



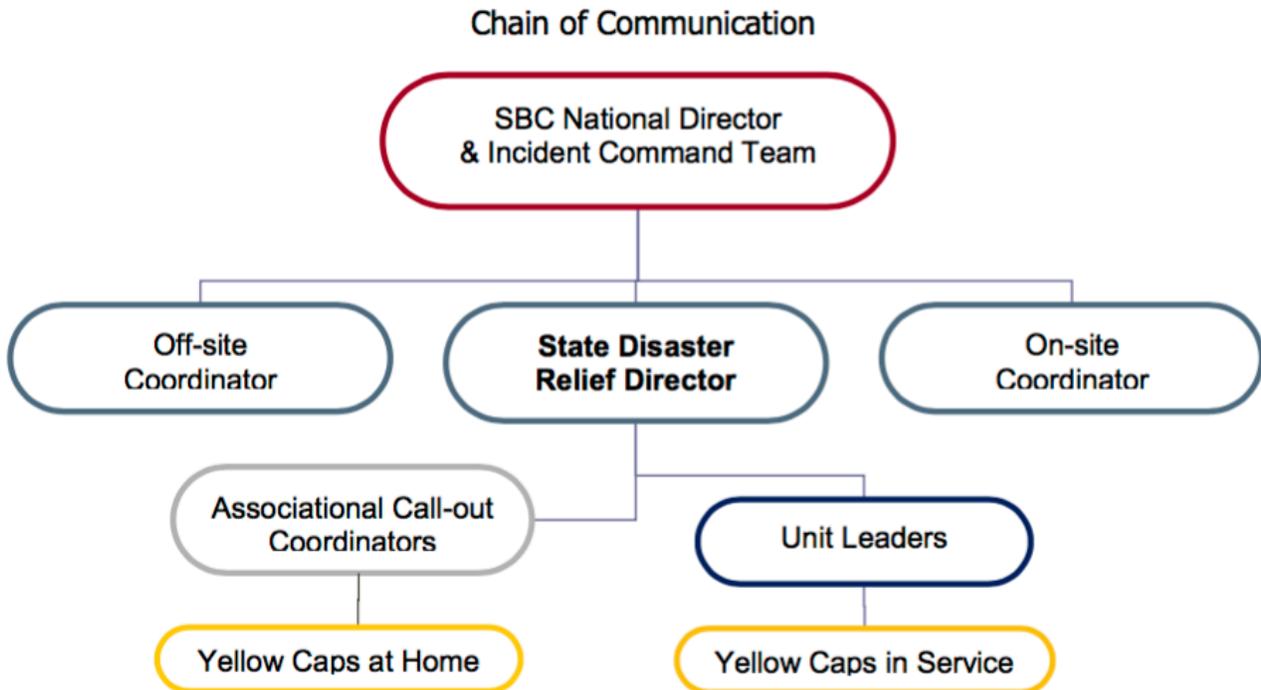
A COLD CUP of WATER in JESUS NAME

PREPARING TO SERVE
VOLUNTEER HANDBOOK

March 2018

Preparing to Serve

I. The Call-Out



SBCDR Alert System

• Alert

– There is a possibility that a response will be needed. *Update once a day.*

• **Standby** – There is a probability a response will be needed. *Update twice a day.*

• Go/No Go

– A response is definite, please move within 6 hours or less, or...

– No response is needed. May revert to standby, alert or off the response plan. *Check in every 4 hours*

• Closing

– Unit is no longer needed

Overview of Disaster Relief

State Level – The Baptist Convention of New England

Responses in-state are acted upon by the State Director. NAMB will act as a liaison if the state cannot handle the event on their own and requires additional assistance from other state DR programs.

The BCNE DR program began in 2000 with a 10,000 meal feeding unit gifted by the KY Baptist Convention and has grown to 8 units and over 400 trained volunteers.

