



Mercy in Action:

Preparing Congregations for Disaster Response

Participant's Manual Table of Contents

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About Us

The Lutheran Church—Missouri Synod’s disaster response ministry responds to immediate and long-term needs following natural and man-made disasters, working through LCMS districts and congregations, international Lutheran churches and other partners. We build partners’ capacity to respond with Christian care to needs within the church and their communities with the following services:

- ★ On-site assessment
- ★ Emergency, relief and development grants
- ★ Pastoral care for LCMS church workers and members
- ★ Congregational Preparedness and Lutheran Early Response Team (LERT) training
- ★ Resources (volunteer coordination, donation and equipment management)

The last decade was an unprecedented time for LCMS disaster response efforts with multi-million dollar responses to 9-11, Hurricane Katrina, the tsunami in Japan, earthquake in Haiti and hundreds of other national and international disasters. God calls us to be His hands reaching out to bring what peace, relief and assistance we can to those who suffer the devastating effects of disasters. Your gifts for “Disaster Relief” provide a constant resource of funds that can instantly be made available to help those in need.

To learn more, visit *www.lcms.org/disaster*.



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In Christ, for the Church and the World.



“For there are three that testify: the Spirit and the water and the blood; and these three agree.”
— 1 John 5:7-8, ESV



“For even the Son of Man came not to be served but to serve, and to give his life as a ransom for many.”
— Mark 10:45, ESV



“God is faithful, by whom you were called into the fellowship of his Son, Jesus Christ our Lord.”
— 1 Corinthians 1:9, ESV

EXAMPLE SCHEDULE



Mercy in Action Disaster Response Training Schedule

8:00am – 8:45am	Registration (fill out forms, receive manuals, etc.)
9:00am – 9:50am	Sectional 1: On the Nature of Disasters
9:50am – 10:00am	Break
10:00am – 10:50am	Sectional 2: The Call of the Church – Mercy
10:50am – 11:00am	Break
11:00am – 11:50am	Sectional 3: Preparing a Congregation for a Disaster
12:00pm – 12:45pm	Lunch
1:00pm – 1:50pm	Sectional 4: Responding as a Congregation During a Disaster
1:50pm – 2:00pm	Break
2:00pm – 2:50pm	Sectional 5: Mobilizing as a Congregation After a Disaster
2:50pm – 3:00pm	Break
3:00pm – 3:50pm	Sectional 6: Basic LERT Training
3:50pm – 4:00pm	Closing

Sectional I: On the Nature of Disasters

“God created the body and soul of Adam and Eve before the fall. But He also created our bodies and souls after the fall. Even though they are corrupt, God still acknowledges them as His works . . . the devil cannot create, but can only – with God’s consent – corrupt the substance created by God.”

Sectional 1 Epitome to the Formula of Concord
Article I, Original Sin, section 4, Page 493
Concordia: The Lutheran Confessions

Discussion

The world we live in is definitely fallen. The Lutheran Confessions speak of the devil as “corrupting” or “twisting” the good things God has made into things of his own desire and pleasure.

*1. What are some ways that the devil has twisted the **inside** of people’s souls so that we think and act in ways not intended by God?*

*2. What are some ways that the devil has twisted the **outside** (people’s bodies and also this physical world) so that they do not conform and act in the ways intended by God?*

Sectional 1 — ADDENDUM

An Introduction to LERT

LERT (Lutheran Early Response Team) is a group of The Lutheran Church—Missouri Synod members who have completed disaster response training. They will be called upon, or volunteer, following a disaster to react serve within their community or in other locations. Members of a LERT team are NOT first responders. What this means, for example, is that we do not arrive the first minutes after a tornado. These are moments when professionals like police and medics need to do their job unhindered by other volunteers. LERT teams will be active after a disaster scene has been declared “safe” to enter. This could range from a few hours to a few days depending upon the disaster.

There is a wide range of activities the members of a LERT can perform once they are in a disaster area. They can clean debris following a tornado or “muck out” a house following a flood. Depending upon skills, abilities and talents, other LERT have done chainsaw work, built new roofs, babysat children, served food for volunteers — the ways that you can assist are endless.



Tornado destruction, Henryville, Ind.

Bringing Order Out of Chaos: Debris Removal

One of the biggest aids to anyone following a disaster (tornado, flood, earthquake) is to have their debris removed. Debris removal is timely and physically exhausting work. And yet, it is the first stage in helping someone get back on their feet following a disaster.*

- Keep the following in mind when performing debris removal:
- Ensure the home is safe; electricity is off and the floor can be walked upon. Beware of nails and other sharp objects sticking up.
- Do not do anything without the permission of the homeowner. Doing work that was not asked to be done could affect the homeowner's insurance claim.
- Do not throw anything away without first speaking with the homeowner.
- Do not make promises that you cannot keep.
- Debris is typically placed by the roadside.
- Wear protective equipment (hat, gloves, knee protectors).
- Care for yourself (eat right, take medications, get a full night's sleep, etc.).

* Once on site, the site commander will give volunteer teams specific tasks.

Sectional 2: The Call of the Church — Mercy

The Cross as Mercy

*“Oh Christ thou Lamb of God who takes away the sin of the World,
have mercy upon us,
Oh Christ thou Lamb of God who takes away the sin of the World,
have mercy upon us,
Oh Christ thou Lamb of God who takes away the sin of the World,
grant us your peace.”*

- The *Agnus Dei*, communion liturgy

Discussion:

1. What statement is echoed the same way three times in the *Agnus Dei*?

2. In the *Agnus Dei* people twice ask God to have “mercy upon us.” To what merciful act is it referring?

3. How does God “grant us peace” through Jesus’ sacrifice on the cross?

4. How could that peace especially comfort someone right after a disaster? (Hint: Think of the “theology of the cross” discussed above.)



Irene flooding, upstate New York

A Ministry of Presence

Discussion:

1. Christ shows His mercy to us in the Divine Service. Think about some portions of worship (the absolution, Baptism, the Lord's Supper, the reading & preaching of the Word, singing of hymns etc). Which portions of the service particularly strike you as moments when Jesus shows mercy to you?

2. In the above question you just listed some ways that Jesus is merciful to you through the divine service. How can you take those examples and turn them into ways that you can be merciful to your neighbor (i.e. your spouse, child, family, neighbor, other Christians, non-Christians) and especially to those who have suffered a disaster?

A Listening Ear

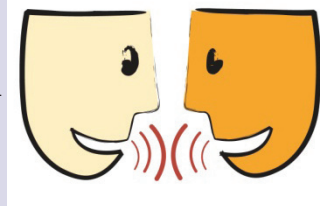
Discussion:

1. Listening to someone following a disaster can be very challenging. Their content may challenge us and we may find it difficult to listen to their heartache. What would be the most challenging part for you when listening to someone who just endured a disaster?

Sectional 2 — ADDENDUM

A few considerations when listening to someone . . .

1. Practice the **“tell me about”** technique. This is a simple technique in which you initiate a conversation by inviting someone to “tell you” about the specifics of their circumstances. The conversation can literally be started by saying, “Tell me about what happened” or “Tell me how your children or doing” or “Tell me how your spouse is” etc.
2. Be **sensitive** to different cultures, races and yes, even religions.
3. Give **full attention** to that person while they speak. Don’t look around.
4. Note facial **expressions** and body language.
5. Listening involves **responding**; say enough to demonstrate attention, and ask clarifying questions about the speaker’s topic.
6. **Solutions** can be found at a later time. Listening allows the person to be drawn out of their present circumstances. They will find their own solutions *later*; they just need you to listen *now*!
7. Listening allows a person to **talk through their problems** in such a way that they can begin to think through what has happened — order can come out of chaos.
8. Most importantly, listening to someone by giving them your time and your attention is a simple way to reflect **Christ’s patient love**. As was said of Jesus, “A bruised reed He will not break, and a smoldering wick He will not quench” (Matt. 12:20, ESV). As Christians you also can help those who feel weak like bruised reeds, or feel like they are barely hanging on like a smoldering wick. You can literally help bear other people’s burdens with the love of Christ.



If you would like to learn more about listening to those who are hurting, consider this book:

**Don't Sing Songs to a Heavy Heart:
How to Relate to Those Who Are Suffering**

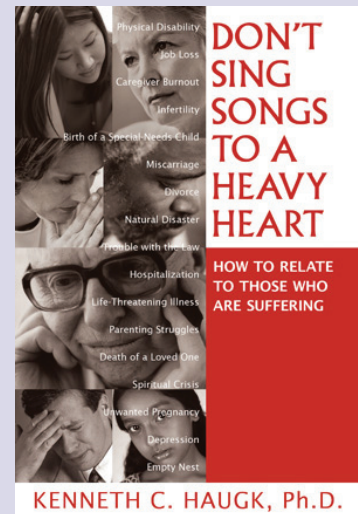
*“Like one who takes away a garment on a cold day,
or like vinegar poured on soda, is one who sings songs
to a heavy heart” (Prov. 25:20 ESV).*

This proverb describes an all-too-human problem each of us faces from time to time. A friend, neighbor, coworker, relative or someone else we know is experiencing suffering. We want to help — we need to help — but our well-intended words or actions often end up adding to the person's burdens instead of easing his or her pain.

Don't Sing Songs to a Heavy Heart provides a healing remedy. This newest book by Kenneth C. Haugk was forged in the crucible of his own suffering during his wife Joan's 3.5-year war with ovarian cancer and the time after her death. The book was then shaped through careful research with more than 4,000 individuals who had also known suffering in their lives. Dr. Haugk listened to stories, gathered data, tested assumptions and compressed their collective wisdom into gems of compassion and understanding that everyone can learn from and use.

Built on a solid biblical foundation and brimming with God's grace, *Don't*

Sing Songs to a Heavy Heart overflows with practical examples and specific suggestions about what to say or do — and what *not* to say or do. It will touch your heart, expand your thinking, and guide you in bringing Christ's loving care to hurting people when they need it most.



To learn more about how to practically help the hurting via a Christian perspective, contact Stephen Ministries for more details.

<http://www.stephenministries.org>



Sectional 3: Preparing a Congregation for Disaster

During the year 258 A.D., the Christian church had been experiencing great persecutions in the city of Rome, Italy. In August of that year, the Emperor Valerian declared that any Christian with property was to have it confiscated or face execution. Thinking that the Christian church had great treasures, the emperor of Rome called for a man named Laurence to hand over all the church's wealth or face death. Laurence was not a pastor. He was an elder of the church who helped serve the people. His job was to oversee the care of the sick and poor, the widows and the elderly. In answering the emperor of Rome, Laurence said that he would hand over all the wealth of the church, but asked for three days to gather the treasure. The emperor happily agreed thinking that Laurence would gather an amount of untold riches.

During those three days though, Laurence distributed all the church's wealth among the poor of the streets of Rome. He also gathered the sick, the poor and the homeless together to meet the emperor on that third day. When the emperor came to gather the church's "wealth," he shuddered when he saw the mass of sick, poor and helpless people. Laurence said to the Roman leader, "If you seek after wealth, know that the brightest gold is Christ, who is Light, and the human race redeemed by Him."

The Roman emperor was outraged and ordered that Laurence be arrested, tortured and publicly burned alive on a grid-iron; which Laurence was on August 10, 258 A.D. Laurence died showing that the true treasure of the church was not gold or silver, brick or stone, but rather flesh and blood . . . the people of the church.



