



Lake Zurich Area Volunteer Corps

March 4, 2007



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LAKE ZURICH AREA VOLUNTEER CORPS

Lake Zurich Emergency Management Agency

The Village of Lake Zurich Emergency Management Agency (EMA) provides for the **planning, response, mitigation** and **recovery** to natural and man-made disasters within the corporate limits of the Village. The mission is to safeguard life and property by making use of available manpower, equipment and other resources in order to minimize the effects of natural or technological/man-made disasters. The creation of the Village EMA was formally accomplished by Ordinance 91-4-13.

The Village of Lake Zurich President is the authorizing agent to declare a Village Emergency or Disaster. Upon any such declaration, the Lake Zurich EMA is activated. The Lake Zurich EMA Director appointed by the Village President is Terry Mastandrea, Fire Chief/Director of Emergency Services. Support of the Director to complete the mission is through the various Department Directors and Volunteer Corp.

In order to support the mission, a Village of Lake Zurich Disaster Preparedness Plan was created and is regularly updated to effectively manage the four phases of disaster management. After identifying our local vulnerability to various disasters and applying risks management principals, the plan provides the necessary frame work to secure the available resources to address the critical needs of the community.

The goals and objectives of the Lake Zurich EMA are accomplished by working under a Unified Command system following the Federal National Incident Management System (NIMS) structure. These activities are conducted within the establish Village of lake Zurich Emergency Operations Center (EOC) which was designed to provide the critical operational infrastructure of the command team.

In the event our local and mutual aid resources are depleted, a Volunteer Corp has been established to support the first responders and assist the community. This Volunteer Corp consists of pre-registered participants and agencies that have identified special talents, skills or interests in areas that become functional branches of the designated operational divisions. This Volunteer Corp was designed to be activated, mobilized and become operational under the direction and coordination of independent Volunteer leadership that has been trained to work within the (NIMS) structure to the appropriate level of the task.

February 13, 2007

March 4, 2007

LAKE ZURICH AREA VOLUNTEER CORPS

Introduction

On behalf of the Village of Lake Zurich and surrounding communities, we welcome those interested in the Lake Zurich Area Volunteer Corps.

It is our mission to:

- develop an infrastructure of local community members and organizations
- raise awareness of volunteerism,
- model programs for volunteers and volunteer organizations, and
- train volunteers to assist local citizens in preventing, preparing for, and responding to disasters.

We wish you a rewarding experience as a volunteer.

Why Volunteer?

- In New York city in 2001, spontaneous volunteers were a serious consideration for Incident Command staff.
- In the 2004 hurricane season, volunteers were a strain on the response capabilities.
- In the 2005 hurricane season, volunteers were again a strain on the response.
- In 2003, the Illinois Terrorism Task Force, Volunteer & Donations Committee tasked a coordinating agency with planning for spontaneous volunteers during a disaster or incident of National significance.
- In 2006, training was rolled out in the State as a portion of that initiative.
- Additionally, Lake County began instituting a plan to manage spontaneous volunteers during a disaster.
- Lake Zurich is now expanding the local program.

LAKE ZURICH AREA VOLUNTEER CORPS

Lake Zurich Area Volunteer Corps

- 1) Establish Volunteer Corps
 - a) Volunteer Corps Design
 - i) Agency and Program Requirement Analysis
 - ii) Identify Leadership Roles
 - iii) Job Development And Design
 - iv) Recruitment
 - v) Screening, Placement
 - vi) Orientation
 - (1) Volunteer Corps Structure
 - (a) Emergency Management Agency (EMA)
 - (b) National Incident Management System (NIMS)
 - (c) Incident Command System (ICS)
 - (2) Volunteer Corps Operations
 - (a) Registration
 - (b) Screening
 - (c) Training/Safety Briefing
 - (d) Documentation
 - (e) Logistics
 - (f) Support Services
 - (3) Emergency Operations Center (EOC)
 - (4) General Policies and Procedures
 - vii) Supervising and Evaluating Volunteers
 - (1) Recognition and Debriefing
 - viii) Program Evaluation
 - b) Establish Volunteer Management Support Team (VMST) for coordination of spontaneous volunteers
 - c) Identify Critical Divisions
 - i) Shelter and Welfare Program (Red Cross)
 - ii) Communications (Information sharing networks)
 - iii) Equipment – Resource identification and typing
 - iv) Medical support – Physicians, nurses, EMT's, etc.
 - v) Security/perimeter control