State Leadership

State Director: Tim Buehner – tbuehner@bcne.net

State White Hat: John Scoggins – johnscoggins@charter.net

State White Hat: Tim Brown - tebdiamond@hotmail.com

Regional Coordinators:

Maine	Tim Brown	tebdiamond@hotmail.com
New Hampshire	Al Page	apbaring@earthlink.net
Vermont North	Chuck & Laurie Hurdle	chuckles593@yahoo.com
Vermont South	Ed Lucas	edlucas41@gmail.com

II. Spiritual Preparation

- A. Volunteers are to conduct personal devotions before leaving home and while on site.
- B. Volunteers are to pray together as a team before they leave home and while on-site at a disaster.
- C. Have your church and association pray for you while on a response.
- D. Keep a journal while on a response.
 - 1. It will be a record of how God worked.
 - 2. You can record the names of other volunteers.
 - 3. It will help you remember events and activities of the disaster response.

Devotions and Debriefing

- A. Team meetings will be held in an area large enough for everyone to attend. Staff

from other agencies may be invited to join you.

B. The purposes for team meeting are:

1. To praise God for the day's activities.
2. To diffuse problems that may have developed during the day.

C. A possible agenda for the team meeting is:

- ✠ Singing ✠ Devotion ✠ Blue Cap Report ✠ Sharing Time
- ✠ Assignments for the next day ✠ Announcements ✠ Prayer

III. Practical Preparation

A. Guidelines for Disaster Relief Volunteers

- Discuss with your boss
- Secure applicable “what to take” items (page 7)
- Give completed *Personal Information* and *Release and Indemnity* forms to Blue Hat (pages 8 & 9)
- Make arrangements with Family, Church, Etc.
- Make a phone list of who you need to call
- During disaster, contact church/associational/regional coordinator
- Renew your training every 3 years
- Renew your clearances every 3 years
- Be flexible!
- **My Coordinator / Blue Hat is** _____
Ph# _____ E-mail _____

B. Getting to the Disaster Site

- ☞ •You are responsible for travel expenses (including fuel, food, lodging).
- ☞ •You will most likely carpool. You may offer the use of your own vehicle, but please do not insist on it. Share fuel costs with the team.
- ☞ •Once you are there, you will be provided with shelter, meals, and probably shower facilities.

- ☞ ·You will sleep on what you brought (i.e. air mattress or cot)
- ☞ ·Talk to your pastor about financial support from your church.

C. Pack Your Uniform

Teams have uniforms. You will be expected to wear your hat, badge, and shirt on the response. You may wear other shirts with sleeves or purchase extra DR shirts for longer responses.

D. Prepare for the Next Mission

- ✓ Inform the Unit Leader about equipment that is not working correctly.
- ✓ Upon arriving home clean and service all equipment immediately.
- ✓ Restock the unit with proper food and supplies.
- ✓ Secure any new equipment that is needed for the unit.
- ✓ Restock the unit with all necessary report forms.

IV. Mental Preparation

A. Think Safety, Safety, Safety!

What is safety?

Safety is the first priority. The underlying goal of every disaster relief response is to complete the assignment without getting yourself or someone else injured or sick. The reputation and credibility of Southern Baptist Disaster Relief hangs upon our standards of safety. Our partners in disaster relief – American Red Cross, FEMA, Salvation Army, etc. - trust us because we require our volunteers to take these classes, renew their certifications, and comply with these standards on the field.

Safety is a state of mind. We will not take unnecessary risks. We will do the little things to insure that our volunteers are exposed to the least amount of risk, that our food is safe, and that the families we serve are out of danger. Even if the little things are time consuming and repetitive, or not completely understood, or a bit uncomfortable, we will do them because it makes our work safer for everyone.

Safety is an attitude. Personal compliance with our safety standards is the key to making

our work together safe. “Submit yourselves to one another” (Ephesians 5:21) makes complete sense in this ministry. We watch out for one another and we gladly accept the loving words of instruction and correction when they are given. It takes a special attitude to work in Southern Baptist Disaster Relief. It takes humility.

Finally, we must remember that our reputation precedes our witness. Titus 2:7-8 says, *“In everything set them an example by doing what is good. In your teaching show integrity, seriousness and soundness of speech that cannot be condemned, so that those who oppose you may be ashamed because they have nothing bad to say about us.”*

We never know who will be touched by what we do, therefore let’s agree to do everything with excellence and integrity. We *will* be our brother’s keeper.

Personal Health and Safety

In assessing your own situation and making decisions about safety, crews must be the primary concern. Well-intentioned volunteers have been injured or killed during operations simply because they did not pay attention to their own physical and mental limitations. Following the rules for your own health and safety will make the assignment safer for all. Sickness or injury that renders you unable to work weakens the team by at least one person. Most sicknesses and injuries are avoidable by following these guidelines which are common to all facets of disaster relief work.

