



Disaster Ministries

North Carolina Conference

THE UNITED METHODIST CHURCH

NORTH CAROLINA ANNUAL CONFERENCE DISASTER RESPONSE PLAN

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NORTH CAROLINA ANNUAL CONFERENCE DISASTER RESPONSE PLAN

*Do Good
Do No Harm
Stay in Love with God*

Our Conference Disaster Response Plan is designed to be a living document. It serves as a guide - for the conference, districts, local churches, clergy and all those who find themselves within our annual conference - to plan for, respond to and recover from a disastrous event. The Conference Disaster Response Committee (CDRC) will evaluate, practice, and critique the plan annually. Any additions, deletions, and updates without budgetary implications will be made by the committee and shared with the Annual Conference.

PURPOSE

- To prepare for, coordinate and implement a conference-wide disaster response.
- To resource and equip local United Methodist churches and districts as they assist their communities and individuals to prepare for, respond to and recover from disaster. Reference Appendix
- To provide immediate relief for human need and to respond to the suffering of persons in our communities caused by disasters.
- To work cooperatively with faith-based and other non-profit organizations, and with governmental disaster response agencies in planning and implementing disaster response ministries on behalf of the North Carolina Conference of the United Methodist Church.

What is a Disaster?

A disaster is an event that negatively affects life, property, livelihood or industry, often resulting in permanent changes to human societies, ecosystems and environment. "Natural or civil disasters are interruptions of such magnitude that they overwhelm a community's ability to recover on its own." Not all disasters which overwhelm a community's ability to respond are "declared". While disaster response may rise to the county, state, regional or federal levels, disasters are always experienced "locally." Thus, disaster response always begins locally.

THE FIVE STAGES OF A DISASTER

Readiness – The Readiness phase includes training, planning, practicing and equipping for any disaster. A disaster plan should be developed during this phase and teams should be trained and equipped. Preparations are made and precautions are taken for potential events, including evacuation.

Rescue – The Rescue phase incorporates the time for first responders to do what they do best. Among other emergency response activities, public responders work towards the preservation of life and property. While we are not first responders, the Conference Disaster

Response committee Ministries monitors, assesses, and possibly stages equipment or response during this phase.

Relief – The Relief stage includes crisis intervention, emergency assistance, provision of shelter and housing, distribution of food and clothing, beginning the clean-up process (with ER Teams), assessment of the extent of damage and planning for long term recovery if needed.

Recovery – Survivors are assisted in rebuilding their structures and lives in the Recovery phase. They are also helped in adjusting to the “new normal.”

Review – The Review phase is an intentional period following the relief and recovery phases of a where all actions are reviewed and ways to improve future readiness and response for the next disaster are considered.

DISASTER TIMELINE

The “Rule of Ten” - In general, a given phase of a disaster is ten times as long as the previous phase. For example, if the rescue phase lasts 1 day, the relief stage will last 10 days and the recovery phase will last 100 days.

GENERAL STRUCTURE

The Conference Disaster Response Committee is structured to develop, assist, and implement a comprehensive disaster plan for the North Carolina Conference of the United Methodist Church (NCCUMC). This committee is composed of clergy and laity. There is interaction and coordination between the Disaster Response Committee and other conference agencies, boards and leadership. The Conference Disaster Response Coordinator leads this committee. There will be a variety of roles and responsibilities within the Conference Disaster Response Committee that will be established and implemented prior to and at the time of an event.

Each district will have two (2) District Disaster Response Coordinators (DDRC) who are part of the CDRC. Within each district, a specific disaster preparedness and response plan should be established and reviewed with its constituents. The CDRC can be a resource to assist with the plan development. Each church should have a Local Church Disaster Response Coordinator (LCDRC). Within each local church, a specific disaster preparedness and disaster response plan should be drafted and tested. Here again, the CDRC/DDRC can be a resource with plan development.

RESPONSIBILITIES

Disaster preparedness and response can be very specific for each event and location. However, the following responsibilities are common to most situations.

I. **EVERYONE – Regardless of your role or position**

- a. Readiness
 - i. Develop your own family's disaster plan.
 - 1. Create an emergency kit (check Red Cross for suggested list and procedures).
 - ii. Become familiar with your own local church disaster plan.
 - iii. Become familiar with the [NC Conference Disaster Response](#) website and this Conference Disaster Response Plan
 - iv. Determine your primary and secondary rally points in the event of an evacuation. Communicate this information to all of your family members.
 - v. Provide security for important documents and electronic files
 - vi. Determine how will you communicate with others and have contact names and numbers available
 - vii. When a disaster is imminent:
 - 1. If you need to evacuate, inform someone out of the affected area of where you are going and how to communicate with you 2. If safe, assist in mitigation of damage
- b. Rescue
 - i. Be safe, don't be a hero! Let the emergency personnel do their job.
- c. Relief
 - i. Assess damage to personal home and family members
 - ii. Assist in safely securing property from further damage as you are able.
 - iii. Take pictures of your damaged property before undertaking any repairs and prior to attaching tarps or cleaning up debris or mold. Do not undertake repairs until after contacting the insurance company an arranging for an inspection.
 - iv. Ask for help as needed / register for disaster relief and recovery programs if applicable.
- d. Recovery
 - i. Follow the guidance provided to you by experts in recovery and stay in contact with relevant agencies.
- e. Review
 - i. Assess your personal plan and revise as needed for any future storms.

II. **LOCAL PASTOR / CLERGY**

- a. Readiness
 - i. Talk with your congregation about disaster preparedness
 - ii. Become familiar with the district and conference disaster plans

- iii. Work with congregation and local church disaster response coordinator to develop local church disaster response plan
 - 1. Include in the plan both the protection of people and property. Consider how you can offer ministry before, during, and after a disaster
 - 2. Identify and develop a part of your plan to care for all professing and constituent members of the congregation with special attention to the most vulnerable individuals and families.
 - 3. Determine how to best secure the church buildings and parsonage to mitigate damage
 - iv. Communicate with the District Coordinator; inform him/her of the scope of your plans and the availability of your church to help in a disaster that might occur outside of your local community.
 - v. Receive disaster readiness and response training and encourage your congregation to do the same.
 - vi. Be sure you have personal insurance information with you. NOTE: Please be advised that the conference insurance plan does not cover your personal property.
 - vii. When a disaster is imminent:
 - 1. If you have to evacuate, inform your District Superintendent and a local church leader that you are evacuating, where you are going, and how to communicate with you during and immediately after the evacuation
 - 2. If safe, assist in mitigation of damage
- b. Rescue
- i. Be safe, don't be a hero! Let the emergency personnel do their job.
 - ii. As possible, communicate with the membership.
 - iii. If you are not properly trained, it may not be safe to offer assistance to others at this point. Your safety and that of your family comes first.
- c. Relief
- i. Assess damage to personal home and family members. If you have suffered loss or injury, seek assistance as needed. Remember that your judgment might be impaired during the crisis. Notify the fact of being affected to Chair of SPRC, Chair of Trustees, and District Superintendent as soon as possible.
 - ii. As soon as possible, conduct an initial on-site assessment of church buildings and property with Chair of Trustees and communicate damage with District Disaster Response Coordinator and District Superintendent.
 - iii. Identify someone who is capable of safely securing church property to prevent further damage.
 - iv. Assess the needs of the community. If members of your congregation are able and prepared to help in ministry under the leadership of trained volunteers, safely begin. For assistance contact your District Disaster Response Coordinator.
 - 1. Within the community concentrate on BASIC needs - food, shelter, cleaning out homes of debris or mud, securing homes from further damage; e.g., tarping structures (FYI-This may be a health risk if not conducted properly. It can also lead to masking hidden damage).
 - 2. Be the pastoral presence in the community that you are called to be. (For more information, see "[Light Our Way](#)" from www.nvoad.org)

- d. Recovery
 - i. Engage with the local community's long term recovery group.
 - ii. Keep the District Superintendent and the District Disaster Response Coordinator informed of the recovery effort.
 - iii. Resume pastoral duties as soon as possible.
 - iv. Provide direction for volunteer teams.
 - v. Consider ways the local church and support the recovery effort.
 - vi. Plan for church and ecumenical opportunities to celebrate milestones.
- e. Review
 - i. Gather with the leadership of the congregation - thank them for their ministry and assess the local church's plan and response post-disaster.

