

Disaster Preparedness Handbook

June 2021

The
**Episcopal
Church**
in WESTERN LOUISIANA

INTRODUCTION

The
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Church**
in WESTERN LOUISIANA

June 1, 2021

Dear Friends,

The global pandemic and hurricanes of 2020 followed by the ice storm of 2021 dramatically demonstrated how disasters can disrupt our lives. Although we cannot prevent the occurrence of future destructive events, making advance preparations can help minimize their impact to property and human lives and give us greater confidence and peace when we face difficulties.

This packet includes information developed by Episcopal Relief and Development (<https://www.episcopalrelief.org>). These materials provide concrete steps that churches and individuals can take to be ready for the next hazard that may come our way. I strongly urge you to take the time now to read through these pages, fill out the forms, and take other suggested steps to safeguard the lives and property of people in your congregation and local community.

To learn more about disaster preparedness, you can also visit our diocesan website, <http://epiwla.org/resource-library/disaster-preparation-and-response/>. There you will find links to all of the materials contained in this handbook as well as other local and national resources.

As you begin to do this work, let it be a time of prayerful preparation rather than an opportunity for fear and anxiety. Whatever may come our way, we are all in this together.

Faithfully in Christ,

The Rt. Rev. Jacob W. Owensby, PhD, DD
IV Bishop of Western Louisiana

WHAT TO EXPECT

in case of emergency

The Episcopal Church
in WESTERN LOUISIANA

Disaster Plan Enacted

Bishop notifies diocesan staff and clergy through Alert Media.

Daily Conference Calls Scheduled

- Diocesan staff @ 9 am
- Clergy @ 10 am

Clergy Report to Bishop

Parish and community needs will be assessed.

Diocesan Response Strategy

Developed in coordination with parish clergy and local agencies.

Posts to Social Media

Diocesan response and needs for donations and volunteers posted to website and Facebook.

FOR MORE DETAILS, VISIT
[www.epiwl.org/resource-library/
disaster-preparation-and-response/](http://www.epiwl.org/resource-library/disaster-preparation-and-response/)

THE LIFECYCLE OF A DISASTER

PREPAREDNESS: Continued efforts to anticipate, respond to and recover from possible disasters. Preparedness activities should be ongoing.

IMPACT: An event (natural or man-made) occurs that outstrips the capacity of the local community to respond.

RESCUE: Rescue is the period of time right after a disaster where first responders, e.g. local fire, police and emergency medical services, attempt to contain or minimize damage and save lives.

Power is often out. Utility companies may cut power to ensure safety.

Debris is visible. If possible, road crews begin to remove debris.

Local community members, including churches, community agencies and others, provide emergency food and housing. Affected individuals may move to emergency shelters.

The National Guard may be called up to assist.

Most schools and businesses are closed.

RELIEF: During relief, people create temporary solutions to meet immediate needs, such as shelters and mass feeding programs.

Local road crews and utility workers continue their work.

Additional workers from around the country arrive to begin to clean up and restore power.

Red Cross and other organizations open shelters and distribute food.

Schools and many businesses remain closed.

Insurance Adjustors are on site and people begin applying for insurance claims.

People may apply for government funding through FEMA to help pay for rebuilding.

Churches often act individually to meet immediate needs such as meals, phone and computer charging, spiritual and emotional support, housing and other needs.

SHORT TERM RECOVERY: Individuals and communities work to find more permanent solutions to disaster damage and begin rebuilding.

Roads have been cleared, and power and utilities have been restored to residents whose homes weren't damaged.

People in shelters are transitioned to motels and apartments.

Undamaged schools and businesses reopen.

Some people begin to receive insurance, loans and government aid.

Donations continue to pour in, but the contributions are not always what is needed.

Relief groups are leaving and local long term recovery groups begin to form.

LONG TERM RECOVERY: People begin to find their "new normal." Disaster recovery may take many years.

Residents begin to transition to FEMA-funded temporary housing, some may return to their homes. Others move away.

Prolonged job loss from closed businesses combined with increased housing costs prompts an increased need for social services.

Some people are hiring contractors and rebuilding their homes using insurance, FEMA funds, loans and savings.

Individuals may need continued outside help, disaster case management and/or continue to have unmet needs.

Outside volunteers arrive to help repair and rebuild homes.

Mental health issues may surface for some, particularly around anniversary events.

Churches and organizations begin to work together to form more coordinated disaster responses.

RESPONSE

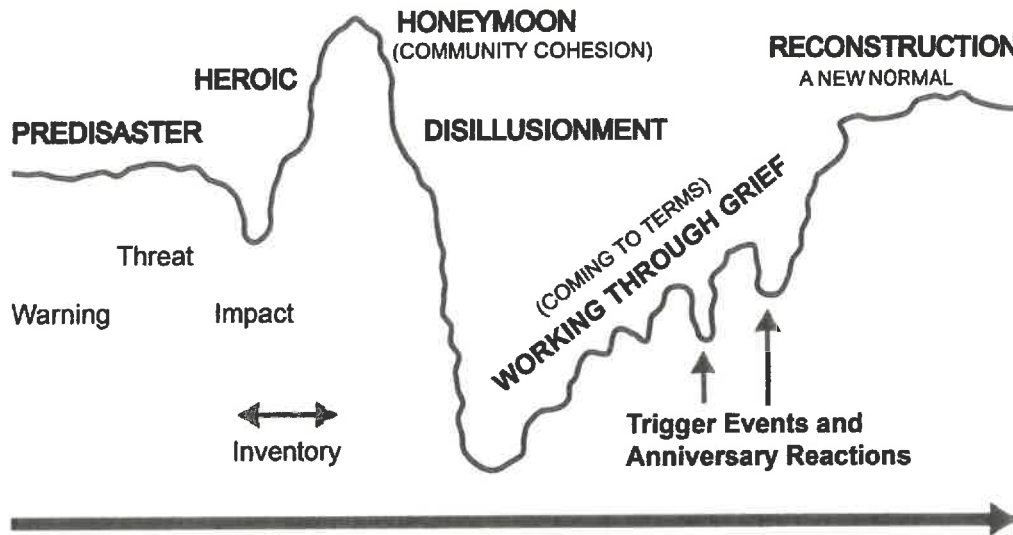
RECOVERY

US DISASTER PROGRAM

The Emotional Life Cycle of a Disaster Explained



Written by the Rev. Canon Carl Andrews and Archdeacon Russ Oechsel



UNDERSTANDING THE DIAGRAM

Disasters take an emotional toll on each person to varying degrees, whether directly or indirectly affected. The journey is not always linear, and in fact, often phases of the emotional life cycle of a disaster repeat or last longer than one might originally think.

Immediately after the *impact* of an event, there are *heroic* efforts (rescues, etc.), during a period called the *honeymoon* phase. It is also recognized by community cohesion. Normally, following this period there is an emotional crash characterized by *disillusionment* and perhaps a feeling of abandonment. From that low place, one starts *working through the grief* coupled with the difficulties applying for benefits, filing insurance claims, etc. When there are anniversaries or *trigger events*, such as a new storm, negative emotions return accompanied by another wave of hopelessness. The length of the cycle can take up to five years or more. Keep in mind the psychiatrist Elisabeth Kubler-Ross's five stages of grief (denial, anger, bargaining, depression and acceptance)—as this grief period superimposes itself in the *disillusionment* stage as well. People may return to their low place for a time, and start climbing up again to the *new normal*, defined as *reconstruction*, or a new beginning.

Now, in the elongated emotional life cycle of a disaster diagram, most appropriately associated with events such as pandemics, the *honeymoon* stage will peak earlier with some community cohesion or joint confusion caused by not understanding the pandemic itself or misinformation. The period of *disillusionment* becomes elongated as well as the *working through grief* stage. It can take months or longer depending on such things as the availability of treatments or vaccines as well as the ability to contain the spread, and the mortality rate. The grief stage will likely be longer with more depression and anger than with natural disasters. It could take 20-25 years to reach the *reconstruction* stage after a pandemic.

COMPREHENSIVE PLANNING GUIDE

US DISASTER PROGRAM Preparedness Planning Guide



For Congregations and Parishes (Comprehensive Version)

FROM THE DIRECTOR

Dear Episcopal Church Leaders,

Though we don't always want to think about it, one of our roles as a church in the community is to be prepared to be of assistance after a disaster. We plan for four basic reasons:

- To mitigate the damage to our church community's buildings and belongings;
- To be able to resume the business of the church as soon as possible post-disaster;
- To support our parishioners in times of crisis;
- To assist to our vulnerable neighbors after an emergency.

The role of Episcopal Relief & Development's US Disaster Program is to inspire, connect and equip leaders of the US Episcopal Church to prepare for hazards that might affect their communities, as well as mitigate the impact of those disasters and help the vulnerable make a full and sustained recovery.

The "Comprehensive Version" of the Preparedness Planning Guide is designed to help a congregation plan for a disaster, from taking inventory of physical and human assets to determining its niche in assisting vulnerable people in the larger community. This process is best done over several meetings, requiring about 10 to 15 hours to complete. To assist in the process, we've created a Facilitator's Guide that a group leader can use to facilitate a planning team in completing the heart of the plan in four meetings of 60 to 90 minutes. It can be downloaded for free from Episcopal Relief & Development's Resource Library, www.episcopalrelief.org/resourcelibrary.

We recognize some congregations might not yet be ready for a full disaster planning process. Two abbreviated versions of the guide can also be downloaded from our Resource Library (www.episcopalrelief.org/resourcelibrary.) The "Silver Level" version includes necessary basic information to protect parishioners and church property in times of disaster, and also lays the foundation for congregations interested in responding to their most vulnerable neighbors after a disaster. The "Bronze Level" includes the most basic information needed in times of disaster. An index that cross-references the sections of all three guides can be found at the end of this resource.