Know your limits and monitor your condition. Work within your strengths and limitations – physical (strength and health), emotional (stress management), and mental (knowledge and skills).

Discover your work pace which is the maximum speed *you* can maintain for the day. Some people are stronger and faster than others. Gauge yourself. Do not try to keep up with someone else’s pace.

Avoid fatigue. Fatigue leads to injury. Rest when you can. Take a break every time the Blue Hat or the Safety Officer calls for one, or sooner if necessary. Go to bed earlier than normal. Anticipate that sleeping may be more difficult than at home.

Fuel your body. Don’t skip meals. Stay hydrated during the work day. If you wait until you’re thirsty to drink water, you’ve waited too long. Eat light snacks between meals. Don’t overdo it on sugar. Rehydrate for the next day by drinking water in the evening.

Take your meds. Stay on your medication schedule. Be sure to log all medications on your *Personal and Medical Information Form*. Do not work on ladders or scaffolds or operate

machinery when tired or on medications that cause drowsiness.

Have bug, don't travel. Do not volunteer for a response if you are sick.

Update your tetanus shot. Under normal circumstances, stepping on a rusty nail would bring the risk of tetanus. In a flood situation, the nail could also carry hepatitis or potentially deadly diseases. Therefore, anyone responding to a flood disaster must have a current tetanus shot. Also, consider getting hepatitis A and B vaccinations.

Dress safely. Wear safety gear and clothing appropriate to the task.

For Kitchen work:

- Light plastic/latex gloves
- Cap/hair net
- Apron – cloth or plastic?
- Comfortable shoes
- Shorts?
- Shirts with sleeves

For Flood Recovery work:

- Hard hat
- Goggles
- Dust mask/respirator
- Protective coveralls
- Work gloves over latex
- Rubber boots
- Heavy duty rubber gloves
- Whistle (for signaling others)
- High top steel-toed/tech-toed boots with lug soles

For Chain Saw work:

- Heavy-duty gloves
- Heavy duty boots
- Safety hard hat
- Ear protection · Chaps
- Safety glasses or goggles, face screen
- Dust mask · Hair covering to contain long hair
- Do not wear loose clothing, jewelry or anything that could become entangled in brush or a saw
- High top steel-toed/tech-toed boots with lug soles

Be prepared for the elements. Get used to wearing sunscreen and lip balm. A sunburn from day one can make the rest of the days very uncomfortable. For cold weather, learn to dress in layers using non-cotton fabrics against your skin.

Learn to lift. Lifting should be done in a way that protects the back from strain and injury. To lift safely:

- Bend your knees and squat.
- Keep the load close to your body.
- Keep your back straight and vertical.
- Push up with your legs.



Think sanitarily. Beware of hands-to-face movement. Germs, bacteria, and other contaminants can get into your body through your mouth, nose, and eyes. Wash hands with soap and water or with bleach water (one tablespoon bleach to one gallon water), and use hand sanitizer before touching food or consuming anything. Do not drink water in area until verified safe.

Use good hygiene. Take regular showers and dress in clean clothes. Wash hands before eating and after toileting. Offer only clean hands for a hand shake.

Team Safety

In disaster relief, **you are always part of a team!** An injury or illness of one teammate will affect the entire team. Make safety a priority so that you can achieve maximum effectiveness, not only for you but also for your team.

Use the buddy system. Work in pairs or in a group.

Rotate Tasks. Be willing to do different jobs throughout the day.

Watch out for one another. Remind your teammates to drink fluids, eat properly, take breaks, and keep their hands away from their faces.

Obey the Safety Officer and the Blue Hat.

Respect your ignorance. Do not use appliances, motorized tools, or power machinery until properly trained.

Follow safety procedures. Never operate gas-powered equipment indoors. Refuel safely. Respectfully hold your teammates responsible for unsafe practices. Say “thank you!” when you’re the one being held responsible. Bring serious violations to the attention of the Blue Hat.

Do not smoke...

- in the food preparation area
- in food serving area in dining area
- near gasoline powered machinery
- near propane tanks or fuel lines
- while refueling or connecting lines
- while working with your team



If you must smoke, ask the Blue Hat to designate an area. Dispose of butts properly.