III. **LOCAL CHURCH DISASTER RESPONSE COORDINATOR (LCDRC)**

- a. Readiness
 - i. Develop a local church disaster response plan, review it annually
 - ii. Encourage families to develop a personal disaster plan
 - iii. Board of Trustees should annually review insurance coverage, provide a safe repository of valuable records, and inventory church property and contents
 - iv. Consider if and how your church buildings and property will be used before, during, and after a disaster. Preplanning and pre-agreements can save much time, financial resources, and insurance liabilities. The Conference Disaster Response Committee is available to be a resource for you.
 - v. Develop a means of communication with all members and constituents of the congregation
 - vi. Decide if your local church is willing to be a shelter. If so, have your facility pre-approved as a shelter by the Red Cross.
 - vii. When a disaster is imminent:
 - 1. Board of Trustees should make sure that ALL church owned buildings and properties have been secured so as to assist in mitigation of damage
 - 2. Communicate with the membership-if they are evacuating, where are they going and how will the church be able to communicate with them
- b. Rescue
 - i. Be safe, don't be a hero! Let the emergency personnel do their job.
 - ii. Do not open as a shelter without prior approval / direction by the Red Cross
- c. Relief
 - i. As soon as possible conduct an initial on-site assessment of church buildings and property with at least the pastor and Chair of Trustees present. Communicate damage with District Disaster Response Coordinator and District Superintendent.
 - ii. Communicate with the congregation membership, assess their needs, and provide assistance as you are able.
 - iii. Assess the needs of the community. If your congregation is able to help in ministry, safely begin. If you need assistance contact your District Coordinator. Within the community concentrate on BASIC needs-food, shelter, securing of homes.

- iv. Take pictures of damaged church property before undertaking any repairs, and prior to attaching tarps or cleaning up debris or mold. The church should not undertake repairs until after the insurance inspection.
 - v. Keep detailed records of disaster response and disaster funds received and spent.
 - vi. Keep detailed records of any volunteer activities and work accomplished.
- d. Recovery
- i. Engage with the long term recovery group; identify resources that the local church may be able to provide, or to acquire through connectional ministries.
 - ii. Keep the District Superintendent and District Disaster Response Coordinator informed of the recovery effort.
 - iii. Resume church ministries.
 - iv. Keep detailed records of disaster response and disaster funds received and spent.
 - v. Provide facility assistance / hospitality for work teams as resources allow and as approved by the congregation.
 - vi. Participate in local community recovery closeout process
- e. Review
- i. Share lessons learned/best practices with District Superintendent and District Disaster Response Coordinator.
 - ii. Review your local church plan, and revise as necessary.

IV. **DISTRICT DISASTER RESPONSE COORDINATOR (DDRC)**

- a. Readiness
- i. The DDRC is the communication liaison between the Conference. Committee, District Superintendent, local church disaster coordinator and the specific disaster response ministry.
 - ii. Make your presence known among the local churches and let the local churches know how to communicate with you.
 - iii. Develop with the District Superintendent a district disaster response plan-with attention to communication.
 - iv. Attend meetings of the Conference Disaster Response Committee
 - v. Attend training sessions and encourage others to do the same; suggest disaster training opportunities and venues for training in the district.
 - vi. When a disaster is imminent:
 - 1. If you have to evacuate, inform your District Superintendent and the Conference Disaster Response Coordinator that you are evacuating, where you are going, and how to communicate with you during and immediately after the evacuation.
 - 2. If safe, assist in mitigation of damage
- b. Rescue
- i. Be safe, don't be a hero! Let the emergency personnel do their job.
- c. Relief
- i. Assess damage to personal home and family members. If you have suffered loss or injury, seek assistance as needed. Remember that your judgment might be

- impaired during the crisis. Notify the fact that you affected to your District Superintendent and the Conference Disaster Response Coordinator.
- ii. Take pictures of damaged property before undertaking any repairs, and prior to attaching tarps or cleaning up debris or mold. Do not undertake repairs until after you have contacted the insurance inspector.
 - iii. Communicate with pastors/local churches in affected areas in your district. Assist with initial assessments as requested
 - iv. Communicate with the Conference Disaster Response Coordinator of needs and of damage to church-owned buildings and properties within your district.
 - v. If your district is not affected, your district may be called upon to assist with the districts that have been impacted.
 - vi. Communicate with the Conference Early Response Team Coordinator to help in the deployment of early response teams as needed and requested.
- d. Recovery
- i. When an affected area transitions into long term recovery, the focus of the district disaster response coordinator should shift toward review, planning and preparation for future recovery.
 - ii. Participate in the closeout process as requested.
 - iii. Communicate remaining unmet needs with the Conference DRC.
- e. Review
- i. Be intentional about communicating thanks to those who have provided aid to your district.
 - ii. Review the district disaster readiness and response plan, and amend as needed.
 - iii. Participate in the review of the Conference Disaster Response Plan.

V. **DISTRICT SUPERINTENDENT**

- a. Readiness
- i. Be trained by UMCOR regarding Conference disaster response ministries
 - ii. Prepare communication procedures between clergy, Local Church disaster Response Coordinators, and District Office.
 - iii. Appoint two (2) District Disaster Response Coordinators in consultation with the Conference Disaster Response Committee. Please take into consideration the time investment necessary in disaster readiness and disaster response. The role is to be filled by both laity and clergy.
 - iv. Through the DDRRC, communicate the work of the Conference Disaster Response Committee to the local laity and clergy.
 - v. When a disaster is imminent:
 1. If you have to evacuate, inform the Dean of the Cabinet and the Conference Disaster Response Coordinator that you are evacuating, where you are going, and how to communicate with you during and immediately following the evacuation.
 2. If safe, assist in mitigation of damage
- b. Rescue
- i. Be safe, don't be a hero! Let the emergency personnel do their job.

c. Relief

- i. Assess damage to personal home and family members. If you have suffered loss or injury, seek assistance as needed. Remember that your judgment might be impaired during the crisis. Notify the fact of being affected to the Dean of Cabinet and Conference Disaster Response Coordinator.
- ii. If your personal housing has suffered damage, take pictures of damaged property before undertaking any repairs, and prior to attaching tarps or cleaning up debris. Do not undertake repairs until after the insurance inspection. Notify your liaison to the Conference Board of Trustees of damage sustained.
- iii. Contact pastors in affected areas to assess physical, spiritual, and emotional needs of the clergy, clergy families, and congregations.
- iv. As soon as safe and physically possible visit the affected areas with the Bishop.
- v. If a pastor has been directly affected by the disaster, a Supply Pastor may be appointed immediately for one or two months.
- vi. Visit affected areas as often as possible with and without the Bishop.
- vii. If pastor/s are likely to be overwhelmed by church and community duties during the disaster response, appoint a temporary Assisting Pastor to provide an extra pair of hands.
- viii. Watch for 'burn-out' on all levels within the conference.
- ix. Encourage unaffected churches to share resources.
- x. Use the authority of your office to ask people to do certain tasks.

d. Recovery

- i. Communicate local needs to conference.
- ii. Encourage local churches to volunteer.
- iii. Communicate with the Disaster Recovery any unmet needs that arise or areas that may need additional resources or assistance.
- iv. Periodically assess well-being of pastors in affected areas. Consider pulpit supply or other forms of support as needed.
- v. Support and or assist in celebrating milestones in recovery.

e. Review

- i. Be intentional about communicating thanks to those who provided aid to your district.
- ii. Participate in the closeout evaluation from the disaster in the District
- iii. Participate in post-disaster evaluation and the need for possible plan revision.