Episcopal Relief & Development's US Disaster Program is working with dioceses around the country to help them be better prepared for emergencies. That includes training and supporting Diocesan Disaster Coordinators, who have been appointed by their bishops. A list of Diocesan Disaster Coordinators can be found on our website at www.episcopalrelief.org/usdisasterprogram. They should be your first support and resource through this planning process.

The Preparedness Planning Guide for Congregations and Parishes comes from the collected wisdom of the Church. To compile this guide, we gathered examples of parish and diocesan disaster preparedness guides from around the country as well as from other denominations. We utilized the most important elements from each, while trying to stay as simple as possible. Please let us know if there's anything in this guide that you think should be changed, added or eliminated, and feel free to edit according to your local context.

Thanks for all you do in this important work,

Katie Mears
Senior Director, US Disaster Program
Episcopal Relief & Development

US DISASTER PROGRAM Preparedness Planning Guide



For Congregations and Parishes
(Comprehensive Level Version)

THANK YOU

This guide is not the creation of Episcopal Relief & Development's US Disaster Program; it is a compilation of the great work of:

Province IV Disaster Preparedness and Response Commission
The Episcopal Diocese of Arkansas
The Episcopal Diocese of Central Florida
The Episcopal Diocese of Central
Pennsylvania
The Episcopal Diocese of Connecticut
The Episcopal Diocese of East
Tennessee The Episcopal Diocese of
Florida
The Episcopal Diocese of Kansas
The Episcopal Diocese of Louisiana
The Episcopal Diocese of Rio Grande
The Episcopal Church in South
Carolina
The Episcopal Diocese of Southeast Florida
The Episcopal Diocese of Southwestern Virginia
The Episcopal Diocese of Texas
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FOREWORD

We know there is a lot going on in the life of a church, and it is easy for disaster preparedness to fall by the wayside. But when something does happen and no preparations have been made, it can be very difficult for that community. Here's one congregation's story to help illustrate the importance of this work.

St. John's Firestorm – May 9, 2004
The Rev. Dr. Gail Keeney-Mulligan

It was Sunday afternoon (Mother's Day) and we had just arrived at St. John's for a Women's Bible Study. I walked through the hall, down the stairs and unlocked the lower level office entrance doors for the women to enter. It was 5 p.m. and we sat down in a classroom below the hall to begin our study.

At 5:20, there was a huge "boom!" sound upstairs. I thought that someone had come in and slammed the doors. The next thing we knew there was the smell of smoke. I opened the stairwell door only to find it filled with smoke. There was no back door exit and no way to climb out through the windows. We could, thank God, go out the doors down the hall near the church.

When we got outside we found a large crowd screaming that there were people inside. Fire trucks were arriving. Within minutes the entire upstairs hall and everything in it was gone. We still don't know what caused the fire, as all the doors were locked and no one was inside except the study group. There were no accelerants found and there were no electrical causes.

It was sobering to realize, later, that the location of the fire and the speed with which it spread could have blocked our getting out of the building, as the stairwell was hot and smoky and was between our classroom and the exit we had to use.

The heat of the fire was so great that it affected the stained glass windows behind the altar and given another ten minutes, would have caused serious damage in the chancel area. The water from the fire fighters soaked computers and file cabinets, destroying many records and much of our important resources and materials. There were no fire alarms

and no sprinkler systems in the old building. Our ongoing ministries were saved by the awesome relationship we have with the interfaith community of New Milford. Even as the firefighters were still exploring the cause of the fire and explosion — and parish members, along with Jack Spaeth and Bishop Curry, sat outside the building in vigil — the priest of St. Francis Xavier Roman Catholic Church arrived and handed me keys to their building at the top of the New Milford Green to use as needed. A short time later, Rabbi Norm Koch gave us keys to his hall and the Congregational Church next door gave us space to save all the records we could salvage as well as rooms for our Sunday School classes and our after school program.

We were very fortunate to have a member of the Congregational Church rent to us a little house he had just bought and was upgrading for rental, which stood between our church and theirs.

When we consider who and what we could have lost, what we did lose, and how it took a village for us to carry on our ministry and mission, it's humbling. Since the fire, we have made significant changes in our building, our storage, and in safety procedures for the unexpected.

This Outline for Parishes has shown us even more things we can and should do to protect the people, property and records of our life together in Christ.

*The Rev. Dr. Gail Keeney-Mulligan
Rector, St. John's Episcopal Church, New Milford, CT
Member, Bishop and Diocesan Executive Council*

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EPISCOPAL ASSET MAP

The Domestic and Foreign Missionary Society and Episcopal Relief & Development are launching a new Asset Mapping platform for the Church. The free web-based platform allows Episcopal institutions to input, share and search info about their own ministry programs and those of other congregations around the diocese and country. The Pilot Phase began in 2012 with the Dioceses of New York and Louisiana and concentrated outreach has been underway since September 2014. The invitation to participate has been extended to all dioceses in the 50 US states in 2015. A timeline is being explored for inviting the remaining dioceses of The Episcopal Church.

Our goal is to facilitate and encourage collaborative ministry and network development in The Episcopal Church by providing a platform to share information about our individual mission programs in one searchable, visual database.

The web-based platform looks like other online map applications (i.e. Google Maps) with every plotted pin representing an Episcopal institution: church, school, seminary, diocesan office, etc. Users can click the pins to read more about the congregations' various ministries, search the diocesan map to see where similar outreach is being done, or scan the list-view and see contact information to reach out to potential ministry partners. Additionally, a 'disaster response mode' is under development, which will enable select users to coordinate and track the church response during emergencies.

If you haven't already, we encourage you to enter the data from your congregation into the Episcopal Asset

Map. www.EpiscopalAssetMap.org

OUR CONGREGATION'S DISASTER PLAN

CONGREGATION/CHURCH:	PHONE: ADDRESS:
CONGREGATIONAL DIOCESAN COORDINATOR:	LANDLINE: CELL- PHONE:
DIOCESAN DISASTER COORDINATOR:	CELL- PHONE: LANDLINE:
DATE OF COMPLETION:	
SCHEDULED REVIEW:	

LEADERSHIP

Invite interested congregational members to take a leadership role so that you'll have the necessary direction to plan for and respond to all disasters. The responsibilities of this leadership include: developing the initial disaster response plan, making sure it's reviewed at least annually, and implementing it when necessary. As key decision makers, leaders must be familiar with the plan that has been developed and their role in coordinating the response to the disaster. You must ensure that the plan is operational, and that it is well communicated to the congregation and community.

CONGREGATIONAL DISASTER COORDINATOR

The Congregational Disaster Coordinator provides leadership and guidance to the congregation in advance of, during, and following an emergency. This individual should ideally be a regular member of the congregation, familiar with its facilities and families. They should be available to enact the emergency plan and oversee the collective activities of the Disaster Leadership Team members; therefore, it is best if this role is not filled by a professional disaster responder who will be unavailable following an event. It is also best that clergy on staff not fill the role of Congregational Disaster Coordinator so that they can meet the spiritual and emotional needs of the congregation and community in times of disaster. However, it is likely that the priest may be able to suggest candidates for this role.

DISASTER LEADERSHIP TEAM

The Disaster Leadership Team should include the Congregational Disaster Coordinator, and a group of committed individuals willing to support the Coordinator and the congregation in preparedness and response efforts. This group can be small; in some congregations three might be appropriate, in others as many as eight to ten.

Possible members for a Disaster Leadership Team:

- Rector/vicar/priest-in-charge
- Assisting clergy
- Junior and senior wardens
- Parish administrator
- Altar Guild leader
- Other possibilities: sexton, church school director, parish nurse, parish historian, webmaster, etc.
- People with expertise and/or connections within the disaster/emergency response field
- People with experience in planning
- People willing and able to help in designated areas of responsibility

The responsibilities of the Disaster Leadership Team include:

- Developing, reviewing and knowing the disaster plan
- Leading drills or trainings as needed
- Communicating the plan fully to the congregation and community (through trainings, preparedness Sundays, etc.)
- Helping to resume congregational life as soon as possible after a disaster
- Protecting church assets after a disaster

- Serving the congregation during the acutely stressful time after a disaster
- Mirroring to the community Christ's commitment to truth, mercy, justice and love

To do this the Disaster Leadership Team must:

-
- Know their own area of responsibility within the plan
- Review and update the plan regularly to make sure it is operational
- Activate the preparedness or post-disaster plan after a disaster
- Evaluate the plan when enacted; make changes as needed
- At regular intervals, invite new members to join the Team

GOALS

Use this goal section to think broadly about who your congregation wants to be and how those values might be reflected in your disaster response work. Imagine a disaster has hit, and you and your committee are reflecting on what has occurred. What do you want to say about yourselves? – “We did a great job taking care of our elderly members; we were able to smoothly navigate insurance systems; we made an important contribution to the recovery of our poorer neighbors.” This section is a place for this type of broad thinking.

PREPAREDNESS GOALS

In putting together this guide and talking with church leaders around the country, we have realized that all preparedness, response, recovery and hazard mitigation work can be categorized into four goals:

- Resuming congregational life as quickly and smoothly as possible
- Protecting the church's assets
- Supporting impacted parishioners to recover
- Reaching out to vulnerable neighbors

If your congregation is prepared, it will be able to achieve these goals more quickly and efficiently after an emergency.

FORMING GOALS

Broadly think about who your congregation wants to be and how those values might be reflected in your disaster response work. The Disaster Leadership Team should identify the highest priorities specific to your congregation during and after a disaster. Goals should be simple and reflective of the needs and abilities of your congregation and the mission of your diocese, and agreed upon by each member of the team.

