



ET VOAD Multi-Agency Resource Center Plan

Developed and Based On Work of the
Oklahoma Voluntary Organizations Active in Disaster (VOAD) and a sub-committee of the VOAD
Long Term Recovery Committee, the Multi-Agency Resource Center (MARC) Planning Workgroup

Multi Agency Resource Center Plan

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I. INTRODUCTION

A. Purpose and Scope of the Multi-Agency Resource Center Plan

1. The Purpose of this plan is:

- a. To provide a framework for each agency active in disaster relief to collaborate by entering into formal agreements and sustained commitments to work together on a common mission.
- b. To provide an outline of procedures to follow when operating a Multi-Agency Resource Center (MARC).
- c. To delineate the roles and services provided by voluntary agencies during and after disasters.
- d. To promote close collaboration and information sharing during a disaster relief operation.
- e. Basic Plan – Contains general response theory and practices
- f. Appendices – Contains general supporting documentation for the plan.

B. Planning Assumptions

1. It takes collaboration between voluntary agencies and the government to assist a disaster affected family in their recovery.
2. Agencies are willing to share information and resources in the interest of a common goal.
3. Agencies have mutual respect for purpose and mission.
4. Agencies have a commitment to community.

II. DEFINITIONS. PARTNER CRITERIA and RATIONALE

A. Definitions

1. A MARC is a location where all disaster relief agencies, both private and public, come together to provide assistance to those affected by disaster
2. Partner organization is one that provides relief or services to those affected by disaster

B. Partner Agency Criteria

1. Partnership criteria are based on the standing and reputation of an agency within the community including the capacity to assist and willingness to serve in the MARC.
2. Partner agencies must be established in the community and agree to sign and abide by the MARC Code of Conduct.
3. Partner agencies may be governmental or non-governmental organizations.
4. Partner agencies in the MARC may not charge for services.
5. Advertising for for-profit agencies is not permitted in the MARC.
6. Community partner Agencies will sign and abide by the MARC Code of Conduct.
7. The basic principles that are the foundation of partner relationships include the following:
 - a. Provide disaster relief regardless of race, creed, and/or nationality of the recipients of assistance and/or services.
 - b. Prioritize relief on the basis of needs.
 - c. Disaster assistance and relief will not be used to further a political or religious standpoint.
 - d. Respect for cultures and customs of those receiving disaster assistance and services.
 - e. Inclusion of partner agencies in the management of relief activities
 - f. Provision of relief that meets basic needs and reduces future vulnerabilities to disasters.
 - g. Accountability to those being served and from whom resources are being received.
 - h. Respecting the dignity and humanity of all those affected by disasters in all activities.
8. Partner Agencies should recognize that better results can be achieved by sharing and/or leveraging strengths by:
 - a. Developing or strengthening service delivery capacity or capabilities.
 - b. Contributing personnel or expertise.
 - c. Jointly promoting efforts for public awareness and fundraising.
 - d. Contributing to information exchange, planning and/or research.
9. Each person serving in an agency in the MARC must sign a MARC Partner or Individual Agreement and Code of Conduct (Appendix A).
10. Partner agencies will adhere to the National VOAD Points of Consensus when providing services and assistance to ensure a common service delivery approach for those seeking assistance.

C. Rationale

1. Benefits to the Individual

- a. Provides one place for most disaster assistance programs.

b. Those affected by a disaster can notify family members of their condition and location by registering on the American Red Cross “Safe and Well” website.

- c. Prevents confusion of available services and reduces duplication of benefits.
- d. Disaster clients receive information about the casework process and how to obtain assistance.
- e. Clients are provided with referrals for off-site services.
- f. Serves as a meeting place for families and community members for assistance, information, spiritual and emotional care.
- g. Meals, bulk supplies and other items can be obtained at the MARC.

2. Benefits to the Community

- a. Emergency assistance is provided to clients which also helps restore the local community.
- b. Because of this local support, tax revenue in the affected community is not diminished.
- c. Families receive health and mental health services immediately after the disaster which hastens community recovery.
- d. Agencies collaborate to identify and fund long term recovery needs.
- e. Education about the long term recovery process is provided to community leaders.
- f. Long term recovery committees are formed to address needs through an organized case management process.