Discussion:

1. As Christians in the United States, we often enjoy many physical benefits of house, home, wife, children, land, animals, etc. (First Article of the Creed). Following a disaster, what (or who) should be our top priority to care for?

2. It is very important for a congregation to first care for her members following a disaster (if possible) so that the church may then reach out into the community. Here are a few examples:

- Call on shut-ins.
- Call the member roster.
- Prepare a team to physically check on those not reached via phone.
- Call on neighbors.
- Call family members.
- Prepare food for members and/or the community.
- Provide monetary donations for members and/or the community to meet immediate needs.

What are some tangible ways your congregation could care for members of your congregation following a disaster?

3. What are some tangible ways your congregation could care for members of the community following a disaster?

What to See in People

“Normal” Responses (may include)

- sadness / anger
- guilt / anxiety
- loneliness
- feeling abandoned by God
- fatigue
- helplessness

“Abnormal” Responses (may include)

- ongoing exclusion of friends
- prolonged feelings of emptiness
- thoughts of hurting self / others
- abuse of alcohol, drugs

Discussion:

1. Imagine that you have come across a disaster scene in which you see a victim sitting upon a pile of rubble crying. Remember that “talking” with an individual more often than not means that you are “listening.” Discuss what some of the particular personal challenges you would face in allowing someone to talk and you to listen.

2. Who would you contact if you encountered a victim who was exhibiting severe emotional symptoms?

3. How could you, as a member of the Church, still play an integral part in this person's healing while their emotional condition is being met by a professional?

Preparing the Church Building for a Disaster

Discussion:

1. What kind of disasters could affect your physical building (i.e. located in a flood plain, in a tornado prominent area, sits on the shoreline where hurricanes hit, etc.)?

2. How well is your congregation prepared to secure the following items?

- safety of church records (digital copies)
- locate your church's insurance paperwork
- the deed on the church (who holds it?)
- authorizes repairs in an emergency (who has the authority?)
- another worship location in case a disaster occurs
- contact emergency numbers

3. Unless you have prepared yourself for a disaster, it would be very difficult to care for others. How well would you be prepared to endure a disaster?

- survive two weeks with no electricity in the winter
- food in your home (1-2 weeks)
- lifesaving medications (extra 1-2 week supply for emergencies)
- cash in case electricity fails (no banks, ATMs, credit cards)
- plans prepared in advance to go somewhere in case your home is destroyed / damaged

Sectional 3 — ADDENDUM

After A Disaster: Self-Care Strategies

Human beings can have reactions to a demanding and stressful event such as a natural disaster. It is difficult to take care of yourself in the middle of a crisis especially if your attention is focused on the basic needs of safety, food, clothing and shelter. You can help yourself cope with reactions through self-care. Self-care can enhance your emotional stamina and help you begin to return your life to some semblance of normalcy. Below are examples of self-care:

<ul style="list-style-type: none"> • Stay away from mood-altering substances. • Get plenty of rest if you can. • Eat well-balanced meals. • Practice stress reduction techniques: <ul style="list-style-type: none"> • deep breathing • meditation • progressive relaxation • Be aware of “survivor guilt.” 	<ul style="list-style-type: none"> • Structure your time and develop a routine. • Lower expectations of what you “should be doing.” • Have breaks from periods of isolation. • Talk it out - even with a professional. • Give yourself permission to do something that could feel good to you. • Give and get physical touch. • Exercise - even a little bit - is beneficial physically and psychologically.
<ul style="list-style-type: none"> • Give yourself permission to feel bad. • Schedule self care in your day. • Let yourself cry. • Give yourself permission to feel good. • Make small decisions daily to get control of your life back. • Put off major life decisions, if possible. • Give yourself permission to focus on someone outside yourself. 	<ul style="list-style-type: none"> • Remind yourself that your reactions are normal. • Engage in practices that are meaningful to you, such as: <ul style="list-style-type: none"> • prayer • services • walking in the woods • sitting quietly • reading inspirational material • journal writing



Prepare. Plan. Stay Informed. ®

Family Emergency Plan



Make sure your family has a plan in case of an emergency. Before an emergency happens, sit down together and decide how you will get in contact with each other, where you will go and what you will do in an emergency. Keep a copy of this plan in your emergency supply kit or another safe place where you can access it in the event of a disaster.

Out-of-Town Contact Name: _____	Telephone Number: _____
Email: _____	
Neighborhood Meeting Place: _____	Telephone Number: _____
Regional Meeting Place: _____	Telephone Number: _____
Evacuation Location: _____	Telephone Number: _____

Fill out the following information for each family member and keep it up to date.

Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____

Write down where your family spends the most time: work, school and other places you frequent. Schools, daycare providers, workplaces and apartment buildings should all have site-specific emergency plans that you and your family need to know about.

Work Location One	School Location One
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Evacuation Location: _____	Evacuation Location: _____
Work Location Two	School Location Two
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Evacuation Location: _____	Evacuation Location: _____
Work Location Three	School Location Three
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Evacuation Location: _____	Evacuation Location: _____
Other place you frequent	Other place you frequent
Address: _____	Address: _____
Phone Number: _____	Phone Number: _____
Evacuation Location: _____	Evacuation Location: _____

Important Information	Name	Telephone Number	Policy Number
Doctor(s):			
Other:			
Pharmacist:			
Medical Insurance:			
Homeowners/Rental Insurance:			
Veterinarian/Kennel (for pets):			

Dial 911 for Emergencies



Emergency Response Plan

Company Name

Address

Telephone

Contact Name

Title

Last Revision Date

Policy and Organizational Statements

Identify the goals and objectives for the emergency response plan.

Define what your emergency response team is expected to do during an emergency (e.g., evacuate employees and visitors, provide first aid, etc.)

Identify any regulations covered by your plan (e.g., OSHA, fire code, etc.)



Evacuation Plan

Evacuation may be required if there is a fire in the building or other hazard. The evacuation team will direct the evacuation of the building and account for all employees outside at a safe location.

Employees will be warned to evacuate the building using the following system:	
Employees should assemble at the following location for accounting by the evacuation team:	

(Post a map showing the location(s) in a conspicuous location for all employees to see.)

Person who will bring the employee roster and visitor log to the evacuation assembly area to account for all evacuees. The evacuation team leader will be informed if anyone is missing or injured.	
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Evacuation Team	Name / Location
Evacuation Team Leader	
Floor Wardens (one for each floor)	
Searchers (one per floor)	
Stairwell and Elevator Monitors	
Aides for Persons with Disabilities	
Assembly Area Monitors (account for evacuees at the assembly area and inform incident commander if anyone is missing or injured)	

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Emergency Response Plan

Severe Weather/Tornado Sheltering Plan

If a tornado warning is issued, broadcast a warning throughout all buildings instructing everyone to move to shelter.

Shelter-In-Place Team Assignments	Name / Location
Team Leader	
Person to monitor weather sources for updated emergency instructions and broadcast warning if issued by weather services	
Persons to direct personnel outside to enter the building	
Persons to direct employees to designated tornado shelter(s)	

Tornado Warning System & Tornado Shelter Locations

Location of tornado warning system controls	
Location of tornado shelters	

Shelter-In-Place Plan

If warned to "shelter-in-place" from an outside airborne hazard, a warning should be broadcast and all employees should move to shelter.

Shelter-In-Place Team Assignments	Name / Location
Team Leader	
Direct personnel outside to enter the building; then close exterior doors	
Shutdown ventilation system and close air intakes	
Move employees to interior spaces above the first floor (if possible)	
Person to monitor news sources for updated emergency instructions	
Assembly Area Monitors (to account for evacuees at the assembly area)	

Shelter-In-Place Shutdown of Ventilation System

Location of controls to shutdown ventilation system:	
Location of air handling units, fan rooms, or air intakes:	



Emergency Response Plan

Lockdown Plan

Persons trained to use the warning system to warn persons to "lockdown"

Name	Location

Instructions for Broadcasting Warnings

Where to Access the Warning System
(e.g., telephone, public address system, etc.)

Instructions for using the system



Emergency Response Plan

Medical Emergency Plan

If a medical emergency is reported, dial 9-1-1 and request an ambulance. Provide the following information:

- Number and location of victim(s)
- Nature of injury or illness
- Hazards involved
- Nearest entrance (emergency access point)

Alert trained employees (members of the medical response team) to respond to the victim's location and bring a first aid kit or AED.

Personnel Trained to Administer First Aid, CPR, or use Automated External Defibrillator (AED)

Name	Location / Telephone

Locations of First Aid Kits and Automated External Defibrillator(s)

Locations of First Aid Kits and "Universal Precautions" kit (used to prevent exposure to body fluids)	
Locations of Automated External Defibrillator(s) (AEDs)	

Procedures

- Only trained responders should provide first aid assistance.
- Do not move the victim unless the victim's location is unsafe.
- Control access to the scene.
- Take "universal precautions" to prevent contact with body fluids and exposure to bloodborne pathogens.
- Meet the ambulance at the nearest entrance or emergency access point; direct them to victim(s).

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Fire Emergency Plan

If a fire is reported, pull the fire alarm, (if available and not already activated) to warn occupants to evacuate. Then Dial 911 to alert Fire Department. Provide the following information:

- Business name and street address
- Nature of fire
- Fire location (building and floor or)
- Type of fire alarm (detector, pull station, sprinkler waterflow)
- Location of fire alarm (building and floor)
- Name of person reporting fire
- Telephone number for return call

Evacuation team to direct evacuation of employees and visitors.

Procedures

- Evacuate building occupants along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation team to account for all employees and visitors at the assembly area.
- Meet Fire Department Incident Commander (IC). Inform the IC if everyone has been accounted for and if there are any injuries. Provide an update on the nature of the emergency and actions taken. Provide building floor plans, keys and other assistance as requested.
- Assign personnel to verify that fire protection systems are operating normally and to operate building utility and protection systems as directed by the fire department.

Property Conservation

Identify preparations before a forecast event such as severe weather.

Identify how you will assess damage; salvage undamaged goods; and cleanup the building following an incident.

Identify the contractors, equipment, and materials that would be needed. Update the resource table at the end of this plan.



Emergency Response Plan

Annexes

Hazard or Threat-specific

Instructions: Review the following list of hazards and identify those hazards that are foreseeable. Review the links to information provided within the Ready Business website to develop specific emergency procedures.

Natural hazards (geological, meteorological, and biological)

Geological hazards

- Earthquake
- Tsunami
- Volcano
- Landslide, mudslide, subsidence

Meteorological Hazards

- Flood, flash flood, tidal surge
- Water control structure/dam/levee failure
- Drought
- Snow, ice, hail, sleet, arctic freeze
- Windstorm, tropical cyclone, hurricane, tornado, dust storm
- Extreme temperatures (heat, cold)
- Lightning strikes (Wildland fire following)

Biological hazards

- Foodborne illnesses
- Pandemic/Infectious/communicable disease (Avian flu, H1N1, etc.)

