



OPERATIONOC, ORANGE COUNTY, CALIFORNIA **DISASTER RESPONSE COOPERATIVE PLAN**

Revised: April 21, 2011

This cooperative plan is entered into by and between OperationOC, a dba of the Orange County Rescue Mission, Inc. ("OperationOC"), and the Cooperative Organization.

OperationOC supports the Orange County Operational Area by coordinating nongovernmental organizations (NGOs) and the private business sector to build, sustain, and improve the capability to prepare for and recover from natural or man-made disasters.

OperationOC provides an effective, mission-ready, rapid recovery response to local disasters. It enhances preparedness for, and coordinates response to, disasters by facilitating linkages among Orange County faith based organizations, governmental agencies, community based organizations, and the private business sector. OperationOC operates under the Incident Command System (ICS), in accordance with FEMA and Department of Homeland Security guidelines.

The Cooperative Organization understands and agrees to the following five strategic goals of OperationOC:

1. Engaged partnerships and unity of effort through unified coordination
2. Readiness to act
3. Tiered disaster response plans
4. Scalable, flexible and adaptable operational capabilities
5. Increasing mobility

The Cooperative Organization declares:

- They possess the commitment and capacity, evidenced by program experience and participant training and background, to engage in responding to disasters
- They understand the difficult conditions of deployment and inform and prepare their participants for these conditions
- Participants are in physical condition appropriate for specified tasks
- They can cover the expenses incurred by deployment, pending the possibility of reimbursement by a third party upon completion of the deployment
- They can deploy participants within 24 to 48 hours of confirmation of deployment status
- They will take reasonable steps to manage the risks inherent in disaster response

In consideration of the mutual agreements set forth herein this cooperative plan, OperationOC and the Cooperating Organization enter into the terms and conditions set forth below.

1. OperationOC and the Cooperating Organization mutually agree:

- A. To support OperationOC's designation by the Orange County Sheriff's Department Operational Area Command as a primary disaster coordination organization. In addition, to support its role as a member of the Emergency Management Team and seat at the Emergency Operations Center.
- B. To cooperate in the execution of the goals and objectives identified in the OperationOC Disaster Recovery Framework.
- C. To cooperate with the implementation of the Disaster Recovery Program Matrix as described in the OperationOC Disaster Recovery Framework.
- D. As disaster recovery leaders to:
 - i. Consider and take into account all hazards, all phases, all stakeholders and all impacts relevant to disaster recovery
 - ii. Use sound risk management principles in assigning priorities and resources
 - iii. Ensure unity of effort among all levels of government and all elements of a community
 - iv. Create and sustain broad and sincere relationships among individuals and organizations to encourage trust, advocate a team atmosphere, build consensus, and facilitate communication
 - v. Synchronize the activities of all relevant stakeholders to achieve a common purpose
 - vi. Use creative and innovative approaches in solving disaster recovery challenges
 - vii. Value a knowledge-based approach based on education, training, experience, ethical practice, public stewardship and continuous improvement.
- E. To respond to a Request for Assistance from the Orange County Emergency Management Bureau in written or verbal form. All verbal conversations will be subsequently documented in written form by both parties.
- F. That, consistent with California Government Code Section 8692(d), activities eligible for reimbursement will comply with state and federal civil rights laws that prohibit discrimination and the First Amendment to the United States Constitution with regard to the use of public funds for religious activities.
- G. To abide by the Emotional & Spiritual Care Points of Consensus adopted by the National Voluntary Organizations Active in Disaster (NVOAD), ratified in 2009, and attached as Addendum A.

2. OperationOC agrees:

- A. To appoint an Emergency Services Manager and OperationOC EOC Command Staff to administer the responsibilities related to the OperationOC Disaster Response Framework.
- B. To provide a centralized disaster recovery command center and communications infrastructure to support its mission.