III. GETTING STARTED

A. Assumptions

- 1. The MARC is a critical venue for the coordinated recovery of those affected by a disaster.
- 2. Appropriate chain of command is crucial to the successful operation of the MARC.
- 3. Advanced planning with needs assessment and data collection should occur before a MARC is opened.
- 4. The agencies in the MARC will abide and adhere to the MARC Code of Conduct (Appendix A) and may be subject to a background screening.
- 5. A verification system is established to identify those who have been affected by the disaster.
- 6. The MARC is configured in such a manner that clients receive assistance while maintaining confidentiality and dignity.

B. Preliminary Steps

- 1. The Lead Agency will call a planning meeting with all core participating agencies to discuss:
 - a. The partner agencies that should be invited to participate
 - b. The services each agency will provide
 - c. The joint press release announcing the MARC and the agency developing the press release.
 - d. Suitable MARC locations and facilities (see site selection below).
 - e. The date and time the MARC will be open.
 - f. Available resources for the MARC.

- g. The demographics of the affected population and service delivery nuances such as cultural, ethnic, religious, medical and dietary considerations.
- 2. The MARC Lead Agency will coordinate:
 - a. Gathering office supplies for the MARC
 - b. Providing requisite MARC forms
 - c. Developing an organizational point-of-contact list which includes daytime phone, cell phone and email address.
 - i. Create and update email distribution list for daily communication to include MARC Agencies, Local Emergency Management Directors, OEM Human Services Officer, OEM Area Coordinator, FEMA VAL and relevant LTRG/Regional VOAD.
 - d. Refer to Appendix B for a sample MARC opening checklist.
- 3. A Partner Assignment form may be completed to assign unaffiliated partners to the MARC which must be approved by the MARC Manager or designee. (Appendix E)

C. MARC Planning and Site Selection

- 1. Overview of Planning and Traffic Flow
 - a. Selecting a site for a MARC should include considerations such as site availability, square footage, and proximity to impacted and/or dangerous areas.
 - b. Assigned areas in the MARC will depend on the selected facility and the space available.
 - c. All floor plans must include considerations for traffic flow, potential safety issues, ease of access and square footage requirements of each agency.
 - d. In general,, most sites will require the following space allocations:
 - i. Large open area (for MARC services)
 - ii. Kitchen location including dining/eating area
 - iii. Worker support/respice area (break room)
 - iv. Meeting rooms
 - v. Area for bulk distribution
 - vi. Area for dumpsters and trash
 - vii. Adequate parking for clients and staff
 - viii. Client waiting area with seating and play area for children
- 2. Site Selection
 - a. The site should be on close proximity to the impacted area but located in a safe area. The driving time for those needing assistance should be as short as possible.
 - b. The MARC should be of adequate size for the number of expected clients.
 - c. Consider the following for selecting a site:
 - i. What utilities are required at the site and are they functioning in the area?
 - ii. Is refrigeration and freezer space available?
 - iii. Is the plumbing system adequate for the size of the operation?

- iv. Will the sewer system handle the expected increase in use?
- v. Is hot water available?
- vi. Can the facility be used without extensive modifications?
- vii. Is there enough office space for MARC administrative functions?
- viii. Are dumpsters available or is there space to drop a dumpster on site?
- d. A forklift and/or pallet jack will be needed if bulk distribution is established at the MARC.
- e. A paved area is preferable to gravel or dirt due to the usage of forklifts, pallet jacks and large trucks.
- f. The MARC site should be visible and accessible to the public.
- g. The selected site should have access to utilities (water, sewer, gas and power) and internet connectivity is preferred.
- h. There should be sufficient space for bulk supplies. Partner agencies should be consulted for their particular needs.
- i. Adequate security should be available to protect people, property and equipment.
- j. Complete a Facility Use Agreement (Appendix C and C-1).

3. Set up and Preparation of the MARC

- a. The Lead Agency for the MARC will sign a Facility Use Agreement by which they legal liability for the facility and MARC staff (both paid and volunteer). The Lead Agency is responsible for completing a walk-through and signing an agreement with the building owner and/or property manager. The Lead Agency accepts financial responsibilities and the Facility Use Agreement outlines the financial responsibilities.
- b. An area will be assigned to each agency and for the following activities (Appendix D):
 - i. Registration
 - ii. Agency Client Interview Area
 - iii. Waiting Area
 - iv. Kitchen Area
 - v. Eating Area (for clients and staff)
 - vi. Children Play Area
 - vii. Administrative Offices
 - viii. Counseling Area
 - ix. Media Area
 - x. General Information Area
 - xi. Phone and/or Computer Bank (when possible)
- c. The Lead Agency will arrange a meeting with all participating agencies to discuss MARC policies, procedures and mutual expectations. The MARC agency representatives will also meet daily to discuss issues, challenges, etc.
- d. Each agency will provide their own equipment for service delivery to include agency paperwork, technology and general office supplies. (Tables and Chairs will be coordinated with the Lead Agency)

