


Together, we're changing lives.



**Setting the Stage**  
(cont'd)

- Disasters have a greater impact on vulnerable populations...

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**Setting the Stage**

- Disasters are larger & more complex
- Canadian Red Cross (CRC) research uncovered gaps in Canada's disaster response system.

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**Non-Profit Sector: Planning for a Disaster**  
-March 5, 2009-

This workshop is funded in partnership with:



Canadian Red Cross / Croix-Rouge Canadienne




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Engage the voluntary sector in the importance of Service Continuity Plan (SCP).  
Help build stronger links between organizations.


**Purpose**



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When a disaster strikes:  
Many non-profit organizations are unable to continue delivering their critical services...

**Setting the Stage** (cont'd)



Together, we're changing lives.

- Voluntary sector plays key role in daily lives of millions of vulnerable Canadians.
- Organizations that serve these populations do not always consider the need to be prepared for a possible disaster...

**Setting the Stage** (cont'd)

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www.4red.ca/eng/4red/




+ Canadian Red Cross / Croix-Rouge Canadienne

VOLUNTEERS  
BÉNÉVOLES  
CANADA

• "Community Connectors" Project...  
 • Project funders/partners:

## Background

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www.4red.ca/eng/4red/




To enhance our community's capacity to respond to a catastrophic event.

(cont'd)

## Purpose

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www.4red.ca/eng/4red/



Government / NGOs  
specializing in  
disaster management

Voluntary Sector  
organizations

(cont'd)

## Purpose...

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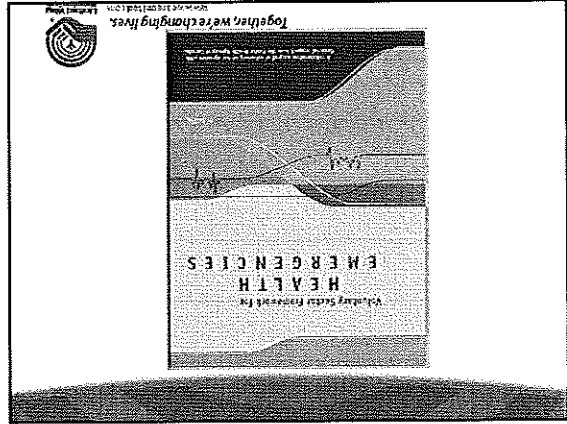
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
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**Role of the Voluntary Sector**

**Non-Profit Sector:**  
**Planning for a Disaster**

~March 5, 2009~

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**Objectives for today**

- To help inform you about existing local emergency plans.
- To inform you about:
  - The potential role of the voluntary sector;
  - Best practices in volunteer management; and
- To share a service continuity planning (SCP) web tool designed specifically for the voluntary sector.

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 www.oxfaminternational.com

**Possible Roles of the Voluntary Sector in an emergency:**

- To support public authorities
- To continue providing usual activities during an emergency
- To extend beyond usual activities, if possible...

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**Why involve the voluntary sector?**

Your organizations are already engaged in practical collaborations to provide your services...

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**Many voluntary sector organizations serve the needs of vulnerable populations...**

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**Pre-Emergency Phase**

- Take stock of agency's assets & resources and weaknesses & vulnerabilities
- Assess the impact of a potential emergency on...




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**Possible voluntary sector functions in an emergency:**


**Pre-emergency phase:**

- Risk/vulnerability assessment
- Mitigate impact
- Preparedness



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**Supporting public authorities during an emergency...**


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 www.earthshakes.org

**Other possible voluntary sector functions in an emergency:**

- Recovery
- Response

**Emergency phase:**

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**Pre-Emergency Phase (cont'd)**

Good newsl...

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**Pre-Emergency Phase (cont'd)**

What if....