Inform the Unit Leader (Blue Cap) about any physical problems you may have.

In case of an accident or sickness immediately: 1. Get help from someone trained in First Aid/CPR, ARC nurse, EMS, or a medical facility. 2. Notify the Unit Leader immediately. 3. Isolate sick team members if necessary.

Further your education

Consider taking more specialty courses within Disaster Relief New England as this makes you more flexible in assignments when needs come up. Consider training with other organizations as well like:

- ✦ ServSafe
- ✦ Red Cross First Aid Certification
- ✦ Red Cross CPR Certification
- ✦ American Heart Association CPR Certification
- ✦ Community Emergency Response Teams (CERT) training





B. On-Site on the Mission Field

Upon Arrival

The team leader will check in at the Incident Command Post. The team leader will be provided with the details concerning your stay, i.e., meals and snacks, sleeping arrangements, showers, and team assignments. In some instances the team as a whole will receive an orientation from a member of the IC team. All volunteers will fill out a Personal Information Form that is kept on file while you are on-site working.

Do's and Do Not's

Do:

- Represent Jesus Christ
- Be prepared to share your faith
- Listen to victims
- Keep in confidence victim's information
- Respect the victim's property
- Ask permission before photographing
- Be sure of your information
- Refer to qualified person if necessary
- Make adjustments as needed
- Understand your limitations
- Understand and honor chain of command

Do Not:

- Tell Your Story!
- Use careless words or actions
- Spread rumors
- Accept contributions
- Exceed your training
- Expect favors
- Expect to work with only your group

On-Site on the Mission Field

Disaster Relief responses are different from other mission trips. It is NOT the time to tell your story. If you are doing recovery work, it is a time to listen to the victim's story! If you are working with relief workers or other responders, they have a story as well. You are there to serve them. It is important for them to be able to tell what happened to them – it is part of the healing process. You demean what they just experienced when you try to “one up them” with a similar story. Be a good listener and offer them your hand or a friendly shoulder to cry on instead.

Good Listener Skills

- Give complete attention
- Give occasional responses
- Ask for clarification if needed
- Avoid interrupting
- Be tolerant of new ideas
- Do not condemn
- Do not talk
- Do not tell your story
- Do not tell other's story

What to Take Checklist

Devotional Materials

___ Bible and devotionals

Identification

___ Disaster relief ID

___ Vehicle registration

___ Driver's license

___ Phone numbers (family physician, employer, church, emergency contact)

Insurance Information (list company, policy number, coverage, agent, and phone)

___ Health

___ Automobile

Miscellaneous Items

___ Money or traveler's checks (\$50-200)

___ Southern Baptist disaster relief manual and/or state disaster relief manual

___ Notebook and pencils or pens

Clothing (4-7 day supply)

___ Disaster relief caps and jackets

___ Coats and/or jackets (warm and cool)

___ Jeans or work pants

___ Shirts (warm and cool weather)

___ Underwear

___ Sleepwear

___ Sneakers

Health, Safety, and Hygiene

___ Work shoes

___ Waterproof footwear

___ Socks (2/day; white, wool or wool blend)

___ Work gloves

___ Rain suit or poncho

___ Bandanas and handkerchief

___ Laundry bag

___ Prescription medicine (List by name all your prescription medications)

___ New prescription orders (if your physician approves and will write new prescriptions)

___ Nonprescription drugs

___ Bar soap

___ Deodorant

___ Towels

___ Toothbrush

___ Shampoo and rinse

___ Chap stick

___ Diarrhea cure

___ Insect spray

___ A&D ointment

___ Laxative

___ Blister kit

___ Foot powder

Food

___ Diet food

Supplies and Equipment

- | | |
|--|---|
| <input type="checkbox"/> Flashlight or lantern | <input type="checkbox"/> Snacks |
| <input type="checkbox"/> Watch or clock | <input type="checkbox"/> Sunblock (15+) |
| <input type="checkbox"/> Canteen or water bottle | <input type="checkbox"/> Laundry detergent |
| <input type="checkbox"/> Allergy kit: bees, etc.. | <input type="checkbox"/> Personal needs |
| <input type="checkbox"/> Liquid antibacterial soap | <input type="checkbox"/> Mouthwash |
| <input type="checkbox"/> Feminine needs | <input type="checkbox"/> Dental floss |
| <input type="checkbox"/> Washcloths | <input type="checkbox"/> Hair spray |
| <input type="checkbox"/> Toothpaste | <input type="checkbox"/> Razor |
| <input type="checkbox"/> Comb/brush | <input type="checkbox"/> Drinking water |
| <input type="checkbox"/> Shaving cream | <input type="checkbox"/> Bedding (air or foam mattress, cot, and covers) |
| <input type="checkbox"/> Antacids | <input type="checkbox"/> Tent (optional, inquire first) |
| <input type="checkbox"/> Skin lotion | <input type="checkbox"/> Special personal items you need for health, safety, or comfort |
| <input type="checkbox"/> Antifungal ointment/spray | |

Upon Your Return

Rarely does a volunteer return from a disaster site unchanged. What you have seen and experienced will affect you. Your home church should provide debriefing. Each team member should make arrangements to meet with your pastor to spend time discussing the trip and its impact and perhaps share it with the congregation.

It is also important that you provide feedback through your team leader to your Ministry Area Disaster Relief Coordinator. This will allow us to review how the trips went and to discuss any needed modifications to policies or procedures.

Ensure any equipment taken on the trip is inventoried and inspected for proper working order. Nothing is more frustrating for a team to arrive at a DR site and discover broken or missing equipment.

Personal Information Form

Volunteers are requested to provide the following information and to give to the unit director upon arrival at the disaster work location.

Name _____

Address _____

Home Phone _____ Work/Cell Phone _____

Occupation _____ Date of Birth _____

Marital Status _____ Spouse's Name _____

Emergency Contacts (Please list your church and two people)

Church _____

Address _____

Phone _____

Name _____ Relationship _____

Address _____

Home Phone _____ Work/Cell Phone _____

Name _____ Relationship _____

Address _____

Home Phone _____ Work/Cell Phone _____

Health Information

Medications _____

Allergies _____

Date of last Tetanus Shot _____

Health Insurance Company _____ Group/Policy _____

Please list other information that may be needed if a crisis should occur.

Southern Baptist Disaster Relief Release and Indemnity Agreement

Name: _____ Date _____

Address: _____

City: _____ State _____ Zip _____

Home Phone: _____ Work Phone _____

Cell Phone: _____ E-mail: _____

Church _____ Association _____

Release and Indemnity Agreement

Having fully read the Release and Indemnity Agreement below, this waiver, release and indemnity agreement is fully understood by me and I enter the same willingly for the purposes herein stated.

Date: _____

Print Name: _____

Signature: _____

Witness: _____

I do hereby represent and acknowledge I am entering a missionary venture with others; as a volunteer I am paying my own expenses, including insurance¹, for the purpose of helping in times of disaster for the glory of God and to demonstrate my faith in Christ; that the work may at times be hazardous and somewhat arduous and will be performed by concerned volunteers and qualified professionals trained in disaster relief work; that vehicles transporting these volunteers will be operated by licensed volunteers, who may or may not be professional drivers.

I recognize and acknowledge potential accidents at the disaster site, involving motor vehicles, in or about the living, sleeping and eating areas, or during activities of the disaster relief team; am fully aware of possible injuries to members of the disaster relief team, including myself.

Therefore, I desire to protect, release, acquit, indemnify and hold harmless from any and all claims, injuries, damages, losses, expenses or attorney fees incurred by me, my heirs, administrators, executors or assigns.

For and on behalf of myself, my heirs, administrators, executors, assigns and all other persons, firms, or corporations, I do hereby release and discharge from liability all other persons on the disaster relief team with me, those who notified, selected or assigned me to said team, the Baptist Convention of New England and/or its Associations, state disaster relief director or department, the Southern Baptist Convention, their employees and representatives, successors or assigns, from any claims, demands, damages, actions, causes of actions which I, the undersigned, have or may hereafter, and on account of, or any way growing out of injuries or damages both to persons or property resulting or that may hereafter result from the voluntary venture.

¹ Each Volunteer is expected to have insurance in case of accident, injury or illness. **NO** insurance coverage is provided volunteers by the Baptist Convention of PA/SJ. Personal liability is the responsibility of the volunteer.