- e. The Lead Agency will coordinate the set up of the MARC and will accept responsibility to arrange for a fax machine, copier and wireless connectivity (if appropriate)
- f. Appropriate and highly visible signage will be maintained.
- g. All agency staff will sign a MARC Code of Conduct (See Appendix A) to ensure that all services provided are appropriate and consistent while maintaining client confidentiality.
- h. Some additional items necessary for the MARC operations include:
 - i. Maps
 - ii. Referral Lists
 - iii. Agency Business Cards
 - iv. Unique Bulk Distribution Items
 - v. Toilet Paper and Paper Towels
 - vi. Heavy Garbage Bags (Contractor Bags)
 - vii. Anti-Bacterial Soap

IV. SIGNAGE

A. Proper acknowledgement of the combined effort must occur whenever partner agencies work together

B. VOAD and partner agency signage will be used inside and outside of the MARC (where appropriate). All agencies should be prepared to supply their own signage for their assigned area in the MARC.

V. MARC SITE PERSONNEL

A. MARC Staff Roster and Schedule

1. It is vital that all agencies have at least one representative in the MARC during operation hours.
2. The MARC Site Manager will keep an agency staff roster to ensure coverage throughout the duration of the operation.
3. Each agency should develop a contingency plan if personnel are not able to be present at the MARC. The MARC manager should be notified if an agency representative is unable to attend the morning meeting, will not be present for a certain time or decides to leave the MARC.
4. Each agency can leave information at the information table if they decide to leave the MARC.
5. Partner agencies will use their own logo and have their own reporting structure.
6. All partner agencies and their staff must respect the rules and guidelines agreed upon within the MARC Code of Conduct. (See Appendix A)

B. Personnel

1. MARC Site Manager

- a. The Site Manager is the general manager of the site and has overall responsibility for its effective operation.
- b. The Site Manager will coordinate and collaborate with all agencies present at the MARC.
- c. Coordination, placement and arrangement of the MARC facility including interview area, waiting area, administrative areas, parking, etc. should be performed as a collaborative effort with all partner agencies at the MARC.
- d. The Site Manager may also designate an Assistant Site Manager
- e. Suggested or typical duties for the MARC Site Manager are:
 - i. Maintain communications with the site supervisory personnel, partner agency staff and others as needed.
 - ii. Collect daily statistical information such as number of client registrations, feeding numbers, number of bulk supplies distributed, etc.
 - iii. Mediate disputes and issues between partner agencies when facilitation is needed and/or requested.
 - iv. Hold daily meetings with supervisors and with partner agency staff (Appendix G)
 - v. Approve press release developed by the MARC PIO.
 - vi. Provide a venue for open discussion and communication to address operational challenges.
 - vii. Determine levels of personnel and materials needed to maintain the site operation.
- f. Convene a MARC closing and transition planning meeting before closing the MARC (Appendix K)

2. MARC Assistant Manager

- a. Assist with supervision of daily operations at the MARC.
- b. Assist with duties listed for the MARC Manager as needed or assigned.
- c. Act as the interim MARC Site Manager when the MARC Manager is not present or available.

3. MARC Receptionist

- a. The MARC Receptionist is responsible for ensuring that all clients entering or leaving MARC have completed the registration process.
- b. Responsible for the following:
 - i. Creating and maintaining a registration area which allows enough room for a client waiting area.
 - ii. Tracking and ensuring all clients are served in a timely manner.
 - iii. Use proper forms to record client information in the MARC, including annotation about Damage Assessment information on the client registration form.
 - iv. Maintain log for clients entering and leaving the MARC.
 - v. Recruiting volunteers to assist with registration (if needed)

vi. Interacting with clients to determine needs and referring clients to appropriate MARC area, i.e. food, bulk supplies, childcare area, etc.

vii. Following and implementing requests and directions from MARC supervision.

viii. Maintaining a professional appearance and demeanor.

viii. Exhibiting stress reduction skills and encouraging an environment that minimizes stress for clients and staff.

