

# On-Site Management For Early Response Teams



Revised March 2010



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# On-Site Management For Early Response Teams Participant Guide

*“Do not neglect to show hospitality to strangers, for by doing that some have entertained angels without knowing it.”*

*Hebrews 13:1*

Special thanks to UMCOR Consultants Barbara Tripp and Rick Hill for design of this guide and to Rev. Virgil “Butch” Huffman for his assistance in gathering the information.

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Slide 1



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Slide 2



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Slide 3



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Slide 4



### Goals of Hosting Volunteers

1. To help meet the disaster related needs in the community
2. To provide a positive/meaningful experience for the volunteer

*"Do not neglect to show hospitality to strangers, for by doing that some have entertained angels without knowing it."*  
(Hebrews 13:1)

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Slide 5



### Basic ERT mission

- What do early response teams do?
- What is their mission?
- What are their tasks?

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Slide 6



### Phases of Disaster

The Disaster Readiness and Response Cycle



Preparedness

Mitigation

Response  
Emergency & Relief

Recovery  
Short & Long Term

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Slide 7



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Slide 8

The slide features the UMCOR logo at the top left. The title 'Response Happens at Many Levels' is centered. On the left, a bulleted list includes: Local church, Community, District, Conference, UMCOR, and UMVIM. On the right, there is a graphic with the UMCOR logo, the UMVIM logo (a globe with a red cross), and an illustration of a church building. The UMCOR logo includes the text 'United Methodist Committee on Relief'. The UMVIM logo includes the text 'UNITED METHODIST VOLUNTEERS IN MISERABLE CIRCUMSTANCES'. The UMCOR logo also includes the text 'UNITED METHODIST COMMITTEE ON RELIEF'.

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Slide 9

The slide features the UMCOR logo at the top left. The title 'Deployment' is centered. Below the title, a bulleted list includes: How/When are ERT's deployed?, Who invites ERT's to a community?, and Who invites an OSM to a community? The UMCOR logo includes the text 'United Methodist Committee on Relief'.

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Slide 10



**Why?**

What circumstances might require an On-Site Manager?

- Overwhelmed
- Under planned
- "Not my thing"

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Slide 11



**WHY do we provide this service?**

- Opportunity to serve
- Presence of the church
- Fills a void
- Prevents burn-out
- Other?

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Slide 12



**Qualities of OSM**

- Flexibility
- Good organizer
- Self motivated/creative
- Compassionate
- Cooperative
- ERT trained/experienced

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Slide 13



### Function of a Host Site

- Convey accurate information
- Relief for local people
- Find Housing for ERT's
- Materials Resources
- Damage assessment of local homes

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Slide 14



### Information

- Share current and accurate information with teams calling to confirm assignments

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Slide 15



### Relief

- Be supportive
- Seek information
- Attend meetings



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Slide 16

 **Arrange Housing**

ERT's are taught to be self-sufficient and self-sustaining...

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Slide 17

 **Materials Resources**

- What type of materials do ERT's work with?
- Where can you find these materials?
- How do you handle donations to the church where you are assigned?

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Slide 18

 **Assessments**

- View homes to be worked on
- Get permission forms signed
- Determine need for any permits
- Analysis safety issues

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Slide 19



**Best Practices**

To do or not to do...

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Slide 20



**Checklists**

- Questions to Ask Before you go
- Things to take
- When you arrive

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Slide 21



**Job Descriptions**

- One or many people...
- Following are tasks to do or share

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Slide 22



**Orientation**

- Greet teams
- Share the story
- Responsibilities of each team
- Typical day
- Collect forms

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Slide 23



**Phone operators**

- The "voice" of the response.
- Take requests from callers
- Share information as needed

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Slide 24



**Assessors**

- Check homes
- Have home owners sign forms
- Advise clients of services available
- Assess safety of site
- Determine permit needs

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Slide 25



**Work Scheduler**

- Schedules teams
- Advises teams
- Keeps calendar

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Slide 26



**Data Entry**

- Keeps accurate records of
  - Teams
  - Hours worked
  - Homes worked on
  - Donations
  - Other?

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Slide 27



**Damage Assessment**

- Experience helps!
- Client relationship
- Do's and don'ts
- Dangers/tools

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Slide 28



**FORMS**

- Assistance request
- ERT work guide
- Access to property
- I&R (pre-casework)
- Home damage assessment
- ERT screening
- Liability release
- Medical release
- Facilities survey
- Work site amenities
- Volunteer hours/work record

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Slide 29



**To qualify as an OSM**

- Attend ERT basic class – meet all badge requirements
- Attend OSM class
- Have been in volunteer housing for disaster response
- Badged by UMCOR

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