Technology caused event

- Utility interruption or failure (telecommunications, electrical power, water, gas, steam, HVAC, pollution control system, sewerage system, other critical infrastructure)

Human-caused events (accidental and intentional)

Accidental

- Hazardous material spill or release
- Nuclear Power Plant Incident (if located in proximity to a Nuclear power plant)
- Explosion/Fire
- Transportation accident
- Building/structure collapse
- Entrapment and or rescue (machinery, confined space, high angle, water)
- Transportation Incidents (Motor Vehicle, Railroad, Watercraft, Aircraft, Pipeline)

Intentional

- Robbery
- Lost Person, Child Abduction, Kidnap, Extortion, Hostage Incident, Workplace violence
- Demonstrations, Civil disturbance
- Bomb threat, Suspicious package
- Terrorism



Fire Protection Systems

Document the fire protection systems including the types of systems, location, area, or hazard protected, and instructions.

System Type	Location	Access Point / Instructions
Sprinkler System	Control Valve	
	Control Valve	
	Control Valve	
Fire Pump		
Special Extinguishing Systems	Computer Room	
	Kitchen	
	Manufacturing Area	

Revision History

Revision No.	Date	Description of Changes	Authorization

Plan Distribution & Access

The Plan will be distributed to members of the emergency response team and department heads. A master copy of the document should be maintained by the emergency response team leader. The plan will be available for review by all employees.

Provide print copies of this plan within the room designated as the emergency operations center (EOC). Multiple copies should be stored within the facility EOC to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated.

An electronic copy of this Plan should be stored on a secure and accessible website that would allow team member access if company servers are down.

Electronic copies should also be stored on a secured USB flash drive for printing on demand.



Emergency Response Plan

Public Emergency Services & Contractors

Emergency Service	Name	Emergency Telephone	Business Telephone
Fire Department			
Emergency Medical Services			
Police Department			
Emergency Management Agency			
Hospital			
Public Health Department			
State Environmental Authority			
National Response Center (EPA)			
Electrician			
Plumber			
Fire Protection Contractor			
Elevator Service			
Hazardous Materials Cleanup			
Cleanup / Disaster Restoration			

Warning, Notification & Communications Systems

The following systems are used to warn employees to take protective action (e.g., evacuate, move to tornado shelter, shelter-in-place, or lockdown) and provide them with information. The Communications capabilities enable members of our emergency team to communicate with each other and others.

Warning System	Fire Alarm	
	Public Address	
	Other (describe)	
Notification System	Electronic	
	Telephone call tree	
Communications Capabilities	Telephone	
	Two-way radio	



Appendices

Emergency Response Teams

Identify the members of emergency response teams not identified elsewhere.

- Facilities or building management staff familiar with building utility and protection systems and those who may assist with property conservation activities.
- Security
- Others trained to use fire extinguishers, clean up small spills of hazardous materials.

[illegible]

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Sectional 4: Responding as a Congregation During a Disaster

“On that day, when evening had come, Jesus said to his disciples, ‘Let us go across to the other side.’ And leaving the crowd, they took him with them in the boat, just as he was. And other boats were with him. And a great windstorm arose, and the waves were breaking into the boat, so that the boat was already filling. But he was in the stern, asleep on the cushion. And they woke him and said to him, ‘Teacher, do you not care that we are perishing?’ And he awoke and rebuked the wind and said to the sea, ‘Peace! Be still!’ And the wind ceased, and there was a great calm. He said to them, ‘Why are you so afraid? Have you still no faith?’ And they were filled with great fear and said to one another, ‘Who then is this, that even the wind and the sea obey him?’” (Mark 4:35-41, ESV).

Discussion:

1. What are some differences between what the Church can provide to people during a disaster versus what a government or other social agency can provide during a disaster?



Hurricane Isaac, Selma, Ala.

Provide Physical Support

Discussion:

1. Jesus Christ is very concerned with the physical well-being of people. What are some physical ways that your congregation could show actions of physical mercy to people during a disaster?

2. The greatest resource any congregation has is her members. It doesn't matter if someone is 8 years old or 88 years old, everyone can do something during disaster response. What are some specific ways that each member of the body of Christ could assist following a disaster?



Tornado destruction, Henryville, Ind.

Provide Spiritual Support

Discussion:

1. Speaking a portion of our worship is a fine and excellent way to provide comfort following a disaster (i.e. the Lord's Prayer, Apostle's Creed, favorite hymn, etc.). Which portion would you feel most comfortable sharing?

2. Imagine that you were just in a disaster (maybe your house was flooded or your home was heavily damaged following a tornado) what would you want someone to say / not say to you?

How Long?

"Then Peter came up and said to him [Jesus], 'Lord, how often will my brother sin against me, and I forgive him? As many as seven times?' Jesus said to him, 'I do not say to you seven times, but seventy times seven'" (Matt. 18:21, ESV).

Sectional 4 — ADDENDUM

Donated Goods and Grants

A few suggestions about donations . . .

- 1 Financial contributions are the best.
They allow for flexibility in meeting needs and the funds assist local economies.
2. Used clothing is rarely a useful item to collect. It is a time consuming process of collecting, sorting, packing, transporting, unloading, resorting, storing, repackaging and distributing goods.
- 3 Confirm the need before beginning a collection.
4. Donate to recognized, respectable agencies.
5. Plan transportation in advance.
6. Goods must be well packed and labeled.
7. Volunteers should affiliate with an agency. (See the Volunteer Intake form in the manual appendix.)



A Brief Service of the Word During Disaster Response

Do not hesitate to invite people to come together for the following brief service. You may be amazed at how many come and the great comfort this service could provide. Adjust the service to be conducted at the site every day. Also, feel free to follow shortened version of the services found in the Lutheran Service Book.

Invocation

+++In the name of the Father and of the Son and of the Holy Spirit.+++

Psalm *(Select one of the following, shorten if necessary; also feel free to speak responsively if able.)*

Psalm 4:1-3,8; Psalm 6, Psalm 13; Psalm 23; Psalm 27:1, 3-14; Psalm 46; Psalm 51:1-17; Psalm 121; Psalm 130

Scripture Reading *(Select one of the following appropriate passages.)*

Isaiah 25:6-9; Job 19:23-27; 1 Corinthians 15:51-52, 54-57;
2 Corinthians 1:3-4; 2 Corinthians 4:16-18; Ephesians 2:8-9; John 5:24;
John 11:17-27; John 14:1-6; Matthew 11:28-30; 1 Peter 1:3-7; Romans
1:16-17; Romans 5:1-8; Romans 6:1-5; Romans 8:1, 31-35, 37-39; Romans
14:7-9; 1 Thessalonians 4:13-14; Titus 3:4-8a

***Prayers** *(Select an appropriate prayer from the list offered.)*

The Lord's Prayer

* **Hymns** *(See the following listing for suggestions.)*

Benediction / Blessing

Announcements *(Share the next time to gather for worship, any additional news, etc.)*

In Time of Disaster

Have mercy, most merciful Lord, on all those who suffer in this time of disaster. In Your mercy and according to Your will, supply their physical needs, give them hope and comfort in the midst of their distress, and grant them faith in the One who suffered for us, Jesus Christ. Guide, equip and strengthen all who work to bring healing and relief. Swiftly restore civil order and peace. Use this time and these events to humble us before You, to lead us to repent of our sin, and to seek Your mercy and love, which never fail; through Jesus Christ, our Lord. Amen.

As we Mourn Those who have Died

Dearest Father, death has robbed us of those we love. Your promise of the resurrection gives us hope, but our hearts feel torn and our spirits feel empty as the dearest memories now bring the deepest pain. We need your peace. Give us the strength that sustained You in the death of Your only Son, that we may have strength in our days, purpose in our calling, and comfort in our afflictions. Gather our loved ones into your arms that we may be reunited one day, through Jesus Christ, Your dear Son. Amen.

For Comfort

Dearest Jesus, during these days we may feel like no one understands our needs, anxieties or heartache. Only you know the depths into which we have plunged; only You can reach us, sustain us, and lift us up. We pray that you, who forsook comfort for the cross, would not forsake us, but would gather us to Yourself and hold us fast, that we may know Your lasting comfort and peace. Amen.

For Strength

Lord Jesus, You came to earth as a helpless child, setting aside the fullness of Your power to redeem frail humanity. You know the weakness of our mortal flesh through Your own suffering and death. Our afflictions drain us of energy and empty us of enthusiasm. According to Your Word, perfect Your power in our weakness, support us in Your mighty arms, and grant us strength to follow where You lead and to live according to Your Father's will; for You live and reign with Him and the Holy Spirit. Amen.

For Protection from Despair

Heavenly Father, God of hope, protect me from all thoughts of hopelessness and despair. So much has gone wrong and help seems so far off. Open my eyes to always see Your never failing love in Jesus Christ. Please place before our eyes the never-failing love of Jesus, which we see in His suffering and death on the cross in our place. Allow us to always remember that you love us beyond measure. In every darkness and difficulty, help us to trust You and Your promises, so that we may live in hope. Amen.

Called to Suffering

Lord Jesus Christ, You have promised that You would not allow us to be tempted beyond what we can bear. Right now, we are suffering greatly, we have lost much, and our lives seem turned upside down. It is hard to see any good that may come out of this. But allow us to know that You have called us to endure this pain and that You truly will not allow us to be left alone, You will not allow us to fall into despair. Give us strength right now to endure what we are facing, fulfill Your promise before us and before our eyes that You truly will not allow us to be tempted beyond what we can bear but, through Your Son Jesus, will always provide the right measure of comfort, strength and consolation during these days. Amen.

Loss of Home

O Lord, my house in this world is gone. Gone is the earthly roof over my head, gone are the walls that protected me, surrounded me and gave me security. Gone are all the possessions and reminders of my past. I ache knowing that I have been uprooted and thrown about so greatly. Grant me shelter for my physical body. Comfort me by Your dear Son Jesus that my confidence may rest in the shelter He is for me. Allow me to find peace, knowing that You are my eternal dwelling place, You are my mansion prepared for me in heaven. If it be Your will, let my home be rebuilt and in all things, allow me to be content. Amen.

For Loss of Daily Work

O Lord, You find pleasure in our labors. Ever since creation You blessed the work of our hands and the sweat of our brow. Be with us as we struggle with unemployment, financial worries and the loss of purpose in our life. We pray that You would restore all of us speedily to gainful employ-

continued

ment so that we may honor You through our vocations. Until then, do not allow false pride to prevent us from accepting the assistance and generosity of others. Through this receiving, allow us to see what it means to truly rely upon You for all things. Amen.

The Lord's Prayer (*Pray together.*)

Our Father who art in heaven, hallowed be Thy name,
Thy kingdom come, Thy will be done on earth as it is in heaven;
give us this day our daily bread;
and forgive us our trespasses as we forgive those who trespass against us;
and lead us not into temptation,
but deliver us from evil.
For Thine is the kingdom and the power and the glory forever and ever.
Amen.

