



v. September 13, 2019

New York State Voluntary Organizations Active in Disaster (NYVOAD) ACTIVATION GUIDELINES – NYVOAD and/or NYVOAD MEMBER(S)

These guidelines establish the procedure for how NYVOAD members are activated by NYVOAD. They ensure cooperation, communication, coordination, and collaboration between NYVOAD, member organizations, government, and other nonprofit partners.

1. Activation:

- NYVOAD activates for notice (warning) and no-notice (no warning) events:
 - By request OR to assess or address reported unmet needs.
- NYVOAD activates if one or more of the following requests assistance:
 - NYS Division of Homeland Security and Emergency Services (DHSES)
 - County Emergency Manager Requests Support via DHSES
 - NYVOAD Chair or majority of Board of Directors
 - A member organization of NYVOAD or a COAD asks for support

2. Activation Notification:

- Once contacted, the NYVOAD Chair and staff will notify and/or seek the approval of the NYVOAD Board of Directors, as appropriate. Depending on damage and/or unmet needs assessment data, the Chair, in consultation with DHSES will activate one or more NYVOAD members and inform the appropriate government and/or nonprofit partners followed by the notification of the National VOAD Office and FEMA Region II VAL team.
- Activation Notifications to NYVOAD members and COADs may be made through multiple channels including email, text, phone and later posted to social media.

3. Coordination Conference Call:

- No Notice Event: Depending on the circumstances, the NYVOAD Chair or staff will coordinate with DHSES to assess the need for coordination conference within 6-24 hours.
- Notice Event: If circumstances call for notice, the NYVOAD Chair or Staff will schedule the conference call to convene National, State and COAD members, and partner agencies in advance of the event. Attendees will be briefed on the hazard and receive both a rapid assessment of capabilities and a post-event needs assessment to begin setting up a response and to brief NVOAD funders/members.
- NYVOAD Calls serve to:
 - Coordinate, collaborate and communicate situational awareness between members, COAD chairs, government and unaffiliated not-for-profit or for-profit
 - Encourage or request that members pre-position personnel/volunteers or provision recovery centers with resources when requested via DHSES.



- Reinforce the coordination role of NYVOAD to minimize self-deployment and duplication of efforts and resources.
- Determine the need for NVOAD activation

RESPONSE:

4. Response, Relief & Short-term Recovery Coordination Calls/Meetings:

- A NYVOAD Coordination Conference Call will be convened as soon as practicable, within the first 24 hours – then daily for as long as necessary and then transitioning into weekly updates. Participants may include; National VOAD, NYVOAD members, DHSES, FEMA Region II, County EMA and County COAD or participants of any forming LTRG.
 - NOTE: If only one county is impacted and if requested, NYVOAD will work to transition responsibility for convening the Conference Call to the COAD. If no COAD exists, NYVOAD will continue to convene the call until an LTRG is formed.
- Call Objectives: Assessing impact on households and homes, mapping damage, documenting specific unmet needs, available resources and deploying NYVOAD members or, depending on scale, requesting NVOAD support.

***NOTE:** The operating assumption is that local community resources should suffice. Most members are NOT able to get HQ support for deployment or to allocate funds without solid data and specific name, address, contact information and damage assessment for every property in need. If there isn't enough work for one team to spend at least one weekend – or, up to a three-week deployment, it's a no-go.*

5. Communication (COMs):

- NYVOAD is the POC (Point of Contact) for COMs between NVOAD, NYVOAD members, DHSES, FEMA Region II and local EMAs. NYVOAD will support COMs via the NYVOAD desk in the NYS Emergency Operations Center.
- The NYVOAD EOC and/or Office role is to gather situational awareness and advocate for resources and volunteer support to meet those unmet needs.
 - It is a requirement of NYVOAD and DHSES that both NVOAD and NYVOAD members not self-deploy, provide situational awareness of all activities and outcomes – and, if deployed, complete all work assignments they've accepted. And, finally, to submit a final report once they demobilize.
 - If NYVOAD is not yet activated or does not activate, members may respond to requests from their own constituent bodies or MOUs. However, NYVOAD members are required to notify NYVOAD when activated and provide timely SitReps.
- The NYVOAD is responsible for sharing all SitReps and Reports with the NYVOAD Board of Directors, NVOAD, DHSES, FEMA Region II and Membership.



DEMOBILIZATION (DEMOB) OF RESPONSE OR RELIEF OPS:

6. Deactivation:

1) Federal or State Level Activation:

NYVOAD's participation in New York's Emergency Operations Center (EOC) will end when DHSES decides to deactivate (stand-down) the EOC and return DHSES to normal operations

Note: If the event results in a Presidential Declaration, FEMA may establish a JFO (Joint Field Office). In which case, the base for NYVOAD, NYVOAD, and DHSES coordination then move to the JFO.

2) County or City Level Activation:

NYVOAD response or relief operations will end coordination when the impacted county or city deactivates its EOC and returns to normal operations.

NOTE: COAD or a local LTRG are expected to continue to convene independently to coordinate resources and services to individuals and families throughout the recovery process.

RECOVERY:

7. Short-Term Recovery:

- NYVOAD will offer technical support to, and collaborate with, local emergency management, COADs, and other key stakeholders form a Long-Term Recovery Groups (LTRG).
- COADs should call stakeholders, which includes government partners, not-for-profits, and for-profits businesses, to the table and to become participating members and supporters of the LTRG. **Note:** The COAD should remain independent of the LTRG.
- NYVOAD will regularly engage NVOAD members and NYVOAD members in discussions about unmet-needs trends and needed resources.
- Recovery operations training and recovery funds support is provided by NYVOAD.

8. Long-Term Recovery:

NYVOAD offers support during long-term recovery by:

- Sharing SitReps with the COAD and LTRG, attending meetings, engaging members in addressing unmet needs and offering training or managing recovery functions
 - Example: Presbyterian Disaster Assistance "Volunteer Village".
- Continuing to work with DHSES and FEMA Region II to support state partners on-going recovery efforts and emerging unmet needs.