



DISASTER RECOVERY PLAYBOOK

**SVDP COUNCILS &
CONFERENCES**

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www.svdpcdisaster.org

TABLE OF CONTENTS

| | |
|----|--|
| 3 | FOREWORD |
| 5 | INTRODUCTION |
| 6 | DISASTER CYCLE |
| 8 | PREPARING YOUR COUNCIL OR CONFERENCE |
| 9 | RESPONDING IN SUPPORT OF YOUR COUNCIL OR CONFERENCE <ul style="list-style-type: none">• RAPID RESPONSE TEAMS (10)• RAPID RESPONSE GRANTS (12)• PARISH RECOVERY ASSISTANCE CENTERS (14)• DISASTER CASE MANAGEMENT (16)• HOUSE IN A BOX™ (18)• LONG-TERM RECOVERY GRANTS (20)• ECONOMIC RECOVERY (22)• MANAGEMENT CONSULTING (24) |
| 26 | SUPPORTING DISASTER SERVICES |
| 27 | CONCLUSION |
| 28 | APPENDIX |

FOREWORD

The Disaster Services Corporation (DSC) is a Catholic lay organization that helps people in situational poverty brought about by natural and man-made disasters get their lives back in order. It is a sister company to the National Council of the United States Society of St. Vincent de Paul (SVDP). SVDP has provided disaster relief since its founding in France in 1833. For many years, DSC operated as a program within SVDP.

In 2017, DSC became an independent 501(C3) non-profit, still deeply aligned and coordinated with the Society of St. Vincent de Paul, offering a variety of programs to assist Vincentians and Non-Vincentians alike before, during, and after disaster.

Recognizing the tremendous impact that SVDP Councils and Conferences have on Vincentians and their community, **DSC has developed a Disaster Playbook.**



The three focus areas are:

Preparedness
Response
Recovery

Within these focus areas, **DSC has outlined each program on what the program is, a case study of the program, and how to access the program for your Council or Conference.** The (eight) Regions and Regional Reps sit within an acting role on the Disaster Operations Committee. Vincentians are encouraged to initiate communication to the Councils and Conferences and then refer any related needs to DSC. Focus areas and goals were established with broad stakeholders input and selected by the Strategic Planning Committee of the DSC Board of Directors. The objectives were also established with input from a broad set of stakeholders and were prioritized by the full DSC Board of Directors.

This Disaster Playbook reflects both a continued commitment to high-quality care through operational efficiency and risk mitigation – as well as a move toward recruiting additional young volunteers and small to high-dollar donors through renewed brand awareness, targeted marketing campaigns, and refocused fundraising. DSC will continue to focus on maintaining its relationship and connection with SVDP National, leveraging their wide-reaching brand, network, expertise, and experience in the space.

DSC stands ready to support SVDP Councils and Conferences in the execution of this playbook and will be in contact with your Council or Conference to address any questions you might have. Recognizing the inherently uncertain nature of disaster service work and the quickly evolving modern world, the DSC staff and the DSC Board will regularly offer suggestions for improvements or modifications.

Elizabeth Disco-Shearer
Chief Executive Officer

Disaster Services Corporation – Society of St. Vincent de Paul, USA



INTRODUCTION

The Disaster Recovery Playbook provides Vincentians with an introduction and guidance on the services of the Disaster Services Corporation, SVDP-USA. Our organization delivers support to Vincentian Councils and Conferences prior to (preparedness), during (response), and post (recovery) disaster. Ultimately, it is our goal to assist Vincentians in all disaster response and relief areas.

The Disaster Playbook contains all the tools for guidance to begin the path and support these unique works. Vincentians have been responding to disasters since the U.S. Civil War era; we are one of the oldest non-profit organizations focused on disaster relief in the country. This passage from the Particular Council of New York on October 9, 1893 illustrates St Vincent de Paul's long dedication to disaster work: "The recent storms which have passed over the Southern States on the Atlantic Coast and the Gulf of Mexico have left in their train an amount of misery that is heartrending in the extreme, and cannot be realized unless by actual experience. The people appeal to us for aid...trusting that with the spirit of charity, which should actuate you as members of the Society, you will do all in your power to make the lot of those sufferers from the storms less hard to endure."

