

FOOD  
BANK

OF CENTRAL  
& EASTERN  
NORTH  
CAROLINA



# Disaster Relief Agency Manual

## Table of Contents

A Definition of Disaster	1
The Scope of FBCENC's Disaster Relief Efforts	1
Agency Responsibilities	2
Pre-Disaster Preparedness	3
Relief After the Storm	4
Disaster Classifications	5
Wrapping-Up	6



### Raleigh Branch

3808 Tarheel Drive  
Raleigh, NC 27609  
(p) 919.875.0707  
(f) 919.875.0801

### Durham Branch

708 Gilbert Street  
Durham, NC 27701  
(p) 919.956.2513  
(f) 919.956.7083

### Greenville Branch

497 West Ninth Street  
Greenville, NC 27834  
(p) 252.752.4996  
(f) 252.752.1821

### Sandhills Branch

195 Sandy Avenue  
Southern Pines, NC 28387  
(p) 910.692.5959  
(f) 910.692.5910

### Wilmington Branch

1314 Marsteller Street  
Wilmington, NC 28402  
(p) 910.251.1465  
(f) 910.251.3591

## DEFINITION OF DISASTER

**A** The American Red Cross defines a disaster as an occurrence such as a hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, earthquake, drought, blizzard, pestilence, famine, fire, explosion, building collapse, transportation wreck, or other any situation that causes human suffering or creates human needs that the victims cannot alleviate without assistance.

## THE SCOPE OF FOOD BANK OF CENTRAL & EASTERN NORTH CAROLINA'S DISASTER RELIEF EFFORTS

**T** In providing a framework for disaster relief response, the Food Bank of Central & Eastern North Carolina acknowledges that each disaster is a unique event. A disaster may result in tragic consequences for those affected, yet most disasters also produce stories of heroism and compassion reflecting the best in all of us. With this in mind, it is essential that those involved in disaster relief strive to frame and conduct their efforts in a manner which reflects the following characteristics:

- **Commitment** – Disaster relief efforts invariably require a maximum commitment in terms of time and psyche from those involved.
- **Cooperation** – In order to be successful, disaster relief efforts must be conducted in an expedient and effective manner. Cooperation is essential to a timely, effective response. As a disaster relief agency your agency may be asked to contribute volunteers, trucks, and space. Your agency may also be asked to extend your hours of operation and the range of services it provides. In some cases, your agency may only be asked to share your parking lot with the Food Bank. It is important to note that the Food Bank may publicize your agency in the larger community as a disaster relief site.
- **Compassion** – Although efficiency and expediency are essential, those involved in disaster relief must be compassionate and sensitive to those they serve and to those with which they work. A disaster is, by definition, a crisis. Often friends and families of those involved in the disaster relief efforts are themselves victims. One must be sensitive to this fact and be flexible in understanding that human beings cope with crises in a variety of ways.
- **Reflection** – While a disaster will present partner agencies and the Food Bank with incredible challenges, it will also provide an opportunity to gain expertise. In the aftermath of a disaster, despite the high emotional cost of reliving the experience, it is essential that those involved in the relief efforts reflect upon and evaluate their performance.

The America's Second Harvest Network of more than 200 Member food banks and food-rescue organizations provides relief supplies to emergency feeding centers serving disaster victims. America's Second Harvest was first involved with disaster relief in 1989 following Hurricane Hugo and the Loma Prieta earthquake that struck San Francisco and the Central California Coast. Since then, The America's Second Harvest Network has taken an active role in recovery efforts following major disasters and is a member of the National Voluntary Organizations Active in Disaster (NVOAD).

## YOUR RESPONSIBILITIES AS A FOOD BANK PARTNER DISASTER RELIEF AGENCY

Established partner agencies in good standing (i.e. no large past due balances, not on probation or suspended, nor received any disciplinary actions in the last 90 days) with the Food Bank of Central and Eastern North Carolina (FBCENC) may be asked to serve as disaster relief agencies. In this way the FBCENC can meet its charge to effectively and efficiently respond to disasters as required by America's Second Harvest and meet the needs of the local disaster area.

### *Local Disaster Relief after Hurricane Katrina*

In the fall of 2005, in cooperation with America's Second Harvest, the Food Bank of Central & Eastern NC mobilized to help victims of Hurricane Katrina in the gulf region and locally in our state as well.

#### *What we did:*

- Food Bank served as a collection agency of food and water and household items to be transported to the affected areas. More than 233,000 pounds of disaster relief product was received/transported.
- Food Bank staff were transferred to work on-site in the gulf region at Food Banks and other relief agencies.
- Local Food Bank agencies were designated as disaster relief agencies to receive product that was donated for use by people affected by the hurricanes. People from the affected areas were relocated all over the country—including our state. Several soup kitchens and food pantries were selected from each county to specifically serve relocated families and individuals in addition to their regular service. Not all of the agencies that volunteered to be disaster relief agencies were selected to serve in this capacity. Agencies were selected based on their ability to meet the needs of relocated people and their geographic location, etc. The agencies received additional disaster relief product at no shared maintenance cost. The agencies may have been asked to open longer hours or separate times to accommodate higher demand. When social workers and community members contacted the Food Bank for assistance for hurricane victims, we were able to refer people to the agencies that had been supplemented with extra supplies to handle their requests. Many of the relocated people were starting from nothing. Many did not have jobs or housing. Some families were living with relatives and friends until they could secure their own housing or move back home.

In the event of a disaster, partner agencies that are designated as disaster relief agencies must continue to provide food distribution and/or mass feeding under normal operating procedures. In an effort to ensure the essential food needs of those affected by the occurrence of a disaster are met, disaster relief agencies will incur no shared maintenance fees during a disaster relief operation on designated relief product.

In addition to providing food distribution and/or mass feeding under normal operating procedures and receiving disaster relief product with no shared maintenance fees, some of the partnership requirements are temporarily suspended during pre-disaster operations and during disaster operations.

→ During a disaster relief operation, agencies may distribute donated product where meeting the emergency needs of the community may result in some of those products being consumed by volunteer workers, etc., who may not otherwise be ill, needy, or infants.

→ During a disaster, agencies are temporarily able to distribute Food Bank product to all persons regardless if individuals qualify for agency assistance under normal circumstances. Agencies will not discriminate against any person based on one's race, creed, national origin, religious affiliation or lack thereof, sex or sexual orientation or disability, during a disaster relief operation.

→ During a disaster, **normal** record keeping requirements may be waived, but some record keeping is required.

Food provided by the Food Bank to its disaster relief agencies is on an "as is" basis and does not make any express or implied warranties of the food or grocery products that it distributes.

Further, the Food Bank believes that it qualifies for the liability limitations of the Bill Emerson Good Samaritan Food Donation Act (P.L. 104-210, 110 Stat. 3011 (1996)) when it distributes donations of apparently wholesome food and apparently fit grocery products. This federal law is applicable so long as the Food Bank is acting in good faith, but it does not apply if damages are the result of intentional acts or gross negligence. This law may also be applicable to agencies depending upon the facts and circumstances.

## PRE-DISASTER PREPAREDNESS

The Food Bank assumes that some degree of advance warning will be available. Since the greatest threat to the Food Bank of Central and Eastern North Carolina is from a hurricanes and ice storms, the Food Bank will implement Pre-Disaster Preparedness based on the assumption that some degree of advanced warning will available. These are instructions to help your agency prepare so that you are to help the Food Bank distribute disaster relief product to those affected.

### 72 Hours Before Landfall

- Conduct a thorough review with staff or volunteers of disaster relief responsibilities
- Get the cell number of your Food Bank Branch Outreach Coordinator
- Identify primary and alternate points of contact
- Distribute available cellular phones
- Acquire additional equipment from donors or the Food Bank
- Notify volunteers and establish alternate post disaster meeting site (For example, the American Red Cross)
- Establish communications with all appropriate agencies and organizations
- Prepare for surge in food requests from the community
- Contact volunteers available for pre-disaster support
- Schedule your volunteers so that your agency has coverage to address the needs of those needing assistance

### 48 Hours Before Landfall

- Charge Cell Phones
- Prepare for manual operations by ensuring that sufficient quantities of forms, office supplies, etc. are available
- Completely fuel all vehicles and prepare all equipment for post-disaster operations
- If your agency has one, Pre-position forklift and other support equipment at alternate warehouses as necessary
- Make a thorough check of your facility, prepare for high winds and flooding, and check exterior to ensure that vulnerable equipment is properly secured
- Continue to distribute product to community members

### 24 Hours Before Landfall

- Shut down your agency until Post-disaster relief is necessary
- Contact your Food Bank Branch to get updates regarding Post-disaster Relief activity

### Food Bank Outreach Coordinators' Cell Phone Numbers

#### Raleigh Branch

Pamela Foust  
919.906.1639  
Brad Blackwell  
919.906.1565

#### Durham Branch

April Morgan  
919.906.5276

#### Greenville Branch

Christal Andrews  
252.916.9215

#### Sandhills Branch

910.639.4234

#### Wilmington Branch

Tommy Taylor  
910.612.3430

## MAJOR DISASTER ORGANIZATIONS INVOLVED IN DISASTER RELIEF

### American Red Cross – Triangle Area Chapter

Contact: Glen Studinger  
Phone: (919) 231-1602 ext. 410  
Home: (919) 380-8985  
Cell: 919-210-9734  
Pager: 919-785-7295

### North Carolina Division of Emergency Management

Contact: Warren Moore  
Office- 919-733-3867  
(P) 919-565-1931  
Phone: Warren (919) 733-3817

### Voluntary Action Center (Morrisville)

Contact: Susan King-Cope  
Phone: (919) 463-5029

### North Carolina Voluntary Organizations Active in Disaster

Contact: Beverly Cooper, Chair (ARC)/Charlie Moeller, Vice Chair (NC Interfaith)  
Phone: Beverly (336) 854-0408/Charlie (828) 433-8142

## **R**ELIEF AFTER THE STORM

The Food Bank of Central and Eastern North Carolina will respond to the increased need for food and related products resulting from a disaster in a well-organized, efficient, and effective manner using the standardized procedures established for normal operation of the Food Bank modified according to this document. The tempo of operations will be such that flexibility and sound decision-making will be required of all disaster relief partner agencies. Success will be measured by how well the Food Bank and disaster relief partner agencies meet the needs of both its normal clients and the community at large.

- **Post Disaster Assessment.** Immediately following the disaster, the Food Bank will conduct a disaster assessment to determine the impact on the Food Bank and the community overall.
- **Operational Process.** As a disaster relief agency, determine the needs of your community and let the food bank know what your agency and community needs are.
- **Response to Requests.** Flexibility is of the utmost importance. After a disaster arrives, the Food Bank will determine which service area to attend to based on the disaster assessment and in response to requests for assistance. It must be realized that all requests will be considered the most important by the requester. Generally, responses to requests for assistance will be handled in the order received. The Food Bank may deviate from this based on direction from the American Red Cross, the Emergency Management agencies, or based on its disaster assessment.

### **T**YPES OF PRODUCT NEEDED IN AN EMERGENCY SITUATION - PLEASE NOTE :THE FOOD BANK WILL PROVIDE PARTNER AGENCIES WITH THE MOST UP- TO -DATE LIST OF NEEDED ITEMS BASED ON COMMUNITY NEED.

#### Level One Priority:

Water  
Ice  
Flashlights  
Batteries-(C, D and lantern Batteries)  
Canned goods (meat i.e. tuna or ravioli, vegetables, fruit,)  
Shelf stable juice  
Baby items (diapers, formula, wipes)  
Prepared packaged meals (not requiring cooking)

#### Level Two Priority:

Water  
Ice  
Shampoo  
Toilet tissue & Paper Towels  
Toothpaste and brushes  
Soap  
Feminine hygiene products  
Anti Perspirant  
Paper plates and cups  
Prepared packaged meals  
Baby Items (diapers formula, wipes)

#### Level Three Priority:

Sandwich meat & Bread  
Ground beef  
Poultry  
Canned goods  
Paper plates, cups, plastic forks and spoons  
Charcoal, lighter fluid, and matches  
Cleaning supplies (trash bags, bleach, window cleaner, paper towels)  
Can openers  
Canned goods (meat/meals, fruit, veggie)  
Peanut butter and jelly  
Cereal  
Instant milk  
Bread  
Instant coffee  
Crackers  
Cleaning supplies  
Rice  
Beans, dry – pinto, black, etc.  
Mayonnaise  
Cooking oil  
Trash bags  
Coffee

# DISASTER CLASSIFICATIONS

These classifications of disaster are in accordance with America’s Second Harvest Disaster Relief Plan. A brief description of each classification is provided below.

### Class 1

→ A Class 1 disaster is limited in scope, affecting less than 25 households in a single food bank service area and the demand can be met with existing Food Bank resources.

### Class 2

→ A Class 2 disaster is also limited in scope but would affect up to 250 households in one to three food bank service areas, would require up to 50,000 pounds of additional product and the demand could be met by the affected food banks.

### Class 3

→ A Class 3 disaster would affect 250-1,000 households in one or more food bank service areas. It would require up to 250,000 additional pounds of product, would require product resources from outside the affected service area(s) and would require some food bank resource diversion and labor support to meet the additional demand. America’s Second Harvest would coordinate support on request.

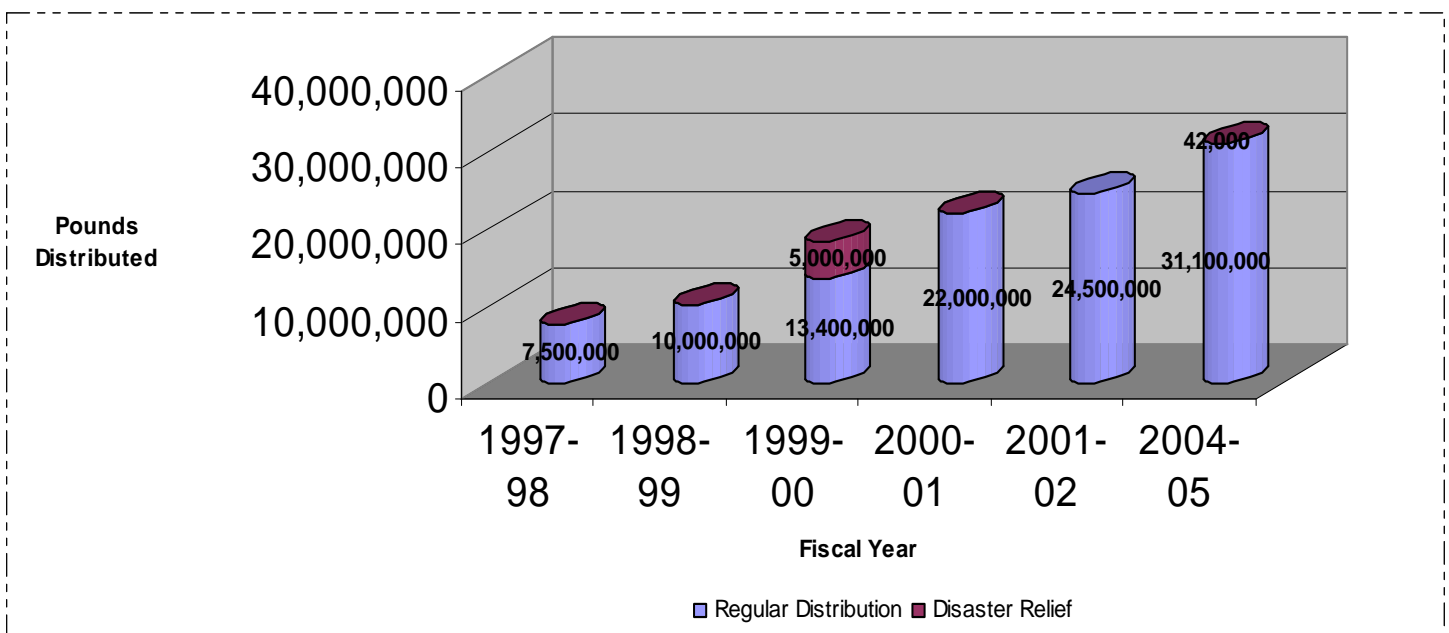
### Class 4

→ A Class 4 disaster would affect more than 1,000 households in one or more food bank service areas and would require in excess of 250,000 pounds of additional product, including a high demand for special products and would significantly impact food bank operations. America’s Second Harvest would coordinate efforts with the American Red Cross, the National Voluntary Organizations Active in Disasters (NCVOAD), the Federal Emergency Management Agency (FEMA), and other food banks.

### Class 5

→ A Class 5 disaster would affect tens of thousands of households in one or more food banks service areas, requiring massive quantities of food and special products and long-term support from Second Harvest and other unaffected food banks. This class disaster would likely cause major damage to the Food Bank of North Carolina and its capabilities. America’s Second Harvest would coordinate efforts with the American Red Cross, NCVOAD, FBCENC, FEMA, and other food banks.

## Increasing Demand: Food Demand During a Disaster From 1997—2005



## WRAPPING-UP AFTER THE STORM

The Food Bank will make the decision to return to normal operations after a disaster. Returning to normal operations will require a transitional period. Planning to determine the length and extent of this transitional period should begin as early as possible. Considerations to be weighed in returning to normal operations include but are not limited to:

- Speed at which victims are resettled.
- Availability of food supplies from normal sources.
- When the number of individuals or families being served by Food Bank partner agencies returns to normal.
- Projected reduction and/or termination of additional food relief supplies coming into the Food Bank system.
- Continued availability of additional warehousing, equipment and volunteer personnel.

As soon as possible after the return to normal operations, the Food Bank will establish a date, time, and place for an extensive after-action review of the Food Bank disaster relief operation.

After the post-disaster review, the Food Bank will review with disaster relief agencies. Areas or topics to be covered during this review may include:

- Overall effectiveness of the Food Bank Disaster Relief Plan.
- Discussion of the elements or tasks that went well.
- Discussion of the elements or tasks that need improvement.
- Why did problems occur?
- What needs to be done to avoid problems in the future?
- What other areas need to be addressed for future operations?



*Fighting Hunger in 34 Counties of Central & Eastern North Carolina*

3808 Tarheel Drive · Raleigh, North Carolina 27609

Nonprofit Organization  
U.S. Postage  
PAID  
Raleigh, NC  
Permit 1681