- C. To provide an emergency communications notification system that will transmit emergency information to Cooperating Organizations' liaison and designated participants.
- D. To provide a real time web site with emergency information at www.operationoc.org
- E. To notify the Cooperating Organization Liaison of its schedule of planning and training assignments.
- F. To advise assigned participants that they will be subject to the OperationOC policies, procedures, organizational protocols, rules and regulations.
- G. OperationOC has authority to remove any participant from his or her assignment if, in OperationOC's judgment, the participants' conduct or behavior violates the rules of conduct or otherwise threatens the health, safety or welfare of others.

3. The Cooperating Organization agrees:

- A. To designate an Organizational Liaison responsible for supervision of assigned participants, planning and implementation, and communication with OperationOC. In addition, an alternate shall be designated.
- B. To provide credentialed or certified participants for those operational assignments requiring such credentials or licenses, i.e. mental health or operation of heavy equipment.
- C. To establish safeguards to prohibit participants from using their position for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal or organizational gain.
- D. To annually assess and document its overall capability to assist in meeting OperationOC's five strategic goals.
- E. To comply with all Federal, State and local laws and ordinances concerning the confidentiality of records and not to disclose records except to OperationOC and Cooperating Organization officials who have a legitimate and legal need to know consistent with their official responsibilities.

4. General Terms and Conditions:

- A. ***Participants Non-Employee Status.*** The parties hereto agree that volunteer participants are fulfilling specific requirements for volunteer experience, and therefore the participants are not to be considered employees or agents of either OperationOC or the Cooperating Organization for any purpose, including employee benefit programs. The Cooperating Organization is at all times responsible for care of their volunteer participants.
- B. ***Insurance.*** Each party to this Plan shall provide and maintain Workers' Compensation including Employer's Liability insurance as required under the laws of the State of California for any employees that they might employ. In addition, each party shall provide and maintain at its own expense a program of insurance covering its activities and operations hereunder.

Such program of insurance shall include, but not be limited to, comprehensive general liability and professional liability.

- C. **Indemnification.** The parties hereto shall indemnify and hold each other harmless from any and all claims, losses, damages or injuries to persons or property, and all costs, expenses and reasonable attorney's fees incurred in connection therewith, caused by the negligent acts of the indemnifying party, its agents or employees arising out of the performance of this Plan.
- D. **Length of Term.** This Plan shall take effect upon execution by both parties and remain in effect until withdrawn. This Plan may be terminated by either party effective upon thirty (30) days written notice by the terminating party.
- E. **Relationship of Parties.** The parties are acting herein as voluntary independent contractors and independent employers. Nothing herein contained shall create or be construed as creating a partnership, joint venture, employment, or relationship between any of the parties and no party shall have the authority to bind another party in any respect.

5. Cooperating Parties:

Vicki McGuinness
Director of Emergency Services
Orange County Rescue Mission/OperationOC

Date

Authorized Signature

Date

Print Name

Title

Organization

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A. OperationOC Primary Contact:

Contact/Title: Vicki McGuinness
Director of Emergency Services
Organization: OperationOC dba
Orange County Rescue Mission, Inc.
Address: One Hope Drive
Tustin, California 92782
Work: (714) 247-4362
Cell: (714) 833-0976
Fax: (714) 566-6462
Email: vicki.mcguinness@rescuemission.org
Website: www.OperationOC.org

B. Cooperating Organization Primary Contact:

Contact/Title: _____
Organization: _____
Address: _____
City & State: _____
Zip Code: _____
Work: _____
Cell: _____
Fax: _____
Email: _____
Website: _____

Organization is a Private Nonprofit (501(c)3): Yes No (Circle one)

Total Number of Members, Volunteers, Staff (Participants) from your organization: _____.

If your organization represents other organizations or businesses please identify the number of affiliated organizations or businesses represented: _____.

Please also indicate the number of persons that these other organizations or businesses represent: _____.

Please complete the attached disaster recovery services inventory on page six or attach your organization's supportive materials to this Disaster Recovery Cooperative Plan.