MISSION STATEMENTS

Look at your church and diocesan mission statements, and think about how disaster response can align with this larger purpose. Include those statements here to provide a framework for your goals.

Diocesan Mission Statement:

Congregational Mission Statement:

CONGREGATIONAL GOALS

This is an exercise to think of who you are as a congregation and what you want to accomplish after a disaster. This is a definition of what you will strive to accomplish after a disaster; the specific steps to accomplish these goals will be defined later in the guide.

Examples of goals may include:

- Ensuring the safety of older and disabled members of the congregation
- Providing an effective relief ministry to the local community after a disaster
- Protecting valuable church assets
- Reestablishing Sunday services as soon as possible post-disaster

1)	<p><i>(Example) Reestablishing Sunday services as soon as possible.</i></p> <p><i>You don't need to identify the specifics of how that will be done (ie: worship will be held at St. Luke's Lutheran Church)</i></p>
2)	
3)	
4)	
5)	

RISK ASSESSMENT

Identify any vulnerabilities and hazards to your community so you know what you are preparing for. Take steps to mitigate the impact of those risks on your church, parishioners, and neighbors. Know who and what is most vulnerable during all types of emergencies and plan to protect or help them accordingly.

PROPERTY ASSETS

It's essential to know what assets you have so that you can protect and care for your property in the event of a disaster. Decide how to protect these assets in times of emergency, whether that's boarding stained glass windows before a major storm or backing up important records at an off-site location.

RESPONSE & RECOVERY CAPACITY

Brainstorm who and what resources you can tap into to help both your parishioners and the members of your greater community recover and work toward creating a "new normal." Make any necessary plans or preparations for responding to your parishioners – such as communication plans.

COMMUNICATION & OUTREACH

Maintain an updated contact list for the members of your congregation, and specifically include those who are vulnerable so that your team knows to check on their situation, etc. Keep in mind that, depending on the type of disaster, communication may be difficult and you may need various means of communication to reach everyone.

Also, know whom to contact for help and how to plug into a local emergency response network. Make sure to connect with local disaster relief organizations, local government agencies and your local Voluntary Organizations Active in Disaster (VOAD) chapter before a disaster.

DEVELOPING TEMPLATES FOR INITIAL RESPONSE

Now that you've determined your congregation's capacity to respond to and recover from potential disasters and emergencies, you're ready to apply this information to specific types of events. In most cases, the initial response to particular types of disasters will be very similar.

In this section, you will create templates for responding to four general types of crises:

- Major disasters with warning;
- Major disasters with no warning;
- Local emergencies with warning;
- Local emergencies with no warning.

To complete these templates, use the list generated on page 12, "Brainstorm Likely Disasters and Emergencies," to help shape responses that reflect the disasters and emergencies particular to your region. A few examples are included to use as a general guide.

Your initial responses are really only the beginning of disaster response. They will get you through the first hours of a crisis until your Parish Disaster Leadership Committee can meet to determine further actions as the situation unfolds.

LOCAL CRISIS HISTORY

Past emergencies can help to predict the future. Create a list of all local disasters and emergencies that have occurred in your parish and in your community in the past 50 years. A **disaster** is a non-routine event that causes human suffering or creates human needs that survivors cannot alleviate without spiritual, monetary, material, and/or physical assistance. An **emergency** is a sudden, generally unexpected occurrence or set of circumstances demanding immediate attention. In addition to all local and regional natural hazards, be sure to include major economic crises, mass violence, disease outbreaks and other non-weather related emergencies in your list.

PAST DISASTER/EMERGENCY:	DESCRIPTION OF EFFECTS:
<i>(Example) Flood-June 1996</i>	<i>Neighborhoods along the river received about 6 feet of water. 300 homes were flooded, about 100 needed significant rebuilding. 500 homes had to be cleaned/mucked, as did about half of the businesses in the downtown district.</i>

BRAINSTORM LIKELY DISASTERS AND EMERGENCIES

Make a **list** of all potential disasters/emergencies. Examples of common emergencies may include: weather and fire-related events, vulnerable adults, lost and missing children, medical emergencies, intruders, etc. Also consider even the most extreme possibilities: chemical spill, fire, mass violence, etc. After you have created the lists, go through and rank the top 5 that you think are most likely. We will return to these in the final section of this guide, "Developing Templates for Initial Response."

MAJOR DISASTERS	LOCAL EMERGENCIES
<i>Flood</i>	<i>Ice storm</i>

Consider whether your top five events in both columns would be the type that occur with some warning, such as a hurricane or spring river flood, or would happen suddenly, such as a chemical spill. Place them in the appropriate box below.

MAJOR DISASTER WITH WARNING	MAJOR DISASTER WITH NO WARNING	LOCAL EMERGENCY WITH WARNING	LOCAL EMERGENCY WITH NO WARNING

IDENTIFYING GROUPS THAT INCLUDE OR SERVE VULNERABLE PEOPLE

People with special needs will be at higher risk during a disaster. Take the time to identify those people within your congregation, and brainstorm what problems they may face and how you could help with those problems as a congregation. List the groups in the parish that are either comprised of or serve people who might be especially vulnerable after a disaster. These might include senior citizens' groups, groups for new mothers, and religious education programs that include children with special needs. List the contacts for each group, so that they can be contacted after a disaster to help assess needs and facilitate the response. You will also build a list of these individuals later in the workbook.

GROUP	CONTACT	TYPES OF NEEDS MEMBERS MIGHT HAVE
<i>The Senior Citizens Club is comprised of parishioners aged 65 and older.</i>	<i>Betty Jones</i>	<i>Difficulty evacuating. Medical conditions.</i>

INVENTORIES OF PROPERTY-RELATED ASSETS

The three first steps to protecting your property are:

1) IDENTIFYING WHAT YOU HAVE

- Use the inventory form on page 15 to make a list of your major assets.

2) RECORDING THE DETAILS OF THIS PROPERTY

- Make a written inventory of any property, buildings and building contents (you can use the form on the next page). It should list what you have and provide appraisals when possible.
- For each building that you have, make a note of the location of the main water shut-off valve, heating system/boiler shut-off and the main electrical panel breaker.
- Make a visual record with a camera and/or a handheld video camera: lay out your valuables – vestments, silver, artwork, historical items, etc. Take photos of each or, with a camcorder, pan slowly across each. Continue the visual record by walking through buildings/properties, stopping at specific points for more detail as needed.
- Keep one copy of the written and visual inventories in a protected place at the church, and keep a second copy of each in a remote location or provide them to the diocesan archives. You may have this already if you've completed one for insurance purposes; if so, make sure it's up to date and that the diocesan archives has a copy.

3) DETERMINING WHAT NEEDS TO BE REMOVED OR PROTECTED

- Identify what should be protected or removed. This may include protecting the organ, piano, windows, or archives; quake-proofing furniture, etc.
- Use the form on page 16 to record what will be protected, by whom, when, where, and how. Buy any supplies needed to protect those objects, and have them readily accessible.
- Draw a simple floor plan of your building(s), showing the location of the organ, piano, paper records, archives, etc. and file it with your local fire department.
- Make sure copies of your insurance information are kept in a safe on site and include a copy of in your "Go Kit" so that any necessary claims can be filed quickly.

GENERAL INVENTORY INFORMATION

Annual Inventory Date:	
• List only (m/d/y)	
• Photos (m/d/y)	
• Video (m/d/y)	
Person(s) responsible for conduction annual inventory:	
• Name	
• Name	
• Name	
Locations of inventory records:	
• On-site	
• Off-site	

CHURCH GO KIT

Prepare and have ready a church "Go Kit," containing items essential to holding worship: communion silver, a Book of Common Prayer, and a hymnal. Even if the church building is damaged or inaccessible, services may continue with these items. In most cases, a member of the clergy should be responsible for this item, since they will lead services. This kit should also include important insurance information, back-up files and other documents essential to the continuation of church work.

PERSON RESPONSIBLE:	
PHONE:	
EMAIL:	

CHURCH GO KIT CONTENTS	
1	Software and electronic files (back-up)
2	Communion silver
3	Book of Common Prayer
4	Hymnal
5	Lists of passwords and usernames: computers, software and websites
6	Insurance information
7	List of important contacts
8	A complete set of keys to the church
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

INSURANCE INFORMATION

Make a list of all your insurance information and contacts. Be sure to have a copy of this information in a secure place off-site and another copy in your "Go Kit," if possible. Note: if your church is insured through Church Insurance Company, you can call 800-223-5705 to report claims immediately.

POLICY NUMBER:	
POLICY IS WITH:	PHONE: ADDRESS: S:
AGENT:	PHONE: ADDRESS: S:
ORIGINAL POLICY IS KEPT:	ADDRESS:
COPY OF POLICY IS KEPT OFFSITE:	ADDRESS:
POLICY TYPE: <i>(Example—Replacement value type)</i>	TOTAL VALUE:
POLICY COVERS:	<i>(Earthquake, hurricane, robbery, fire, breakage, etc.)</i>
OTHER POLICIES:	
POLICY REVIEW:	WHEN: BY WHO:

Be sure to note where off-site copies are kept and who can access them.

OFF-SITE COPIES	
WHERE:	<i>(Ex: Diocese has a copy)</i>
WHO:	
PHONE:	
CELL:	

SECURE STORAGE OF ARCHIVES AND RECORDS

Appropriate protection of records is essential. If your paper files are charred or water-damaged, or your computer files are lost, you may need to hire professional recovery companies in addition to rebuilding the data. Archival items by nature are irreplaceable.

Refer to the “Records Manual for Congregations” published by the Archives of the Episcopal Church for a list of records to retain and the time to retain them. You can also find this information at: http://www.episcopalarchives.org/Records_Manual_for_Congregations.pdf

A) EVERY CONGREGATION NEEDS A FIREPROOF, WATERPROOF, QUAKE-PROOF LOCKABLE BOX OR SAFE (OR SAFETY DEPOSIT BOX). SELDOM-USED/HISTORICAL ITEMS, VALUABLES AND THE FOLLOWING SHOULD BE KEPT IN THE SAFE:

- Parish registers and service books – at all times when not in use
- Confidential records: personnel files, documents displaying social security numbers, and confidential counseling records.
- Contracts, mortgage or loan papers, titles and deeds, other legal documents, etc.
- Routine back-ups for computer files on a CD, DVD or USB

B) PAPER RECORDS AND FILES

- These could include your administrative, financial and ministry files, and copies of print newsletters or bulletins. Store them in metal file cabinets, preferably not on opposite walls from windows. Photocopy irreplaceable files to store offsite.

C) ARCHIVES

- These are best stored in temperatures between 65-68 degrees, with 45% humidity, in metal cabinetry or shelved in acid-free boxes, in a closed room with no windows. If the room is fireproofed, even better. After fire, water and mildew are the worst enemies.
- Inventory your archives carefully and keep a copy offsite.

D) SOFTWARE AND ELECTRONIC FILES

- Keep anti-virus and spyware protection up to date, establish protocols for office computer use including password protection, and use a surge protector
- Back-up your office files regularly and keep back-ups in your safe or another secure location off-site. Place a copy in the “Go Kit.”
- Keep your original software CDs in the safe.
- Make backups of your website. Make sure your web-hosting provider regularly backs up their servers and protects the data. Consider a web-hosting service with multiple servers in various locations nationally.
- Keep lists of passwords and usernames for all computers in the church safe/safety deposit box/off-site. Make sure passwords are kept in at least 2 places, and there is a copy in your “Go Kit.” This will help to ensure access to them after a disaster

E) DIOCESAN ARCHIVE STORAGE

- Provide copies of your architectural drawings and asset inventories to the diocesan archives.

CONGREGATIONAL RESOURCES

Identify what facilities or resources your congregation can offer fellow parishioners or to the broader community in the event of an emergency – do you have vehicles? Do you have a space that could be used as a shelter? Do you have a commercial kitchen? Make a list of property assets that can be used for response activities in case of an emergency.

BUILDING	DESCRIPTION

DO YOU HAVE?

YES/NO	FACILITY	DESCRIPTION/QUANTITY
	KITCHEN	
	COMMERCIAL KITCHEN	
	CLASSROOMS	
	MEETING SPACES	
	LARGE MEETING SPACE	
	GYMNASIUM	
	BACK-UP POWER	
	GARDEN SPACE	
	SHOWER FACILITIES	
	ABILITY TO HOUSE VOLUNTEERS OVERNIGHT	
	LARGE PARKING LOT	

ARE YOU CERTIFIED?

YES/NO	CERTIFICATION
	AMERICAN RED CROSS DISASTER FEEDING
	AMERICAN RED CROSS MASS CARE
	AMERICAN RED CROSS SHELTER CARE
	OTHER

CONGREGATIONAL RESOURCES

Identify what facilities or resources your congregation can offer fellow parishioners or to the broader community in the event of an emergency – do you have vehicles? Do you have a space that could be used as a shelter? Do you have a commercial kitchen? Make a list of property assets that can be used for response activities in case of an emergency.

WHAT EQUIPMENT/RESOURCES DO YOU HAVE TO OFFER THE WIDER COMMUNITY?

YES/NO	EQUIPMENT/RESOURCES	DESCRIPTION/QUANTITY
	VEHICLES	
	GENERATOR	
	BED/COT	
	TENT	

CONGREGATIONAL ACTIVITIES RESOURCES

Make a list of important activities and services already provided by the congregation. What do you know how to do? What outreach programs does your congregation already run? What vulnerable communities might be associated with those programs? Because you already have the experience and infrastructure in place, these programs may be a good starting point for providing services to the greater community after a disaster.

If you are interested in learning more about some of these ministries, consider checking the Episcopal Asset Map (www.episcopalassetmap.org) to see who in your area may already be a resource. You can also enter your own ministries to let other churches in your area know more about the ministries your congregation provides.

TYPES OF MINISTRIES:

<input type="checkbox"/> Advocacy	<input type="checkbox"/> Immigration Services
<input type="checkbox"/> Aging, Health and Wellbeing	<input type="checkbox"/> Meal Programs
<input type="checkbox"/> Career Services and Education	<input type="checkbox"/> Mission Trips and Partnerships
<input type="checkbox"/> Children and Youth Ministries	<input type="checkbox"/> Prison Services
<input type="checkbox"/> Community Gardens	<input type="checkbox"/> Shelter and Housing
<input type="checkbox"/> Donations Coordination/Distribution	<input type="checkbox"/> Other
<input type="checkbox"/> Economic Development	<input type="checkbox"/> Other
<input type="checkbox"/> Food Pantries	<input type="checkbox"/> Other
<input type="checkbox"/>	<input type="checkbox"/>

(Example) Food pantry- frequented by homeless	
(Example) Vacation Bible School for parish	

CONGREGATIONAL RESOURCES

Identify what facilities or resources your congregation can offer fellow parishioners or to the broader community in the event of an emergency – do you have vehicles? Do you have a space that could be used as a shelter? Do you have a commercial kitchen? Make a list of property assets that can be used for response activities in case of an emergency.

ACTIVITIES:

ORGANIZED GROUPS:

<input type="checkbox"/> Active Community Ministries Organization	<input type="checkbox"/> Kids on a Mission
<input type="checkbox"/> AA/NA/Twelve Step	<input type="checkbox"/> LGBT Community
<input type="checkbox"/> Bible Study Group	<input type="checkbox"/> Men's Group
<input type="checkbox"/> Boy Scouts/Girls Scouts	<input type="checkbox"/> Neighborhood Associations
<input type="checkbox"/> Brotherhood of St. Andrew	<input type="checkbox"/> Nursery
<input type="checkbox"/> Choir	<input type="checkbox"/> Preschool
<input type="checkbox"/> College Students	<input type="checkbox"/> Sunday School
<input type="checkbox"/> Daughters of the King	<input type="checkbox"/> Young Adult Group
<input type="checkbox"/> Ecumenical Ministers/Lay Eucharistic Ministers	<input type="checkbox"/> Youth Group
<input type="checkbox"/> ECW	<input type="checkbox"/> Other
<input type="checkbox"/> EFM	<input type="checkbox"/> Other
<input type="checkbox"/> Habitat for Humanity	<input type="checkbox"/> Other
<input type="checkbox"/>	<input type="checkbox"/>

CONGREGATIONAL HUMAN RESOURCE ASSETS:

PRIMARY LANGUAGES:	
GROUPS THAT COULD BE OF SERVICE:	<i>(These are examples, feel free to change or add other groups or people)</i>
<i>(Example)</i> <i>Brotherhood of St. Andrew</i>	CONTACT PERSON: EMAIL: PHONE: RESOURCES THEY CAN PROVIDE: SKILLS THEY CAN PROVIDE:
	CONTACT PERSON: EMAIL: PHONE: RESOURCES THEY CAN PROVIDE: SKILLS THEY CAN PROVIDE:
	CONTACT PERSON: EMAIL: PHONE: RESOURCES THEY CAN PROVIDE: SKILLS THEY CAN PROVIDE:
	CONTACT PERSON: EMAIL: PHONE: RESOURCES THEY CAN PROVIDE: SKILLS THEY CAN PROVIDE:
	CONTACT PERSON: EMAIL: PHONE: RESOURCES THEY CAN PROVIDE: SKILLS THEY CAN PROVIDE:
	CONTACT PERSON: EMAIL: PHONE: RESOURCES THEY CAN PROVIDE: SKILLS THEY CAN PROVIDE:

	CONTACT PERSON: EMAIL: PHONE: RESOURCES THEY CAN PROVIDE: SKILLS THEY CAN PROVIDE:
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**MEMBERS WITH DISASTER-RELATED SKILLS/CERTIFICATIONS/
RESOURCES**

Determine what disaster response skills, certifications or resources parishioners have to offer the parish and wider community. Are there certified chaplains, doctors or nurses? A suggested questionnaire follows. Include it in your newsletter or Sunday bulletin, and ask that it be returned to the church office or Disaster Leadership Team. You can keep the information current by reprinting the questionnaire annually. You also could use an online survey (via Survey Monkey or Google forms) to collect and organize this information. Compile the results in a list that includes the parishioner's name, contact information, skills and special needs.

MEMBER QUESTIONNAIRE

This questionnaire will help the Disaster Leadership Team determine members' special skills in responding to a disaster, as well as needs that might make them vulnerable in a disaster. Information will be kept confidential, and will only be used by the Disaster Leadership Team to involve parishioners appropriately in disaster response.