VI. **CONFERENCE DISASTER RESPONSE COORDINATOR**

a. Readiness

- i. Communicate the work of the Conference Disaster Response Committee to the Conference, Districts, local churches and clergy.
- ii. Foster partnerships with other volunteer agencies that are active after a disaster and other emergency response organizations.
- iii. Have a minimum of two other people on standby to fill your duties if you are unavailable.
- iv. Ensure discussion of a business continuity plan for the conference.

- v. Plan appropriate disaster trainings - [UMCOR](#) is a resource.
- vi. Work with District Superintendents to identify appropriate individuals to serve as District Disaster Response Coordinators.
- vii. Conduct meetings of the Conference Disaster Response Committee, minimum of two (2) per year.
- viii. When a disaster is imminent:
 - 1. If you have to evacuate, inform the Director of Connectional Ministries and/or a member of the Conference Disaster Response Committee that you are evacuating, where you are going, and how to communicate with you during the evacuation.
 - 2. If safe, assist in mitigation of damage.
- b. Rescue
 - i. Be safe, don't be a hero! Let the emergency personnel do their job.
- c. Relief
 - i. Assess damage to personal home and family members. If you have suffered loss or injury, listen and use outside judgment. Notify the fact of being affected to the Director of Connectional Ministries and/or a member of the Conference Disaster Response Committee.
 - ii. Work closely with Conference Communications to publicize disaster-related needs.
 - iii. Issue a call for Early Response Teams, from within the conference, as needed and determined by the appropriate individuals.
 - iv. Issue a call for Early Response Teams, from other conferences, as needed and determined by the appropriate individuals and approved by the Bishop.
 - v. Serve as the Disaster Coordinator until the needs arise to delegate the task.
 - vi. Plan and execute an Episcopal visit to the affected areas as soon as safe and possible. It is suggested that the team be made up of:
 - 1. CDRC
 - 2. The district superintendent
 - 3. The DDRCs
 - 4. The Conference Communications director
 - 5. DCOM
 - 6. Outreach Team Coordinator
 - 7. Bishop
 - vii. Coordinate with the Bishop if an invitation for assistance needs to be made to UMCOR
- d. Recovery
 - i. Work with ongoing disaster recovery efforts providing support as needed.
 - ii. Work with Bishop to have all involved leaders meet for reports and evaluation.
- e. Review
 - i. Participate in post-action evaluation and Plan revision
 - ii. Work with Bishop to publicly acknowledge workers and work done.
 - iii. Lead a review of the Plan with the CDRC annually and after each disaster.
 - iv. Maintain communication with UMCOR and inform of lessons learned and best practices

VII. DIRECTOR OF CONNECTIONAL MINISTRIES/OUTREACH TEAM COORDINATOR

- a. Readiness
 - i. Work with Conference Disaster Response Committee.
 - ii. Have a minimum of two other people on standby to fill your duties if you are unavailable.
 - iii. When a disaster is imminent:
 - 1. If you must evacuate, inform the Dean of the Cabinet and/or the Conference Disaster Response Coordinator that you are evacuating, where you are going, and how to communicate with you.
 - 2. If safe, assist in mitigation of damage.
- b. Rescue
 - i. Be safe, don't be a hero! Let the emergency personnel do their job.
- c. Relief
 - i. Assess damage to personal home and family members. If you have suffered loss or injury, listen to and use outside judgment. Notify the fact of being affected to the Dean of Cabinet and/or Conference Disaster Response Coordinator.
 - ii. In coordination with the CDRC, plan and execute an Episcopal visit to the affected areas as soon as safe and possible. It is suggested that the team be made up of:
 - 1. CDRC
 - 2. The district superintendent
 - 3. The DDRCs
 - 4. The Conference communications director
 - 5. DCOM
 - 6. Outreach Team coordinator
 - 7. Bishop
 - iii. Make certain that conference communications is involved and remains involved.
 - iv. Make office space available to the disaster response effort, if possible. The telephone team and others will need an area. (An effective telephone team will make your work much easier.) If it is located in the Conference Center, response personnel will need access to the building for more time than your usual business hours. Disaster response is not an eight-hour day task.
 - v. Be aware of the length of time relief takes. Continue to remind the Conference that relief is still needed.
 - vi. Encourage the Conference to give financial and personal help.
 - vii. Remember that it cannot be business as usual!
- d. Recovery
 - i. Work with ongoing disaster recovery efforts providing support as needed.
 - ii. Be aware of the length of time recovery takes. Continue to remind the Conference that recovery is still going on.
 - iii. Encourage the Conference to give financial and personal help.
- e. Review
 - i. Work with Bishop to have all involved leaders meet for reports and evaluation.

VIII. RESIDENT BISHOP

- a. Readiness
 - i. Have cabinet trained by UMCOR at least every four years, and once per year, review the Disaster Response Plan with the DDRC and Extended Cabinet.
 - ii. Support the ministry of Disaster Response and encourage District Superintendents to support this ministry as well.
 - iii. Appoint a Conference Disaster Response Coordinator that will serve at least four years.
 - iv. Appoint the Conference staff person that will serve on the Disaster Response Committee.
 - v. Include the Conference Disaster Response Coordinator on the Cabinet and other leadership meetings throughout the year for interaction and education.
 - vi. Inform whoever acts on your behalf that when the Bishop is out of the office, the person in charge has a responsibility to implement the response plan when disaster strikes, including contacting UMCOR for assistance. (Only the Bishop or designee can make this request).
 - vii. When a disaster is imminent:
 - 1. If you have to evacuate, inform the Dean of the Cabinet and/or the Conference Disaster Response Coordinator that you are evacuating, where you are going, and how to communicate with you during the evacuation.
 - 2. If safe, assist in mitigation of damage.
- b. Rescue
 - i. Be safe, don't be a hero! Let the emergency personnel do their job.
- c. Relief
 - i. Assess damage to personal home and family members. If you have suffered loss or injury, listen to and use outside judgment. Notify the fact of being affected to the Dean of Cabinet and Conference Disaster Response Coordinator.
 - ii. In conjunction with the Conference Disaster Response Coordinator, request assistance from UMCOR, as needed.
 - iii. As soon as safe and possible visit the affected areas with the local District Superintendent and the Conference Disaster Response Coordinator (Conference Assessment Team?)
 - iv. Remember you are the spiritual leader of the conference - lead the conference through the disaster spiritually.
 - v. Be in communication with all the District Superintendents and Conference Disaster Response Coordinator
 - vi. Appointments: As needed; temporary appointments/changes in appointment might be needed. As needed, immediately appoint a Supply Pastor for any clergy who have and are suffering loss or injury as a result of the disaster. Appoint temporary Assisting Pastors, when needed to any charges which have been impacted. If the Conference Disaster Response Coordinator is a pastor, you may need to appoint a Supply Pastor for at least one month to relieve the pastor of local church duties. Appoint a temporary Assisting District Superintendent to those regions that are hardest hit, especially if there is significant church property damage. If you have

suffered loss or injury, see that you too, have an assistant who can share your load.