**Illinois Emergency Management Agency
National Incident Management System (NIMS) Implementation Plan**

FOREWORD

In Homeland Security Presidential Directive (HSPD)-5, *Management of Domestic Incidents*, President George W. Bush directed the Secretary of Homeland Security to develop, submit for review to the Homeland Security Council, and administer a National Incident Management System (NIMS). This system will provide a consistent nationwide approach for federal, state, local, and tribal governments to work effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

The NIMS enhances the overall management of domestic incidents by establishing a single, comprehensive system for incident and resource management and will help achieve greater cooperation among departments and agencies at all levels of government. The private sector is encouraged to adopt NIMS to ensure total statewide integration. Implementing the NIMS strengthens each department's capability and resolves to fulfill its responsibilities to the American people in times of emergency.

The following NIMS Implementation Plan will help ensure the Illinois Emergency Management Agency has fully incorporated NIMS into our emergency response plans, procedures, and policies through legislation and executive order. This plan also provides guidance for all state agencies and local partners to ensure that all personnel are appropriately trained in the NIMS and prepared to effectively and efficiently execute their duties in concert with the Illinois Emergency Operations Plan.

The NIMS will be used to direct the states response to any incident. Subsequently, the concept of our operational response will direct how we plan, train, and exercise to prepare for emergencies. This implementation concept will maximize numerous Illinois Homeland Security strategies which include building national response capabilities and capacities, ranging from natural disasters with minor damage to catastrophic disasters with significant damage that impact Continuity of Government (COG) and Continuity of Operations (COOP).

LAKE ZURICH AREA VOLUNTEER CORPS

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VILLAGE OF LAKE ZURICH RESOLUTION NO. 2004-08-16A

National Incident Management System

WHEREAS, the Homeland Security Presidential Directive/HSPD-5 establishes the National Incident Management System (NIMS); and

WHEREAS, the NIMS establishes a single, comprehensive approach to domestic incident management to ensure that all levels of government across the nation have the capability to work efficiently and effectively together using a national approach to domestic incident management; and

WHEREAS, the NIMS provides a consistent nationwide approach for Federal, State and local governments to work together to prepare for and respond to, and recover from domestic incidents regardless of the cause, size or complexity; and

WHEREAS, the NIMS provides for interoperability and compatibility among Federal, State and local capabilities and includes a core set of concepts, principles, terminology and technologies covering the incident command system, unified command, training, management of resources and reporting; and

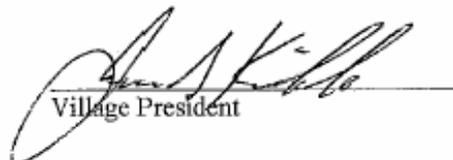
WHEREAS, beginning October 1, 2004 all Federal departments and agencies shall make adoption of the NIMS a requirement for providing Federal preparedness assistance through grants, contracts or other activities to local governments;

NOW, THEREFORE, BE IT RESOLVED by the Village of Lake Zurich President and Board of Trustees that the Village of Lake Zurich hereby adopts the National Incident Management System (NIMS) as its system of preparing for and responding to disaster incidents.

ADOPTED by the Village Board of Trustees of the Village of Lake Zurich this 16th day of August, 2004.

ATTEST:


Village Clerk


Village President

NIMS - National Incident Management System

Flexibility

NIMS provides a consistent and flexible national framework within which all levels of government and private entities can work together to manage domestic incidents, regardless of their cause, size, location, or complexity.