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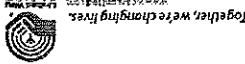
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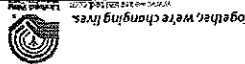
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**Figuring out what is important...**

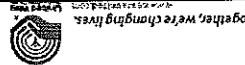
Identify 3 to 6 of what you consider the most important activities or services your organization provides:

A)  
B)  
C)  
D)  
E)  
F)



**Service continuity depends on**

- Knowing & being able to prioritize your organization's critical services
- Understanding your organization's emergency supporting assets & what threatens them



**Emergency Phase**

Assisting public authorities with response and recovery might include...

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www.nhs.uk

**During a pandemic,**  
the predicted  
25% to 40% overall sick rate  
will be  
**ABSENTEEISM COMPLETELY ARBITRARY...**

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**Determining absenteeism rates...**  
Consider up to 5 key personnel (possibly  
including yourself) in your organization who  
would be critical during any emergency.

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**Setting Priorities...**

Item to be prioritized	How often chosen?	PRIORITY RANK
A	A	
B	A B	
C	A B C	
D	A B C D	
E	A B C D E	
F	A B C D E F	

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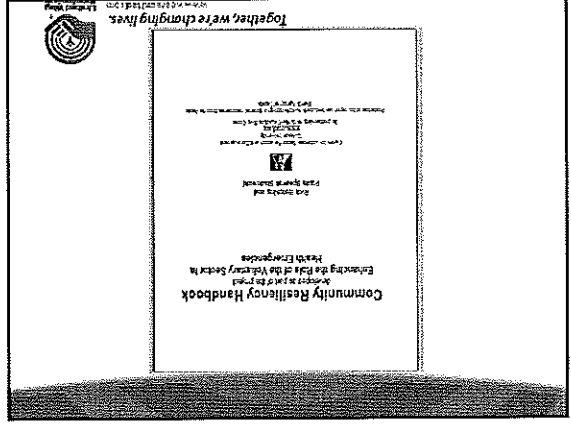
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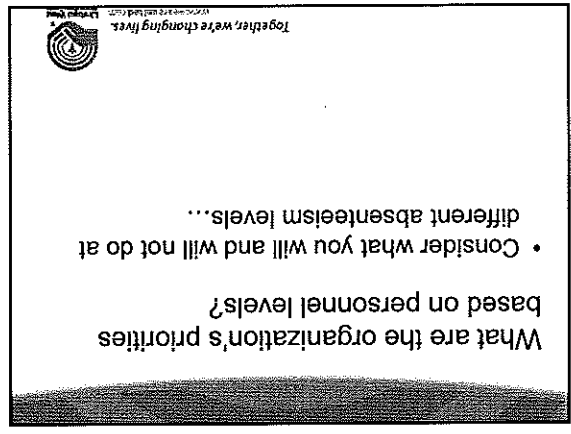
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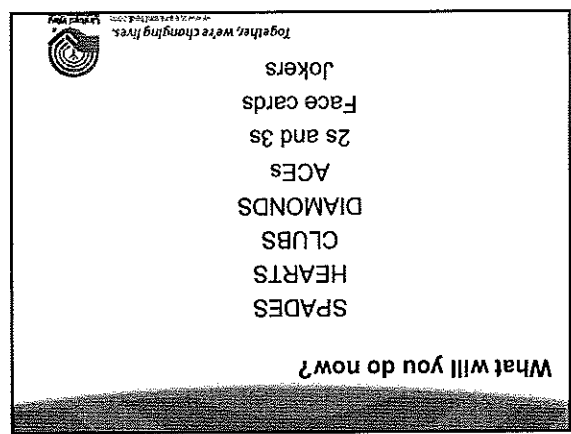
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**Best practices for management of episodic volunteers...**

- Recruitment
- Screening
- Intake and orientation
- Training
- Placement
- Retention and maintenance
- Volunteer referral to other agencies

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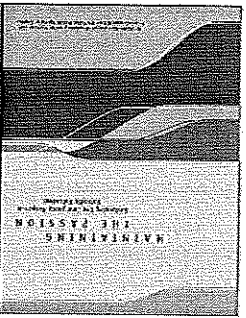
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**MANAGEMENT PRACTICES FOR EPISODIC VOLUNTEERS**




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**Best Practices in Volunteer Management...**

- Volunteers may be your organization's greatest strength.