4. MARC Client Ambassador

a. Escort and introduce clients to agencies that are providing information and assistance in the MARC.

b. Ensure clients have a single point of contact in the MARC while they are waiting to be seen by organizational caseworkers.

c. Attend daily MARC meetings

d. Have a general understanding of agencies in the MARC and assistance available for clients.

e. Assist MARC Manager and MARC Receptionist with client traffic and flow.

5. MARC Public Information Officer

a. General point of contact for media inquiries at the MARC

b. Develops and implements a communications plan to increase visibility and awareness of the MARC and services provided at the MARC.

c. Responsible for:

i. Developing and maintaining relationships with various media sources and media markets within the MARC service delivery area.

ii. Preparing multi-agency press release for MARC Manager review and approval.

iii. Submitting and placing public service announcements.

iv. Arranging suitable spokespersons for interviews.

v. Providing alternate PIO contact information when MARC PIO is unavailable or not present.

6. Agency Representatives

a. Attend Daily MARC Meetings

b. Ensure each agency representative has signed a MARC Code of Conduct

c. Perform agency tasks as appropriate and in accordance with the National VOAD Points of Consensus.

VI. SAFETY AND SECURITY

A. The Lead Agency will ensure that there is a safe and secure operating environment for everyone in the MARC, which includes overseeing crowd and traffic control.

B. The Lead Agency will assume costs for safety and security and must be approved by the MARC Manager.

C. The Lead Agency will assign a Safety and Security Manager to oversee the safety and security of the building.

D. The Safety and Security Manager will organize and address the following:

1. Ensure for the safety and security of workers, clients and visitors in the MARC.

2. Identify any security issues that may arise:

a. Property Theft

b. Disgruntled Clients

c. Long Waiting Lines

d. Parking

e. General Unrest

3. Ensure physical security for the MARC facility and equipment, some options to consider:

a. Contract Security

b. Local police or security companies (whichever is available and/or cost efficient)

c. Coordinate with building owner or property manager to ensure a plan is in place for the emergency evacuation of the MARC.

4. Coordinate and Collaborate with local, State and Federal law enforcement agencies about safety and security issues when necessary.

5. Provide safety and awareness information for the following:

a. Unsafe areas in the MARC

b. Weather alerts

c. Road conditions

VII. FLOW AND DAILY OPERATIONS

A. Goals and Objectives

1. The goal is to provide fast and efficient services to those affected by disaster.

2. The objective of the MARC is to provide the information and assistance to address client needs in one visit.

B. Daily Operations Issues

1. All problems or issues that arise should be reported to the MARC Site Manager.

2. Daily operations issues should be discussed each day during the morning meeting.

3. Agency partners should be ready to discuss client, facility and operational issues at the daily meetings.

4. Regular communication should occur with all partner agencies so immediate issues can be addressed before they become critical.

C. Chain of Command

1. The Chain of Command is vital and key for administrative control of the MARC as well as rumor control.

2. Communication to all partner agencies should follow the MARC chain of command. A sample chain of command is illustrated in (Appendix F)

D. MARC Receptionist

1. Complete the MARC Client Registration Form (Appendix H)

2. Verify Client identification (refer to MARC Ambassador if Client cannot verify or produce identification).

3. Verify damage with the American Red Cross and note damage on registration sheet.

a. Refer to MARC Ambassador if damage assessment cannot be verified.

b. Client can choose to wait for damage to be verified or return to the MARC at a later date.

4. Check for duplication of MARC agency assistance/services

6. Returning Clients must go to the Reception desk upon returning to the MARC.

E. Client Ambassador

1. The Client Ambassador will escort the Client and take the Client Registration Form to each appropriate partner agency.
2. The Client Ambassador will complete the Ambassador Checklist (Appendix H-1) as the client is seen by each agency.
3. Each partner agency will initial the Ambassador Checklist and the checklist will be collected as clients leave.
4. The completed Ambassador Checklist and Client Registration Form will be given to the MARC Receptionist as clients leave the MARC.

F. Partner Agency Visits

1. In the event that a Client Ambassador is not available, clients can visit agencies in any order and provide the completed Client Registration Form and Ambassador Checklist to the Receptionist Desk.

VIII. FEEDING OPTIONS FOR THE MARC

A. Considerations for Feeding Operations

1. Feeding Operations may be required at the MARC to include Clients and Staff
2. First Responders, Partner Agencies, Utility Workers and others may plan to eat at the MARC.

3. The MARC Manager should communicate feeding requirements at the MARC to the Feeding Lead for the Operation.

B. Types of Feeding Options

1. There are a variety of feeding options that can be utilized to meet the feeding needs to include fixed feeding at the MARC or inclusion on mobile feeding routes.