Standardization

NIMS is a set of standardized organizational structures and procedures to improve interoperability among jurisdictions and disciplines. The structures include:

- Incident Command System
- Unified Command
- Multi-agency Coordination Systems

The common procedures include:

- Training
- Management of resources
- Qualifications and certification
- Collection, tracking, and reporting of incident and resource information
- Continuous system improvement

The NIMS incorporates existing best practices into a nation-wide, standardized domestic incident management system applicable to all hazards and all levels of government. Six major components provide a systems approach to domestic incident management.

NIMS Components

The following is a synopsis of each NIMS component. A detailed discussion of each component is included in subsequent sections of this document.

1. Command and Management

NIMS standardizes domestic incident management for all risks and all hazards and across all levels of government. NIMS-standard incident command structures are based on two key constructs:

- The Incident Command System (ICS), which defines the operating characteristics, interactive management components, organization, and operations of incident managers and responders engaged at the scene;
- Multi-agency coordination systems, which define the operating characteristics, interactive management components, organizations, and operations of supporting agencies engaged at the local, tribal, State, regional, and Federal levels through mutual-aid agreements and other assistance arrangements.

2. Preparedness

Incident management must begin before an incident takes place. Preparedness requires planning, training, qualifications and certification, and publication management. A synopsis of each of these activities follows:

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- Promulgation: Institutionalization the use of NIMS and ICS by elected government officials, incident commanders and emergency response organizations at all jurisdictional levels that adopts ICS and its use for all incident response operations.
- Planning: Plans describe how personnel, equipment, and other resources will be used in response to an incident. Plans provide mechanisms for setting priorities, integrating multiple entities and functions, and ensuring that communications and other systems are available to support domestic incident management activities.
- Training: Training includes standard courses on incident command and management, organizational structure, and operational procedures; discipline-specific and agency-specific courses; as well as providing training required for supporting technologies.
- Performance: Measurement of performance against national standards to certify that personnel are qualified to perform NIMS-related functions.
- Publications Management: Publications management refers to developing publication materials, administering publications-including establishing naming and numbering conventions, managing the publication and promulgation of documents, exercising control over sensitive documents, and revising publications when necessary.

3. Resource Management

NIMS defines standardized mechanisms to describe, inventory, track, and dispatch resources before, during, and after an incident.

4. Communications and Information

NIMS establishes a standardized framework for communications, information management (collection, analysis, and dissemination), and information-sharing support to all levels of incident management. These are briefly described as follows:

- Incident Management Communications. A system to ensure effective communications support for incident management efforts at all levels.
- Information Management. Information management helps ensure that information, including communications and data, flows efficiently between all levels responsible for managing or directing domestic incidents. Effective information management enhances preparedness and response for a domestic incident by providing, promoting, and facilitating information and automation initiatives, and presenting a common operating picture that ensures that decision-making is more informed.

5. Supporting Technologies

Promotes national standards and interoperability for supporting technologies to successfully implement NIMS, as well as standard technologies for specific professional disciplines or incident types. It provides an architecture for science and technology support to domestic incident management.

6. Ongoing Management and Maintenance

Establishes an activity that will provide strategic direction for and oversight of NIMS, supporting both routine maintenance and the continuous refinement of the system over the long term.

Incident Command System

The Incident Command System (ICS) is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in domestic incident management. It is used to organize field-level operations for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade. ICS is used by all levels of government-local, State, tribal, and Federal. It is usually organized to manage five major functional areas: command, operations, planning, logistics, and finance/administration.

Concepts and Principles

1. Incidents are managed locally. The initial response to most domestic incidents is handled by local first responders, and many responses will need to go no further. In those instances in which additional resources are required or are provided from within a jurisdiction across disciplines, or from outside of a jurisdiction, the ICS provides a mechanism for coordinated domestic incident management.
2. NIMS requires that field command and management functions be performed in accordance with a standard set of ICS organizations, doctrine, and procedures. Incident commanders have the flexibility to modify procedures or organization as necessary to accomplish the mission.
3. ICS is modular and scalable. ICS is designed to have the following operating characteristics:
 - It is suitable for operations within a single jurisdiction or single agency, a single jurisdiction with multi-agency involvement, or multiple jurisdictions with multi-agency involvement.
 - It is applicable for users throughout the country.
 - It is readily adaptable to new technology.
 - Its organizational structure adapts to any emergency or incident to which domestic incident management agencies would be expected to respond.
 - Its staff expands or contracts in a logical manner based on the size and complexity of the incident.
4. The ICS has interactive management components that work together to provide effective domestic incident management.
5. The ICS establishes common terminology that allows disparate organizations to work together effectively.
6. The ICS incorporates measurable objectives. Measurable objectives ensure fulfillment of incident goals. Objective-setting begins at the top and filters through the entire organization.

Management Characteristics

ICS is based on effective management characteristics. Each contributes to the strength and efficiency of the system.

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7. **Common Terminology** - ICS establishes common terminology that allows diverse operational, management, and support entities to work together across a wide variety of incident management functions.
8. **Organizational Functions** - Major functions and functional units of domestic incident management are named and defined. Terminology for the organizational elements is standard and consistent.
9. **Resources** - Major resources, including all personnel, facilities, and major items of equipment, supplies, and facilities available at an incident, are given common names to avoid confusion.
10. **Modular Organization** - The incident command organization structure develops in a modular fashion based on the size and complexity of an incident. When needed, separate sections can be established, each of which may be divided into functional units. Responsibility for all functions is placed with the incident commander. As incident complexity increases, the organization expands from the top down as functional responsibilities are delegated. The number of management positions reflects the need to adequately address the requirements of the incident.
11. **Management by Objective** - As a "top-down" procedure for obtaining desired results, management by objective starts with top management at each level of government—an agency head, a unit administrator, a district manager, or other appropriate public official—and filters down to the incident commander and on through the entire ICS organization. Management by objective includes:
 - establishing strategic objectives;
 - promulgating assignments, plans, procedures, and methods;
 - establishing and directing specific, measurable objectives for various functions, in support of the strategic objectives; and
 - documenting results to describe how well the objectives are achieved.
12. **Reliance on an Incident Action Plan** - Incident Action Plans (IAP) provide a coherent means to establish and achieve the overall incident objectives.
13. **Manageable Span of Control** - Safety factors and sound management planning will influence span-of-control considerations. Within ICS, the span-of-control of any individual with incident management responsibility should range from three to seven. The type of incident, nature of the task, hazards and safety factors, and distances between resources all influence span-of-control considerations.
14. **Designated Incident Locations and Facilities** - There may be various types of locations/facilities established near the incident area for various purposes, such as decontamination, donated goods, etc. The identification and location of facilities are based upon the requirements of the incident at the direction of the Incident Commander.
15. **Comprehensive Resource Management** - Resource management includes processes for categorizing, allocating, acquiring, tracking, and deploying resources. Resources are defined as personnel, equipment, supplies, and facilities available or potentially available for assignment or allocation.

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16. **Integrated Communications** - All entities involved in domestic incident management will use a common communications plan. This plan links the tactical and support units of the various agencies and is necessary to maintain communications discipline. Preparedness planning must address equipment, systems, and protocols necessary to achieve integrated voice and data communications.
17. **Establishment and Transfer of Command** - The command function must be clearly established from the beginning of incident operations. The agency with primary jurisdiction at the scene designates the most qualified individual at the scene to establish command. When command is transferred, the process must include a briefing that captures all essential information for continuing effective command.
18. **Chain of Command and Unity of Command** - Chain of command refers to the orderly line of authority within the ranks of the organization. Unity of command means that every individual has a designated supervisor to whom they report at the scene of the incident. These principles clarify reporting relationships and eliminate the confusion caused by multiple, conflicting directives. Incident managers must be able to control the position and function of all personnel under their supervision.
19. **Reliance on Unity of Command** - In incidents involving multiple jurisdictions a unified command allows agencies with different legal, geographic, and functional responsibilities to work together effectively.
20. **Accountability** - Effective accountability during domestic incident management is essential. To that end, the following processes must be established:
 - Check-In. All responders, regardless of agency affiliation, must report in accordance with the procedures established by the incident commander to receive a mission assignment.
 - Incident Action Plan. Tactical operations must be directed and coordinated as outlined in the IAP.
 - Unity of Command. Each individual involved in domestic incident management will be assigned to only one supervisor.
 - Span of Control. Supervisors must be able to adequately supervise and control their subordinates. Division or group supervisors must be able to communicate with and control all resources under their supervision.
 - Unit or Branch Assignment Lists. Resources with active assignments in the Operations Section must be identified.
 - Resource Tracking. Resources with active assignments must be identified on unit or branch assignment lists. Each supervisor will record and report resource status changes as they occur.
21. **Deployment** - Personnel and equipment should only respond when requested or when dispatched by an appropriate authority.
22. **Information and Intelligence Management** - There must be an established process for gathering and managing incident-related information.

LAKE ZURICH AREA VOLUNTEER CORPS

Volunteer Training

This Division will coordinate, direct and document the training needs and activities for the Volunteer Corps and Volunteer Management Support Team. The initial efforts should be concentrated on meeting the requirements of FEMA for NIMS compliance and then meeting the operational training needs of the specific Divisions. Training opportunities offered through the Red Cross, IEMA, FEMA, etc. should be explored to meet our objectives.

1. Minimum Standards for Volunteer Corps
2. Division Training Requirements
3. Continuing Education
4. Review training needs required for specific tasks
5. Table top Scenarios
6. Exercise Development

Volunteer Corps Training Calendar

Date	Time	Course	Location
Sat., March 24, 2007	1:00 - 5:00 p.m.	NIMS 100 - <i>Introduction to the Incident Command System</i>	Ela Public Library 275 Mohawk Trail, Lake Zurich
Sat., April 28, 2007	1:00 - 5:00 p.m.	NIMS 700 - <i>National Incident Management System - An Introduction</i>	TBD
Wed., May 30, 2007	6:30 - 9:30 p.m.	Mass Care	TBD
Wed., June 27, 2007	6:30 - 9:00 p.m.	VMST - Volunteer Support Management Team	TBD
Tues., July 31, 2007	6:30 - 9:00 p.m.	Damage Assessment	TBD

Training will be conducted by Diane Logsdon, IEMA
Please contact Ingrid.skidmore@volz.org to enroll.

NIMS Courses online at:

<http://training.fema.gov/EMIWeb/IS/crslist.asp>

IS-7 A Citizen's Guide to Disaster Assistance

IS-22 Are You Ready? An In-Depth Guide to Citizen Preparedness

IS-1 Emergency Manager: An Orientation to the Position

Core Workshops

IS – 100: Incident Command Systems (ICS)

This course forms the base of knowledge of the command structure that all of the volunteer programs will function under.

IS – 700: National Incident Management Systems (NIMS)

Provides a broad understanding of how the government expects a local community to operate in a disaster including ICS and Emergency Operations Center (EOC) operations.

Mass Care (MCRT)

Operations:

1. Shelter
2. Feeding
3. Bulk Distribution
4. Disaster Welfare Information
5. Emergency First Aid

Preparedness Activities:

- MOU (Memorandum of Understanding) for facility use
- Pre-occupancy inspections
- Training of facility staff
- Identification of resources

Volunteer Management Support Team (VMST)

Operations:

1. Registration
2. Screening
3. Training/Safety Briefing
4. Documentation
5. Logistics
6. Support Services

Preparedness Activities:

- Site Selection:
 - Size & location
 - Accessibility & accommodations
 - Separate entrances
 - Traffic flow
- Tech capabilities
- Pre-occupancy site survey(s)

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Damage Assessment (DA)

Operational Objective:

To provide support to the command staff in the provision of information and intelligence regarding the extent of damage to the affected area.