It is our goal to continue this valued effort with future generation members. Non-profits fill the gaps that the Federal, State, and local governments are unable to fulfill. We are here to help navigate these important and much needed relief efforts so that you can continue to make efficient, positive impacts in your communities. The most prepared Vincentians will be able to recover quickly. Our support is needed throughout the United States and it all starts at the local level in your community. This act of preparedness will allow Vincentians to lead and provide much needed assistance in their communities until the official help arrives.

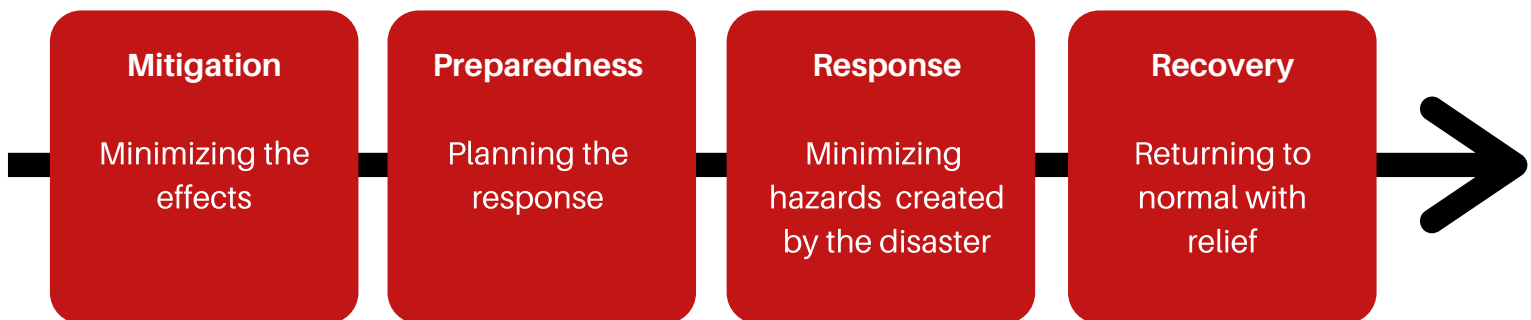
The Disaster Services Corporation provides in-depth training to Vincentians in a variety of settings. One such example is the Preparedness Conference that occurs prior to the start of the Annual National Assembly. Special training opportunities are also provided to Vincentians upon request at Regional Annual Meetings, post disaster, and prior to the start of a Rapid Response Team deployment or Parish Recovery Assistance Center (P-RAC) deployment. DSC is also able to conduct a council-wide disaster simulation through table-top exercises to evaluate current capabilities and available capacity to support a response. We encourage Vincentians to participate in these educational opportunities and hope to see you at our next event!

**More about the Disaster Services Corporation, SVdP-USA can be found at:
www.svdpcdisaster.org**

DISASTER RECOVERY CYCLE

When most of us think about major disasters, we picture homes reduced to rubble, chaotic search-and-rescue operations, and relief supplies being unloaded off planes and trucks. When the emergency management community thinks about disasters, the perspective is typically longer, wider, and deeper. Those who work in disaster recovery consider what's called the "disaster life cycle." Under this paradigm, major disasters are broken down into four distinct phases.

The disaster cycle, or the "disaster life cycle", consists of the steps that emergency managers take to plan for and respond to disaster. Each step in the disaster cycle correlates to part of the ongoing cycle that is emergency management. This cycle is used throughout the emergency management community, from the local to the national and international levels.



Each of these phases requires its own set of strategies, stakeholders, tools, training, and philanthropic responses. **At DSC, we are continually focused on ensuring the right people receive the right product services at the right time.**

The disaster life cycle gives us an excellent framework to think about which services should go to which affected communities at which stage in a disaster. To maximize impact, we work very closely with local councils and conferences nationwide to develop a good understanding of what is actually needed.

