

**Washington Voluntary Organizations Active in Disaster  
Standard Operating Procedure  
Disaster Response/Recovery Procedures**

**Purpose:**

The purpose of this standard operating procedure (SOP) is to establish guidelines on how member organizations of WAVOAD will communicate, coordinate, collaborate, and cooperate with one another when significant disaster strikes.

**General Information:**

Voluntary agency support in a disaster is critical to the state response and long-term recovery of the affected communities. In that regard, WAVOAD and its member organizations play a critical role in both response and recovery. Since WAVOAD is not an operational organization, it must be made clear that the elected leadership has no command and control authority over member organizations. Instead, the leadership team of WAVOAD accepts the responsibility for initiating communication, coordination, collaboration, and cooperation of its member organizations and for any emergent voluntary organizations that may arise during a disaster.

The term "activation" as used in this document refers to the voluntary response of member organizations in answer to a call to duty by the leadership team.

The President of WAVOAD, or in his/her absence a designee, is responsible for compliance with and the implementation of this Standard Operating Procedure.

**Responsibilities:**

**1. Washington State Emergency Management**

- a. Notify WAVOAD Leadership Team at the onset of any disaster that may elicit a voluntary agency response.
- b. Maintain open communication with the Leadership Team during response and recovery and encourage voluntary agency assistance.
- c. Provide a space for a WAVOAD liaison to work in the state Emergency Operations Center (EOC) or Disaster Field Office (DFO), as appropriate.

**2. WAVOAD Leadership Team**

- a. Assume responsibility for notification of member organizations of WAVOAD that a disaster has occurred.
- b. Work cooperatively with the member organizations in developing a response and recovery strategy.
- c. Solicit the support of non-member voluntary agencies as needed.
- d. Coordinate with the Department of Homeland Security – Federal Emergency Management Agency (DHS-FEMA) Voluntary Agency Liaison as needed to obtain support at the national level.
- e. Coordinate staffing of the liaison position in the EOC or DFO as appropriate.
- f. Monitor and evaluate the activities of the WAVOAD membership

### **3. DSH – FEMA**

- a. Assist WAVOAD in obtaining additional voluntary agency support at the National level when needed.
- b. Assist the state and WAVOAD in enabling and empowering voluntary agency support.

#### **Procedures:**

##### **1. Initial Notification**

###### **a. Washington State Emergency Management.**

The Human Services Officer will notify the WAVOAD leadership team by broadcast email at the onset of any disaster that may warrant a voluntary agency response.

###### **b. WAVOAD Leadership Team**

The WAVOAD President, or designee on the Leadership Team will assume responsibility for notifying member agencies and coordinating voluntary agency activities associated with the disaster. The WAVOAD President or designee will contact the Leadership Team using the quickest means available to arrange either a meeting or a conference call to discuss response/recovery strategies.

The Team will continually gather data on the disaster through contact with the Human Services Officer at Washington State Emergency Management Division (EMD). The team will share data they acquire on disaster needs with Washington State EMD Communicate and coordinate with NVOAD as applicable

##### **2. Response Phase of Activities**

###### **a. Washington State Emergency Management.**

Continually update WAVOAD Leadership Team with situation reports and other pertinent data. Provide access to the EOC for a WAVOAD Liaison if needed.

###### **b. DHS – FEMA**

Provide federal disaster updates to WAVOAD Leadership Team. Assist WAVOAD in finding voluntary agency support outside the organizational confines of WAVOAD as needed.

###### **c. WAVOAD Leadership Team**

Continually gather and analyze data from the state, DHS-FEMA, and voluntary agencies engaged in response activities. Convene a meeting of the Leadership Team at the earliest opportunity to:

- 1) Determine if voluntary agency support is needed, and
  - 2) to develop a strategy for supporting the disaster if appropriate to do so.
- Develop/coordinate a staffing pattern for support of the EOC/DFO liaison to EMD, if applicable. Monitor and support WAVOAD committees.

Determine the need for voluntary agency support from outside WAVOAD membership. Coordinate the need for outside assistance with DHS-FEMA. Maintain communication with the state Human Services Manager, DHS-FEMA Voluntary Agency Liaison, and NVOAD. Conduct periodic Leadership Team meetings to:

- 1) evaluate effectiveness of response activities,
- 2) review and modify the response strategy, and
- 3) set goals and objectives for the next operating period (activity period between meetings).

#### **d. WAVOAD Committees**

Convene committee meetings in support of WAVOAD disaster response strategies. Report activities to the Leadership Team.

#### **e. Member Organizations**

Check in with the leadership team and inform them of: 1) your organization's involvement in the disaster, and 2) your organization's availability to assist in response/recovery operations. Maintain communication with the Leadership Team and coordinate response activities with other WAVOAD member organizations to maximize assistance and avoid duplication of services.

Collaborate with WAVOAD member organizations when additional resources are needed. Cooperate with the Leadership Team and WAVOAD member organizations in carrying out the response strategy.

### **3. Recovery Phase of Activities**

#### **a. Washington State Emergency Management.**

Continually update WAVOAD Leadership Team with unmet disaster related needs and other pertinent data. Provide access to the DFO for a WAVOAD Liaison if needed

#### **b. DHS – FEMA**

Assist the Leadership team in resolving unmet needs cases. Assist WAVOAD in finding voluntary agency support outside the organizational confines of WAVOAD to support recovery operations.

#### **c. WAVOAD Leadership Team**

Continually gather and analyze data from the state, DHS-FEMA, and voluntary agencies engaged in recovery activities. Conduct a Leadership Team meetings to: 1) evaluate the effectiveness of response activities, 2) develop recovery strategies, and 3) set goals and objectives for the next operating period (activity period between meetings). Develop/coordinate a staffing pattern for support of the DFO liaison to EMD, if applicable. Monitor and support WAVOAD committees. Determine the need for voluntary agency support from outside WAVOAD membership. Coordinate the need for outside assistance with DHS-FEMA. Maintain communication with the state Human Services Manager, DHS-FEMA Voluntary Agency Liaison, and NVOAD.

Conduct periodic Leadership Team meetings to:

- 1) evaluate effectiveness of recovery activities,
- 2) review and modify the recovery strategy, and
- 3) set goals and objectives for the next operating period (activity period between meetings).

#### **d. WAVOAD Committees**

Convene committee meetings in support of WAVOAD disaster recovery strategies. Carry out committee responsibilities in compliance with existing SOPs. Report activities to the Leadership Team.

#### **e. Member Organizations**

Check in with the leadership team and inform them of: 1) your organization's involvement in recovery operations, and 2) your organization's availability to assist in recovery operations if needed. Maintain communication with the Leadership Team and coordinate recovery activities with other WAVOAD member organizations to maximize assistance and avoid duplication of services. Collaborate with WAVOAD member organizations when additional resources are needed. Cooperate with the Leadership Team and WAVOAD member organizations in carrying out the recovery strategy.

4. After Action Review WAVOAD will conduct a meeting of the membership at large and conduct a formal after action review of both the response and recovery

operations conducted by member organizations. The evaluation will focus on how well WAVOAD member organizations communicated, coordinated, collaborated, and cooperated with one another in maximizing assistance while minimizing the duplication of services. This information will be documented and submitted to the Leadership Team who will then develop strategies for change that will improve future operations.

5. SOP Revisions This SOP will be updated when needed to improve response/recovery procedures relative to the communication, coordination, collaboration, and cooperation of WAVOAD member organizations.

Updated: February 2007

Signed:

Susan Pelaez, President