

FLVOAD

Standard Emergency Operating Procedures

INTRODUCTION

Florida VOAD (Voluntary Organizations Active in Disaster) is a significant partner with the Florida Division of Emergency Management, State Emergency Response Team. This Standard Emergency Operating Procedure is intended to clarify the roles and expectations of FL VOAD and its member organizations in disaster response.

MISSION STATEMENT

Florida VOAD is a nonpartisan, membership-based organization that builds resiliency in Florida communities. It serves as the forum where organizations share knowledge and resources throughout the disaster cycle — preparation, response, recovery and mitigation — to help disaster survivors and their communities.

To fulfill this mission, FLVOAD promotes and encourages effective service to people affected by disaster through convening mechanisms, outreach, advocacy, and as a champion and facilitator for the application of our values and core principles: cooperation, coordination, collaboration and communication (the 4 “C’s”).

LEADERSHIP

The Florida VOAD executive committee chaired by the Chairperson serves as the responsible party to execute the process outlined in this document.

RESPONSIBILITIES OF FL VOAD MEMBER ORGANIZATIONS

FL VOAD Member organizations are expected to make every effort to contact the FL VOAD Chair or other Board Member, or, in a full-scale activation, the State ESF 15, before deploying into a disaster- affected area in the State of Florida.

Making this contact demonstrates commitment to the 4 “C’s” and allows the FL VOAD/State ESF 15 to work with the member organization to make sure their services are needed, appropriate and timely. This also helps the FL VOAD/State ESF 15 to provide appropriate support through communication and the resources of other member organizations and/or emergency management.

This type of coordination between voluntary agencies sends a clear message to emergency management about our ability to work within the emergency management process in a way that is helpful and effective. It strengthens our relationships with each other and our partnership with local and state government and emergency management.

LEVELS OF ACTIVATION

LEVEL 1 - Full Scale Activation

Florida Division of Emergency Management - In a full-scale activation, all primary and support agencies under the state plan are notified. The State Emergency Operations Center will be staffed by Division of Emergency Management personnel and all Emergency Support Functions.

FLVOAD – In a full-scale activation, FL VOAD member organizations are typically responding according to their service mission, availability and the location of the disaster. Therefore, in a full-scale activation and at the request of the FL VOAD Executive Board the coordinating role typically performed by the FL VOAD will transfer to Volunteer Florida, ESF 15 for the state.

In this capacity, Volunteer Florida will lead FL VOAD member organizations in the assessment, coordination and reporting of activities through FL VOAD's Conference Call Procedure as outlined in this SOP. The FLVOAD Executive Board may resume coordination of its members at any time they deem appropriate, typically when the disaster is transitioning from immediate relief to recovery and the board is able to resume leadership. There is no specific time frame for this to occur.

LEVEL 2 - *Partial Activation of State Emergency Response Team*

Florida Division of Emergency Management - This is limited agency activation. All primary, or lead, Emergency Support Functions are notified. The State Emergency Operations Center will be staffed by Division of Emergency Management personnel and necessary Emergency Support Functions.

FLVOAD – When the FLDEM activates to LEVEL 2, FLVOAD Executive Committee maintains its responsibilities communicating and coordinating support of its member organizations in cooperation with Volunteer Florida, State ESF 15. As VOAD activity increases a representative of the membership may be designated as a Liaison at the State EOC, if needed.

A conference call should be held to identify organizations active in the incident. It is the responsibility of the Executive Committee to provide information through ESF 15 primary agency, Volunteer Florida.

Level 3 – *Monitoring Activation*

Florida Division of Emergency Management - Notification will be made to those state agencies and Emergency Support Functions who would need to take action as part of their everyday responsibilities. The State emergency operation Center will be staffed with State Warning Point Communicators and Division of Emergency Management staff.

FLVOAD – Every day is Level 3. VOAD Agencies should be in an active role of monitoring local disaster operations throughout Florida from their respective organization. Upon notification that an event occurs, member agencies should notify the FLVOAD Executive Committee of service being provided as well as ESF 15 primary agency, Volunteer Florida and related Emergency Support Functions.

CONFERENCE CALL PROCEDURE

FL VOAD Chair or designee will convene and conduct a conference call as follows:

1. Roll call of members in good standing to determine who is on the call.
2. Remind call members conference call etiquette
 - a. "Press *6" to mute line.
 - b. Do NOT place call on hold (your hold music will play)
 - c. Keep comment brief and focused
3. FEMA Val and/or the state ESF 15 will be invited to provide a situational report.
4. If applicable, a representative from NVOAD may also report.
5. Members on the call will be invited to report an operational overview:
 - a. their organization's activities in the disaster-affected area
 - b. future anticipated activities
 - c. available resources to share
 - d. identified unmet needs.
6. As organizations identify needs, other members on the call will be invited to respond if they have resources to offer to meet the need.
7. Once all member organizations have reported, if there is time and there are other, non-member organizations on the call, they will be invited to report.
8. After all reports are complete, call participants will be invited to add any other brief comments to benefit the group.
9. Frequency, time and date of next call will be determined at the close of the call.

The following Conference call line and online sharing is provided by FEMA and will be used unless otherwise stated.

800-320-4330 (PIN provided with email notification)

<https://share.dhs.gov/flvoad/>

AFTER ACTION REPORT

FLVOAD should produce an After-Action Report as soon as possible post-incident. This report will serve a summary of the actions taken during the disaster and suggestions for future improvements.

- Brief Summary of the Incident
- Successful actions taken by the FLVOAD
- Problems Encountered and their possible solutions
- Statistics on Services rendered and victims assisted
- Suggested Plan changes and agreement revisions

FLVOAD should make every effort to take the problems encountered and their possible solutions and apply these as corrective actions in policies, plans, and procedures. Failure to accomplish this will mean learning the same lessons again next time.