Here's a look at how we work in each of these disaster phases:

Mitigation

In this early phase, we are concerned with taking steps to make a community less vulnerable to the loss of life and mass destruction in a potential disaster.

Preparedness

This stage involves promoting education, training, and outreach that could improve a council or conference's ability to respond to a disaster. It usually takes the form of plans and preparations to better position councils and conferences to take emergency action. This might include: stocking up on food, water, and medical supplies; ensuring that the right people are trained in emergency protocol; maintaining the proper equipment, and developing a communications plan. It could also involve conducting a tabletop exercise on how to operate a Parish Recovery Assistance Center.

Response

This is the phase that attracts the most attention from the media, the public, and even emergency management professionals — for good reason. It is often literally a matter of life and death. The response stage involves sometimes chaotic efforts to save lives, prevent further property damage, and provide humanitarian relief (food, shelter, clothing, health, and safety). As the disaster response progresses, the efforts move into cleanup, damage assessment, restoring utilities, and starting repairs. While this phase generates the most media coverage and attracts the most philanthropic support as emotions are running high, it can also lead to wasted resources and efforts that hinder the response. DSC works with Councils and Conferences to set up Parish Recovery Assistance Centers that provide an organized method to deliver relief services without duplicating the work of Federal, State, or local agencies.

Recovery

After the immediate threats to safety have been addressed and some level of stability has been restored, the road to recovery begins. It can last months, years, and even decades. This phase requires disaster case management that addresses the long-term needs of the disaster survivor which include: housing, employment, economic development, infrastructure, and other hefty concerns. This is the phase that perhaps gets the least attention though it is no less important to the overall revitalization of the community than the initial disaster response. DSC helps bridge this gap in disaster management through its various programs.

PREPARING YOUR COUNCIL OR CONFERENCE

Research on preparedness shows that people who believe themselves "prepared" for disasters often aren't as prepared as they think. Becoming more prepared in case of an emergency is easier than you might think. Whether it's your home, your neighborhood, your place of business, or your school, you can take a few simple steps to prepare your community.

STEP ONE: Identify Local Partners

- Sync up with your Regional Disaster Chair and other Vincentians active in disaster.
- Enroll in the Disaster Services Corporation's Disaster Preparedness Training at the SVDP Annual Assembly.
- Enroll in and complete Citizen Emergency Response Training, Federal Emergency Management Administration (FEMA) online Courses, and American Red Cross online courses.
- Contact local chapters such as the American Red Cross and National Voluntary Organizations Active in Disaster (NVOAD) for local disaster preparedness and response service opportunities. Be sure to ask the organization for items they might need.
- You can also get in touch with your local fire department, police department, paramedics, or emergency management agency to discuss ways to prepare your community and improve its capacity to respond to, and recover from, disaster.

STEP TWO: Build a Team

- Your council meeting will help you identify your leadership team. The people that are committed enough to come to your council meeting should be considered potential leaders of the initiatives being implemented in their communities.
- Establish Goals
 - Choose and plan a service project.
 - Do you have a contact list of your local hospitals, emergency response providers, and shelter operators? Do you have a roster of Vincentian members who have expressed interest in volunteering in disaster management?
 - Set measurable group and personal goals for your project.
 - Identify "five" attendees to be leaders.
 - Plan the next meeting of the leadership team and identify next steps for each leader.
 - Obtain commitments from all attendees to volunteer on a regular basis in the days and weeks leading up to your service project.
 - Set a service goal and hold yourself accountable. After you have prepared yourself and your family, commit as an individual and as a team to help others.

STEP THREE: Serve Your Community

- Learn about the hazards most likely to affect your community and appropriate responses.
- Learn about, and participate in, local emergency response plans, drills, and exercises.
- Find out what your community is doing to prepare, make a plan on where you fit into the disaster response, and practice.