- vii. Consider a conference-wide financial appeal and implement as soon as possible. There is roughly a two-week window for this.
- viii. Remember that it cannot be business as usual!
- d. Recovery
 - i. Understand that the recovery ministry is long lasting and still continuing. Your support of this ministry is very important.
 - ii. Plan for a service of praise and memorial a year from the date of the disaster.
- e. Review
 - i. Publicly acknowledge workers and work done.
 - ii. Participate in post-action evaluation and Plan revision.
 - iii. Have all involved leaders meet for reports and evaluation.

IX. CONFERENCE TREASURER'S OFFICE

- a. The Conference Treasurer and/or staff will assist the CDRC in keeping track of and dispensing funds for disaster relief while following UMCOR and conference standards. The Treasurer's Office is not responsible for determining how the funds are spent.

CONCLUSION

This plan serves as the guide to prepare for, respond to, and recover from a disaster that could strike our homes, churches and communities. With its implementation we begin to coordinate our efforts as the North Carolina Annual Conference to deal with the next disaster.

Looking ahead the CDRC will be assessing the needs of the North Carolina Conference and the gifts that we as United Methodists can offer and weave into the fabric of disaster response. We recognize that coordinating our efforts with other agencies we can best serve those in need.

APPENDIX A - DISASTER COMMUNICATION CHART

If you have to evacuate, you will need to inform someone of where you are going and how to communicate with you. If there is a utility outage, cell phones may not be able to be charged. Those with phone service that is through a modem may also lose service during a power outage.

Person Affected	First Contact	Second Contact
Local Pastor/Clergy	District Superintendent	Local Church Leader
Local Church	Local Church Leaders (SPR, Trustee Pres., etc.)	Membership
Communications Director	Director of Connectional Ministries	Outreach Team Coordinator
*District Disaster Response Coordinator	District Superintendent	Conference Disaster Response Coordinator
District Superintendent	Dean of the Cabinet	Conference Disaster Response Coordinator
*Conference Disaster Response Coordinator	Director of Connectional Ministries	Member of CDRC
Outreach Team Coordinator	Director of Connectional Ministries	Conference Disaster Response Coordinator
Director of Connectional Ministries	Dean of the Cabinet	Conference Disaster Response Coordinator
Resident Bishop	Dean of the Cabinet	Conference Disaster Response Coordinator

*If a clergy member is serving in these positions it requires contacting those under local pastor/clergy

After reviewing the Disaster Communication Chart, it is strongly recommended that you take the time now and fill out the following areas with the names and phone numbers that you will need

First Contact :

Name: _____

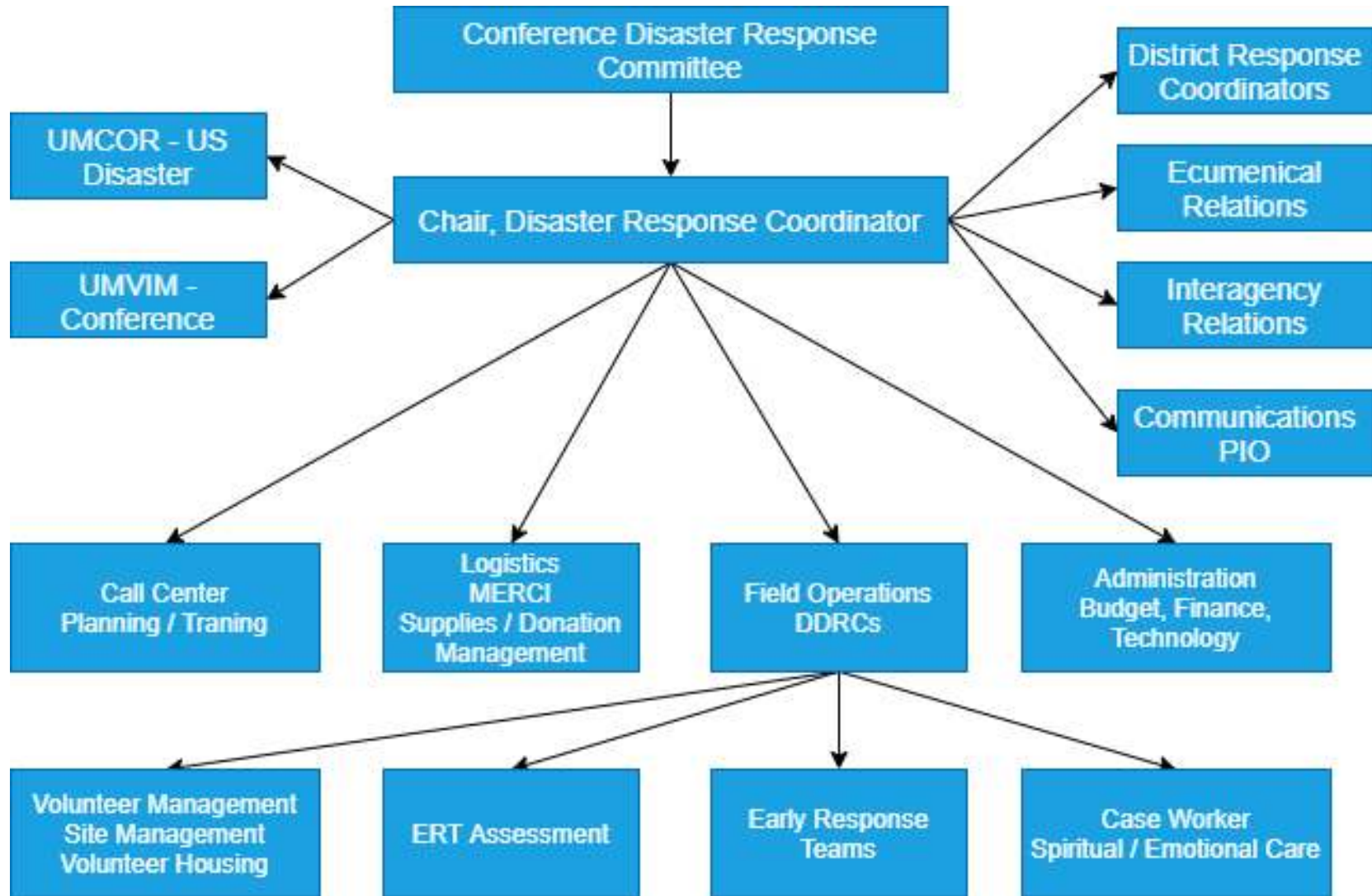
Phone Number: _____

Second Contact:

Name: _____

Phone Number: _____

**APPENDIX B: NORTH CAROLINA CONFERENCE OF THE UNITED METHODIST CHURCH
EARLY RESPONSE TEAM – INCIDENT COMMAND SYSTEM**



LAST UPDATED: JULY 21, 2020

APPENDIX C – DISASTER RESPONSE RESPONSIBILITY GRID

	Readiness	Relief	Recovery
<p>Local Church Disaster Response Coordinator (LCDRC)</p>	<ul style="list-style-type: none"> • Encourage congregational awareness for disaster preparedness • Work with local congregation to establish local church Disaster Preparedness/Response Plan • Organize ERT and Neighbor to Neighbor Training for local church • Promote and encourage training in Disaster Preparedness and Response courses • Maintain relationships with local church ministry groups, District DRC, and county Emergency Management • Conduct facilities survey for potential uses of church owned property 	<ul style="list-style-type: none"> • Survey congregation/community for damage and needs • Deploy teams as needed in local community • Prepare local facilities for distribution center as necessary • Prepare local facilities for use as volunteer housing/meeting space as necessary • Contact District DRC to report damage assessment, requesting assistance if needs are beyond the capability of the local church • Maintain communication with District DRC and Local Emergency Management 	<ul style="list-style-type: none"> • Engage/Deploy volunteers for on-site management if necessary • Engage with organized recovery process as necessary • Provide housing/meals for volunteers working in local community • Keep District DRC informed of recovery progress
<p>District Disaster Response Coordinator (DDRC)</p>	<ul style="list-style-type: none"> • Attend meetings of conference DR committee • Promote, encourage and arrange training in Disaster Preparedness and Response courses for churches in district • Maintain relationships with Local Church DRC's and UMM groups, District Superintendent and county Emergency Management • Maintain and nurture relationships with District ERT Leaders • Encourage collection of emergency supplies 	<ul style="list-style-type: none"> • Engage and solicit LCDRC's concerning need for Early Response teams and equipment from beyond the local churches • Engage/Deploy trained volunteers from within the district in Early Response, Damage Assessment and Spiritual & Emotional Care as requested • If not affected, volunteer to help with coordination efforts • Meet with Conference DRC Committee to engage response program • Inform CDRC of needs and areas for volunteers and response supply delivery 	<ul style="list-style-type: none"> • Encourage churches in district to volunteer and/or provide for volunteers • Visit affected area(s) as often as possible to offer hope and support • Communicate with CDRC for any volunteer needs and concerns for affected area

	Readiness	Relief	Recovery
Conference Disaster Response Coordinator (CDRC)	<ul style="list-style-type: none"> • Know the Conference Disaster Response Plan • Serve as or appoint a representative to NC VOAD and NCIDR Committees • Arrange/Schedule training and organization for DR Committee, Support team and others • Call and preside at meetings of conference Disaster Response Committee • Maintain relationships with Cabinet and District DRC's, NC Conference & SEJ UMVIM and State/County Emergency Management Staff 	<ul style="list-style-type: none"> • Communicate with DRC Committee, UMVIM, NC, 3MC, Cabinet and NC Conference Connectional Table to coordinate response • Survey damage with DDRC/DS/Bishop • Coordinate requests for volunteers from DDRC's through UMVIM, NC 	<ul style="list-style-type: none"> • Encourage volunteer participation and donations toward recovery • Assist in gathering recovery information • Encourage districts to establish links with other relief agencies • Monitor receipt and disbursement of disaster funds • Prepare reports of disaster recovery progress as necessary
District Superintendent (DS)	<ul style="list-style-type: none"> • Promote, encourage and arrange training in Disaster Preparedness and Response courses for churches in district and at district pastor's meetings • Maintain relationships with LCDRC's, DDRC's, and UMM groups • Encourage collection of emergency supplies 	<ul style="list-style-type: none"> • Solicit damage reports from pastors in your district and forward to CDRC • Survey damage with CDRC, DDRC • Meet with Bishop/Cabinet/Committee as necessary to determine connectional response 	<ul style="list-style-type: none"> • Encourage churches in district to volunteer for recovery efforts • Visit affected area as often as possible to offer hope and encouragement • Promote recovery efforts at district pastors' meetings
Resident Bishop	<ul style="list-style-type: none"> • Ensure cabinet is trained by UMCOR at least every 4 years • Encourage District Superintendents to facilitate disaster response programs annually at district pastors' meetings • Support and encourage collections of emergency response materials and donations 	<ul style="list-style-type: none"> • Notify UMCOR immediately of disaster needs, requesting assistance and funding • Tour damaged areas as soon as possible • Meet with Cabinet, Disaster Response Committee and UMCOR to determine course of action for response 	<ul style="list-style-type: none"> • Encourage conference to participate in response and recovery efforts both physically and financially • Tour damaged areas whenever possible to offer hope and support • Provide assistance for local pastors in disaster areas
UMCOR	<ul style="list-style-type: none"> • Deliver disaster response training for conference personnel & confirmed local Train-the-Trainer courses • Train DRC and Cabinets in UMCOR procedures • Collect and store emergency response materials 	<ul style="list-style-type: none"> • Provides materials support (emergency response supplies) • Upon request of the Bishop, provides emergency funding and technical support 	<ul style="list-style-type: none"> • Provides continuing technical support when requested • Provides available funding upon written request from Bishop

	Readiness	Relief	Recovery
Conference Readiness Coordinator	<ul style="list-style-type: none"> • Attend meetings of conference DR committee • Provide for training in Early Response and other disaster related courses, requesting assistance from UMCOR's DC office as required • Post confirmed ER trainings on NC UMVIM website and offer course registration services • Provide for training materials and supplies • Solicit and maintain current contact information for Early Response Volunteers, Trainers, Local Church ERT Team Leaders, Churches, Pastors, UMM Presidents, District DRC's, County Emergency Management Staff, Disaster Speakers and others as necessary • Promote, encourage, arrange and advertise training in Disaster Preparedness and Response courses for the conference • Immediately prior to an imminent disaster, alert trained volunteers in Early Response, Damage Assessment and Spiritual & Emotional Care of the need for potential deployment • Maintain relationships with DDRC's, NC Conference UMVIM, NC Conference Communications Staff, District Superintendents and State/County Emergency Management Staff 	<ul style="list-style-type: none"> • Engage and solicit DDRC's concerning need for Early Response teams from beyond the local districts • Engage/Deploy trained volunteers from within the conference in Early Response, Damage Assessment and Spiritual & Emotional Care as requested by CDRC • Alert UMVIM Coordinator , requesting additional volunteers if needs are beyond the capability of the annual conference • Maintain communication with CDRC, DDRC's, NC Conference UMVIM Communications Staff, District Superintendents and State/County Emergency Management Staff • Encourage conference to participate in response and recovery efforts both physically and financially 	<ul style="list-style-type: none"> • Work with DRC and UMVIM, SEJ to solicit long term recovery volunteers from within and beyond the annual conference for deployment to designated recovery centers
Conference UMVIM Coordinator	<ul style="list-style-type: none"> • Maintain relationships with DDRC's, NC Conference UMVIM, NC Conference Communications Staff, District Superintendents and State/County Emergency Management Staff 	<ul style="list-style-type: none"> • If requested by the CDRC, Alert UMVIM, SEJ, requesting additional volunteers if needs are beyond the capability of the annual conference 	<ul style="list-style-type: none"> • Work with DRC and UMVIM, SEJ to solicit long term recovery volunteers from within and beyond the annual conference for deployment to designated recovery centers

Appendix D: TRAINING RECOMMENDATIONS

Position / Role	Training Recommendations
Local Pastor / Clergy	Connecting Neighbors Early Response Damage Assessment
Local Church Disaster Response Coordinator	Connecting Neighbors Early Response Damage Assessment
District Disaster Response Coordinator	Connecting Neighbors Early Response Damage Assessment DRC Training On-Site Management Training
District Superintendent	
Conference Disaster Response Coordinator	
Director of Connectional Ministries	
Resident Bishop	
Conference Treasurer's Office	