IX. MEDIA RELATIONS – PUBLIC INFORMATION

A. It is important to maintain positive media relations.

B. The media is an important partner in providing information to the public about the location of the MARC and how to access services at the MARC.

C. The MARC Public Information Officer (PIO) will emphasize the need to balance client confidentiality with the need to inform the public about how to access services and locations of the MARC.

D. Procedures

1. The MARC PIO should publicize the opening of the MARC at least 24 hours in advance of opening and 24 hours in advance of closing at the discretion of the MARC Manager. (See Appendix J)

2. The MARC PIO will develop a daily press release reporting the activity and types of services provided in the MARC. The press releases should be vetted and approved by the MARC Manager before dissemination.

3. MARC Flyers should be developed for distribution throughout the affected area and those distribution methods could include the following:

a. Through health and wellness checks

b. Outreach Teams

c. DA Teams

d. Mobile Feeding Crews

4. The media is allowed to enter the MARC within guidelines to respect client confidentiality and not impede MARC operations.

5. Media may request interviews or photographs and will coordinate with the MARC PIO and MARC Manager to respect client confidentiality and dignity.

X. CHILDRENS PLAY AREA WITH CHILD CARE SERVICES

A. A children's play area serves two purposes. First is a safe area where a parent and/or guardian can take their children to play. It also serves as an area where parents, while receiving services in the MARC, can safely leave their children with credentialed providers.

B. It should be noted children may NEVER be left at the MARC without their parent and/or guardian present in the building.

C. When leaving children in the child care area, parents/guardians and child will be co-identified with bracelets.

D. Each MARC will identify space and a credentialed agency or group to provide child care*. Some suggestions for this would be:

1. Local Day Care Centers
2. Churches
3. Businesses
4. Volunteers with experience in Day Care

E. The agency identified to run the child care area will need to have the proper credentials for that state.

F. The Child Care agency should provide the MARC Manager with staffing availability.

G. Play items should be coordinated by the Lead Agency. Keep in mind that there are agencies that will provide these items. The area could be equipped with the following:

1. Books, Crayons, Coloring Books

2. Children's DVDs and a Television

3. Small Tables, Chairs, Games, etc.

4. Group Activities

H. Often, people and/or groups will drop off children's play items. These items must be approved by the agency providing child care to be used in the play area.

* Children's Disaster Services and Southern Baptist Childcare Volunteers are trained to work with children traumatized by disaster.

XI. CULTURAL, EMOTIONAL AND SPIRITUAL CARE

(To Be Developed by the VOAD Spiritual and Emotional Care Committee)

XII. MARC CLOSING

A. MARC Closing

1. Clients, partner agencies and the PIO should be given a 72 hour notice that the MARC will be closing. In some cases, a 24 or 48 hour notice will be sufficient.

2. The following steps and considerations should be followed:

- a. Advise all parties involved with the MARC of the projected dates of the MARC closing.
- b. Coordinate the inventory of all unused supplies and arrange for their return to the appropriate agency.
- c. All unused food/supplies should be palletized and shrink-wrapped for shipment.
- d. Coordinate the tear down of all tables, chairs, etc.

- e. Clean and sanitize bathrooms, common areas, etc.
- f. Coordinate the inventory, packing and loading of any equipment (Cambros, ice chests, etc.)
- g. Clean the site and return in its original condition utilizing all personnel and on-site staff.
- h. Schedule all communication equipment, fax machines, telephone systems, etc.
- i. Release all staff when the site is closed.
- j. Report the site “ready for release” to Lead Agency for final walk through and facility release back to owners and/or facility managers.
- k. Complete and submit final reports.

3. Transition Plan

- a. The MARC Manager will convene a meeting with MARC agencies and community agencies to announce closing the MARC, address client needs, identify available resources and discuss how the cases will be forwarded to Long Term Recovery Groups and the involvement of Regional VOADs. (Appendix K)

XIII. APPENDICES

Appendix A

MARC PARTNER AGENCY AND INDIVIDUAL AGREEMENT, CODE of ETHICS and CONDUCT

All agencies and individuals are required to sign the Code of Ethics and Conduct form certifying that they shall meet the following standards of conduct when delivering services.

I AGREE to adhere to the highest ethical performance standards stated below:

1. Give assistance without discrimination and ensure respect for the individual.

2. Provide assistance with impartiality and with the following considerations:
 - a. No discrimination as to nationality, race, religious beliefs, class or political opinions.
 - b. Provide assistance based on need.