BASIC INFORMATION

DATE:	
NAME:	
ADDRESS:	
PHONES:	HOME: OFFICE: CELL:
EMAIL:	
PARTNER/SPOUSE/CARE-GIVER:	PHONE:
NAMES AND AGES OF ADDITIONAL HOUSEHOLD MEMBERS:	
EMERGENCY CONTACT (not living with you):	PHONE: ADDRESS:

PREPAREDNESS PLANNING

COMPREHENSIVE

SPECIAL SKILLS I WOULD VOLUNTEER

(Note: any volunteer contact with youth requires safe church training)

YES/NO	SKILL	FOR PARISH	FOR WIDER COMMUNITY
	Language(s) please list:	Y/N	Y/N
	Evacuation	Y/N	Y/N
	Clean-up	Y/N	Y/N
	Emergency babysitting at church/shelter (how many children?):	Y/N	Y/N
	Transportation to doctor (how many people):	Y/N	Y/N
	Provide vehicle for evacuation or clean-up	Y/N	Y/N
	Provide boat for evacuation or clean-up	Y/N	Y/N
	Provide aircraft for evacuation or clean-up	Y/N	Y/N
	Provide portable generator	Y/N	Y/N
	Temporary housing (how many people):	Y/N	Y/N
	Provide non-perishable food	Y/N	Y/N
	Provide bottled water	Y/N	Y/N
	Provide hot meals or a covered dish	Y/N	Y/N
	Cook/serve meals	Y/N	Y/N
	Will pray with/for victims	Y/N	Y/N
	Have first aid/CPR certification	Y/N	Y/N
	Blood donation	Y/N	Y/N
	Other:	Y/N	Y/N

PROFESSIONAL SERVICES

YES/NO	PROFESSIONAL SERVICE	FOR PARISH	FOR WIDER COMMUNITY
	Medical assistance (nurse, MD, EMT, etc.)	Y/N	Y/N
	Legal assistance	Y/N	Y/N
	Counseling assistance (LSW, LPC, etc.)	Y/N	Y/N
	Certified Chaplain	Y/N	Y/N
	Ham radio operator	Y/N	Y/N
	Professional rebuilding assistance	Y/N	Y/N
	Professional tree services and removal	Y/N	Y/N
	Other:	Y/N	Y/N

OTHER SKILLS OR RESOURCES

YES/NO	SKILLS/RESOURCES	DESCRIPTION/DATE	WILLING TO WORK OUTSIDE PARISH?
	Other disaster training (CERT, ARC, UMCARE)		Y/N
	Case management		Y/N
	Other: (project development, tools available–list, other services, etc.)		Y/N

SPECIAL NEEDS

Does anyone in your household speak only a language other than English? Language?:	Y/N
Medical disability:	
Special medical needs:	
Do you rely on electricity for home medical treatments?	Y/N
Are you homebound?	Y/N
Do you use a wheelchair/cane?	ALWAYS/ MOST OF THE TIME/SOMETIMES
Do you use a walker/cane?	ALWAYS/ MOST OF THE TIME/SOMETIMES
Do you require a special diet? Type:	Y/N
Do you have pets? What kind? How many?	Y/N
Do you have transportation in an emergency? If yes, what type? (ie: standard vehicle/wheelchair access/ambulance)	Y/N/MAYBE
Is there anything else we should know?	

Have you signed up for “Ready to Serve” with Episcopal Relief & Development’s US Disaster Program? Y/N

Return this form to:

GOALS AND RESPONSE

This is a good moment to revisit the goal previously defined and identify the necessary steps and resources to ensure that those goals are met. This is the moment to decide what activities are needed to accomplish those goals, what preparation is needed before a disaster, who shall lead each activity and what is needed to do so.

GOAL	PREPARATION	PERSON RESPONSIBLE	ACTIVITIES POST-DISASTER
<i>(Example) Reestablish Sunday services as soon as possible after a disaster</i>	<ul style="list-style-type: none"> • Put together "Go Kit" • Establish relationship with St. Luke's Lutheran Church—ask if they will offer space for alternate worship site • Inform congregation: in case church is affected by emergency, services will be held at alternate site 	<i>Paula Shriver (Senior Warden) and Rev. Smith</i>	<ul style="list-style-type: none"> • Communicate with St. Luke's • Inform parishioners via email, phone and note at our parish that services will be held at alternate site • Provide priest with the implements for service from the "Go Kit"

IMPORTANT CONTACTS

It might be a good idea to have a "bouquet" of contact options available in times of emergency. Because various types of communication may be affected, it's good to have multiple options.

DIOCESAN, CHURCH AND CONGREGATIONAL EMERGENCY CONTACTS

Contact information for the Diocesan Disaster Coordinator, the Bishop and other important staff at the diocese – use the form on page 30.

Contact information for the clergy and staff – see the form on page 30.

Contact information for partner congregations – see the form on page 31.

PARISHIONERS

Create and maintain a list of cell phone numbers and emails of all the members of the congregation if possible – this is a means to communicate, know the status of members and the status of their homes after a disaster. This can be done via mass emails, web pages, Facebook, etc. Mass texting services can help spread information quickly in an emergency, as SMS messages can sometimes be more reliable than phone and internet service in a disaster.

You may also consider creating a phone tree. Many times congregations already have that information; try to find out who has that information and where it is, so the disaster team can access it.

Especially in hurricane-prone areas, have members file their evacuation plans with the church. This allows the congregation (as best it can) to know who left and who stayed, and to have the means to communicate with all members.

PARISHIONERS WHO ARE INFIRM, ELDERLY, DISABLED, OR HAVE SPECIAL NEEDS

Create and maintain a list of people who need to be contacted in a disaster or emergency to see if they need help or special resources. A congregational list can be annotated to note: who is homebound, deaf, disabled, autistic, blind, oxygen-dependent, etc. You can use information gathered with the survey (pages 25-27) to create this list.

LOCAL EMERGENCY CONTACTS

911 is still the first call to make. They will contact local emergency services, and (depending on the event) coordinate with emergency networks in cities, towns, regions, states and nation-wide.

Have one local emergency contact and another emergency contact outside your region. Many times these contacts can be partner churches – you can use preexisting relationships you have built both within and outside your diocese. Fill out the form on page 45 with their information.

Have a list with contact information for, and develop working relationships with, your local emergency services and disaster response networks (Red Cross and your local VOAD group – Voluntary Organizations Active in Disasters – etc.). You can ask your Diocesan Disaster Coordinator to help you fill out the form on page 32.

INSURANCE COMPANY

If your building is damaged, you will need your insurance agent's information, as well as policy numbers. Refer to the information you included on page 19.

CONTRACTORS AND VENDORS

List the contractors you trust like electricians, plumbers, etc. – use the form on page 33.

OUTSIDE USERS OF THE BUILDING See the form on page 34.

LOCAL PRINT, RADIO, AND BROADCAST MEDIA See the form on page 35.

DIOCESAN CONTACT INFORMATION

Make this contact information available to your parishioners.

ROLE/JOB TITLE: NAME:	ADDRESS: CELL-PHONE: HOME PHONE: EMAIL: EMERGENCY CONTACT, RELATIONSHIP, PHONE:
ROLE/JOB TITLE: NAME:	ADDRESS: CELL-PHONE: HOME PHONE: EMAIL: EMERGENCY CONTACT, RELATIONSHIP, PHONE:
ROLE/JOB TITLE: NAME:	ADDRESS: CELL-PHONE: HOME PHONE: EMAIL: EMERGENCY CONTACT, RELATIONSHIP, PHONE:
ROLE/JOB TITLE: NAME:	ADDRESS: CELL-PHONE: HOME PHONE: EMAIL: EMERGENCY CONTACT, RELATIONSHIP, PHONE:

PEOPLE WITH FINANCIAL AUTHORIZATION APPROVAL

Keep a copy of this information in your "Go Kit"

NAME:	ADDRESS: PHONE: EMAIL:
NAME:	ADDRESS: PHONE: EMAIL:
NAME:	ADDRESS: PHONE: EMAIL:

CONGREGATION'S EMERGENCY CONTACTS

Partner congregations can serve as a center for communications, an evacuation site, or a source of relief volunteers, among other things. Partnering with another congregation within the diocese provides an opportunity to both serve others and receive services in an emergency. A relationship with a congregation located in a separate region not susceptible to the same emergencies at the same time as your congregation should also be established as a possible evacuation site.

It may also be a good idea to keep a complete set of keys to the church at one of these locations, or at your diocesan offices – in case yours are lost.

PARTNER CONGREGATION-LOCAL

PARTNER CONGREGATION:	
CONTACT PERSON:	LANDLINE: CELL PHONE:
ADDRESS:	

PARTNER CONGREGATION-OUTSIDE THE DIOCESE

PARTNER CONGREGATION:	
CONTACT PERSON:	LANDLINE: CELL PHONE:
ADDRESS:	

OTHER LOCAL EPISCOPAL PARTNERS-CHURCHES, SCHOOLS, FOOD PANTRIES, ETC.

PARTNER CONGREGATION:	
CONTACT PERSON:	LANDLINE: CELL PHONE:
ADDRESS:	

LOCAL PREPAREDNESS AND RESPONSE ORGANIZATIONS

It is best to develop relationships with other disaster response organizations in your area in advance of an emergency – such as your local Volunteer Organizations Active in Disaster (VOAD) or county emergency management office. They will be key partners in exchanging information, and open lines of communication will be essential to make sure your congregation's efforts are coordinated with the activities of other organizations. Make a list of these organizations and the people you have contacted within them, and make sure you maintain contact with them regularly.

COMMUNITY DISASTER ORGANIZATIONS & KEY INFORMATION SOURCES

ORGANIZATION/PERSON:	CONTACT NAME PHONE EMAIL
ORGANIZATION/PERSON:	CONTACT NAME PHONE EMAIL
ORGANIZATION/PERSON:	CONTACT NAME PHONE EMAIL
ORGANIZATION/PERSON:	CONTACT NAME PHONE EMAIL
ORGANIZATION/PERSON:	CONTACT NAME PHONE EMAIL
ORGANIZATION/PERSON:	CONTACT NAME PHONE EMAIL

EXAMPLE: INITIAL RESPONSE FOR MAJOR DISASTERS WITH WARNING

This plan would work for anticipated disasters such as a major hurricane, where there is time to arrange for an evacuation and protect property before the disaster occurs.

