



## IDAVOAD

# Activation Standard Operating Procedures

### INTRODUCTION

This Standard Operating Procedure (SOP) is intended to clarify the roles and expectations of Idaho Voluntary Organizations Active in Disaster (IDAVOAD) and its member organizations in disaster response.

### MISSION STATEMENT

IDAVOAD is a non-partisan, membership-based organization that builds resiliency in Idaho 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.

The IDAVOAD will coordinate a holistic approach to disaster recovery by maximizing public and private resources, thereby providing an efficient system that can address immediate and long-term physical, spiritual, and emotional needs of impacted citizens.

To fulfill this mission, IDAVOAD promotes and encourages effective services to people affected through convening mechanisms, outreach, and advocacy and as a facilitator for the application of the VOAD core principals the 4 C's: cooperation, coordination, collaboration and communication.

### LEADERSHIP

The IDAVOAD Board serves as the responsible party to execute the process outlined in this document.

### RESPONSIBILITIES OF IDAVOAD MEMBER ORGANIZATIONS

IDAVOAD member organizations are expected to make every effort to contact the IDAVOAD when deploying to an incident. A Board Member or organization member then notifies the Idaho Office of Emergency Management (IOEM) by posting it in WebEOC or by notifying the Voluntary Agency Liaison (VAL) by email or phone. A member of the Board will monitor that the notifications have been completed.

Making this contact demonstrates commitment to the 4 C's and allows the IDAVOAD/State ESF #6 to work with the member organizations to make sure they are able to provide the requested services.

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.

#### CONFERENCE CALL PROCEDURE

AN IDAVOAD Board member or the VAL will convene and conduct a conference call as follows:

Email notification of the call date, time, call number and pin will be emailed to the IDAVOAD and posted on the IDAVOAD WebEOC Event and Unit Log.

- ✓ Roll call to determine members on the call.
- ✓ Remind members to mute line if not speaking, and do not place call on hold if music will play
- ✓ VAL and/or state ESF 6 will provide a situational report
- ✓ Members on the call will be invited to report an operational overview
  - organization activities
  - future anticipated activities
  - available resources
  - identified unmet needs
- ✓ As organizations identify needs, other members on the call will be invited to respond if they have resources to offer to meet the need.
- ✓ After all reports are complete, participants will be invited to add any other brief comments to benefit the group. (Remember to track your time etc.)
- ✓ Frequency, time and date of next call will be determined.

#### AFTER ACTION REPORT

IDAVOAD should produce an After Action Report (AAR) as soon as possible post-incident. This report will include a summary of the actions taken during the disaster and suggestions for improvement. The AAR should include:

- ✓ A brief summary of the incident.
- ✓ Successful actions taken by the IDAVOAD
- ✓ Problems encountered and their possible solutions
- ✓ Statistics on services provided and affected citizens assisted
- ✓ Suggested changes and agreement revisions

IDAVOAD should make every effort to take the problems encountered and their possible solutions and apply corrective actions.