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Name of Organization:

Please check any or all services provided by your organization:

Animal Services

- Animal Boarding
- Animal/Pet Supplies
- Lost Animal Information

Case Management & Victim Assistance

- Advocacy
- Case Management
- Crisis Counseling
- Elderly Services
- Emotional & Spiritual
- General Counseling
- Immigrant Assistance
- Legal Assistance
- Veteran Assistance

Clothing

- Adult Clothing
- Baby Goods
- Blankets & Linens
- Children's Clothing
- Sleeping Bags

Communications

- Applicant Outreach
- Information & Referral
- GMRS Radio Operations
- Ham Radio Operations
- Post Disaster Website
- Mobile Comm. Center
- Technology Support
- 800 Megahertz Radio Operations
- UHF/VHF Radio Operations
- Television
- Public Radio AM/FM

Financial Assistance

- Cash Assistance
- Clothing Vouchers

- Food Voucher Assistance
- Fuel Voucher Assistance
- Funeral Assistance
- Home Loan Assistance
- Mortgage Assistance
- Shelter Vouchers

Food & Nutrition

- Baby Food
- Bulk Food Storage
- Congregant Food Service
- Food Box Preparation & Distribution
- Fresh Water
- Home Delivered Meals
- Mobile Food Kitchen
- Mobile Food Bank

Funding & Material

Donations

- Donation Distribution
- Donor/Funder
- Donation Receiving
- Donation Receipting
- Donation Warehousing
- Donation Sorting
- Grant Writing
- Host Fundraising Events

Healthcare & Hygiene

- Air Purifiers
- Breathing Equipment
- Dental Services
- Emergency Medical Treatment
- Eye Glasses Assistance
- Fixed Medical Clinic
- Medicaid & Medicare Assistance
- Medical Case Management
- Mental Health Care
- Mobile Emergency Medical Clinic
- Mobile Pharmacy
- Personal Care Items
- Prescription Assistance

- Primary Medical Treatment

- Vision Services

Recovery Clean-Up & Construction

- Clean-up Labor
- Clean-Up Supplies
- Community Facilities Rebuilding
- Debris Removal
- Home Re-Construction
- Home Repair
- Home Furnishings
- Household Goods
- Skilled Construction Labor
- Storage and Warehousing Space
- Tarps & Ground Covers
- Weatherization Assistance

Shelter & Housing

- Emergency Shelter
- Building Materials
- Motel/Hotel Housing
- Motel/Hotel Voucher
- Permanent Housing
- Rental Assistance
- Section 8 Vouchers
- Transitional Shelter

Transportation

- Bus or Van Access
- Fuel Assistance
- Transportation Assistance
- Truck of Goods

Volunteers

- Volunteer Solicitation
- Volunteer Training
- Volunteer Coordination
- Volunteer Placement
- Volunteer Database

Other

Please attach additional page that identifies your service.

ADDENDUM A

Ratified by Full Membership, 2009

NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER POINTS OF CONSENSUS

DISASTER SPIRITUAL CARE

In 2006 the National Voluntary Organizations Active in Disaster's Emotional and Spiritual Care Committee published *Light Our Way* to inform, encourage and affirm those who respond to disasters and to encourage standards insuring those affected by disaster receive appropriate and respectful spiritual care services. As a natural next step following the publication of *Light Our Way* and in the spirit of the NVOAD "Four C's" (cooperation, communication, coordination and collaboration), the Emotional and Spiritual Care Committee then began working to define more specific standards for disaster spiritual care providers. The following ten "points of consensus" set a foundation for that continuing work.

1. Basic concepts of disaster spiritual care¹

Spirituality is an essential part of humanity. Disaster significantly disrupts people's spiritual lives. Nurturing people's spiritual needs contributes to holistic healing. Every person can benefit from spiritual care in time of disaster.

2. Types of disaster spiritual care²

Spiritual care in disaster includes many kinds of caring gestures. Spiritual care providers are from diverse backgrounds. Adherence to common standards and principles in spiritual care ensures that this service is delivered and received appropriately.

3. Local community resources

As an integral part of the pre-disaster community, local spiritual care providers and communities of faith are primary resources for post-disaster spiritual care. Because local communities of faith are uniquely equipped to provide healing care, any spiritual care services entering from outside of the community support but do not substitute for local efforts. The principles of the National VOAD - cooperation, coordination, communication and collaboration - are essential to the delivery of disaster spiritual care.