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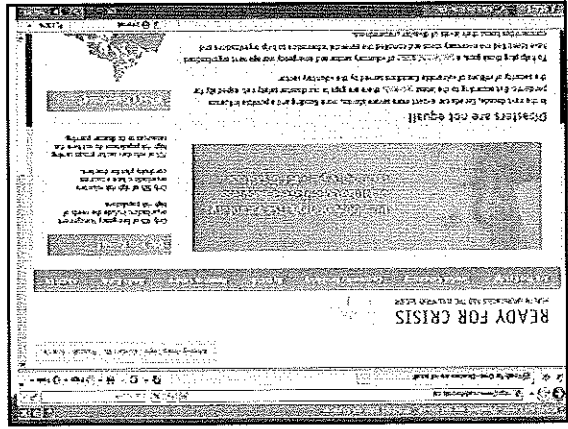
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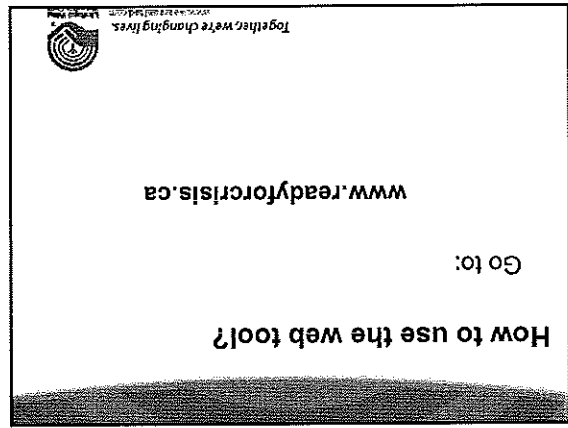
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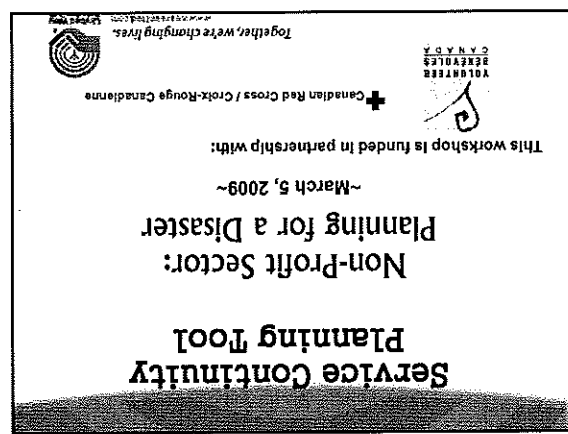
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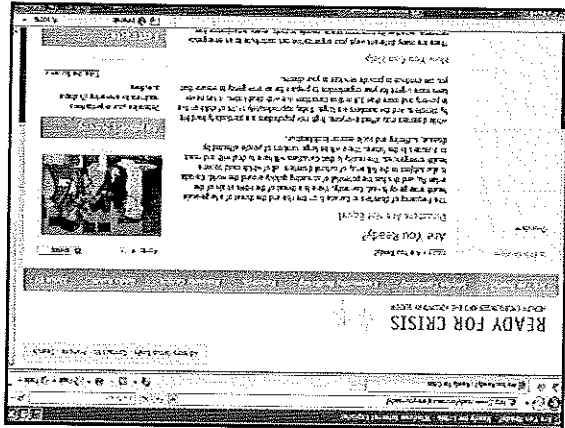
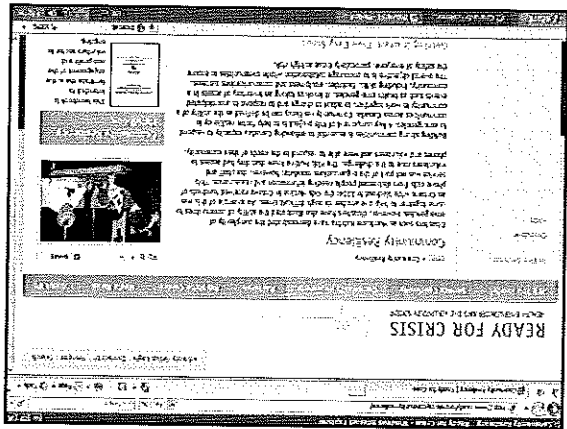
