



**Michigan
Voluntary Organizations
Active in Disaster**

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

Michigan Voluntary Organizations Active in Disaster

The Michigan Voluntary Organizations Active in Disaster (MI VOAD) hereby approve and adopt the

MI VOAD Communications Plan
developed for the use and approval of the MI VOAD. With the signatures of the MI VOAD Chair, Vice Chair, and Secretary, the adoption of this document is approved and implemented.

Ken Sutter MI VOAD Chair
Ken Sutter, MI VOAD Chair

1-17-19
Date

Nick Meier
Nick Meier, MI VOAD Vice Chair

1-17-19
Date

Mary E. Lloyd
Mary Lloyd, MI VOAD Secretary

01.17.2019
Date

With the signatures of the MI VOAD Chair, Vice Chair, and Secretary, the document listed above is hereby approved for implementation. Upon the election of a new Chair, Vice Chair, and/or Secretary, this document should be renewed with the updated Chair, Vice Chair, and/or Secretary's signature of approval of the listed document. Any changes to the listed document should be reviewed by the MI VOAD Chair, Vice Chair, and Secretary before this approval page is renewed.

MI VOAD Communications Plan

Introduction

The Michigan Voluntary Organizations Active in Disasters (MI VOAD) not only offers shelter and feeding operations, but also includes a diverse number of whole community and individual assistance opportunities for disaster survivors. Through member organizations, MI VOAD is able to provide assistance to disaster survivors in response to and recovery from various incidents that may affect the State of Michigan.

Initial MI VOAD Notification

The Red Cross and the Salvation Army are usually the first to know of an incident which would require volunteer organizations' assistance, and therefore, are often the primary agencies responsible for notifying the MI VOAD Chair, Vice Chair, and/or Secretary of an incident that requires MI VOAD involvement. Any member organization in the MI VOAD can notify the MI VOAD Chair, Vice Chair, and Secretary of an incident that requires MI VOAD involvement. The Michigan State Police (MSP) Emergency Management Homeland Security Division (EMHSD) Volunteer Agency Liaisons (VALs) may also be aware of an incident which would require volunteer organizations' assistance and contact the MI VOAD Chair, Vice Chair, and Secretary.

MI VOAD Response Level

Once notified of an incident, the MI VOAD Chair, Vice Chair, and Secretary will determine if the incident is one requiring immediate action on the part of MI VOAD members or if the incident is one which is still developing, and more information is needed before actions can take place. The EMHSD VALs may be contacted for more information to assist in this determination.

Immediate Response Required

If the incident is one requiring immediate action, the MI VOAD Chair, Vice Chair, and Secretary will immediately send an urgent alert email to all MI VOAD organization representatives. This email will schedule a conference call between the MI VOAD organization representatives at the earliest available time determined by the MI VOAD Chair, Vice Chair, and Secretary. In addition to the MI VOAD organization representatives, the EMHSD VALs and other relevant partners will also be informed of the conference call by email or phone call.

No Immediate Response Required

If the incident is slower-moving or still developing, the MI VOAD Chair, Vice Chair, and Secretary will send an alert email to all MI VOAD organization representatives, the EMHSD VALs, and other relevant partners. This email will schedule a conference call between the MI VOAD organization representatives for the next day at 1400 (2:00pm).

The Initial Conference Call

This conference call, regardless of the urgency of the MI VOAD response, will include the MI VOAD Chair, Vice Chair, and Secretary, MI VOAD organization representatives able and willing to attend, the EMHSD VALs, and other relevant partners. In this initial conference call, a summary of the incident, a summary of the response so far, a summary of the unmet needs, and a summary of organizations and agencies already involved is shared. A tentative schedule for the next one or two MI VOAD coordination calls should be established.

During this call any requests for assistance or resources from the impacted jurisdictions or agencies will be shared with MI VOAD organization representatives. Some MI VOAD member organizations may already be responding to the incident and this initial call will summarize their response to and in this incident. These responding organizations may have needs as well to sustain their operations and may request additional assistance. The MI VOAD organization representatives are then able to volunteer to assist or fulfill the resource and assistance needs.

If the incident response or recovery efforts do not require any MI VOAD volunteer assistance or resources, no further actions will be taken by the MI VOAD beyond monitoring the incident.

After the Initial Conference Call

Any resources or agencies that were identified in the initial conference call as resources needed or requested for the response to the incident will be asked to deploy those resources or capabilities. MI VOAD organizations are not obligated to respond to an incident.

The MI VOAD organizations that deploy their resources or capabilities to respond to or recover from an incident track their response and recovery activities for the next MI VOAD coordination call.

MI VOAD Coordination Calls

Throughout the response and early recovery of an incident MI VOAD coordination calls will be scheduled. These calls will occur as frequently as needed. The MI VOAD Chair, Vice Chair, or Secretary will send an email with the tentative schedule of when calls are planned to take place every time the schedule of MI VOAD coordination calls changes or before every coordination call takes place.

In MI VOAD coordination calls, a summary of the incident, a summary of the response so far and resources deployed to date, a summary of the unmet needs, and a summary of organizations and agencies already involved is shared. Next, the responding MI VOAD organizations each report what actions they have been taking since the last coordination call, as well as any predicted future actions or needs. After all responding MI VOAD organizations have reported what their actions include, a period for open discussion for anyone on the phone line allows for dissemination and discussion of relevant information. At the end of the call the next MI VOAD coordination time, phone number, and dial-in information is reaffirmed.

MI VOAD coordination calls occur for the duration of the MI VOAD member organizations' immediate response. This may take days, weeks, or even months depending on the incident. Coordination calls are no longer required when the following conditions are met: no new requests for assistance from the affected jurisdiction or agency are being made to the MI VOAD, no new resources or capabilities are being deployed by MI VOAD member organizations, and a consensus is reached on the coordination calls that no more calls are needed.