Preparedness Activities:

- Mapping
- Flood Hazard Analysis
- Education
- Wind Mitigation

Additional Opportunities

Shelter Simulation

- This simulation is offered to give participants the opportunity to practice problem solving skills as they relate to operating a mass care shelter.
- This is a tabletop session with little lecture and a majority of participant interaction.

Disaster Welfare Information (DWI)

- As a portion of the Emergency Support Function #6 in the National Response Plan, welfare information is often overlooked.
- The emotional well being of the community is at the focus of this course.

Building a Volunteer Program

- This course will offer tools and techniques for beginning or managing a volunteer program in emergency management.
- This course is recommended for all leadership volunteers.

Logistics & Bulk Distribution

- This workshop is meant to offer expanded information on the bulk distribution section of ESF #6.
- This workshop includes information on the Incident Command logistics function including the use of appropriate forms.

VMST Simulation

- This course will offer participants the opportunity to practice skills in operating a volunteer registration center.
- This course will be a majority of participant interaction with a minimal amount of lecture.

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Working With Volunteers

- We need to recognize that the majority of the individuals have come to volunteer with good intentions.
- The few people who have not are usually easy to recognize and can be handled by supervisors
- We want to THANK each other often for assisting!

Recognizing Diversity

- People from all areas may respond
- Race, heritage, religious belief should not play into personal assessments
- Physical as well as mental/emotional capabilities may result in different uses of volunteers
- Your experience, skills, and interest should help us match you to an appropriate volunteer job.
- And you can always change your mind...

Frustrated Volunteers:

- Anger is a by-product of another emotion such as fear, frustration, disappointment, fatigue, insecurity.
- Identify the real issue to bring calm to the situation.

Customer Service Skills

1. Listen
2. Apologize
3. Seek Information
4. Follow Through!

Your Expectations Of Us:

- Prepared
- Knowledgeable
- Responsible
- Reliable
- Patient
- Willing to listen

Our Expectations Of You:

- Everyone needs to function under the rules of their work area
- Everyone must stay within the bounds of the assignment
- You will keep the mission and the good of the community at heart in all that you do

LAKE ZURICH AREA VOLUNTEER CORPS

Volunteer Corps

This Division will direct and coordinate the activities necessary to **recruit, register, notify, activate, and administer** a Volunteer Corps Registration Program that will provide pre-determined personnel that are trained to the appropriate level to assist in designated areas of an emergency or disaster.

Recruit

- Make regular contact with community members, organizations, and leaders to describe the Volunteer Corps initiative and solicit additional volunteers.

Register

- Once volunteers are identified, complete the necessary forms to register the applicant's contact information, area(s) of interest, special skills, and completed training. It should also note if the applicant has any special resource(s) to offer to the Volunteer Corps as well (i.e.: heavy equipment, business with special resources). The completed registration form will then be reviewed and the applicant assigned to a Division. Classify and match skills with tasks.

Notify

- In order to be successful in reaching our volunteers when needed, a method of notification is necessary. A series of redundant methods of notification should be identified and a process put in place to contact them (i.e.: phone, pager, email, media).

Activate

- When an activation of volunteers is requested by the EMA Director, a process to contact them must be pre-determined with a delivery and reporting system in place. How will the notification be made? Who will initiate the notification, who will they report to? Where will they report? How will they prepare to respond? What supplies will they need?

Administer

- Once activation is requested, who will coordinate the logistics for those registered? How will the applicant information be directed to the appropriate Division? How will we prevent freelancing and credential the applicants to participate without incident? Where to we hold applicants once they complete registration?

Volunteer Shelter and Welfare Division

This Division will coordinate the shelter planning initiatives and manage the operation procedures that will be used to care for displaced occupants following an emergency or disaster. Update of the identified shelters, pre-plan drawings, contact information/response, collection of Memorandum of Understanding (MOU), food procurement, special needs occupants, pet sheltering, family locator system, public planning and information, communication links.