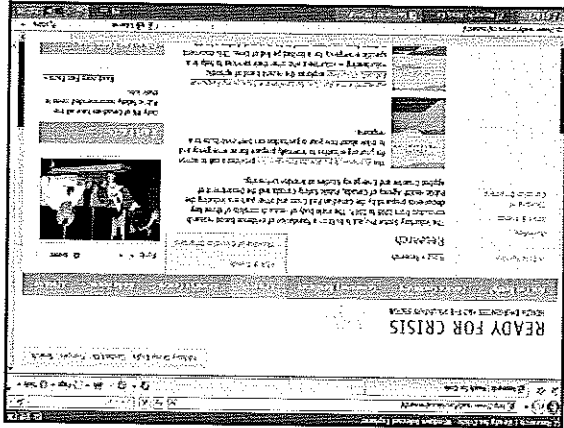
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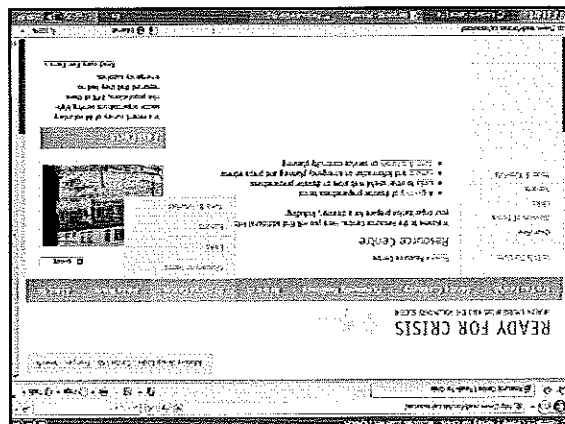
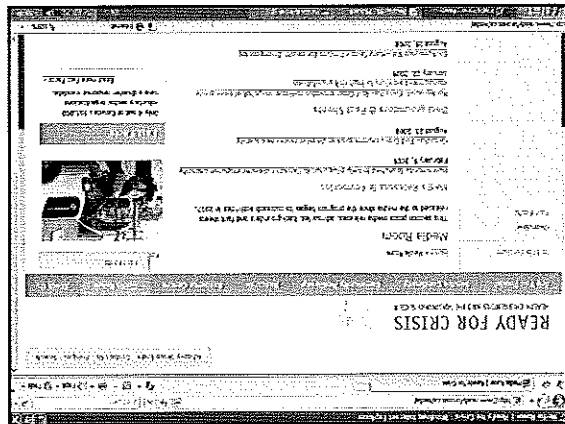
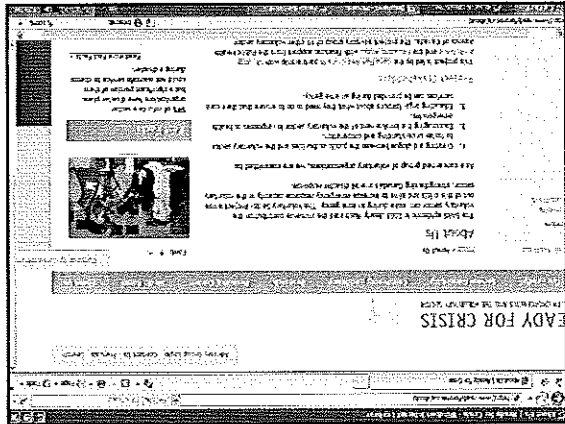
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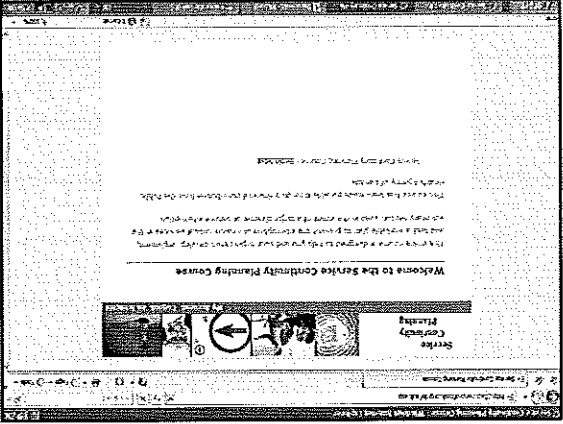
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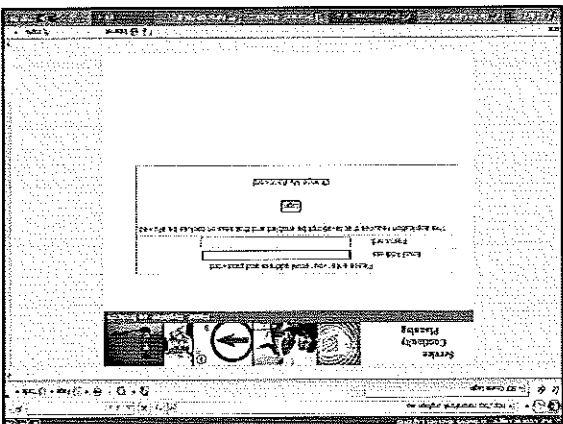