Hymns (*Sing one or two stanzas of a familiar hymn. Provide printed copies of the stanzas if possible, or read one of the following appropriate texts while people meditate upon it.*)

*A Mighty Fortress is Our God; LW 298, LSB 656, 657**
All Praise to Thee, My God, This Night; LW 484:1-3, 5-6; LSB 883
I Know That My Redeemer Lives; LW 264:1-2, 5, 7-8; LSB 461
I Leave All Things to God's Direction; LW 429; LSB 719
Jesus Lives! The Victory's Won; LW 139:1-2, 4-5; LSB 490
Jesus, Refuge of the Weary; LW 90:1; LSB 423
Let Me Be Yours Forever; LW 257:1; LSB 689
Lord Jesus Christ, Will You Not Stay; LW 344:1-3, 5-6
Lord, Keep Us Steadfast in Your Word; LSB 655
Lord, Thee I Love with All My Heart; TLH 429:3; LSB 708
My Hope is Built on Nothing Less; LW 368; LSB 575, 576
Now Thank We All Our God; LW 443; LSB 895
Oh, How Great Is Your Compassion; LSB 559:1-3
O God, Our Help in Ages Past; LW 180:1-4, 6; LSB 733
Rock of Ages, Cleft for Me; LW 361; LSB 761
Stricken, Smitten, and Afflicted; LW 116:1, 4; LSB 451
When I Suffer Pains and Losses; LW 423:1-2, 4-5
When in the Hour of Deepest Need; LW 428:1-5; LSB 615

* LSB is *Lutheran Service Book*, LW is *Lutheran Worship*, TLH is *The Lutheran Hymnal*; each are worship books of Concordia Publishing House, St. Louis. www.cph.org

Speaking Guidelines

Be honest.

“I can’t understand what you’re going through right now, but I am so sorry, and want you to know we will try and help you as much as we can.”

Be Christian.

“Jesus said He would not let us be tempted beyond what we can bear. That is something we can be sure. That doesn’t mean our lives won’t be hard, but I want you to know that I am here to bear these burdens with you.”

Be realistic.

“I know this is hard, I know it will keep being hard for maybe a long time, but we are not going to leave you alone. We can be with you through this, and we can try and help you in ways that we are able.”

Don’t promise what you can’t personally deliver.

“I don’t know if my church has money to fix your *(fill in the blank)*. But maybe there are other ways we can help you right now. No matter what, though, we are going to stay with you through this.”

Offer comfort, not more stress.

“You are not alone through this. Christ cares for you deeply and we do too. We won’t leave you alone in this.”



Sectional 5: Mobilizing as a Congregation After a Disaster

“When Jesus saw his mother and the disciple whom he loved standing nearby, he said to his mother, ‘Woman, behold, your son!’ Then he said to the disciple, ‘Behold, your mother!’ And from that hour the disciple took her to his own home” (John 19:26-27, ESV).

Victim of a Disaster

“Jesus knowing that the Father had given all things into his hands, and that He had come from God and was going back to God, rose from supper. He laid aside his outer garments, and taking a towel, tied it around his waist. Then he poured water into a basin and began to wash the disciples’ feet and to wipe them with the towel that was wrapped around him. He came to Simon Peter, who said to him, ‘Lord, do you wash my feet?’ Jesus answered him, ‘What I am doing you do not understand now, but afterward you will understand.’ Peter said to him, ‘You shall never wash my feet.’ Jesus answered him, ‘If I do not wash you, you have no share with me’ (John 13:3-8, ESV).

Discussion:

1. If you were the victim of a disaster, what would be the most challenging thing for you to accept in aid following that disaster?

Serving as a Responder to a Disaster

Discussion:

1. What are some ways that your congregation, or groups within your congregation, are already supporting people following a personal tragedy or greater disaster?

Create an Action Plan

An action plan is defined as:

a method of brainstorming, based upon knowledge gained from visiting the community, in which a congregation decides how they might best (and realistically) provide Word and Sacrament ministry through disaster relief efforts within their community.



Tornado aftermath, Marysville, Ind.

Steps to Creating an Action Plan:

1. Get in touch with members following your “call plan.”
2. Assess the needs of your own members.
3. Assess the needs of people in your community. Utilize the *Needs Assessment* sheet in the addendum to this sectional.
4. Assess the spiritual needs of your members and community.
5. Assess the unmet needs of your members and community. Unmet needs are those not covered by insurance, personal funds, etc.
6. Brainstorm ideas of how to assist following a disaster. Get all ideas listed.
7. Assess those ideas. Determine which of the brainstorm ideas are actually:
 - a. feasible (Ask whether this can be accomplished)
 - b. financially sustainable (Ask whether you will pay for it yourself or seek grant money from the LCMS or another agency.)
 - c. allows congregation involvement (Ask whether this is a project that your congregation could actually be a part of in implementing)
 - d. related to Word and Sacrament (Ask how this project is related to the Church’s ministry of Word and Sacrament. More often than not the connection is not clear connection at first. That is because the Church’s work is truly unique in this world. However, the question your congregation needs to answer is, “How could we bring our ministry of Word and Sacrament through this project?” Perhaps that would mean the pastors and/or elders performing pastoral care visits. Perhaps this would entail the distribution of specialized devotionals and Bibles. This could allow additional ways that congregation members would be directly involved in one-on-one scenarios providing Christ’s love and mercy to people. The Church’s ministry of Word and Sacrament is very broad and far reaching — be creative in finding ways to incorporate the Gospel to speak to people who have been hurt by this disaster. Christ truly has something to say at this moment in time, to these people. What is that message and how could you, as the Church, bring that message and by what means would that message be brought?)



Discussion:

What now?

1. What are some ways that your congregation could continue discussing disaster response so that this would remain fresh in your minds? How could your congregation begin to take some concrete steps so that it is better prepared for a disaster to serve not only her own members, but also the members of the community?



Irene flooding, upstate New York

Sectional 5 — Addendum

Ways to Help

It doesn't matter how old or young we are, every member of the body of Christ can help care for the greater body of Christ and this world at large!

There are many ways that individual Christians can learn to help following a disaster. These ways can vary greatly and also depend upon the abilities of God's saints. Some people who may wish to help might not always be able to do so due to physical or other personal constraints. For these individuals, sitting and providing a listening ear, as was discussed previously, can be just as important as helping to remove a tree from someone's home, or helping to clean out a flooded basement. For those who do wish to participate in a more physical capacity, there are plenty of ways to provide assistance.

Here are a few suggestions of ways you can provide assistance following a disaster.

Prayer – It is vital for the body of Christ to help in this way. Ask all members to pray for Christ's mercy and for Christ's wisdom. Especially involve elderly members and shut-ins who have truly lived the faith and suffered in their lives for it. These people are particularly able to pray to Christ on behalf of the Church. Also, seek the advice of elders and other aged members of the faith whose spiritual insights prove invaluable during times of hardship. Their words can prove to be of great comfort for the community and provide an anchor during time of instability.

Outreach – Select individuals to go into disaster areas to assess the needs of those affected by the events. These selected ones would make first contact with individuals and gauge exactly what their specific needs are. When it comes time for your congregation to sit down and decide how they will help in their community, these prior outreach trips are invaluable. Always keep in mind, a congregation should help provide needs based upon what their **neighbors / community** have voiced. A congregation does not necessarily provide help based upon what the **congregation** thinks the community needs. Sometimes the two can be very different indeed.

Pastoral Care Committee – A pastor cannot operate alone following a disaster. Have a group of elders, or other dedicated members, join the pastor in providing spiritual support to those who have been injured, hospitalized or homebound. This is an excellent opportunity to have a deaconess or other respected female member of the faith accompany the pastor and help care for those who have been injured or care for elderly females who are homebound and feeling alone.

Hospitality Committee – Gather a group of individuals willing to organize clothing and meals for survivors. It is vital the congregation take these meals to where the survivors are located. Do not expect people who have just gone through a disaster to travel 5 miles for a dinner! Consider “setting up shop” in or near the devastated neighborhood with portable grills and see the people flock around. They will very much appreciate the quick food break enabling them to get back to sorting through their homes.

Quilters – You can provide warm blankets to hospitals, homes and those who are lacking any type of comfort. Blankets are very often needed immediately following a disaster, but not as much in the days or weeks to follow.

Building Committee – You can prepare temporary lodging in a sanctuary or other church facility for those who have lost their homes. Contrary to our own gut reactions, there is nothing scripturally wrong with utilizing church facilities for those who have been through a natural disaster. Very often church cafeterias, gymnasiums and even sanctuaries are the only facilities large enough in a community to house large numbers of people following a disaster

Donations Committee – Gathering food and other items following a disaster is a great challenge. Where to house such items and how to transport them require a proverbial army of volunteers. Congregations should also remember that the greatest donation during a disaster is money. This may sound odd, but more often than not people do not want hand-me-down clothes following a disaster. We have probably all been involved in food or clothing drives in which the only items provided were the “junk” other people did not want. Nothing makes a disaster victim have low self-esteem faster than to receiving junk in their time of need.

Consider purchasing pre-paid gift cards or debit cards to be used at local stores for the purchase of clothing, food or school supplies. Such donations truly make a much needed difference in the lives of people and also renew a sense of pride and self-worth in victims. If the congregation desires to gather specific donations (i.e. jackets, blankets etc), make sure those donations are truly needed. Winter coats are rarely needed in Hawaii or in the country of Haiti! Make sure what you are gathering is truly needed. Do not assume what you are collecting is needed — make sure it is needed! LCMS congregations have big hearts when it comes to gathering items for others, but always allow your generous hearts to be guided generously by the needs of the people to whom you are giving.

Salvage Volunteers – Following a disaster many people try to salvage as much from their homes as possible. When everything has been lost, anything becomes a treasure. Scraps of letters, torn sections of pictures — which would look like trash to most of us, become prized treasures for someone following a disaster. It is always good to offer assistance to a homeowner who is going through their property. But do so knowing this is a very personal act, and that you may be going through very personal items. It is also good not to throw away any items without first confirming with the homeowner. What may seem like trash to us may have financial, personal or great sentimental value to the homeowner.

Transportation Volunteers – Key for a disaster victim to get back on their feet is to resume as much of their normal life, as quickly as possible. Consider letting a victim borrow an extra vehicle so they may get to work in order to continue earning a paycheck. Or, find individuals willing to drive people to work, doctor’s appointments or to and from school. Retirees are especially able to provide this service to victims.

Daycare / Babysitting – Congregations would need to check with their local governments regarding the rules of operating a daycare, but providing assistance with children during a disaster is vital. It is simply not safe for small children to be around disaster areas. In addition, it is sometimes difficult for parents to salvage through their homes if one of the adults needs to watch the children. If the family consists of a single parent, salvaging through a home could be even more cumbersome. Consider having older women or other mothers from the congregation provide a temporary daycare or babysitting service free of charge to those affected by the disaster. This free time would allow parents to get driver's licenses that were lost, order new credit cards or simply make a trip to their bank.

Computer Service – Today many financial transactions and other functions of life are conducted online. For those accustomed to operating on a daily basis utilizing computers, the loss of electricity and other infrastructure makes computer access impossible. If your church has a computer, or if your school has a computer room with functioning Internet, consider opening your doors so people may have access.



Tornado aftermath, Henryville, Ind.



Community Emergency Response Teams (CERT)

The Community Emergency Response Team (CERT) program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical operations. Using the training learned in the classroom and during exercises, a CERT member can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.



Tornado aftermath, Maryville, Ind.

Sectional 6 — Basic LERT (*Lutheran Early Response Team*)

LERT Postions

Team Captain – Serves as the main contact person for the team’s logistics. Works with the district to coordinate the team and ensure they are trained, equipped and ready to serve. Responsible for gathering all skills assessment sheets, personal information and medical and liability release forms prior to deploying.

Devotion Leader – Leads the team in daily prayer or readings. Morning and evening devotions are suggested.