4. Disaster emotional care and its relationship to disaster spiritual care³

Spiritual care providers partner with mental health professionals in caring for communities in disaster. Spiritual and emotional care share some similarities but are distinct healing modalities. Spiritual care providers can be an important asset in referring individuals to receive care for their mental health and vice versa.

5. Disaster spiritual care in response and recovery⁴

Spiritual care has an important role in all phases of a disaster, including short-term response through long-term recovery. Assessing and providing for the spiritual needs of individuals, families, and communities can kindle important capacities of hope and resilience. Specific strategies for spiritual care during the various phases can bolster these strengths. Ratified by Full Membership, 2009

6. Disaster emotional and spiritual care for the care giver

Providing spiritual care in disaster can be an overwhelming experience. The burdens of caring for others in this context can lead to compassion fatigue. Understanding important strategies for self-care is essential for spiritual care providers. Disaster response agencies have a responsibility to model healthy work and life habits to care for their own staff in time of disaster.⁵ Post-care processes for spiritual and emotional care providers are essential.

7. Planning, preparedness, training and mitigation as spiritual care components⁶

Faith community leaders have an important role in planning and mitigation efforts. By preparing their congregations and themselves for disaster they contribute toward building resilient communities. Training for the role of disaster spiritual care provider is essential before disaster strikes.

8. Disaster spiritual care in diversity

Respect is foundational to disaster spiritual care. Spiritual care providers demonstrate respect for diverse cultural and religious values by recognizing the right of each faith group and individual to hold to their existing values and traditions. Spiritual care providers:

- refrain from manipulation, disrespect or exploitation of those impacted by disaster and trauma.
- respect the freedom from unwanted gifts of religious literature or symbols, evangelistic and sermonizing speech, and/or forced acceptance of specific moral values and traditions.⁷
- respect diversity and differences, including but not limited to culture, gender, age, sexual orientation, spiritual/religious practices and disability.

9. Disaster, trauma and vulnerability

People impacted by disaster and trauma are vulnerable. There is an imbalance of power between disaster responders and those receiving care. To avoid exploiting that imbalance, spiritual care providers refrain from using their position, influence, knowledge or professional affiliation for unfair advantage or for personal, organizational or agency gain.

Disaster response will not be used to further a particular political or religious perspective or cause – response will be carried out according to the need of individuals, families and communities. The promise, delivery, or distribution of assistance will not be tied to the embracing or acceptance of a particular political or religious creed. ⁸

10. Ethics and Standards of Care

NVOAD members affirm the importance of cooperative standards of care and agreed ethics. Adherence to common standards and principles in spiritual care ensures that this service is delivered and received appropriately. Minimally, any guidelines developed for spiritual care in times of disaster should clearly articulate the above consensus points in addition to the following:

- Standards for personal and professional integrity
- Accountability structures regarding the behavior of individuals and groups
- Concern for honoring confidentiality*
- Description of professional boundaries that guarantee safety of clients* including standards regarding interaction with children, youth and vulnerable adults
- Policies regarding criminal background checks for service providers
- Mechanisms for ensuring that caregivers function at levels appropriate to their training and educational backgrounds*
- Strong adherence to standards rejecting violence against particular groups
- Policies when encountering persons needing referral to other agencies or services
- Guidelines regarding financial remuneration for services provided

¹ See Light Our Way pp. 52-54. ² Ibid. ³ Ibid. ⁴ Ibid. ⁵ Ibid. ⁶ Ibid. ⁷ Church World Service “Standard of Care for Disaster Spiritual Care Ministries” ⁸ Church World Service “Common Standards and Principles for Disaster Response” *See Light Our Way p. 16 ⁵ Ibid. ⁶ Ibid. ⁷ Church World Service “Standard of Care for Disaster Spiritual Care Ministries” ⁸ Church World Service “Common Standards and Principles for Disaster Response” *See Light Our Way p. 16