1. Work with trained Park and Recreation Department staff
2. Review current shelter information and update the contact and space information
3. Review the pre-plan drawings and incorporate operational elements for administration.
4. Deliver and work on completion of Memorandum of Understandings (MOU) for shelter use from property/facility owner.
5. Work with local food distributors to establish predetermined supply packages for supplying food to the various shelters. Various counts can be established for each shelter.
6. Work with local Public Works and local industry to identify means of delivery from distributor to shelter.
7. Work with local Police to maintain security of resources during delivery and storage.
8. Establish replacement program and work with Finance Department in a logistic branch for tracking receivables and ordering new supplies.

Volunteer Communications

This Division will coordinate the necessary activities and operations to maintain communication within the Volunteer Corps and between the operating Divisions. Identifying modems of transmission, procurement, maintenance and interoperability are key areas for this Division.

1. Solicit technological expertise in this area
2. Phones, radios, notification posts, cable TV override, reverse 911
3. Division link to EOC
4. Paging and callout
5. Link between Divisions
6. Back-up power/charging/batteries etc
7. Division identifier

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Family Disaster Plan

Despite the public and private agencies that avail themselves after a disaster, the individual is responsible for self-sufficiency during an emergency event.

ASSESSMENT & PLANNING

- Hold a family meeting to review the plan, and rehearse fire drills and disaster awareness.
- Identify the safest places in the house and in each room. (Away from windows, large and heavy objects that can fall, and objects like heaters that can cause fire.)
- Identify exits and alternative exits from our house and building.
- Search for and identify non-structural hazards in your environment.
- Know where to reunite inside the house: _____
- Know where to reunite outside the house: _____
- Know where to reunite outside the neighborhood: _____
- Indicate an emergency contact person(s) out of your immediate area and phone number(s):
- Name: _____ Phone: _____
- Name: _____ Phone: _____
- Copy important documents, key addresses, and phone numbers. Forward one set to your out-of-area contact and/or keep one with your evacuation supplies.
- Only use the telephone in case of physical emergency after a disaster. Use the radio, television, and Internet for information.
- Educate responsible family members on the proper way to turn off electricity, water, gas mains, and other utilities. Assemble an emergency tool kit: pipe wrenches and crescent wrenches for turning off gas, water, and other utilities, rope, hammer, screwdrivers, face mask, clean rags, sledge hammer, and crow bar.
 1. Locate and mark gas shut off valve. Hang the right sized wrench nearby to allow quick shutoff if necessary.
 2. Do not shut off the gas unless absolutely necessary. If the gas is ever turned off, it must be inspected and re-lit by the utility company.
 3. Locate the electrical supply box. Determine if it a fuse or breaker box. Make sure the family knows how to disconnect the main circuit.
 4. Locate and mark the water shut-off valve.
- Schedule a plan review for every 6 months.

PHYSICAL PROTECTION

- Install a fire extinguisher and maintain it once each year.
- Limited, isolate, and secure any hazardous materials to prevent spill or release.
- Keep shoes and flashlights with fresh batteries in an area convenient to your home's exit.
- Never light a match, lighter, or any other flame if there is an imminent danger of escaping gas anywhere around.

RESPONSE CAPACITY: SUPPLIES & SKILLS

- Gather survival supplies in an evacuation bag or tote for your home and car. Include, , , , , and .
 - 4 liters of water per person per day
 - Prescription medications
 - High energy food
 - Flashlight, batteries

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- First aid kit
- Cash
- Change of clothing including seasonal and hard-soled shoes
- Blankets
- Portable radio with extra batteries
- Toiletries
- Special provisions needed for elderly, disabled, small children, and animals in your household

Review your supply every three months for expiration dates of food, water, batteries, and medications.

- Practice use of a fire extinguisher.
- Know how to turn off your electricity, water, and gas. Assemble an emergency tool kit: pipe wrenches and crescent wrenches for turning off gas, water, and other utilities, rope, hammer, screwdrivers, face mask, clean rags, sledge hammer, and crow bar.
- Know principles of incident command systems or standard emergency management systems for organizing post-disaster self-help in your community.
- Learned first aid, light search and rescue, fire suppression, wireless communication or community disaster volunteer skills.