Debrief

After the final conference call, a debrief of the incident will be scheduled. The debrief will usually be done through a conference call. The debrief should include every MI VOAD member organization or partner that responded to the incident. In the debrief, a summary of the incident, a summary of the response actions taken, a summary of outstanding needs, and a summary of organizations and agencies already involved will be shared. All responding MI VOAD organizations report out what activities they took, any continued needs they see, and any continued actions that they plan to take into long term recovery. After all responding organizations have spoken, there will be a time for open discussion for anyone to share concerns related to the incident. At the end of the call, all participants will be thanked, and that marks the end of the MI VOAD response to the incident.

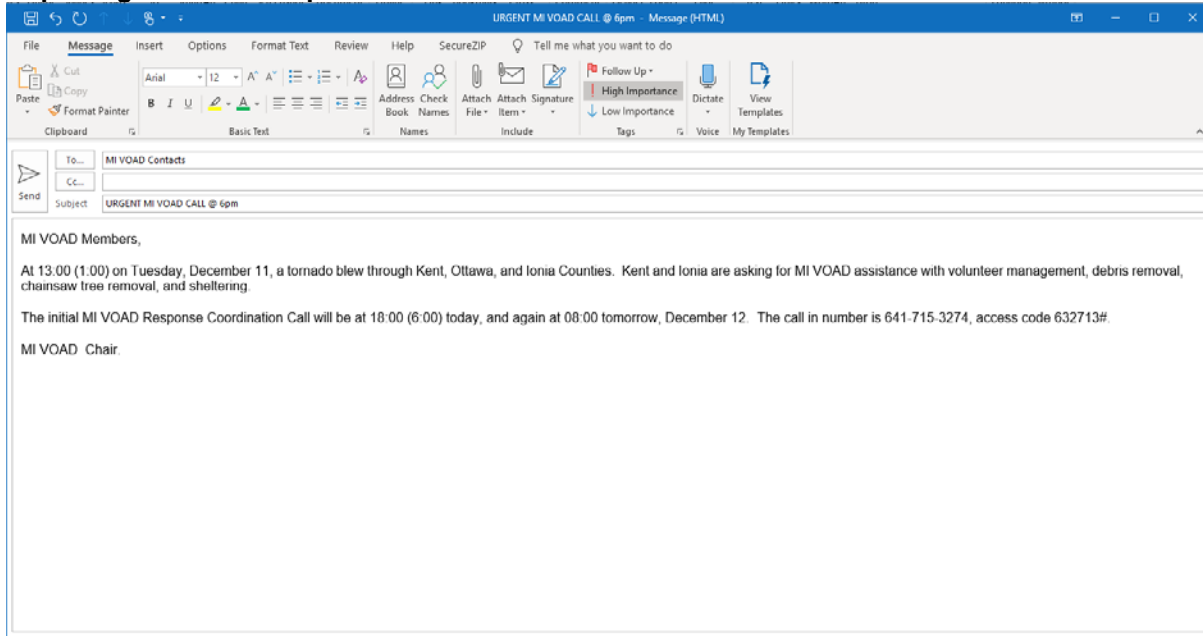
An incident may result in long term recovery needs in which the MI VOAD member organizations or MI VOAD may be involved in assisting in long term recovery needs. When an incident enters long term recovery, coordination for the recovery activities occurring with the MI VOAD generally are managed through the once a week Wednesday calls at 4:00pm. These calls are pre-established for situational awareness within the MI VOAD, and when long term or ongoing incident recovery of a Michigan incident is occurring, these calls provide a weekly opportunity to update the other MI VOAD members of ongoing activities.

Sample Urgent Email

Initial Response Coordination Email Should Include:

- What is the emergency?
- When did emergency happen?
- Where did the emergency happen?
- What resources are needed?
- When is the MI VOAD coordination call?
- What phone number/access code is needed for the MI VOAD coordination call?

Sample Urgent Initial Response Coordination Email:



MI VOAD Members,

At 13:00 on Tuesday, December 11, a tornado blew through Kent, Ottawa, and Ionia Counties. Kent and Ionia are asking for MI VOAD assistance with volunteer management, debris removal, chainsaw tree removal, and sheltering.

The initial MI VOAD Response Coordination Call will be at 18:00 today, and again at 08:00 tomorrow, December 12. The call in number is 641-715-3274, access code 632713#.

MI VOAD Chair.

Conference Call Checklists

Initial Conference Call Checklist

- Roster of who is on the call.
- Summary of incident.
- Summary of responses so far.
- Summary of unmet needs.
- Summary of organizations and agencies already involved.
- Specific requests for assistance to date.
- Any organizations or partners already active in the incident response.
- Tentative schedule for future coordination calls.

Coordination Call Checklists

- Roster of who is on the call.
- Summary of incident.
- Summary of responses so far.
- Summary of unmet needs.
- Summary of organizations and agencies already involved.
- Specific requests for assistance to date.
- Any organizations or partners already active in the incident response.
 - What is that organization/partner doing?
 - Does the organization/partner require assistance?
- Open discussion.
- Confirmation of next coordination call time, number, and dial in information.

Debrief Call Checklist

- Roster of who is on the call.
- Summary of the incident.
- Summary of the responses.
- Summary of outstanding needs.
- Summary of organizations/agencies involved.
- Organizations and partners that responded summarize actions taken.
 - What was done and by whom?
 - Future needs that are identified.
- Open discussion.
- Long term recovery information.
 - Is there a long term recovery group?
 - Will there be long term recovery needs?
- Final thanks.

VOAD Communications Plan Flow Chart