Appendix E: COMMITTEE BUDGET & FUNDING

1. Disaster Response Committee meets in the fall
 - a. Reviews and measure the effectiveness of the current budget in meeting the committee's requirements and needs.
 - b. Using the budget previously projected two years earlier, the team establishes the specific line items for the upcoming budget year.
 - c. Evaluates and sets strategies for next projected 2 year budget.
2. Disaster Response Committee meets in November/December
 - a. Creates projected budget for presentation to CCT for projected 2 year budget.
3. Disaster Response Committee meets in February/March:
 - a. Implements actual budget.
4. Monitors/executes budget actions throughout the year.
5. In case of disaster:
 - a. Request \$50,000.00 standing supplemental requests for initial disaster action.
 - b. Draws form Storm Advance any available funding.
 - i. Promote Advance giving for disaster response/recovery.
 - ii. Establish on-line giving channel.
 - c. Through Bishop, contact UMCOR and request initial grant funding.
 - d. Consider/explore other funding sources.
 - e. Write and submit grants for disaster funding.
 - f. Establish event specific accounts through Treasurer's office as needed.
 - g. Coordinate with disaster recovery superintendent (if applicable) to ensure proper coordination and management

APPENDIX F – STEP BY STEP RESPONSE / CONFERENCE CALL CENTER

Disasters are experienced and responded to initially by local volunteers –trained and untrained. UMCOR ‘Connecting Neighbor’ Training can prepare local church volunteers to better assist their neighbors

In the aftermath of a disaster District Coordinators will begin to assess damage within their District. If the call center receives a request for assistance prior to the establishment of ERT Response Centers, the request with pertinent information is forwarded to the Disaster Ministries Call Center and CDRC. The CDRC then assigns the request to the appropriate DDRC

The DDRC verifies the request with the survivors and determines the appropriate level of response:

- a. If the first level of response –Neighbors assisting neighbors [Community Response] is adequate then the DDRC reports this back to the CDRC and monitors for future developments.
- b. If assistance is needed to help the community, the DDRC contacts an ERT (Early Response Team) from within their District. [DDRCs will each be provided the list of ERT team leaders in their district.] It should be noted that ERTs may self-deploy in their locality (District) when local authorities determine it is safe to do so. These deployments and any damage observations should be reported to the District Coordinator to help identify any pockets of damage that might otherwise be missed.

If the extent of the need appears greater than can be handled within the District then the DDRC contacts the CDRC to request ERTs from another district.

The CDRC will coordinate the assignment of teams from other districts and may involve DDRCs from other districts to help coordinate. The CDRC is solely responsible for inviting ERTs from outside the NC Conference.

The DDRCs will assist in the damage assessment used to direct the work of ERTs and assist in the development of on-site resources. They may be assisted in this effort by ERTs who have completed the ERT Site Assessment course at the discretion of the CDRC.

If the cumulative storm damage warrants the establishment of one or more ERT Response Centers the CDRC will guide the establishment of the centers and the role of the Call Center will include scheduling of ERTs in coordination with the CDRC. In no case should the call center assign an ERT directly to a damaged home.

ERT work is to be assigned and directed by the DDRC or a designated Site Manager. The CDRC will provide guidance about housing capacities, availability of kitchen equipment, availability of showers, etc. so the Call Center can communicate effectively with teams about needs in the field and available response sites.

Appendix G: Role of ERTs

In most cases, the local church provides the first response following a disaster. This basic understanding—that disaster response is local—forms the foundation for NCCUMC’s Disaster Response Plan as well as UMCOR’s national training and response model. The goal is to equip United Methodists to prepare for, respond to and recover from disasters.

Disaster Response Training

Local churches, districts and conferences can request training to help them learn how to prepare for and respond to local disasters. These training programs address resilience against unpredictable weather, urgent and rapid response after a disaster and ministry options for communities bracing for a long recovery. Available trainings include but are not limited to: Basic ERT Training, ERT 200 Classes (detailed to specific tasks or situations), Neighbors Helping Neighbors, and more.

Embedded in all UMCOR training is the underlying message of love and hope that The United Methodist Church offers through Jesus Christ. Because of who we are, UMCOR’s trainings embrace a ministry of presence—a loving recognition that spiritual bruises and emotional scars matter as much to us as broken doors and windows.

Early Response Team Training

Early Response Teams (ERTs) fill a specific need in the early days after a disaster to clean out damaged homes, remove debris, place tarps on roofs and otherwise help to prevent further damage, while providing a caring Christian presence. They do not perform permanent repairs.

Under very specific guidelines, ERTs assist survivors without causing further harm or being a burden to the affected community. ERTs require an invitation to travel to another district, conference or jurisdiction. ERTs are not a first-response group of emergency workers, nor are they recovery, rebuild or repair teams.

All ERT members are trained by authorized UMCOR trainers and are given identification badges as evidence of a successful completion of the basic class. Badges require a background check and are valid for three years. There are advanced level classes available for badge renewal.

ERTs may self-deploy locally and are otherwise deployed at the request of the CDRC, District Response Coordinators, or Site Managers designated by the CDRC.

Appendix H: Inventory of Available Equipment and Supplies

The Director of Disaster Ministries, or in the absence of that position, the CDRC shall assure that a dynamic inventory of equipment, team leaders, and pre-deployed disaster supplies is kept (asset mapping). These lists may be maintained by a designee and should be available to the Disaster Response Committee when needed. Since the asset mapping is a dynamic process with frequent changes it is not published in this plan.

Appendix I: How to Best Deal with Mold and Mildew after a Hurricane / Flood

Homeowner and Volunteer Guidance

After many years of dealing with the aftermath of storms we have learned some valuable lessons about mold removal and prevention. Standing water and wet materials are a breeding ground for microorganisms, such as viruses, bacteria, and mold. They can cause disease, trigger allergic reactions, and continue to damage materials long after the flood. This tip sheet outlines some key findings and suggested steps:

1. The key to mold control is moisture control. If mold is a problem in your home, you should clean up the mold promptly *and* fix the water problem. It is important to dry water-damaged areas and items that can be salvaged. All contaminated (wet) items that cannot be cleaned and dried completely should be removed and disposed of. The sooner mold is dealt with the less chance it has to grow and spread.
2. Visible mold should be removed using water and detergent. BLEACH WILL NOT KILL MOLD TO THE ROOTS EXCEPT ON IMPERMIABLE SURFACES. THERE ARE BETTER WAYS TO DEAL WITH MOLD (see steps below). Other home remedies like vinegar and peroxide are also not the preferred way to deal with mold issues.
3. While working on mold and in the vicinity of the mold you should wear protective goggles, filtration masks (N-95), gloves, long sleeve shirts, long pants, and waterproof boots to prevent contact with the mold. When you are finished working shower as soon as possible to prevent spreading mold spores.
4. Dry the structure. The most important part of mold removal and prevention is to control moisture. If there is a source of moisture (leak) it should be fixed at least temporarily as part of the drying process. If power is available air should be circulated to aid in the drying process. Please remember not to use generators indoors!
5. As the structure begins to dry it is time to treat the area. The best way to kill mold and mildew is to treat areas with an EPA-registered mold and mildew disinfectant. These specially formulated disinfectants will kill mold spores at their roots, preventing them from reappearing over and over again. Through our experience we have identified the following easily available and safe to use products:
 - a. Shockwave - this is the product we use in United Methodist Disaster Response on our spray trailers.
 - b. Concrobium - another product that kills mold to the roots

In both cases the application inside the home is by spray to the previously wet areas. Masks, gloves, and protective suits (Tyvek) are advised during application. Following application you should leave the property for at least four hours. These products can also be applied in crawl spaces by using a misting device. These items can be purchased online and in home improvement stores.