FIRST 10 STEPS

STEP		TIME FRAME	PERSON RESPONSIBLE
1	Call priest (xxx-xxx-xxxx) and sexton (xxx- xxx-xxxx) to protect property	Within 2 hours of evacuation notice	Congregational Disaster Coordinator
2	Call Disaster Leadership Team to activate phone tree	Within 2 hours of evacuation notice	Congregational Disaster Coordinator
3	Call Diocesan Disaster Coordinator to inform diocese of evacuation	Within 3 hours of evacuation notice	Congregational Disaster Coordinator
4	Call St. Mark's inland at xxx-xxx-xxxx to inform them of evacuation and when they can expect evacuees	Within 5 hours of evacuation notice	Congregational Disaster Coordinator
5	Protect windows and doors, cover organ & unplug electronics	Within 5 hours of evacuation notice	Sexton and protection team
6	Walk through church to make sure all valuables are stowed, protected or removed	Within 5 hours of evacuation notice	Sexton and protection team
7	Take "Go Kit"	Within 8 hours of evacuation notice	Priest
8	Activate evacuation plan for handicapped parishioners	Within 12 hours of evacuation notice	David Hamilton – owner of multiple vans
9	Evacuate to partner parish	Within 12 hours of evacuation notice	Priest, staff & parishioners that need an evacuation destination
10	Activate phone tree/communications plans to check on safety of parishioners	Within 24 hours after the storm has passed	Disaster Leadership Team

PRIOR PREPARATION

ACTIVITY	PERSON RESPONSIBLE
Hold "Preparedness Sunday" each May and collect evacuation plans/contact info for all staff and parishioners	Disaster Leadership Team
Prepare "Go Kit" for the church (pg. 28 – Preparedness Planning Guide)	Disaster Leadership Team & priest
Organize a team to help sexton protect property assets	Danielle Irons – sexton

INITIAL RESPONSE FOR LOCAL EMERGENCIES WITH NO WARNING

FIRST 10 STEPS

STEP		TIME FRAME	PERSON RESPONSIBLE
1	Congregational Disaster Coordinator calls priest to find out how the storm has affected the church and any activities/ministries	Within first hours	Congregational Disaster Coordinator
2	Congregational Disaster Coordinator calls Disaster Leadership Team to tell them what is happening	Within first hours	Congregational Disaster Coordinator
3	Activate notification system to inform students and parents that parish school has been cancelled	Within first hours	Director of parish school
4	Disaster Leadership team activates Phone Tree to check up on at-risk parishioners and find out what they need	Within first 5 hours	Disaster Leadership Team
5	If there is a need: use generator to run basic heat and light in parish hall	Within 24 hours	Danielle Irons – sexton
6	Assess the needs of parishioners and the community		Congregational Disaster Coordinator & Disaster Leadership Team
7	Look at the assets your congregation can provide		Congregational Disaster Coordinator & Disaster Leadership Team
8	Meet to determine next steps		Congregational Disaster Coordinator & Disaster Leadership Team
9			
10			

PRIOR PREPARATION

ACTIVITY	PERSON RESPONSIBLE
Have at least 5 gallons of gasoline onsite at the church, locked in the shed	Danielle Irons – sexton
Bi-annual check of the generator	Danielle Irons – sexton
Discuss volunteer responsibilities with Youth Group and others in case parish hall is put to use as heating shelter	Barbara Garcia – Team member
Cultivate relationship with important local community contacts	Diocesan Disaster Coordinator

INITIAL RESPONSE FOR MAJOR DISASTERS WITH WARNING

FIRST 10 STEPS

What are the first things that need to happen? By when do they need to start? And who is in charge?

STEP		TIME FRAME	PERSON RESPONSIBLE
1	Call priest to find out how emergency has affected church and/or services/ministries		Congregational Disaster Coordinator
2	Call Disaster Leadership Team to activate phone tree		Congregational Disaster Coordinator
3	Call Diocesan Disaster Coordinator to inform diocese of what is happening		Congregational Disaster Coordinator
4			
5			
6			
7			
8			
9			
10			

PRIOR PREPARATION

What needs to happen or what things are needed before a disaster in order to ensure the safety of the church and its parishioners?

ACTIVITY	PERSON RESPONSIBLE

INITIAL RESPONSE FOR MAJOR DISASTERS WITH NO WARNING

FIRST 10 STEPS

What are the first things that need to happen? By when do they need to start? And who is in charge?

STEP		TIME FRAME	PERSON RESPONSIBLE
1	Call priest to find out how emergency has affected church and/or services/ministries		Congregational Disaster Coordinator
2	Call Disaster Leadership Team to activate phone tree		Congregational Disaster Coordinator
3	Call Diocesan Disaster Coordinator to inform diocese of what is happening		Congregational Disaster Coordinator
4			
5			
6			
7			
8			
9			
10			

PRIOR PREPARATION

What needs to happen or what things are needed before a disaster in order to ensure the safety of the church and its parishioners?

ACTIVITY	PERSON RESPONSIBLE

INITIAL RESPONSE FOR LOCAL EMERGENCIES WITH WARNING

FIRST 10 STEPS

What are the first things that need to happen? By when do they need to start? And who is in charge?

STEP		TIME FRAME	PERSON RESPONSIBLE
1	Call priest to find out how emergency has affected church and/or services/ministries		Congregational Disaster Coordinator
2	Call Disaster Leadership Team to inform them what is happening		Congregational Disaster Coordinator
3	Call Diocesan Disaster Coordinator to inform diocese of what is happening		Congregational Disaster Coordinator
4			
5			
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PRIOR PREPARATION

What needs to happen or what things are needed before a disaster in order to ensure the safety of the church and its parishioners?

ACTIVITY	PERSON RESPONSIBLE

RESOURCES

The
Episcopal
Church
in WESTERN LOUISIANA

HELPFUL CONTACTS IN DISASTER RELIEF AND RECOVERY

Listed below are well-respected non-profit or government organizations that offer various resources to local communities when disaster strikes. Although many of these are national bodies, most have a local presence. Find out how to contact them in your area. Think of other service organizations in your location and add them to this list.

Name of Organization	Name of Local Contact	Phone Number
American Red Cross		
Catholic Charities		
Council on Aging		
Federal Emergency Management Agency (FEMA)		
Fire Department		
Food Bank		
Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)		
Police Community Resource Officer		
Salvation Army		
Sheriff's Office		
United Methodist Committee on Relief (UMCOR)		
United Way/211		



Safety in...

an Emergency



Contact...

Police: _____

Fire: _____

Ambulance: _____

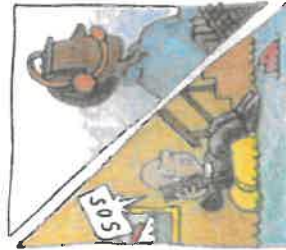
Hospital: _____

Poison Control: _____

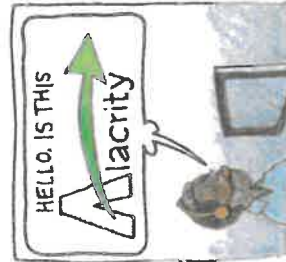
Understanding the Claims Process Using Alacrity Services



Event Occurs:
You discover a pipe has burst overnight releasing 500 gallons of water in the basement.



Claim Submitted:
You immediately contact the Church Insurance Claims Department at (800) 223-6602* to open your claim.



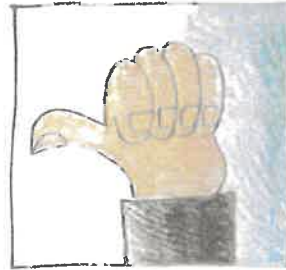
Alacrity Contacted:
Church Insurance contacts Alacrity Services, a leading supplier of restoration and repair services.



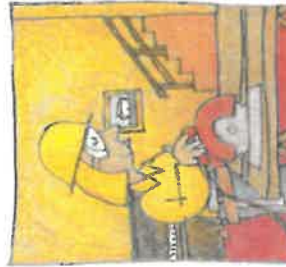
Contractor Assigned:
Alacrity contacts a certified contractor to meet with you to review the damage and prepare an estimate.



Estimate Submitted:
Alacrity submits the estimate to Church Insurance Claims Department for approval.



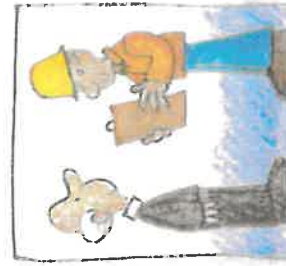
Work Authorized:
Once the estimate is approved the claim funds are sent to your Church or Diocese.



Work Begins:
The contractor begins repairs to return your property to its pre-loss condition.



Job Completed:
You sign the Certificate of Satisfaction once the job is completed.



Paperwork Reviewed:
If needed, inspections are performed and the contractor is paid.



Claim Closed:
Your claim is closed and you take solace in knowing that Church Insurance is always there for you.

**If it is a sensitive claim (misconduct matters, or severe injury) please contact Sam Carucci, Esq., Vice President, (800) 223-6602, ext. 1348, or Ken Miller, Claims Examiner, (800) 223-6602, ext. 1340.*

CHURCH INSURANCE COMPANIES
Insurance for the Greater Good

CHURCH PENSION GROUP
Passionate About Our Purpose

cpg.org/CIC (800) 223-3525 CICServices@cpg.org

About Alacrity Services

Time and again, clients have requested a more streamlined approach to claims. Working together with Alacrity Services, a market leader in property and casualty claims solutions, makes that possible. At the same time, claims are getting increasingly more complex. Alacrity Services has the expertise and experience to handle complex claims thoroughly and compassionately. It maintains a network of more than 2,000 contractors nationwide who process more than 100,000 jobs annually. Its certified contractors perform work in several trade designations:

General Contractors

- Basic construction
- Large loss

Specialty Contractors

- Flooring
- Drywall
- Painting
- HVAC
- Roofing

Mitigation

- Water
- Fire
- Biohazard

Emergency Services

- Board-up windows/doors
- Roof tarps

Quality Assurances Throughout the Process

Throughout the process, Alacrity Services will work with you to ensure that you are satisfied with the work being done. Once construction is completed, through our Quality Assurance Program, there is a warranty on materials (1-year) and on the workmanship (5-year).

Frequently Asked Questions

Questions What is Alacrity Services' role?

Alacrity Services helps manage repairs on covered insurance losses. They provide 24/7 dispatch of fully insured qualified vendors for emergency services, as well as fully insured qualified General Contractors to complete repairs.

How will Alacrity Services work with Church Insurance's Claims Department?

The Church Insurance Claims Department is responsible for ensuring that claims are fully investigated and coverage is fully reviewed and analyzed. Alacrity Services will assist insureds in quickly recovering from unforeseen covered catastrophic property losses. Church Insurance's claims adjusters will remain the point of contact for resolution including applying deductibles and making payments.

"I wish we had signed all our churches up with Church Insurance's Alacrity program prior to storm season as we definitely see the value post-disaster all around us. Now, our churches are on the front-end of getting repaired so we are better able to serve and minister to our storm impacted communities."

Dwight Babcock
Diocesan Administrator
Diocese of the
Central Gulf Coast

06/2019

A Season of Resilience: Household Checklist



When we are prepared, we are in a better position to help our neighbors after a disaster. Follow these steps to make a plan for disasters and put together an emergency kit. Do not worry if you are not able to do all of the suggested activities all at once! Even having a few extra items will make a big difference in improving your safety and comfort in the event of a disaster.

THINGS TO DO

- Make copies of important papers such as birth certificates, IDs, insurance policies, passports, online passwords, leases or deeds, etc.

Try not to store your username, passwords, and websites in the same location. Remember to update this list as you change your passwords.

You should keep hard copies in a secure location and save digital scans on a flash drive. Store copies of these documents in your emergency kit so that you can easily access them if you need to evacuate quickly.

- Create a list of your family and friends' current cell and landline numbers and emails and print it out. This information will be useful if you cannot access the contact lists on your computer or phone. Be sure to include at least one out-of-state contact; this person may be easier to connect with than a local contact after a disaster.

Keep a copy in your home and in your wallet or purse so that you will always have your loved ones' contact information with you. Try adding birthdays and other important dates to your contacts list. That way you will be habit of regularly checking and updating your list!

- Know how to shut off the water, power and gas in your home. After a disaster, being able to turn off these utilities can help ensure your safety and reduce the risk of further damage to your home.
- Back up your computer files on cloud storage and/or external hard drive. Save all files that are important to you.
- Have a conversation with your family members about what you would do if a disaster happens when you are all at home.

A SEASON OF RESILIENCE

This checklist was adapted from the [A Season of Resilience](#) five-week worship activity. Please visit the document to print out the information in the form of worship inserts.

PRAYER FOR TIMES OF DISASTER

by The Rev. Lyndon Harris:

O God, Our times are in your hand. In the midst of uncertainty lead us by your never-failing grace as we seek to be agents of healing and hope. Walk with us through difficult times; watch over us in danger, and give to us a spirit of love and compassion for those who suffer and mourn. And finally, remind us that you have promised never to leave us so that even in the valley of the shadow of death

- Make copies of your credit card numbers, including customer service numbers, and store with other important documents. It will be easier to replace lost or stolen cards if you have this information on hand.
- Memorize an emergency contact phone number (or two). This will come in handy if your cell phone is ever broken, missing or stolen.
- Have a conversation with your family members about what you would do if a disaster happens during when you are separated. Identify a meet-up point and develop a communications plan.

During your conversation, be sure to talk through your feelings. How would you feel? What would be most difficult? What will you want to do (often our impulse is to immediately contact a partner, kids, parents)? What should you do?

- Conduct a disaster drill with your loved ones. Practice connecting with each other and getting to the appropriate location. Make any changes necessary to your plan.

PREPARE A KIT

- A large waterproof container or bag to store your emergency kit items
- Copies of important papers - you can keep paper copies or store them on a flash drive
- Contact information - the list should include phone numbers and emails of your family and friends, including one out-of-state contact
- Cash in different denominations - shoot for \$100 total or as much as you can; try saving a couple dollars each week this season
- A spare set of keys for your house and car
- A map of your area and any known evacuation routes
- 3 gallons of water - include some in gallon jugs and some in smaller bottles
- 3 cans of food you'd like to eat such as beans, meat, fish, pasta or soup that would taste good cold
- 1 can of fruit or veggies
- Lots of tasty snacks such as dried fruit, nuts, seeds, crackers, granola bars, wasabi peas and peanut butter
- A beverage that you would like to drink such as juice, a sports drink or oral electrolyte solution

- Comfort food such as candy or chips; be sure your chocolate has a candy coating so that it doesn't melt!
- Eating utensils
- Manual can opener
- A week's supply of medication and vitamins
- Health Items - first aid kit, thermometer, allergy and pain medication, menstrual supplies, gloves, hand sanitizer, spare glasses or contacts
- Toiletries - may include comb, soap, shampoo, deodorant, washcloth or a small towel
- 1 roll of toilet paper
- Cell phone charger
- Basic tools - screwdriver, utility knife, pliers and duct tape
- Pen, marker and notebook
- Disinfecting wipes
- Whistle
- Flashlight with an extra set of batteries
- Scissors
- Change of clothes
- Reusable water bottle
- Matches
- Mylar emergency blanket or regular blanket
- Tissues or paper towels
- Special needs: Take some time to think about any additional items you might need. Do you need to include additional items for pets, infants, children and seniors? Diapers, pet food and extra batteries for hearing aids may easily be forgotten.
- Climate specific: Include items like bug spray, sunscreen, rain gear or cold weather gear as needed.
- Spiritual Resources: Disasters can be incredibly stressful. Include a couple of small items in your kit to help you feel more calm and centered, such as a Bible, an icon, photo, book of poetry or a copy of a special prayer.
- Entertainment: These could include reading material, brainteasers, playing cards, yarn and knitting needles.

EXTRA CREDIT ITEMS

Extra credit items: These are items that go above and beyond a standard emergency kit, but you may choose to include: a solar-powered cellphone charger, work gloves, rope, plastic sheeting and plastic bags.

US DISASTER PROGRAM

Disaster Advice for Clergy



Tips and lessons Post-disaster advice for Clergy

In 2005, Hurricane Katrina made landfall, becoming one of the most devastating storms in US history. Bill Terry was Rector of St. Anna's Episcopal Church in New Orleans at that time. After the storm, Bill found himself working to support the spiritual and physical needs of his community. Clothing, water, and immediate medical aid were dispensed regularly. Response efforts included: ESL classes for skilled laborers, a mobile medical mission, a mission to local musicians and much more.

The recovery process has been a long, multi-year commitment, but the ministries that emerged in response to Hurricane Katrina have re-energized his church and made St. Anna's a community hub.

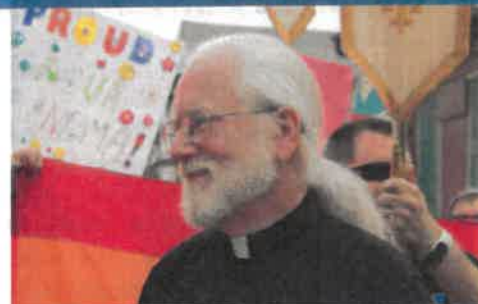
Reflecting on his experience with both immediate relief and long-term recovery, Bill offers his advice to clergy who serve in communities affected by disaster.

GENERAL

- No one knows what they are doing at first.
- It will unfold. Be patient, alert, listen, clarify, and communicate.
- Disasters impact the financial stability of everyone in the community. Private, public and informal labor sectors (day laborers, childcare providers, migrant workers, etc.).
- All disasters are unique and different.
- Don't compare your disaster to anyone else's.
- You will establish a disaster routine.
- A "new normal" eventually asserts itself. It takes time. Months; maybe years.
- One day all of the trucks and cameras will be gone, and the real work continues. It will be hard work.
- Your town will never be the same; this is a defining, community event. It can move a town forward.
- You will probably underestimate the time it takes to fix things. That is okay. Try not to be discouraged.

PASTORAL CARE

- Everyone is affected in some way. No one is immune. Emotions will run the gamut.
- Remember that people are exhausted. Everyone responds to crisis according to temperament.
- Media will generally overestimate damages and casualties; that is what sells news. Most statistics will come down. Empower



BIOGRAPHY

The Rev. Bill Terry is Rector of St. Anna's Episcopal Church in New Orleans, LA. He was serving at St. Anna's during Hurricane Katrina.

FAST FACTS

CONGREGATION:

St. Anna's Episcopal Church

CONGREGATION SIZE:

About 250 members. Due to recovery activity, St. Anna's averaged 30% growth per year after the storm.

LOCATION:

New Orleans, LA

AREA POPULATION:

378,715 (2013)

DISASTER:

Hurricane Katrina

- people because they feel so disempowered at the moment.
- People must remain connected. They will tend to isolate themselves. Try to call on and keep touch with survivors.
- People you least expect will need tender loving care. Give it to them.
- Often needs manifest much later, even weeks or years later. Be available. Listen.
- It is very important to listen to people tell their stories. Healing is in the telling and listening.
- Remember, Christ is as much in the recovery as in the disaster. Jesus accompanies all, always.
- Avoid any theology of retribution ... no one did anything wrong. No one is being punished.
- Try not to ask "why?" That is chasing the wind. What, when, where, how, who questions can be answered.
- Remember, there may be survivor guilt. Help people process their feelings and connect to their hurting neighbors.
- Don't be afraid to share your interior dispositions. If you are angry or sad or frustrated about the disaster, someone else in your community is too. It is helpful to know that you are not alone.

SELF CARE

- The hours are overwhelming and all caregivers must have a place to process their feelings.
- Adrenaline is a powerful chemical, and it is what you need to get through ... and it taxes the body.
- Pray, eat, rest, drink water, write, exercise ... try to stay as normal in your routine as possible.
- Listen to your body. It has wisdom.
- You must have a safe place to rant and rave. Do not bottle up your feelings.
- You cannot fix everyone or everything, but you can fix some things well. That is okay. Do what you can.
- This isn't a time to start any "new initiatives" in a congregation.
- Keep liturgies as usual. Nothing groovy. Nothing sensational. Be predictable.
- To avoid unintended omissions, keep names to a minimum in Prayers of the People. Be generic.

SELF CARE RESPONSE AND DONATION MANGEMENT

- How you engage the larger community will say volumes about your church. This is a time to work to together.
- Service delivery systems are often not great. They change dates, times, places and people.
- People do not like charity. Often people will resist help at first. Let them know that they can revisit decisions later.
- Do not "think too much" about giving money out ... give it out. People need not wait.
- Do not analyze the person's respectability or deservedness; look at need.

RESPONSE EFFORTS

St. Anna's Episcopal Church in New Orleans became a recovery hub after Hurricane Katrina. The church's Mobile Medical Mission was the principle subject of a Harvard University study that demonstrated a 50:1 ROI in downstream medical savings.

For three years, St. Anna's was the hottest jazz venue in the city. The church opened its doors to the city's musicians, offering them a place to showcase their art.

The first anniversary of the storm, the congregation helped organize an interfaith pet memorial service for those who had lost beloved animals.

Read more about St. Anna's community outreach at: <http://www.stannanola.org/church-life/st-annas-history/>

Self-Care After a Disaster

After disasters, opportunities for ministries abound for congregations: whether it be meeting immediate food and water needs, assisting with clothing and shelter, helping people wrestle with questions about why such events occur, or in the long-term, supporting emotional and spiritual recovery. Such assistance does not come without a price. Clergy in major disaster areas experience 75-100% turnover following disasters. First, clergy rightly experience serving those in need as their calling, but too often, clergy take on the role of “Superman,” overextending themselves physically, emotionally and spiritually. The outcome ranges from exhaustion, burnout and loss of personal faith – impairing their ability to continue supporting the disaster victims or their congregations – to conflict with their congregations, marital or family problems, substance abuse and suicide.

We spoke to the Rev. Bill Livingston, who worked as the Canon Pastor-Missioner in Mississippi after Hurricane Katrina. His role was to support coastal clergy and their families in the years following the storm. He shared some of his insights about how and why clergy should prioritize self-care in a post-disaster context.

CARE FOR THE CAREGIVER

Why are clergy and other caregivers at such high risk of burnout?

Caregivers face stressors from all directions. They have to deal with whatever losses they've personally sustained in the disaster, as well as the losses their



Biography



The Rev. Bill Livingston worked in community mental health services for 23 years and served as Canon Pastor-Missioner for the Diocese of Mississippi providing pastoral and spiritual support to clergy and communities impacted by Hurricane Katrina.



Fast Facts



CAREGIVER: a person who provides direct care (as for children, elderly people, or the chronically ill)

COMPASSION FATIGUE: the “cost of caring” of working with victims of trauma or catastrophic events that shows itself as spiritual, physical and/or emotional fatigue and exhaustion.

“Compassion Fatigue” in [Disaster Spiritual Care: Practical Clergy Responses to Community, Regional and National Tragedy](#). Rabbi Stephen Roberts and Rev. Willard W.C. Ashley, Sr. editors



community is facing. A natural response of caregivers, especially clergy, is to place the needs of others above needed self-care. They might experience “compassion fatigue” after months of listening to stories of pain, loss or despair. Clergy in particular might be dealing with the loss of a building as well as a marked decrease in member-generated income, thus leaving the budget at a deficit. Additionally, as the congregation experiences post-disaster disillusionment, anger and frustration will arise. These emotions may result in blame, thus creating or escalating parish conflict. The weight of these multiple stressors can be quite overwhelming.

What is “Compassion Fatigue”?

Compassion fatigue happens when one too closely identifies with the pain and suffering of those s/he serves and then reacts to that compassion. At the first mental health summit we had after Katrina with a group of therapists, one participant shared, “My day consists of meeting one person after another and hearing their stories of loss and their disillusionment about losing their homes and living in a FEMA trailer. I finish my day and drive home to my own FEMA trailer.” Though this person was supporting others, she was not getting support herself to process her own grief and loss.

Even if the clergy-person is not personally affected, after hearing enough stories of loss s/he might begin to experience personal grief.

What is the danger of getting burned-out? Shouldn't folk just keep working until they NEED a break?

Many clergy are willing martyrs. As shepherds they feel it is important to keep working until every one of their sheep is fed. But as author, the Rev. Flora Slosson Wuellner, points out in her book *Feed My Shepherds*, “The starving shepherd may end up devouring the sheep.” I witnessed this same dynamic in the months following Katrina. The clergy who burned out took a serious toll on the very communities they were trying to help. I encourage the caregivers I work with to make the decision not to be the hero every time. Instead, when they feel worn thin they should monitor their own level and try to be realistic about how much they can give. Taking a break, finding someone to talk to, and cutting back on hours are all corrective actions that can help caregivers to regain balance and better serve their communities.

Symptoms of Compassion Fatigue:



- Dread of working with certain congregants
- Difficulty separating work life from personal life
- Nightmares
- Recurring or intrusive thoughts or images
- Silencing or minimizing congregants' stories
- Difficulty concentrating
- Elevated “startle” response
- Avoiding thoughts, feelings, conversations, or places associated with trauma
- Lack of interest in meaningful or enjoyable activities
- Decreased functioning in nonprofessional situations
- Feeling lack of skill about issues you previously felt certain about
- Loss of hope – hopelessness
- Lack of energy and enthusiasm
- Increased transference issues with certain congregants
- Depression or constant sadness
- Mood swings
- Rigidity, perfectionism or obsession about details
- Thoughts of self-harm or harm to others
- Questioning the meaning of life
- Loss of purpose in life
- Anger at God, loss of faith, questioning religious beliefs
- Decreased interest in intimacy
- Isolation or loneliness
- Increase in interpersonal conflicts

“Compassion Fatigue” in [Disaster Spiritual Care: Practical Clergy Responses to Community, Regional and National Tragedy](#). Rabbi Stephen Roberts and Willard W.C. Ashley, Sr. editors



Easier said than done; any suggestions on how to set boundaries and ask for help?

Caregivers are often busy people even in a non-disaster context. Therefore, it is important not to overload your schedule. Planning blank spaces into your calendar is one technique for dealing with the inevitable emergencies and unplanned pastoral visits that arise in a post-disaster context. Another tactic for avoiding overload is to set a regular time to get together with staff or dedicated volunteers so that you are reminded to delegate tasks to others.

It is also important to set aside time for rest and exercise so that you can maintain your own health and vitality. Consider building in Sabbath time: daily, weekly, monthly, annually. Getting out of “emergency mode” is a great way to regain perspective. If you cannot imagine taking a full day off each week, build in mini-Sabbaths throughout the week by setting aside a couple hours here and there. Use this time to practice spiritual disciplines like prayer or meditation. During longer breaks, get out of town. A trip into the non-disaster world will act as a reset button, allowing you to see things through new eyes when you return.

Pencil these activities into your calendar and treat them like any other important meeting. It will be tempting in a post disaster context to spend long days and even vacation days at work; the needs will seem insurmountable and you may even feel guilty leaving to attend to other aspects of your life.

Your family and friends are important resources for maintaining balance. Prioritize positive social contacts. Taking personal time might feel like a luxury, but it is vital for maintaining vision and being the pastoral presence your community needs.

Often clergy neglect their own families after disasters – at the time when they are most needed as spouse or parent. They do so risking harm to those they love, so they need to set aside time for their spouse and children.

Finally, seek a spiritual counselor who you can check in with on a regular basis. This person does not have to be locally based. Having a safe and steady go-to person accompany you through this process will come in handy as you work to navigate a healthy relationship with your work, community and family.

Effects of Stress on Clergy:



- **Signs of excessive stress:** Clergy stress most frequently expresses itself as fatigue or guilt over not meeting all expectations, frustration of not being able to determine appropriate boundaries, and depression.
- **Stress on clergy families:** Clergy families are also significantly affected by the disaster. The stress in families is evidenced in comments from clergy spouses: “I didn’t sign up for this! It’s just more than I can handle.” “I seldom saw him before the storm. Now I never do.”

“From Honeymoon to Disillusionment to Reconstruction: Recognizing Healthy and Unhealthy Coping Mechanisms and Encouraging Resiliency” in [Disaster Spiritual Care: Practical Clergy Responses to Community, Regional and National Tragedy](#). Rabbi Stephen Roberts and Rev. Willard W.C. Ashley, Sr. editors

Additional Resources



For more resources on disaster chaplaincy, please see the following online resource:

- “In Their Words: How Disaster Chaplaincy Changed my Ministry”
- “Tips and Lessons: 10 Tips for Responding to a Disaster in Your Community”

Share your own disaster response stories or tips to help a community in need at www.episcopalrelief.org