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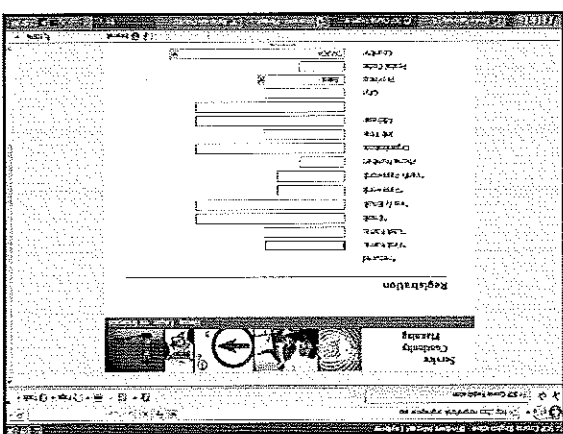
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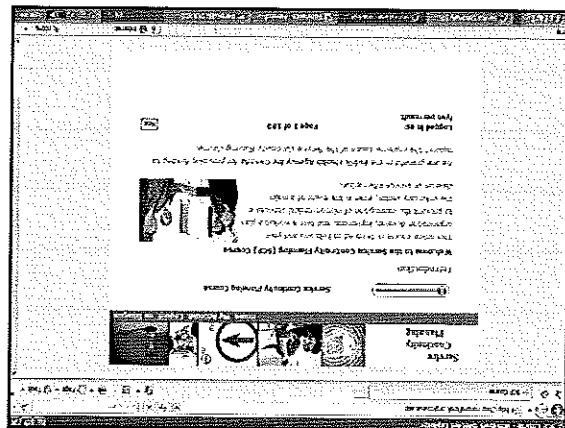
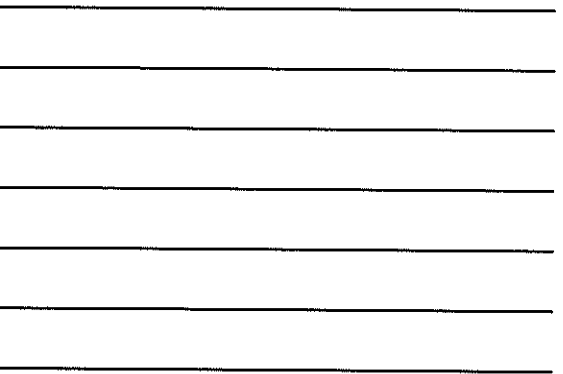
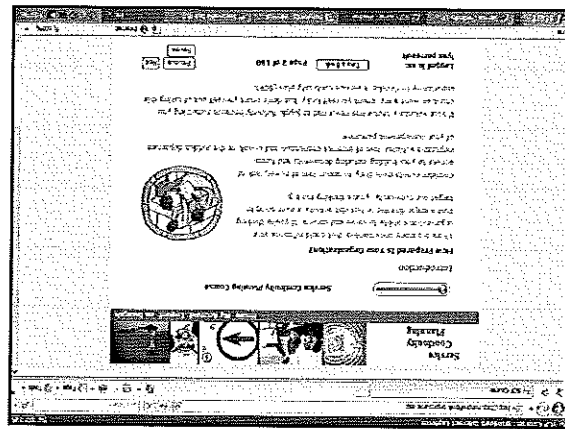
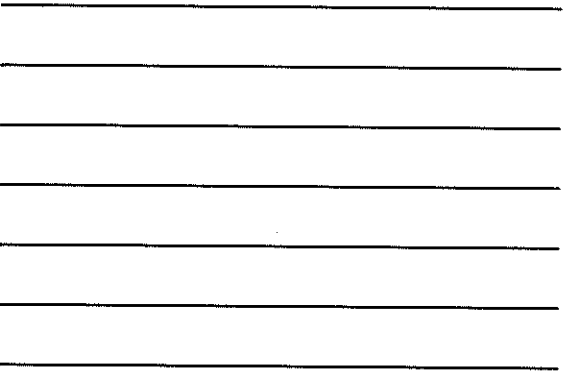
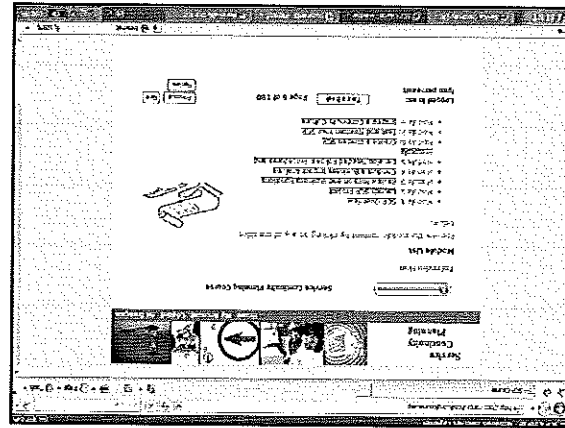
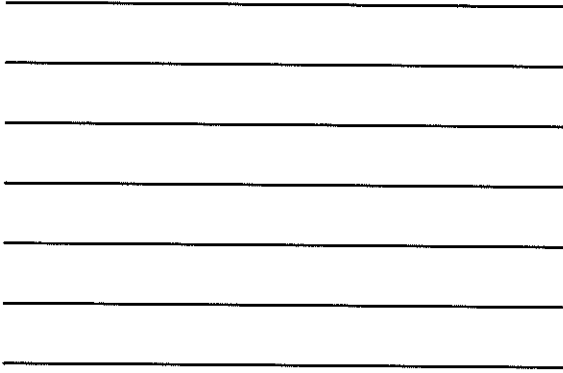


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**Next Steps...**

- Develop a service continuity plan
- Be prepared for a potential emergency

**Service Continuity Planning... Common Challenges with**

- Limited resources to dedicate to the planning process (people, \$, infrastructure)
- Elapsed time (it takes years to mature)
- Depth & breadth of scope

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