6. Covering impacted areas with paint, wood, or other material does not prevent mold growth. It is important to give attention to the mold prior to rebuilding. Remember the key to controlling mold growth is moisture, so do not rush the drying process.
7. Both FEMA and Insurance Companies advise homeowners to take pictures prior to any repair work. You should also keep receipts for any out of pocket expenses. This will provide evidence to adjusters and assist you with any future claims.

APPENDIX J – COMMONLY USED ACRONYMS AND TERMS

2-1-1	A free and confidential number to call to receive information and referrals for help with food, housing, employment, health care, counseling and more.
ABC	American Baptist Churches in the USA, which do disaster work through Church World Service (CWS). Not to be confused with the Southern Baptists who do feeding in the emergency phase in some parts of the country.
AME / AMEZ	African Methodist Episcopal Church and African Methodist Episcopal Zion Church
ARC / AmRC	American Red Cross
ARRL / ARES	The amateur radio network also known as “ham radio”)
CDRC	Conference Disaster Response Coordinator
CERT	Community Emergency Response Team
CENTER MANAGER	The person in charge of the Red Cross Service Center. A good person to get to know.
CME	Christian Methodist Episcopal Church
COB	Church of the Brethren. Assists with clean-up and rebuilding, child care.
CORA BROWN FUND	This is the last stop for federal funds for people who haven’t qualified for loans of the IFG.
CWS	Church World Service. The relief arm of the National Council of Churches, also the umbrella for the work of major denominations. Provides trained volunteer consultants to assist in the formation of Interfaith recovery agencies.

DRC / DDRC	<p>1. The FEMA coordinated Disaster Recovery Center (formally called the DAC-Disaster Assistance Center) where survivors can go in person to make application for various federal/state assistance. These centers have largely been replaced by toll-free telephone application centers.</p> <p>2. In the UMC: District Disaster Response Coordinator</p>
DFO	Disaster Field Office of the Federal Emergency Management Agency (FEMA). This is where the FEMA field operations take place. Usually the DFO and the Disaster Recovery Center are in different locations.
DUA	Disaster Unemployment Assistance. Available to individuals whose employment or self-employment is lost or interrupted as direct result of disaster and who are not eligible for regular unemployment benefits.
DWI	Disaster Welfare Inquiry. A service of the Red Cross, often in cooperation with the ARRL / ARES, that helps to locate persons in the area of disaster.
EM	Emergency Management, on-site decision makers.
EOC	Emergency Operations Center – serves as an effective communications center during disasters
ESA	Employment Security Administration
FEMA	Federal Emergency Management Agency. Coordinates Federal Response plan of the various federal agencies that have responsibility in disaster assistance. Most assistance is directed to repair of infrastructure, i.e., bridges and roads. Individual Assistance is largely in the form of low-interest disaster loans administered by the small Business Administration. Some grant money is awarded through the IFG program, coordinated between federal and state agencies. FEMA can only come to a state's aid at the invitation of the governor and approval of the President in the form of a disaster declaration. 1-800-621-FEMA for individual assistance.
FCO	Federal Coordinating Officer. This is the “boss” on site of the federal response.
ICS	Incident Command System (Methodists call it the Incident Coordination System)
IFG	Individual and Family Grant Program. REMA grant that covers costs of disaster-related needs not covered by insurance or other programs.

INTERFAITH	Local non-profit recovery agency made up of representatives of local faith groups and largely funded by their denominations.
HUD	US Department of Housing and Urban Development
JFO	Joint Field Office. Temporary centrally located Federal multi-agency coordination center to facilitate field-level incident management activities.
LDS	Church of Jesus Christ of Latter Day Saints. Has a strong emergency relief program, especially where their congregations are located.
LDR	Lutheran Disaster Response.
LTRG / LTRO / LTRC	Long Term Recovery Group. is sometimes a Long Term Recovery Organization (LTRO) or Long Term Recovery Committee (LTRC).
MASS CARE	A sheltering service for a large number of persons displaced by the disaster, provided by the American Red Cross. Mass care involves mass feeding. Often in a large scale disaster, food is prepared and transported to shelters or distributed by mobile feeding vans. The Salvation Army, Seventh Day Adventists and Southern Baptists also do feeding. United Methodists should not open their own shelter unless they contract to open a Red Cross approved shelter. Red Cross approved shelters include liability and damage insurance. Local churches that open shelters without this approval will be responsible for any risk or damage to the facility or its residents.
MDS	Mennonite Disaster Service, through which 30 Mennonite and Amish groups cooperate in clean-up and rebuilding for those who cannot do it alone.
MITIGATION	Reducing the hazard. Any attempt to reduce future damage and harm such as relocating or elevating homes, building infrastructure to reduce flooding, etc. "FEMA's Project Impact" is an effort to build disaster-resistant communities to help reduce the high cost of recovery.

MOBILE FEEDING VANS	Panel trucks that agencies bring to disaster sites to feed workers and victims during the emergency and relief phases. Red Cross, Salvation Army, Seventh Day Adventists and Southern Baptists are the major organizations who operate these.
NIMS	National Incident Management System. Sponsor of ICS SYSTEMS
NVOAD	National Voluntary Organizations Active in Disaster. This is the umbrella group for all the recognized non-profit agencies that have a national presence in disaster response. It is not an operational entity, but a coordinating, communicating, educational coalition. NVOAD is linked by agreement to the state VOADs and to FEMA.
NCVOAD	The North Carolina Chapter of NVOAD-a valuable networking organization
PIO	Public Information Office. The group responsible for media relations.
PDA	<ol style="list-style-type: none"> 1. An emerging program operated by the Presbyterian Church USA. This denomination's disaster program is similar in scope to that of UMCOR. 2. Preliminary Damage Assessment
REACT	Radio Emergency Associated Communications Team. These are the Citizen Band folks interested in assisting with disaster.
RESOURCE COMMITTEE	Formerly called the Unmet Needs Committee. This is a gathering of the case supervisors of the various recovery agencies on site to share resources and avoid duplication. The FEMA VOLAG will often call this group together
SALVATION ARMY	This international agency's disaster arm is noted for its feeding, casework, warehouse management and other relief efforts. A church denomination that is part of the Wesleyan heritage.
SDA	Seventh Day Adventist Church. Best known for its work in the emergency and relief stages for operation of distribution of water and pre-cleaned, packaged and sized clothing. Their volunteers are excellent when it comes to handling donated goods.

SERT	State Emergency Response Team – team of representatives of each department, agency, commission or office of State Government that is charge with Emergency Management responsibilities.
SERVICE CENTER	Operated by the Red Cross and separate from the FEMA Disaster Recovery Center (DRC). Survivors must register with FEMA and the Red Cross to get full assistance. Red Cross disbursement orders are written to the family and merchant of their choice to cover the cost of basic immediate needs for clothing and furniture, etc.
UCC	United Church of Christ, which works primarily through Church World Service but in some places is developing its own program.
UMCOR	United Methodist Committee on Relief, the avenue through which United Methodists work in refugee resettlement, world hunger and disaster response in over 90 countries.
UNITED WAY	A national system of volunteers, contributors, and local charities helping people in their own communities. Sponsors 2-1-1 system.
UNMET NEEDS	See RESOURCE COMMITTEE
UMVIM or VIM	United Methodist Volunteers in Mission. A program of the church that links volunteers with projects worldwide. UMVIM and UMCOR have developed a partnership for disaster response.
VOAD	Voluntary Organizations Active in Disaster. For the state or regional group of NVOAD, sometimes you will hear the postal abbreviation of the state linked to the VOAD acronym, e.g. LAVOAD for Louisiana or COVOAD for Colorado VOAD.
VAL	Voluntary Agency Liaison. Each FEMA region has a VAL whose job it is to interface between the governmental response and the voluntary sector. Red Cross will also appoint a VAL to provide a link between that agency and the other volunteer groups on site.

APPENDIX K: ORGANIZATIONS WORKING IN DISASTER IN NC

Organization	What the Organization Does	Phone	Website / Text
211 Snapshot of Community-Specific Needs	maps by zip code of needs reported to 2-1-1		https://nc.211counts.org
Aging & Adult Services		919-855-3400	
Back@Home	Program of NC Coalition to End Homelessness	2-1-1	https://www.backathome.org/
Candid (formerly Foundation Center)	Research Nonprofits, find funding, verify nonprofits, updates		www.candid.org
Candid Learning (formerly GrantSpace)	Nonprofit training for individuals, organizations		https://learning.candid.org
Carteret Central Services	Disaster home repairs for Carteret public school students & personnel	252-728-4583 x1137	Specific to Carteret County
Catholic Charities	Varies by disaster (Florence: \$4000for home repair &/or rental expense	910-424-2020	https://www.catholiccharitiesraleigh.org/disaster-services
Center for Disaster Philanthropy			www.disasterphilanthropy.org
Coastal Carolina Rebuild Min.	Urgent repair specific to Washington County area (susan@crossnc.org)	252-482-3269	www.crmhome.org
Community Development Block Grant - Disaster Recovery (CDBG-DR)	aka ReBuild NC. HUD program. Benefits can vary by county.	Varies.	Varies.
Council on Foundations Disaster Funding			www.cof.org
County Office look-up			https://www.countyoffice.org/
Crisis Cleanup	Self report disaster damage & vol. team resource	Varies by Disaster	https://www.crisiscleanup.org/register
Disable American Veterans NC			https://www.dav.org/veterans/find-your-local-office/
Disaster Case Management	Varies by disaster (Florence: Family Endeavors) provides disaster referrals	910-672-6175	https://www.endeavors.org/
Disaster Distress Hotline	Mental Health / Suicide / Depression	800-587-3463	Text TalkWithUS to 66746 or http://www.disasterdistress.samhsa.gov
Disaster Fraud Hotline	Report fraud	866-720-5721	https://www.justice.gov/disaster-fraud
Disaster Legal Aid	Title, ownership issues, fraud, FEMA/other advocacy	866-219-5262	http://www.legallaidnc.org/about-us/news/florence-disaster-legal-services

Disaster Tax Relief: IRS		800-829-3676	https://www.irs.gov/newsroom/tax-relief-in-disaster-situations
Disaster Unemployment Assistance	Deadline varies by disaster	866-795-8877	https://des.nc.gov/DES
Feeding America	Find your local food bank affiliates		https://www.feedingamerica.org/find-your-local-foodbank
FEMA	Registration & Transitional Shelter Assistance	800-621-3362	fema.gov
FEMA Fraud Hotline	Report FEMA fraud	800-323-8603	-
FODAC (Friends of disabled adults & children)	Provider of home medical equipment: disaster as well as srs & children	866-977-1204	fodac@fodac.org http://www.fodac.org/
Hope4NC Crisis Counseling	Crisis counseling offered by Easter Seals	855-587-3463	https://www.easterseals.com/NCVA/our-programs/mental-health-services/hope4nc.html
Hopeline, Inc. Crisis Line	Crisis Hotline: confidential listening service	919-231-4525	https://www.hopeline-nc.org/
HUD	Complex rental needs	800-304-9330	
Identity Theft Reporting & Recovery	Help to report & revocer from identity theft		https://www.identitytheft.gov
Just in Time Disaster Training - Library			http://www.drc-group.com
MERCI	Disaster supplies and UMCOR kits	910-262-3831 (Bill Haddock)	https://nccumc.org/outreach/merci/
NC Attorney General		919-716-6400	
NC Charities that Pick up Donations	Find a NC Charity That Will Pick Up Your Donations		http://donationtown.org/north-carolina-donation-pickup/
NC Commission on Volunteerism	Governor's NC Volunteer Registration Hotline & Volunteer Advocacy	919-814-2000	https://www.nc.gov/volunteer
NC Department of Insurance Hotline	Insurance concerns: hurricane claims	855-408-1212	https://ncdoi.com/HurriClaims/default.aspx
NC Dept. of Public Safety			https://www.ncdps.gov/
NC Disability Rights / Protection	Ensure safe & humane conditions, enforce rights	919-856-2195	https://disabilityrightsncc.org/contact-us/
NC Disaster SNAP (Supplemental Nutrition Assistance Program)	Emergency SNAP benefits. Very time-limited.	919-855-4800	https://www.fns.usda.gov/disaster/north-carolina-disaster-nutrition-assistance
NC Flood Risk Information System	searchable flood mapping tool		https://fris.nc.gov/fris

NC Foreclosure Prevention	Owe \$300,000 or less, job loss or income reduction, etc.	888-623-8631	http://www.ncforeclosureprevention.gov/amieligible.aspx
NC Housing Search	free service lists available rental housing	877-428-8844	http://nchousingsearch.org/
NC Individual Assistance	Unmet Needs	919-825-2378	ncdps.gov
NC Unemployment Insurance Compensation		888-372-3453	
NC USDA Farm Service Agency		919-875-4800	
NCBM	North Carolina Baptist on Mission	800-395-5102 x5596	
NCEM Disability Integration Specialist	2019-6-18: Sheri Badger	919-825-2568	sheri.badger@ncdps.gov
NCVOAD	North Carolina Voluntary Organizations Active in Disaster		https://www.ncvoad.org/cms
NFIP	National Flood Insurance Program		https://www.floodsmart.com
Operation Hope	Free service providing coaching disaster survivors to achieve financial dignity.	919-807-9924	https://operationhope.org
Partners in Ministry ROAR (Rehab, Outreach & Recovery)	Urgent repair specific to Laurinburg area	910-277-3355	www.pim-nc.org
Ready NC	Disaster Preparedness Information		https://readync.org/
Red Cross Shelter	Find open Red Cross Shelters	800-733-2767	redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter.html
Replace vital records	Replace birth certificates, social security cards, Medicaid cards, etc.	844-USA-GOV1	www.usa.gov/replace-vital-documents
SBA Answer Desk	Questions about SBA loans	800-827-5722	https://www.sba.gov/about-sba/organization/contact-sba
Social Security Administration	In case of emergency	800-772+1213	www.ssa.gov/agency/emergency
Social Serve	find affordable rental and for sale housing	877-428-8844	https://www.socialserve.com/
State Home Foreclosure Prevention Project (SHFPP)	Counseling, assistance, and access to legal services	888-442-8188	http://www.ncforeclosureprevention.gov/default.aspx
Transportation	Service for Displaced Households	Varies by County	Time limited service.
U.S. Dept. of Labor	Unemployment & other assistance	866-4-USA-DOL	
United Way	Referral for Immediate Needs	2-1-1	211.org

Veterans Administration	Benefits	800-277-1000	www.benefits.va.gov/benefits
Veterans Crisis Line	accessibility	800-273-8255 (Press 1)	https://www.va.gov
WARM	Wilmington Area Rebuilding Ministry: Urgent Home Repair:	910-399-7563	https://www.warmnc.org/