3. Maintain neutrality:
 - a. I will not engage in conversations of a political, racial, religious or ideological nature.

b. I will not attempt to convert, proselytize, or in any other way influence another's religious, political, or ideological beliefs.

4. I understand that all partner agencies have equal status in the MARC and must abide by the Chain of Command. Our commitment to serve brings these agencies together with a common purpose and inspires us to excel and to behave in ways that inspire the trust of those seeking help after being affected by disaster.

5. All partner agency representatives and individuals will comply with applicable Federal, state and local laws and regulations.

6. No person shall work while under the influence of illegal drugs/substances or alcohol. Anyone observing someone possibly under the influence of drugs/alcohol should report this to the MARC Manager.

7. All partner agency representatives and individuals will ensure that conflicts of interests do not occur with immediate family members or close personal relationships when providing assistance.

8. All partner agency representatives and individuals will adhere to the National Volunteer Organizations Active in Disaster (National VOAD) Disaster Case Management Points of Consensus when providing assistance for disaster caused needs. These points of consensus ensure a uniform, consistent, and standardized approach for service delivery.

9. I will not engage in the following actions:

a. **Personal Use:** Authorize the use of or use the name, emblem, services or endorsement of any partner agency or individual in the MARC for personal benefit or advantage.

b. **Financial Advantage:** Accept or seek any financial advantage or benefit for myself or on behalf of anyone else in the MARC.

c. **Affiliation:** Publicly use any MARC or affiliation in connection with the promotion of partisan politics, religious matters or positions on any issues.

d. **Confidentiality:** Disclose any confidential information that is obtained solely as a result of participating in the MARC to any person not authorized to receive such information.

e. **Retaliation:** Retaliate against any member who seeks advice from, raises a concern with or makes a complaint to the MARC Manager or any other partner agency or individual

regarding fraud, waste, abuse, policy violations, discrimination, illegal conduct, unethical conduct, unsafe conduct or any other misconduct.

f. Operate or act in any manner that is contrary to the best interest of the MARC partner agencies or those seeking assistance.

**CERTIFICATION OF COMMITMENT TO THE
CODE OF ETHICS AND CONDUCT**

I certify that I have read and understand the Code of Ethics and Conduct for Partner Agencies and agree to comply with it as well as applicable laws at all times. I affirm that I have no personal, business or financial interest that conflicts or appears to conflict with the best interests of the MARC partner agencies as well as those seeking assistance. I further affirm that the information registering the agency below to participate in the MARC is correct.

At any time during the term of my affiliation with the MARC, should an actual or potential conflict of interest arise between my organization and/or my personal, business, or financial interests and the interests of the MARC, I agree to: (1) disclose promptly the actual or potential conflict to the MARC Manager; and (2) abide by the decision of the MARC Manager regarding continued participation on the MARC.

AFTER READING THESE POLICIES, PLEASE COMPLETE THE INFORMATION BELOW, SIGN AND RETURN THIS FORM TO THE MARC MANAGER.

ORGANIZATION: _____

PHONE: _____

CONTACT PERSON: _____

PHONE: _____ CELL: _____

ADDRESS: _____

EMAIL ADDRESS: _____

SIGNATURE: _____ DATE: _____

PRINT NAME: _____ 20

APPENDIX B

MARC OPENING CHECKLIST

THINGS TO DO:

- Arrange for the walkthrough and facility agreement to be signed
- Obtain ID materials for the site, blue painters tape, masking tape, magic markers and general office supplies.
- Obtain maps of affected area and jurisdiction
- Arrange for delivery of supplies
- Arrange for communications equipment (cell phones, land lines, computers, etc.)
- Arrange for set up of MARC
- Arrange for availability of badges, vests and proper attire for the MARC
- Convene meeting for all partner agencies and community leaders
- Plan for security considerations
- Ensure feeding is incorporated in overall feeding plan for response operation.

INFORMATION TO GATHER:

- Impact of Disaster
- Disaster Assessment: to include the degree of damage and demographics if impacted area
- Anticipated caseload
- Overview of Overall Response
- Procedures for coordinating with Partner Agencies
- Local resource list
- Jurisdictional boundaries of affected area
- Communication channels

APPENDIX B-1 22 23

APPENDIX C

American Red Cross

Facility Use

Facility Name:

Agreement DR #: