Maintain situational awareness. Scout quarters and walking paths before nightfall. Use good housekeeping practices. Have flashlight and know how to find it in the dark.
	Down electric lines	Avoid. <b>DO NOT</b> go near down electric lines.
	Unsanitary water or food	Eat and drink only from approved sources. Take 1-2 day supply of food and water with you.
	Feeling hurried, anxious	Try to stay calm. Talk to your buddy. Take breaks. Pray.
	Fire in sleeping quarters.	Find fire exits before sleeping; identify escape route. Help buddy out if fire occurs. Have flashlight and know how to find it in the dark.
	<b>Failure to remove known hazard to safety.</b>	<b>If you can remove the hazard, take immediate action. If help is needed to remove the hazard, notify team leader or safety officer immediately.</b>

Date \_\_\_\_\_

**RECOVERY  
OKLAHOMA BAPTIST DISASTER RELIEF  
REQUEST FOR VOLUNTEER ASSISTANCE**

Request Number

Priority

Resident's Name Last \_\_\_\_\_ First \_\_\_\_\_ Mi \_\_\_\_\_

Street Address \_\_\_\_\_ (Include St., Ln., Ave., etc.)

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

Phone: Home (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_ Other (\_\_\_\_) \_\_\_\_\_

Immediate Special Needs \_\_\_\_\_ Is the home occupied? YES/NO \_\_\_\_\_

Is the Resident also the Landowner? YES/NO \_\_\_\_\_

If NO, Landowner's Name \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Caller's Name (if other than Resident) \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

CATEGORY	CHAIN SAW	MUD-OUT
A _____	Is your front doorway blocked so you can't get out? Is your driveway blocked? Has a tree broken through your roof?	Flood water in house for several days at or above floor level. Furniture and fixtures water soaked. Complete mud-out and gut-out may be required. General condition is poor. (Note: General condition refers to a combination of foundation, floor, roof, trim, cabinets, frame, walls, etc.)
B _____	Is there a tree or large limb leaning against or on the house or a hazard in the yard?	Flood water in house for short period at or below floor level. House was opened and allowed to dry out. Only limited mud-out or gut-out required. General condition is medium.
Not A or B _____	If not A or B inform the caller that we <b>will not</b> be able to do their work because we have many emergency requests. Suggest they contact a local Southern Baptist Church for help. If not A or B <b>do not</b> assign a Request Number.	

For **CATEGORY A or B** complete the following:

Do you need to clear this request with your insurance company? YES / NO \_\_\_\_\_

Does the owner (or resident) wish to be present when the work is being done? YES / NO \_\_\_\_\_

Do you have a Church home? YES / NO \_\_\_\_\_ If YES, name of Church \_\_\_\_\_

Special Situations or Hazards \_\_\_\_\_

Inform the caller: **"We will have someone contact you"**.

Name of ICP person who took this request

Name of Assessor

Unit No. \_\_\_\_\_ Date Assigned \_\_\_\_\_ Date Completed \_\_\_\_\_

Blue Cap Name \_\_\_\_\_ Blue Cap Signature \_\_\_\_\_

If work incomplete, why? \_\_\_\_\_

Other Volunteers in Unit: \_\_\_\_\_



## Instructions for Job Request Spreadsheet

The Job Request Spreadsheet is available as a Microsoft Office EXCEL file.

Entering data in the spreadsheet requires someone who gives careful attention to detail and has at least a starting knowledge of Excel.

Job numbers have been pre-installed. Having the numbers pre-installed eliminates one source of missing and duplicate job request numbers.

The spreadsheet makes it easy to locate the record of a job request. Just key Ctrl/F and enter an identifier such as last name, street name, telephone number, or house number. Last names and street names are often misspelled; searching the last 4 digits of the telephone number or the house number often works best.

Summary tables of the spreadsheet data are useful in tracking progress, planning work and preparing daily reports. Five summary tables are pre-installed: Number of job requests received by date, number of job requests assessed by date, number of jobs completed by date, number of jobs completed by Unit, and number of job requests by zip code. These tables are accessed by clicking the tabs at the bottom of the spreadsheet. Remember to refresh the summary tables each time you access them. This will update the tables to correspond to the latest data entered into the spreadsheet.

Customized summaries can be created as needed by using the Excel filtering tool, for example, a table showing incomplete priority 1 requests by zip code.

Throughout the spreadsheet use only one way of entering the name of a city or date. If you enter various names or abbreviations for the same city, for example, you enter Mid West City or Midwest City or MWC interchangeably, the summary tables will be almost useless. Also, filtering will be useless. The same applies to dates. Use one format for dates, for example, 12.25 for Dec. 25.