**RESPONDING IN
SUPPORT OF YOUR
COUNCIL OR
CONFERENCE**

RAPID RESPONSE TEAMS

Rapid Response Teams deploy to a disaster zone and assist SVDP Councils and Conferences in disaster impacted areas. DSC trains Vincentian volunteers on how to offer support and respond at the start of the Society's Annual Assembly during the Disaster Preparedness training day. In some instances, Rapid Response Teams will also offer guidance on responding to disaster through the local Multi-Agency Resource Center (MARC). The Teams follow an Incident Command Model and provide support and recommendations to our local Vincentians on how best to organize local relief and recovery efforts. Rapid Response Teams are generally deployed for a period of two weeks and are comprised of an Incident Commander, a Public Information Officer, a Resource Coordinator, and a Logistics Officer.

Please note that Rapid Response teams are only deployed to major disasters that have been declared where we have been invited to respond either by the local Council, the Archdiocese, or a local organization such as FEMA or the American Red Cross has requested our support.



RAPID RESPONSE TEAMS

“Go to the poor: you will find God.”

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 1: Assess your community's damage and connect with State VOAD partners.

Step 2: Reach out your Regional Disaster Chair and make the request for assistance for a Rapid Response Team.

Step 3: Determine if there may be support and collaboration from the local Archdiocese.

Step 4: Locate housing options for the team. If disaster has impacted local hotels, locate housing options within the parish community (for example in Puerto Rico, the Rapid Response Team was housed at a Parish Mission Center).

Step 5: Turn in required marketing materials, photos, success stories, photo release forms, and the volunteer hours forms. Submit the daily Situation Reports.

RAPID RESPONSE GRANTS

Rapid Response Grants are emergency based grants that can be wired to a conference or council which makes a request. The funds can be received within a 48 to a 72-hour time period from the approval date of the request.

In most instances, these funds are used to purchase a large quantity of gift cards for local retailer such as Walmart or a local grocery chain within or near the community impacted by disaster.

Gift cards are presented upon completion of the intake process.



RAPID RESPONSE GRANTS

**“Charity is certainly greater than any rule.”
St. Vincent de Paul**

HOW TO ACCESS THIS PROGRAM

Step 1: Contact your Regional Disaster Representative and request the Rapid Response Grant form.

Step 2: Complete the Form and send to your Regional Disaster Rep for approval. The Regional Rep will then submit the form to the Chair of DSC Disaster Operations Committee.

Step 3: You are required to provide a preliminary report, preferably a Council Disaster Planning Report, which provides an overview of the project. For example, our Council will provide 300 gift cards to families at the Multi-Agency Resource Center.

Step 4: Contingent upon the length of the project, you will be required to provide updates regarding the results of the project within 15 days after the end of each calendar year quarter. The Disaster Services Corporation Quarterly Grant Progress Reports should include before/during/after pictures of the project, the number of families served, volunteer hours, and other community funding and partners.

Step 5: Upon completion of the project, you will be required to provide a completed Disaster Services Corporation Final Project. The DSC Final Project Report will be sent to the designated contact during the last quarter of the project.

RAPID RESPONSE GRANTS CONTINUED

**“Make it a practice to judge persons and things
in the most favorable light at all times
and under all circumstances.”**

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 6: You may be required to provide detailed accounting records of how the funds are spent, which includes a Council Financial Statement.

Step 7: Turn in required marketing materials, photos, success stories, and photo release forms.

*See Appendix A for Grant
See Appendix B for Grant Reporting*

PARISH RECOVERY ASSISTANCE CENTERS

Parish Recovery Assistance Centers (P-RACS) are located in key parish community centers after a disaster and provide a holistic approach to Disaster Recovery. The Centers do not replace the work of FEMA, the State or local VOADs, but rather complement their services as an outreach to survivors that may be socially, geographically and culturally isolated during the recovery process.

The P-RACS provide immediate Case Work services, resources, and connect survivors to vital community services and provide emotional and spiritual support according to NVOAD standards. DSC partners with Texas A&M Extension Services (TEEX) to provide “just in time” training for the P-RACS. Trained Vincentian volunteers that have led P-RACS in other disasters are deployed to assist Councils in disaster zones.

All the logistics and forms for the P-RACS are coordinated by DSC.



P-RAC

“We must love our neighbor as being made in the image of God and as an object of His love.”

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 1: Assess your community's damage and connect with State VOAD partners.

Step 2: Reach out your Regional Disaster Rep and submit the request for assistance and ask for the deployment of the P-RAC supplies.

Step 3: Determine if there may be support from the local Archdiocese.

Step 4: Locate housing options for the team. If disaster has impacted local hotels, locate housing options within the parish community.

Step 5: Ensure that any local Vincentian volunteers or other volunteers have registered with DSC and gone through the criminal background check.

Step 6: Take online training from DSC on P-RAC setup and protocols.

Step 7: Follow up with official reports, volunteer tracking documentation, and photos.

Step 8: Turn in required marketing materials, photos, success stories, volunteer impact stories and photo release forms.

DISASTER CASE MANAGEMENT

The Society has led and coordinated Disaster Case Management (DCM) programs in various forms for decades. One example is Vincentians' home visits which allow the provision of person-to-person service. In more recent times, DSC has standardized its forms and training for DCM to meet National VOAD, State, and FEMA requirements. DSC was successfully awarded numerous federal subcontracts and produced the required outcomes.

DCM programs are one of the most critical aspects of long-term disaster recovery because they help families navigate the bureaucracy of Federal and State recovery programs and access voluntary organizations' funds.

Additionally, DSC's Disaster Case Managers assist our client families in developing their long-term recovery plan. This recovery plan is a roadmap that helps depict where a family might be 9-24 months after the disaster. Disaster Case Managers advocate for their clients and appeal adverse decisions of Federal, State, private insurers, and other recovery funding decision-makers.



DISASTER CASE MANAGEMENT

“Let us allow God to act; He brings things to completion when we least expect it.”

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 1: Assess your community's damage and reach out to your Regional Disaster Chair.

Step 2: Connect with State VOAD partners on potential partnerships for long-term recovery projects.

Step 3: If your community has been issued federal declarations from FEMA, and your council has an interest in supporting the DCM process, request support and specialized training from DSC's HQ staff.

Step 4: Research potential grants from local foundations and ask DSC to look at other possible programs for your Council. (Councils do not lead Disaster Case Management Programs, as that is a DSC function).

Step 5: Review files from P-RACs and Multi Agency Resource Centers (MARC) that may be used to identify families for assistance regarding long term recovery.

Step 6: Turn in required marketing materials, photos, success stories, and photo release forms.

HOUSE IN A BOX™

The House in a Box™ Program is one of the most well-known programs of the Society of St. Vincent de Paul. The program helped the Disaster Services Corporation win the NVOAD NGO of the Year Award in 2012. House in a Box™ provides new furniture and furnishings to families who have lost everything in a disaster. Families are reviewed and referred to the program through a Disaster Case Management process to ensure there are no duplication of benefits.

DSC buys furniture and furnishings in volume through pre-screened vendors, so it can provide a starter household furniture kit at a greatly reduced price. All logistics for the House in a Box™ Program are managed by the Disaster Services Corporation.

The goal of the program is to provide new household items for families who have lost everything as a result of natural disasters and who are forced into situational poverty. The House in a Box™ gives dignity to families in crisis as it gives them a new and fresh start. All families receive the same new items (beds, linens, dishes, pots and pans, dressers, silverware, bathroom setup, dinette, and couch), which are packaged for efficiency of delivery. The program is scalable to the size of the family and starts at \$3,200 for a family of four.



HOUSE IN A BOX™

**“You will find out that Charity is a heavy burden to carry, heavier than the kettle of soup and the full basket.”
St. Vincent de Paul**

HOW TO ACCESS THIS PROGRAM

Step 1: The decision to undertake the operation of a House in a Box™ Program is made by the SVDP Council in the affected area after evaluating the amount of damage caused by the disaster, the number of people affected and the financial, human and logistical resources available. This decision is made in consultation with the Regional Disaster Chair and DSC HQ staff.

Step 2: The Council President or Executive Director should recruit, train, and schedule volunteers.

Step 3: The Council President or Executive Director is required to locate usable warehouse space (15,000 - 18,000 sq ft) with a loading dock, a forklift or pallet jack, and areas for sorting and staging. Free rent for six months is desirable, but the Council should be prepared to take on additional costs such as utilities and rent should the program extend.

Step 4: The Council President or Executive Director should appoint a Manager of the House in a Box™ Program.

HOUSE IN A BOX™ CONTINUED

“Three can do more than ten when Our Lord puts His hand to things, and He always does so when He takes away the means of doing otherwise.”

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 5: The Council President or Executive Director should make local connections and obtain financial resources such as local funding foundations from local community, grants, and relationships within State VOAD partners such as the American Red Cross and Catholic Charities.

Step 6: Further details on the process, requirements, and delivery can be provided by the DSC HQ staff.

Step 7: Turn in required marketing materials, photos, success stories, and photo release forms.

Step 8: If warehouse space is not available as a result of the destruction in the area, the Council President or Executive Director can request a virtual or a blockchain House in a Box™ Program.

LONG TERM RECOVERY GRANTS

Long Term Recovery Grants are intended to support the Councils and the Conferences, providing long term recovery support after a disaster has occurred and immediate needs have been met.

In some cases these funds can be authorized at a Unmet Needs Committee hearing after a case has been presented and approved.



LONG TERM RECOVERY GRANTS

**“Charity is the cement which binds Communities
to God and persons to one another.”**

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 1: Reach out to your Regional Disaster Representative and request the Long-Term Recovery Grant Form to begin the initial inquiry process.

Step 2: Have a financial plan for grant funds and how they will be used to help affected families and individuals impacted by disaster.

Step 3: Be prepared to develop a response and delivery plan.

Step 4: Maintain accurate and up-to-date electronic records.

Step 5: Stay in touch and report up to your Regional Disaster Rep on progress, questions, and ask for guidance.

Step 6: Turn in required marketing materials, photos, success stories, and photo release forms.

***See Appendix C for Grant
See Appendix D for Grant Reporting***

ECONOMIC RECOVERY

Over the last few years, the Society has worked on Systemic Change Programs that examined the root causes of poverty, and developed programs to eliminate the roadblocks that keep families trapped in poverty. Although Disaster Case Managers assist families in finding resources to rebuild their homes and restart life in their “new normal”, not as much emphasis has been placed on economic recovery, especially in poverty-stricken rural areas.

DSC first piloted the commissioning of a post-disaster economic recovery plan after the West, Texas fertilizer plant explosion disaster in 2013. DSC was able to obtain grant funding to bring in a team of architects and city planners to help the small town of West determine how to attract new businesses to improve its tax base, create jobs, and provide survivors long-term financial stability. A total of 45 new jobs were developed through this first initiative and the town was left with a master plan to attract other companies. Using the West, Texas model, DSC held economic recovery summits in both West Virginia and Nebraska to assist rural communities devastated by floods. Economic Recovery Programs help to create systemic change for those we serve.



ECONOMIC RECOVERY

“We must love our neighbor as being made in the image of God and as an object of His love.”

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 1: Reach out to your state VOAD and inquire if the community may have an interest in this program. If there is immediate interest, connect with your Regional Disaster Chair and inquire if your community may be a candidate and qualify for the Economic Recovery program.

Step 2: Identify key local leaders within the state government, city government, and a local university department in such areas of Entrepreneurship, Economics, Urban Planning, and Emergency Response. Communicate an interest in bringing this program to your community with these key leaders. Build relationships with the local media as this is another key element in a successful Economic Recovery Program.

Step 3: Identify potential local donors such as corporate foundations and members of the parish community. Inquire about grants from your local United Way.

Step 4: Identify possible locations to hold an economic recovery summit, potentially a university with hotel lodging nearby, airports accessibility, and transportation to and from the airport to the summit locations.

Step 5: Once DSC is engaged, they will engage with national partners from foundations, FEMA, VOAD partners, and identify potential keynote speakers. They will begin forming a plan to bring an Economic Recovery Summit to your community to begin the recovery process.

MANAGEMENT CONSULTING

DSC, SVDP-USA provides Disaster Management Consulting Services to States and state-based VOAD that need support in overseeing Disaster Case Management programs, and request DCM training at both the staff and management levels.

In 2019, DSC provided training to the State of Louisiana for Disaster Case Managers and Supervisors, and to the West Virginia VOAD for Disaster Case Managers and management staff. DSC also assisted National VOAD with Disaster Case Work, Disaster Case Management, Financial Internal Controls and Grant Writing Training for Long-Term Recovery in South Carolina.



MANAGEMENT CONSULTING

**“He also always blesses humble beginnings
much more than those accompanied
by a lot of show.”**

St. Vincent de Paul

HOW TO ACCESS THIS PROGRAM

Step 1: Reach out to your local VOAD and inquire if the community may have an interest in this program. If there is immediate interest, connect with your Regional Disaster Representative and inquire if your community may be a candidate.

Step 2: Identify key local leaders within the state government, city government, and a state emergency management team. Communicate an interest in bringing this program to your community with these key leaders.

Step 3: Identify potential local donors such as corporate foundations and members from the parish community. Inquire about grants from your local United Way to assist in covering the costs.

Step 4: Identify possible locations to hold training sessions: potentially a university, government building, and/or community building with hotel lodging nearby.

Step 5: Once DSC is engaged, they will engage with national partners from foundations, FEMA, VOAD partners, and identify potential speakers. They will begin forming a plan and training program for your specific disaster and need. A bid will be submitted and reviewed to determine further interest from your State and local community.

SUPPORTING DISASTER SERVICES

The Disaster Services Corporation Helps Americans Rebuild their Lives through Systemic Change

As many as 4.7 million Americans have registered for FEMA aid this year alone. Hard working Americans do not earn enough to meet their basic needs after a disaster event impacts their home and community. Disasters can place middle-income families in economic hardship, unable to recover financially to move forward or rebuild savings. Often, it's our middle-class that does not ask for help or know how to seek it. In a way, it is this subgroup that may struggle the most in the recovery phase. The Disaster Services Corporation is here to help and offer hope.

How You Can Help

Vincenians and outside partnerships make the DSC, SVDP-USA programs possible. We need your help in fundraising, advocating, volunteering your in-kind support to keep these programs alive and thriving. Some of the programs that you can support are the House in a Box™ program, Economic Recovery, micro-lending for small business and workforce development, and funding support for the unmet needs tables that support the long-term recovery groups within communities. Please contact our office if you have interest in supporting our programs financially or submit your information in our Volunteer Interest webform located at: <https://www.svdpcdisaster.org/volunteer-interest-form>.

Please note the funds for disaster relief that are distributed in an effort to help these programs continue should be donated through our online portal at www.svdpcdisaster.org or by check mailed to the following address:

The Disaster Services Corporation, SVDP-USA
301 Decker Drive, Suite 100
Irving, Texas 75062

CONCLUSION

In disaster response, time is of the essence. It is critical that those experiencing a disaster are as prepared as possible and understand the range of services and programs that they can access to make their response more effective and efficient. Disaster Services Corporation has been a leader in helping communities across the country prepare for, and respond to, disasters for years. Based on this experience and insight, DSC has developed a set of tools and resources to support Vincentian Councils and Conferences in their disaster preparedness and response.

Nobody expects a disaster to strike their community. Because of this, Councils and Conferences are not always aware of the resources and programs available to them. This Disaster Recovery Playbook has been designed to provide a clear description of what programs are available, how the programs have been successfully deployed in the past, and specific "next steps" on how to access the program for your Council or Conference immediately.

This playbook is not the only tool you have at your disposal to respond to a disaster. It is simply a starting point to make sure you're informed. DSC stands ready to support your Council or Conference at any point as you implement these services and programs in your community.

While it is impossible to prepare for every eventuality, this tool should enable you to prepare and respond as quickly as possible to protect your community, no matter when disaster strikes.



APPENDIX