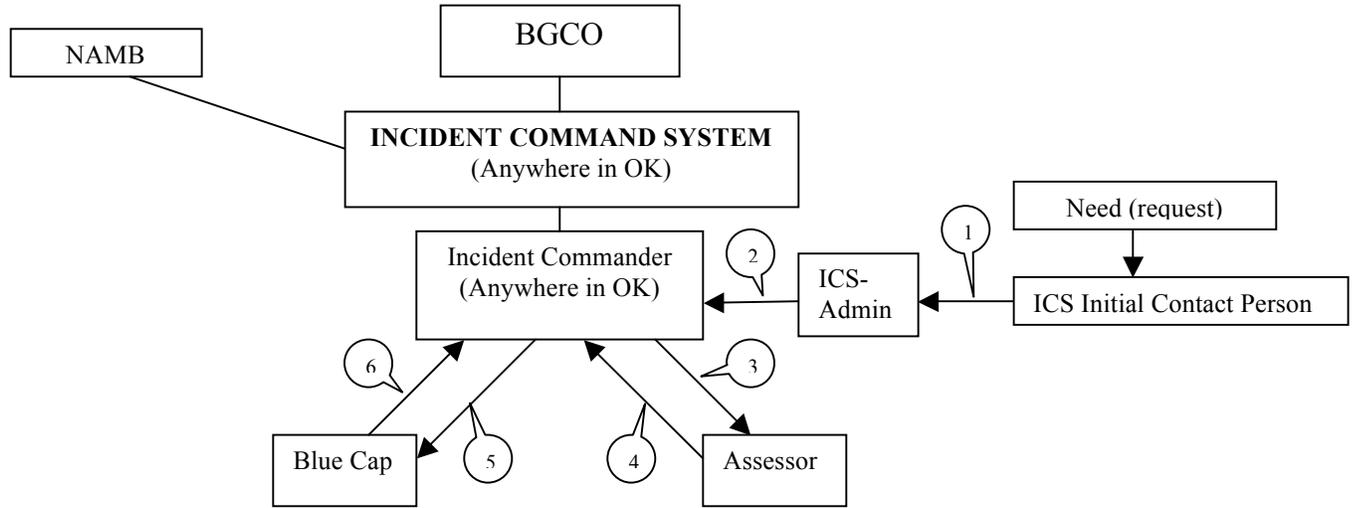
Remember to have at least one backup file and to frequently save to both the file in which you are making entries and the backup file. Do not save the file after sorting or filtering lest the sorted or filtered table replace your original file.

The nine job requests already entered in the spreadsheet are only for demonstration and testing. Clear the contents of these cells before starting to use the spreadsheet (or request a spreadsheet with contents already cleared). However, do not clear the column that is headed "Quantity" and that has each cell filled with a "1"; if this column is cleared the Summary Tables will be unusable. Also do not clear the job request number column.

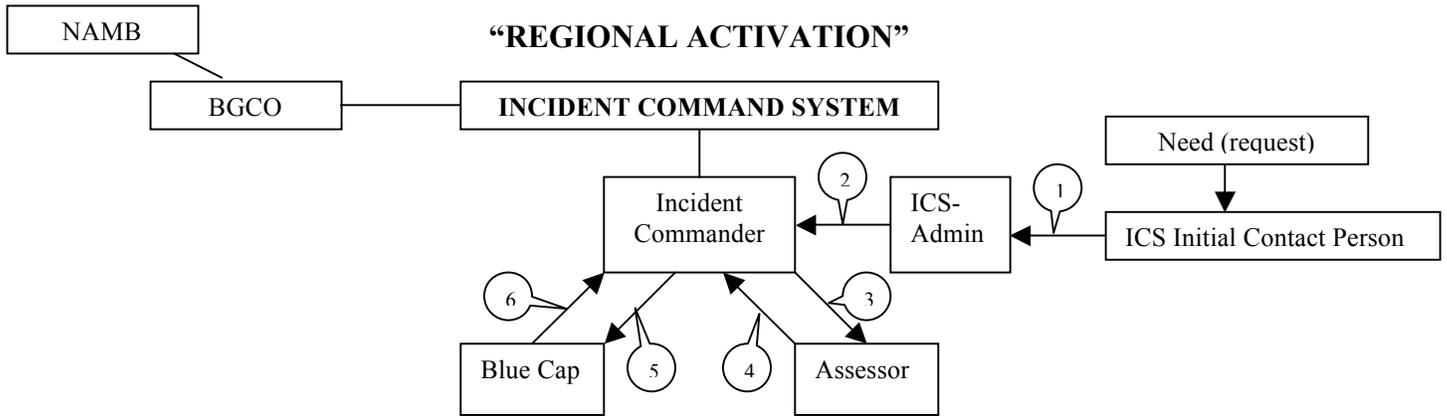


**INCIDENT COMMAND SYSTEM ACTIVATION  
OKLAHOMA SOUTHERN BAPTIST DISASTER RELIEF**  
(Numbers indicate job request flow.)

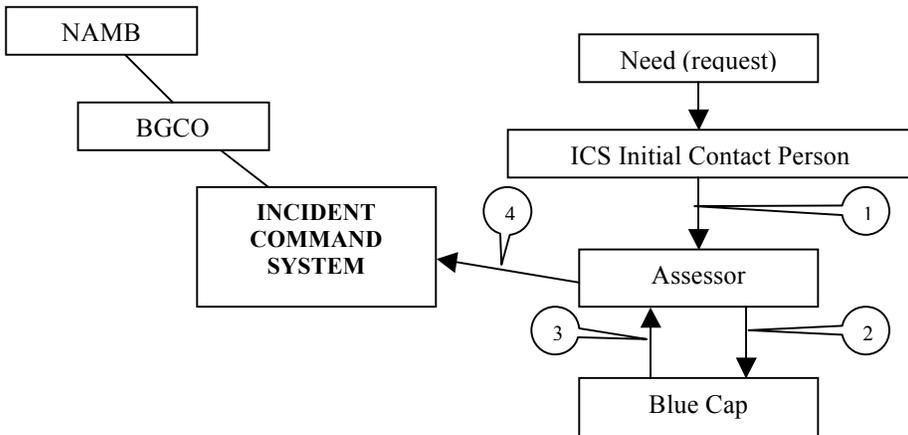
**“STATE ACTIVATION”**



**“REGIONAL ACTIVATION”**



**“LOCAL ACTIVATION”**



March 20, 2010