First Aid Coordinator – Receives all injury reports, secures a first aid kit for the team, and is responsible for determining how and where medical care will be received at a site once the team arrives.

Site Director – Makes sure the team is at the correct location, the necessary work permits are in place, the correct materials are delivered, the right tools are available and that volunteers are assigned according to their skills and abilities.

Tool Manager – Is responsible for all tools on site, in the tool trailer and at the base camp. Determines the types of tools needed to complete each assignment and recovers them at the end of each day.



Stages of an Alert System

Alert – This is the first stage. It means you may be needed within the next 48 hours. During this stage, a determination of needs and resources is made. During this stage, team captains should contact team members to see if they are available as needed.

Standby – This second stage means there is a probable need for assistance. Begin to gather materials that might be required depending upon the particular disaster situation.

Go / No-Go – A “go” would mean that a response is definite. If a “no-go” is determined, then the team would revert back to “standby”, “alert” or be taken off alert. If a go is requested, then begin preparations to move to your staging area.

The following information will follow in a “go” response:

- specific circumstances
- location and how to get there
- specific assignment of service
- contact person to whom the team should report

Closing – During this final stage, there is no longer a need to respond, the response has ended or you are no longer needed at that location. Ensure all equipment is packed, the site is cleaned up and you have been released by the team captain.

While Volunteering, Remember...

- **You are there to serve.** This means more listening than talking and performing tasks that the homeowner needs done, not what you want to get done.
- **Respect property.** Don't throw anything away without first checking with the homeowner. Something that looks like "junk" may hold great sentimental value.
- **Respect privacy.** When taking pictures, be sensitive of others' property and that lives have been ravaged by the disaster. Speak with a homeowner before taking pictures of their property. Remember, you are a volunteer, not a tourist!
- **Update information.** Rumors often swirl during a disaster. Do not play a part in feeding the proverbial rumor mill. Be sure to have updated information. If you don't know something, be honest with homeowners and say, "I don't know."
- **Be faithful.** Be prepared to speak about matters of faith. It is very common for homeowners to ask why you may be volunteering. Be ready to answer that it is because of Jesus Christ and His love for all people.
- **Wear a badge and vest.** When on a site it is important for authorities to know who is there. Make sure to always wear your identification badge as well as your neon LCMS disaster response vest.
- **Take breaks.** Make sure you rest while working (at least 10 minutes for every hour). Depending upon the level of physical work you are doing, as well as the temperature, you may need to increase the length of breaks. Be sure to take a break even if you don't feel like you need one. Frequent breaks help cut down on injuries as well as help you go the long haul. Disaster response is like a marathon, not a race!
- **Know your limits.** Be aware of your own physical limitations, emotional health and mental capacity choosing jobs that are appropriate and safe for you to do.
- **Have a buddy.** Have someone who can work with you on a site. Be sure to watch out for each other to ensure breaks are being taken, meals are being eaten and any necessary medications / health concerns are properly addressed while volunteering.
- **Wear work clothes.** Be sure to have the proper gear like a helmet, goggles, dust mask, work gloves, whistle (to signal others), rubber boots, etc.
- **Have your shots.** Be sure to be up-to-date on all shots especially the *tetanus vaccination*.

Paperwork, Paperwork, Paperwork

- **Signed Job Assignment** — Before working at any person's home, be sure to have a signed work order from the property owner. It is vital that the homeowner and volunteers all agree on the very specific work that is to be done. Imagine what could happen if there was a miscommunication between the two! A roof could be torn off, instead of say a damaged wood deck. Be on the same page with the homeowner.
- **Team Captain** — It is the team captain's job to coordinate the assignment with the homeowner.
- **Volunteer Knowledge** — The team captain should brief all volunteers on the specific work to be done and the steps taken to accomplish that goal.
- **New Jobs** — If the homeowner wants additional work to be completed on the site, be sure to pencil this in on the work order. Do not do anything without the signed consent of a homeowner.
- **Ask!** — If you are ever in doubt of something that should be done or not done, do not hesitate to ask the homeowner. They won't be offended in the least if you are trying to get clarification.



Irene flooding, upstate New York

Appendix

Chain Saw Manual

Debris Cleanup Manual

Muck-Out Manual

Tarp & Patch Manual

Useful Disaster Response Forms

The Four Phases of Disaster Response

Disaster Response Collaboration Between
LCMS Districts and LCMS Disaster Response

*Mercy
forever*



Lutheran Early Response Team

Chain Saw Manual



General

Be flexible in the assignment and ready to make adjustments. It is impossible to list all the tasks a chainsaw/cleanup team will encounter. Chain saw teams should be prepared to meet existing needs.

Confirm the job address and have the owner sign the “Property Owner Job Order Approval” form before any work is started. (The form is also known as a work order.)

We are not a tree service. Typically, we only cut trees that are a hazard to life or property.

Do not cut down a tree or remove brush unless you are authorized to do so.

Chain Saw Training

- Before anyone, regardless of prior experience, is allowed to operate a chain saw or work in close proximity to a running chain saw. Operators must attend a chain saw safety training and orientation session.
- This session will acquaint the student with the basics of safe chain saw operation, including proper safety equipment, safety guidelines, proper usage, cutting basics, and care and maintenance of a chain saw.
- Practical experience for chain saw operation will be provided in either a workshop or field setting under the supervision of a trained operator.
- A minimum six hours classroom and practical training is required of all chain saw operators before they are allowed to operate a chain saw.
- Volunteers should seek additional disaster-related training to increase their skill levels and capabilities.
- Chain saw teams should have periodic practice sessions to keep skills current.
- Each cleanup team should have members who are trained in First Aid and CPR.



Cleanup Damage Assessment

PRIORITY 1

- Tree or trees on the house
- Holes in the roof
- Anything that exposes house to outside weather
- Trees hindering power restoration
- Blocked driveway, doors or road
- Serious medical conditions, elderly residents

PRIORITY 2

- Trees in the yard that hit a well or storage building
- Small trees on the house
- Large trees in the yard

PRIORITY 3

- Small trees in the yard, but did not hit a structure
- Little or no chain saw work required
- Primarily debris removal

PRIORITY 0

- Damage is done and there is nothing more you can do

General Information

- Once Priority 1 tasks are completed, leave the job site and go to the next Priority 1 site.
- Once all Priority 1 tasks are done, then teams can proceed to Priority 2 tasks.
- Priority 3 tasks and some Priority 2 tasks are jobs most church groups can do — they do not require much training or equipment.
- Priority 1 tasks and some Priority 2 tasks are jobs that trained and experienced crews should do.
- Make no promises!
- Tell the owner what can/cannot be done — be up front.
- Sort jobs by priority, then by area and then by team.
- Make a sketch on the back side of the work order form.
- Make notes, progress and comments on back.
- Note any hazards, dogs in yard, fuel tanks, septic tanks
- Only one (1) signature is needed if there are dual homeowners.



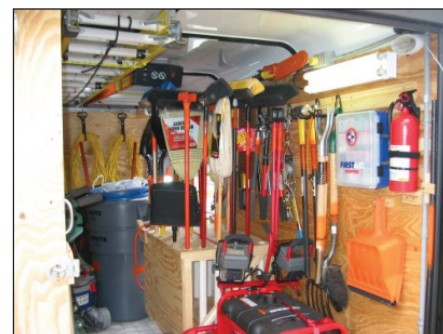
Work Orders

- All job assignments must have a work order, signed by the property owner, authorizing and specifying what work is to be done.
- The team leader is responsible for reviewing the work order with the property owner before any work is done.
- The team members must be certain of the work to be done.
- Nothing is done that is not on the work order. If the owner wants more done, then write it on the back and have them initial it.
- Upon completion of the job, all team members are to sign the back of the work order.
- Make notes on the back of the work order, particularly if the job was not completed.
- Turn in work orders when the job is completed.



Chain Saw Unit

- The chain saw unit trailer is designed to provide effective and efficient storage and use of equipment.
- Equipment that is properly maintained is easier to use, provides longer use and is safer.
- Access to unit equipment is limited to selected personnel.
- Unit members are responsible for the upkeep and maintenance of the trailer and equipment.
- All chain saws should be of the same manufacturer to simplify maintenance and reduce parts inventory. They also then operate in the same manner.
- Chain saw units can use their skills and equipment to assist their congregation in maintaining the property and helping those who need assistance.



Chain Saw Safety Policy

- Chain saw operation can be dangerous without the use of proper and safe methods and safety equipment.
- A key part of the safety gear is the chaps. Chaps are constructed of material that resists cuts from the saw teeth and the internal material will also choke the saw to a stop when entangled.
- Chain saw gloves are preferred as they are constructed of a material that resists saw cuts to the hand in the event of a kick back. Gloves also provide a better grip while reducing fatigue resulting from extended operation.
- The chain saw helmet not only provides protection to the head, it includes a pull down eye shield and ear covers to reduce noise.
- Clothing must not be loose fitting. Loose fitting clothing could become tangled in brush and tree limbs, as well as the saw. Anything that could become entangled must be secured before operating a saw. Proper footwear is also important. Always wear high top boots with lug soles; they offer superior traction. Chain saw boots or steel-toed boots, are preferred.



Policy:

- Safety gear must be worn by any person operating or working within 6 feet of a running chain saw. These items include helmet, eye and ear protection, and chaps. Each Clean-up/Chain saw Unit shall be equipped with safety gear.
- During chain saw operations, it is required that you do not allow anyone within 6 feet of the running chain saw unless they are wearing safety gear.
- Only adults who have received chain saw training are allowed to operate a chain saw or work in close proximity of a running chain saw.

Chain Saw Operation Safety Rules

What is safety? Safety is an attitude of concern for yourself and those around you. Safety is everyone's business!

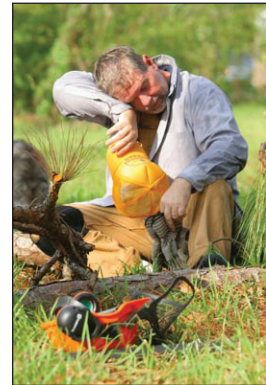
Remember the saw blade is traveling in excess of 80 feet per second. Just a touch can result in serious injury in a split second.

Before Operating a Chain Saw

1. Read and understand the owner's manual before operating a chain saw.
2. Watch what you are doing. Use common sense.
3. Do not operate a chain saw when you are tired.
4. Use a chain saw for cutting wood only. Do not use it on things for which it is not intended, such as cutting plastic, masonry, etc.
5. Only adults who have completed chain saw training are allowed to operate a chain saw. No one under 18 is allowed to operate a chain saw.
6. Do not operate a chain saw:
 - while under the influence of alcohol, medication or drugs;
 - within 10 feet of highly flammable liquids or gases;
 - while in a hurry;
 - while in tree or on a ladder unless trained to do so;
 - with one hand; or
 - when you are fatigued.
7. Wear snug-fitting clothes when operating a chain saw. Do not wear loose clothing or jewelry. They can get caught in the moving saw chain.
8. Safety equipment shall be worn when operating a chain saw, including:
 - eye protection, such as safety glasses, goggles or face shield;
 - safety hard hat;
 - ear protectors; and
 - chaps.

Additionally, it is recommended that these items be worn:

- face or dust mask (if working in dusty areas);
- heavy-duty gloves; and
- heavy-duty boots.



Chain Saw Manual

9. Before cutting always provide the following:

- clear work area;
- secure footing; and
- a planned retreat path from falling tree. (The safest route is a 45-degree angle to the rear.)

10. Inspect the tree carefully before cutting it down. Make sure there are no dead limbs or branches that may fall on you.

During Chain Saw Operation

1. Do not allow anyone within **6 feet** of the chain saw operator.

2. Stay alert. Use common sense while operating a chain saw.

3. Keep work areas clean. Cluttered areas invite injury.

4. Be aware of local poisonous plants. Poison ivy, poison oak and poison sumac are the most common poisonous plants in the United States.

5. Keep children, animals and bystanders away from the chain saw. Only chain saw users should be in the work area.

6. Do not cut down a tree unless you are trained or have expert help.

7. If two or more people perform felling operations at the same time, provide plenty of distance between operations. Provide a distance of at least twice the height of the tree being felled.

8. Grip the chain saw firmly with both hands. Never operate a chain saw with one hand. Never use the hand guard as a handle.

9. Keep fingers off the trigger until ready to make a cut.

10. Before starting the chain saw, make sure the chain is not touching anything.

11. To start a chain saw, set it on the ground, place your foot on the handle, and pull the start cord. Do not drop start a chain saw. The chain brake must be set.



12. Keep all parts of your body away from the chain when the chain saw is running.
13. Be aware of reactive forces — push, pull and kickback. Kickback occurs when the top quadrant of the tip of the blade contacts an object and “kicks the tip back.” It happens very quickly and may not be able to be stopped.
14. Do not force the chain saw while cutting. Apply light pressure. It will do the job more safely and effectively if it is used at the rate for which it was designed.
15. Cut small brush and saplings with extreme care. Slender material may catch in the chain and be whipped toward you. This could also pull you off balance.
16. When cutting limbs or tree trunks that are under tension, use extreme caution. Be alert for wood springing back. When wood tension is released, limbs could spring back and strike the operator, causing severe injury or death.
17. Try to keep the bar out of dirt and sand.
18. To carry the chain saw from one place to another; follow the “2-Step Rule”:
 - Turn the saw off.
 - Hold the front handle (never use the hand guard as a handle).
 - Engage the chain break.
 - Carry it with the bar to the rear
19. Never use the chain saw over your head.
20. Stand at the side of the saw, not behind it, and keep your feet well braced and body balanced.
21. Run the engine at full throttle when cutting.
22. When felling a tree, have an observer watch for danger.
23. Have wedges and a sledgehammer close by to unpinch a saw.
24. Should the saw become pinched, turn the saw off before trying to remove it from the tree. Don’t pry with the bar.
25. Have a designated safety officer and use a buddy system.

Chain Saw Maintenance

To be good stewards of the equipment resources God has given to us, and to help ensure the safety of the user, equipment must be maintained in good working condition.

The performance of your saw can make the difference between a good day and a bad day in the field. There is nothing more frustrating, than a saw that does not operate properly once you are in the field and ready to go to work. Maintenance is very important.

Maintenance should be performed at the unit or preferably in a shop where a vise and adequate space are available. The field is not the appropriate place to do maintenance unless absolutely necessary. If maintenance must be performed in the field, find a clear area and spread a tarp on the ground so smaller parts will not get lost.

Prior to the start of a job, equipment will be checked to make sure it is in good operating condition.

At the job site, equipment will be checked and cleaned as necessary or as recommended by the manufacturer. At the end of a job equipment will be given a quick cleaning before it is put away.

After each day's work, equipment will be given a good cleaning. Power equipment will be sharpened or tuned in accordance with the manufacturer's recommendations. Power equipment will be refueled and fluid levels checked so it is ready for the next day's use.

Upon completion of the job(s) or the end of the season, equipment will be thoroughly cleaned and prepared for storage.

Power tools will be tuned and receive maintenance from an appropriate qualified mechanic in accordance to manufacturer's recommendation, as needed or annually.



Maintenance Procedures

1. Do a visual inspection of the complete saw.
2. Clean the air filter.
3. Inspect the sparkplug.
4. Check the starter cord.
5. Check the flywheel.
6. Inspect the clutch drum and drive socket.
7. Clean the chain and bar.
8. Inspect the chain; sharpen and properly tighten it as needed.

Websites of Interest

[*www.stihlusa.com*](http://www.stihlusa.com)

[*www.usa.husqvarna.com*](http://www.usa.husqvarna.com)

[*www.oregonchain.com*](http://www.oregonchain.com)

[*www.ext.nodak.edu/extpubs/agency/safety/ae1025w.htm*](http://www.ext.nodak.edu/extpubs/agency/safety/ae1025w.htm)

[*www.baileys-online.com*](http://www.baileys-online.com)

[*www.arbormaster.com*](http://www.arbormaster.com)

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Lutheran Early Response Team

Debris Cleanup Manual



General Cleanup Guidelines

- Typical cleanup job can include a variety of tasks including:
 - ◆ debris removal;
 - ◆ chain saw work;
 - ◆ temporary dry-in/tarping and patching; and
 - ◆ muck/mud removal.
- Teams must be flexible — priorities, assignments and situations change. It would be impossible to list all the various tasks that a cleanup team may encounter. Team must be prepared to meet existing needs.
- Teams must know their capabilities and not take on assignments they are not qualified for.
- Information management is important.
 - ◆ Be informed.
 - ◆ Deal with information in a positive way.
 - ◆ Be a good Christian witness.
 - ◆ Be careful, supportive and effective.
 - ◆ Never be a part of misinformation.
 - ◆ Do not give advice.
 - ◆ Do not make promises.
- Be responsive in an intelligent, careful, supportive and effective manner. Mistakes by volunteers can make matters worse.
- Collected debris is usually placed in piles alongside the road, where it will be picked up by waste haulers or contract removal services. Try to keep the different types of debris separated — tress, building, etc.



Training

- This training allows people to work on disaster cleanup teams in a variety of job assignments. General cleanup does not take any additional training or skill level.
- Untrained volunteers may assist on cleanup teams, provided they are under the direction of trained volunteers and do not operate chain saws.
- Additional training is required to operate or work near a running chainsaw.
- Additional training is also required to work on muck-out teams.
- Volunteers should seek additional disaster-related training to increase their skill levels and capabilities.
- Each cleanup team should have members who are trained in First Aid and CPR.

Work Orders

- All job assignments must have a work order, signed by the property owner, authorizing and specifying what work is to be done.
- The team leader is responsible for reviewing the work order with the property owner before any work is done.
- Team members must be certain of the work to be done.
- Nothing is done that is not on the work order. If the owner wants more done, then write it on the back and have them initial it.
- Upon completion of the job, all team members are to sign the back of the work order.
- Make notes on the back of the work order, particularly if the job was not completed.
- Turn in work orders when the job is completed.

Cleanup Units

- Cleanup Units should include a trailer — allowing for storage and transportation of equipment.
- Cleanup Units should have basic equipment for the types of work you will be doing.
- Cleanup Units should be organized — allowing for ease of locating and protection of equipment.
- Access must be limited to selected individuals.
- Team members are responsible for care and maintenance of equipment.
- Buy quality equipment — it lasts longer and is better able to do the job.
- Donated equipment is fine — as long as you determine what you want/need.
- Cleanup Units must have a quality, stocked first aid kit.

Disaster Cleanup Safety Rules

- Safety is attitude, as well as what you do. Make it a priority!
- Each team should have a safety officer whose job it is to monitor work conditions and practices.
- Use a buddy system — watch out for the safety of each other.
- Be up-to-date on immunizations.
- Use common sense! Maintain a safe work site. Make it safe before you leave.
- Practice good sanitation and hygiene habits.
 - ◆ Wash hands frequently.
 - ◆ Use alcohol gel.
 - ◆ Never put anything in your mouth without sanitizing your hands first.
 - ◆ Never drink the water.
- Be in good physical condition, take your prescribed medicines, eat right and regular, get a good night's sleep and take rest breaks.
- Avoid prolonged sun exposure. Wear sunscreen!
- Avoid exposure to contaminated standing water.
- Hydrate yourself — drink more water than you normally would.
- Don't ignore cuts and scratches.
- Know your limitations.
 - ◆ physical — fatigue, medical conditions, strength
 - ◆ emotional — stress management, debrief
 - ◆ mental — state of mind, knowledge, skills
- Know your crew — their abilities, training, personalities, medical conditions, etc.
- Know your environment — hazards, downed power lines, structures, footing, critters, plants, etc.
- Know your equipment. Never remove or bypass safety features. Read the owner's manual. Keep it in good repair.
- Wear personal protective equipment.



Personal Protective Equipment (PPE)

- Each Cleanup Unit must have PPE for the team.
- Team members are encouraged to obtain their own PPE.
- PPE shall be worn by cleanup volunteers. This includes:
 - ◆ hard hat — if any possibility of head injuries exists
 - ◆ eye protection is mandatory (ANSI Standard Z89.1)
 - ◆ proper clothing — tennis shoes are not allowed
- Additional PPE shall be worn if necessary — chain saw helmet and chaps, mold respirator, ear protection, safety boots, back support, rubber boots, safety vests, etc.



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Lutheran Early Response Team

Flood / Storm Surge Cleanup Manual



Cleaning Flood-Soiled Blankets, Quilts, Comforters, Linens

Blankets, Quilts And Comforters

Note: Wash only one blanket, quilt or comforter at a time.

1. Shake and brush the blanket to remove surface dirt. Follow manufacturer's laundering directions if available. Otherwise, proceed as follows:
 - a) Soak at least 15 minutes in lukewarm water. Turn two or three times during soak period. Several soak periods may be beneficial, depending on the amount of soil lodged in fibers. Change water for each soak period.
 - b) Use a mild detergent, disinfectant and lukewarm water. Immerse blanket and work suds in gently, using as little agitation as possible. If necessary, change water and repeat.
 - c) Rinse in several changes of lukewarm water.
 - d) Gently squeeze out the water. Hang the blanket over two lines to dry so it forms an "M" shape or dry it in a preheated dryer with several large, dry bath towels. Remove the blanket from the dryer while it is still damp and hang over two lines to finish drying. Gently stretch blanket into shape.
 - e) Brush blanket on both sides to raise nap. Steam press the binding, using the synthetic setting on the iron. Wash lightweight quilts following the directions for woolen blankets. Dry outdoors in sunlight, if possible, to remove unpleasant odors.
2. You may need to take thick comforters apart and wash the cover and filling separately.

Electric Blankets

Follow manufacturer's directions, if available. Most manufacturers recommend electric blankets be washed, not dry-cleaned. Cover plug with heavy cloth and follow the previous instructions. Avoid bending the wiring. Do not put electric blankets through a wringer or dry in a dryer unless manufacturer recommends. To dry, squeeze down blanket lengthwise and hang over two lines.

Sheets, Towels, Linens

1. Brush off as much loose dirt as possible.
2. Rinse mud-stained fabrics in cold water to take out particles of soil lodged in fibers.
3. Wash in warm suds and disinfectant several times if necessary. Do not use hot water since it will set red and yellow clay stains.
4. If stains remain after several washings, try bleaching white cottons and linens with chloride or sodium perborate bleach. Do not over bleach. Sun drying will aid bleaching. Bleaches may be used on some colored fabrics; follow directions on bleach package.

Cleaning Flood-Soiled Pillows And Mattresses

Mattresses

A good innerspring mattress should be sent to a commercial renovating company. Renovation is too difficult to do at home. Ask about the cost of such work. It could be less expensive to buy a good reconditioned or new mattress.

If a mattress must be used temporarily, scrape off surface dirt and expose it to sunlight to dry as much as possible. Cover mattress with a rubber sheet before using it.

If you decide to keep any flood-soiled mattress, it should be sterilized. This must be done at a sterilizing plant, a mattress company or a state hospital. Ask your local public health department or company extension agent for information on mattress sterilizing plants in your area.

Have mattresses as dry as possible before taking them to a sterilizing plant. Crop drying fans or household fans may speed up the drying process.

Pillows

Feather Pillows

Option A: Washing feathers and ticking together: If ticking is in good condition, wash feathers and ticking together.

1. Brush off surface dirt.
2. To circulate water through pillows, open a few inches of the seam in opposite corners of the pillow, turn edges in, sew loosely with strong thread or fasten with safety pins.
3. Wash in machine or by hand in warm (not hot) suds 15 to 20 minutes. Use a disinfectant in the wash cycle. If using an automatic washer, do not wash more than two pillows at a time.
4. Rinse at least three times in clear, warm water.
5. Spin out water or gently squeeze out as much water as possible. Do not put pillows through wringer.
6. Dry in an automatic dryer at moderate heat setting; or in a warm room with a fan; or across two or three clotheslines. Put several bath towels in the dryer with pillows to speed up drying. Allow at least two (2) hours. Shake up feathers occasionally to hasten drying.

Option B: Washing feathers and ticking separately. If the ticking is not in good condition or if the pillow is badly soiled, the feathers and ticking should be washed separately.

1. Find a muslin bag that is two or three times larger than the ticking.
2. Pen one edge of ticking.
3. Sew the open edges of the ticking and the bag together.
4. Shake the feathers from ticking to muslin bag.

Cleaning And Restoring Flood Or Water-Soaked Homes And Furnishings

Priorities For Cleanup And Repair

Priorities will vary with the seriousness and type of damage. Buildings may not be habitable during repair.

Examine the building structure. Check foundation for settling, cracking or undermining. Examine walls, floors, doors and windows to determine what repairs are necessary. You may want to repair only temporarily until extensive work can be done.



If the basement is flooded, start pumping the water in stages. Pump about a third of the water each day.

1. Get the electrical system in operation. If the switch box is in a flooded basement, do not turn electricity back on until the water has been pumped out. Take electrical appliances to a serviceman as soon as possible.
2. Get the water system in operation. Disinfect wells and water system.
3. Shovel out mud and silt before it dries.
4. Before they dry, wash down flooded walls and floors with a hose. Start at the upper limit of the flooding and work downward.
5. Scrub and disinfect walls and floors.
6. Start the heating system, if possible, to speed up drying. Before operating, the heating system may need to be cleaned, dried and reconditioned. Make sure all chimneys are clean before starting the system.
7. Dry out the walls and floors. If necessary, for proper drying, strip walls open up to the water level. Drill holes in the exterior siding. Complete drying may take months.
8. Repair buckled walls and floors.
9. Clean and dry household items, furniture, carpets, clothing, dishes, bedding, etc. Disinfect when necessary.
10. Treat items for mildew as needed.
11. Care for damaged trees, shrubs and lawn.
12. Repaint, repair and refinish as necessary.

Cleaners And Disinfectants

1. Household cleaners help remove dirt. Disinfectants help stop the growth of disease-causing microorganisms carried in floodwater.
2. Powdered or liquid cleaners and disinfectants are more practical and much less expensive than aerosol products since large areas will probably need to be cleaned.
3. Buy cleaners and disinfectants in the largest sizes available to reduce the cost. Farm supply hardware, wallpaper and paint stores often have these products in gallon or pound containers.
4. All products are not suited for all uses. Before using any cleaner or disinfectant, refer to its label for specific directions or precautions. Make sure the product will do the job you need.
5. Many household cleaners and disinfectants are harsh on hands and may burn the eyes. Protect your hands with waterproof gloves. Avoid contact with eyes. If you splash or spill any product on your skin, wash it off immediately.



Cleaning Products List and Uses

Type of Cleaner	Uses	Precautions	Additional Suggestions
Liquid household cleaner (Top Job, Ajax, Mr. Clean)	Wash hard surfaces such as painted walls, floors, woodwork, porcelain and carpets.	Dilute with water as directed on container for specific uses	
Powdered household cleaner (Spic'N'Span, Ajax)	Removes mud, silt, greasy deposits.	Dissolve in water to make a solution.	
All-purpose laundry soaps (Octagon)	General household cleaning, hand washing and laundry dry. Moderately and heavily soiled washable, colorfast textiles.	Do not use laundry soaps on wool, silk or fabric blend containing these fibers.	Rinse well to remove suds.
All-purpose laundry detergents (Tide, Whisk)	Moderately or heavily soiled washable, colorfast textiles. Outside of appliances, painted walls and woodwork, floors.	Do not use on wool, silk or fabric containing these fiber blends.	Rinse well to remove suds.
Light-duty dishwashing soaps (Ivory Liquid)	Lightly soiled washable fabrics and household textiles. Rugs and carpets, appliances and furniture. Washable wallpaper.	Rinse well to remove suds.	Safe for wool and silk fibers containing these fibers. Safe for most dyes.
Household ammonia	Hard surfaces: windows, woodwork, floors, tile, porcelain.	Dilute in water. Do not get in eyes. May irritate skin.	
Trisodium phosphates (TSP)	Walls, woodwork, floors.	Powder: Dilute in water. Do not get in eyes. May irritate skin.	
Quaternary disinfectants (Roccal, Zephiran)	Laundry-safe for all fibers.	May cause some color change.	Add at beginning of rinse cycle.
Pine oil disinfectants (Fyne Pine, Texize-O-Pine)	Laundry-safe for washable clothing.	Do not use on wool or silk. Pine odor will linger on these fabrics.	Add before putting clothes in machine or dilute in 1 qt. water.
Liquid chlorine disinfectants (Clorox, Purex)	Laundry.	Do not use on wool, silk or water-repellent fabrics. Do not use in rinse cycle.	Add bleach before putting clothes in washer or dilute in 1 qt. water.
Phenolic disinfectants (Pine-Sol, Al-Pine)	Laundry-safe for washables.	Do not use on wool or silk.	Add in wash or rinse cycle.

Mildew Removing Products

Problem	How To Deal With It	Materials And Trade Names	Where Available	Precautions	Additional Suggestions
Upholstered Furniture	Scrape off growth (outdoors). Dry article quickly. Wash surface with cloth, dipped in diluted alcohol.	Rubbing or denatured alcohol — 1-cup alcohol to 1-cup water.	Grocery stores Drugstores Variety stores	To protect exposed wood, dry in sun for a short time only.	Dry thoroughly. Use fan and indirect heat.
Rugs	Sponge with suds. Wipe with damp cloth. Dry in sun. Spray with disinfectant. Re-spray often in damp weather.	Lysol Ocean Spray Pine Oil Sexton Pine Oil	Grocery stores Drugstores Variety Stores		Dampen surface with spray.
Wood Furniture	Clean while still wet. Wipe off growth. Wash with suds. Wipe with alcohol. Dry away from direct sun and heat. Wait 4-6 weeks before refinishing.	Rubbing or denatured alcohol	Grocery stores Drugstores Variety stores	Do not dry in sun.	Dry in warm place with ventilation.
Floors, Woodwork and Other Woods	Dry wood with heat and ventilation. Wipe off mildew. Scrub with solution of washing soda or trisodium phosphate. Rinse. Allow to dry 6 weeks before repainting.	Washing soda — Arm & Hammer trisodium phosphate--6 tablespoons per gallon of water or Spic'N'Span.	Paint stores Grocery stores		May be repainted with mildew-resistant paint. This paint contains fungicide. Do not use on children's cribs, playpens or toys.

Mildew Removing Products (continued)

Problem	How To Deal With It	Materials And Trade Names	Where Available	Precautions	Additional Suggestions
Books	Stand books on end. Spread out pages to dry. Wipe off mildew. After a few hours, stack and press to avoid wrinkling. Alternate opening and stacking until completely dry. Sprinkle talc powder or cornstarch on pages to absorb moisture	Moth crystals. Various trade names. Chemical name is parathion or robenzene.	Grocery stores Drugstores	Avoid breathing fumes from moth crystals.	Books may be frozen until you have time to work with them. Place books in closed container with moth crystals to stop moth growth.
Basements	Sweep up dirt and debris. Scrub with disinfectant solution — 2 tablespoons per gallon. If mildew odor persists, sprinkle bleaching powder over floor. Leave until floor is dry. Sweep.	Disinfectants Clorox Purex Bleaching powder — chloride of lime or chlorinated lime	Grocery stores Farm supply stores	Bleaching powder is poisonous. Follow precautions on label. Keep away from children and pets. Will cause spots on concrete floor.	

Cleaning Flood-Soiled Clothing

Note: Do not immerse flood-soiled clothing in hot, soapy water. If floodwaters carried red or yellow clay, hot soapsuds will set rust-colored stains.

The following procedures are recommended for cleaning flood-soaked garments.

Washable Clothing (Non-Woolen)

1. Brush off loose dirt.
2. Rinse several times in cool water to remove as much mud as possible.
3. Machine wash when no additional dirt can be rinsed out. Use enough detergent to keep fine particles of soil from re-depositing on fabrics.
4. Sanitize. The floodwater may be contaminated with sewage wastes. Bacteria from the floodwaters can remain alive on fabrics for a long time. Four types of disinfectants will kill bacteria. Use whichever is appropriate for the particular fabric:



Disinfectants

- **Quaternary compounds (Roccal, Zephrein)** are safe for all fibers. They will not damage wool or silk, but may cause some color change. Add these disinfectants at the beginning of the rinse cycle. For top-loading automatics, add 4 tablespoons Roccal or 2 tablespoons Zephrein. For front-loading automatics, add 2 tablespoons Roccal or 1 tablespoon Zephrein. Quaternary compounds are available in drugstores and dairy or janitorial supply houses.
- **Liquid chlorine bleaches (Clorox, Purex)** are safe for all fibers except wool, silk or resin-coated (waterproofed or water-repellent) fabrics. Add bleach before putting the clothes into the machine or dilute the bleach in 1 quart of water before adding it to the wash cycle. Bleach should not be used in the rinse cycle. Use 1 cup in top-loading automatics and 1/2 cup in front-loading automatics. Chlorine bleaches are available in grocery stores.
- **Pine Oil disinfectants (Fyne Pine, King Pine, Pine-O-Pine, Texize-O-Pine)** are safe for washable clothing. Do not use them on wool or silk because the pine odor will linger in these fabrics. Check the label to be sure the product contains at least 80 percent pine oil. Add pine oil at the beginning of the wash cycle, preferably before putting the clothes in the machine. Otherwise, dilute it in one quart of water before adding to the machine. Use 3/4 cup in top-loading automatics and 1/2 cup in front-loading automatics. Pine oil disinfectants are available in grocery and drugstores.
- **Phenolic disinfectants (Pine-Sol, Al Pine, and Sea-Air)** are safe for washables. Avoid using them on wool and silk because the odor will remain. Use 1 cup in top-loading automatics and 1/2 cup plus 2 tablespoons in front-loading automatics. Either add disinfectants in the wash or rinse cycle. Phenolic disinfectants are available in grocery stores.

Some clothing may have developed mildew stains from prolonged dampness. If stains remain after washing with soap and water, wash with lemon juice and salt or a bleach solution (1 tablespoon of bleach to one pint of lukewarm water). Spot-test colored garments before bleaching them.

Washable Clothing (Woolen)

1. Shake and brush the garments well to remove loose dirt.
2. Soak them in lukewarm water to remove soil lodged in fibers.
3. Wash the garments in thick suds using a mild soap or a detergent recommended for fine fabrics. Use a disinfectant recommended for wool (see above). Do not use liquid chlorine bleach on wool.
4. Work suds gently into the garments, using as little agitation as possible.
5. If necessary, wash again in lukewarm suds.

6. Rinse carefully several times in lukewarm water.
7. Dry woollens in a warm place but not in direct sunlight or near a fire. Do not allow woolen garments to freeze. Spread sweaters and other knit garments on tables and shape to desired dimensions.
8. While the garments are still damp, press with a medium-hot iron or allow the garments to dry and press inside-out with a steam iron. If you must press on the outside of the fabric, protect the surface with a pressing cloth. Leave the wool slightly damp.

Dry-Cleanable Clothing

Before taking any flood-soiled garments to be commercially cleaned to the dry cleaners:

1. Allow garments to dry slowly at room temperature. Do not hang the garments near a warm stove or radiator. Be sure the garment are dry before you take them to the cleaners.
2. Shake and brush them well to remove as much dirt as possible. Tell the cleaner the cause of the stains and the fiber content of the garments, if possible.

Reconditioning Flooded Electrical Appliances

Do not try to use washers, refrigerators or other large electrical appliances until they are checked by a serviceman. Attempting to run equipment before it is properly cleaned could seriously damage it. The manufacturer's authorized dealers have the detailed information for inspection and repairs of their particular equipment. They should be called for repair, if possible. **Follow these general procedures if you must do your own repairs:**

Motorized Appliances — Refrigerators, Freezers, Washers, Dryers

1. Remove the electric motor, if possible, and take it to an electrical repair shop. If the motor can't be removed, follow instructions to recondition it. (See "Reconditioning Flooded Electric Motors.")
2. Remove dirt from insulation and dry insulation thoroughly. Insulation may have been ruined from wetting. It may develop bad odors or lose its insulating ability depending on exposure time in water. If so, the appliance will probably have to be discarded. Some newer sealed units may be unharmed by water.
3. Cleanup the outside of the unit and recondition the controls. Replace all bad wiring.

4. Clean gear housings and shafts in washing machines with kerosene. Clean bearings. Wipe metal surfaces with a kerosene-soaked rag to remove rust and dirt. Coat metal surfaces with a thin layer of oil.

Heating Appliances

1. Disconnect electricity and flush appliance with clean water.
2. Aerosol cleaning products (like Quick-Kleen) are available for cleaning hard-to-reach places in motors. Spray on parts and wipe or flush off. Do not use on contacts.
3. The insulation on hot water heaters may be soaked. Remove all panels, and if possible, the top of the heater. The insulation may never dry satisfactorily.
4. Clean and dry the thermostat and wiring. Apply rust inhibitor to all metal.

Electrical Cords

1. Throw away any damaged or fabric-covered cords.
2. Rubber-covered cords in good condition (with no cracks in the rubber) can probably be reconditioned as follows:
 - a) Remove connections from both ends.
 - b) Peel back rubber covering until inside braid is dry.
 - c) Cut off damaged part of cord.
 - d) Clean the plug and receptacle; connect to cord or replace.

Grounding

All metallic appliances should be grounded when in use to prevent electric shock. This is especially important with washers, dryers, ranges, waffle irons, dishwashers, portable drills, saws and grinders. Attach a wire from the frame of the appliance to a water pipe or to the ground wire in a grounded wiring system.

Sanitizing Refrigerator and Freezer

If water has seeped into a refrigerator or freezer, sanitize before using it again. If insulation is wet, the appliance will probably have to eventually be discarded since it may run continuously, frost up on the outside or develop bad odors. Before cleaning and sanitizing a refrigerator or freezer, be sure the motor and freezing units are in safe working order.

1. Dispose of any spoiled or questionable food.
2. Remove shelves, crispers and ice trays. Wash them thoroughly with hot water and detergent.

3. Rinse with a disinfectant solution (1 teaspoon of chlorine bleach for each gallon of water).
4. Wash the interior of the refrigerator, including the door and door gasket with hot water and baking soda.
5. Rinse with disinfectant solution.
6. Leave the door open for about 15 minutes to allow free air circulation.
7. If odor remains, place several pieces of activated charcoal in an open metal container or use a commercial refrigerator deodorizer.
8. Wash the outside of the refrigerator with a mild detergent and hot water. If stains are difficult to remove or soil particles remain, use a mild abrasive cleaner. Be careful not to damage the finish.

Removing Odors from Freezers and Refrigerators

1. Wash the inside of the cabinet with detergent and water. Rinse with a clean cloth and clear water. Wipe dry. The plastic gasket that seals the door is likely to hold odors. Wash it thoroughly, rinse and dry carefully.
2. If odor remains, wash with a solution of 1 teaspoon baking soda to each quart of warm water or 1 cup vinegar or household ammonia to a gallon of water.
3. Activated charcoal (available at drugstores) will soak up persistent odors. Spread about 3 ounces of the fine, powdered charcoal on a sheet of aluminum foil or in a shallow pan. Place on refrigerator or freezer shelf. Foods can remain in the refrigerator with the charcoal. After 6 or 8 hours, put the pan of charcoal in a moderate 350°F oven. This will reactivate the charcoal so it can be reused many times. Put the charcoal back in the refrigerator. Repeat the process until the odor disappears.
4. Even if traces of the odor remain, securely wrapped frozen food will not be affected. When you take out a package, remove wrappings as soon as possible and dispose of them immediately.

Salvaging Sewing Machines

Most damage to flooded sewing machines is caused by rust. Even if the machine was not submerged, check for rust caused by general dampness. Rust develops quickly on highly polished, machined or plated surfaces. Corrosion can ruin thread-handling parts within a few days. The machine head should be serviced by your local dealer within 10 days, if possible.

If professional reconditioning is not immediately available, follow this procedure to minimize damage:

Head and Motor

1. Disassemble the sewing head as for normal cleaning.
2. Clean with a brush and a liberal application of cleaning solvent or kerosene.
3. Oil thoroughly, reassemble and operate the machine several minutes to distribute the oil through the bearings.
4. Take the electric motor and controls to an electrical service shop for drying and inspection.

Parts and Attachments

1. Soak parts and attachments in kerosene or other suitable cleaner.
2. Drain parts and soak in oil.
3. Remove oil from parts and examine for rust stains.
4. Rub remaining rust stains with a cloth dampened with paint thinner.
5. As a last resort, gently rub rusted parts with very fine steel wool. Reapply a light coating of oil to these spots.
6. Before sewing, remove oil from thread-handling parts.
7. Clean attachments the same way.

Cabinets

Allow the cabinet to dry for a month or two. If it has been damaged beyond repair, any veneer weakness or core damage will show up during this time. The veneer may warp, split or lift. The extent of damage depends on how much of the cabinet was submerged and for how long.

Sanitizing Laundry Equipment

Washers and dryers should be sanitized if they have been immersed in floodwater. After appliances have been reconditioned, sanitize them as follows:

1. Pour a disinfectant (quaternary, chlorine, pine oil or phenolic) into the empty washing machine. Then complete a 15-minute cycle at the “hot” water setting.
2. Unplug the dryer and wipe the drum with a cloth dipped in disinfectant solution. Be sure to wipe all areas of the drum and dryer door.
3. Rinse with a cloth dipped in clear water.
4. Leave the dryer door open until all parts are thoroughly dry—preferably overnight.
5. When the drum is dry, plug in the dryer and resume normal service.

In addition to disinfecting the washer and dryer, be sure to sanitize clothesbaskets, work surfaces and containers where clean, sanitary clothes will be placed. Keep clean, sanitized clothes separate from those not yet clean and away from surfaces likely to be contaminated.

Reconditioning Flooded Electric Motors

Electric motors in appliances that have been flooded should be thoroughly cleaned and reconditioned before they are put back into service. If possible, have this work done by a service professional. **If service is unavailable, follow these instructions:**

1. Turn off electric power to the motor.
2. Mark wires so they can be reconnected to the motor.
3. Mark end bells with a file or chisel. Remove through bolts and end bells.
4. Identify and mark any internal wiring so it can be replaced when the motor is reassembled. The capacitor (condenser usually in a round mounting on top of the motor) will also need to be disconnected and replaced before it is used.
5. Wash dirt, sand, sediment and other foreign matter from all parts of the motor, particularly from the windings. Use a hose with water on low pressure or pails of water.
6. Clean bearings (except sealed bearings) with a petroleum base cleaning solvent. Do not use gasoline or carbon tetrachloride.
7. Thoroughly dry the motor windings and capacitor. This can be done with a controlled temperature oven, heat lamps over the motors or makeshift tunnels directing heat to the motor from charcoal, blowtorches or gas heaters.
8. Some motors may have older insulation. In these motors, temperature of the windings should not exceed 170°F. (When the temperature of the shell is approximately 170°F, it can be touched quickly by hand.)
9. Total drying time will depend on the depth of the windings and the temperature of the inside areas. A minimum of 4 to 8 hours is average. (If windings are not thoroughly dry, the motor may short-circuit when electricity is turned on.) If windings are firm and stiff, it is probably safe to put the motor back in service.
10. When reassembling the motor, lubricate bearings.
11. Reconnect all internal and external wiring.
12. Put a time delay or delayed action fuse such as Fusetron or Fustat in the line. The fuse should be 10 to 25 percent larger than the running amperage of the motor. A thermal switch in the circuit or a circuit breaker will serve the same purpose.

Salvaging Flood Damaged Furniture

Deciding Which Furniture to Salvage

Before starting to salvage damaged furniture, decide which pieces are worth restoring. Such decisions should be based on:

1. extent of damage
2. value/cost of the article
3. sentimental value
4. cost of restoration — consider each piece individually

Antiques are probably worth the time, effort and expense of restoration. Unless damage is severe, you can probably clean, re-glue and refinish antiques at home. Extensive repair or re-veneering work should be done at a reliable furniture repair shop.

Solid wood furniture can usually be restored unless damage is severe. You will probably need to clean, dry and re-glue it (see “Salvaging Flooded Wooden Furniture”). Slightly warped boards may be removed and straightened (see “Straightening Warped Furniture Boards.”)

Wood veneered furniture is usually not worth the cost and effort to repair, unless it is very valuable monetarily or sentimentally. If veneer is loose in just a few places, you may be able to repair it (see “Salvaging Flooded Wooden Furniture”).

Upholstered furniture may be salvageable depending on its general condition. Flooded pieces will need to be cleaned and dried, and mildew should be removed. If damage is extensive, you may have to replace padding and upholstery. Since this is an expensive process, it might be wiser to apply the money toward a new piece of furniture.

You will not need to repair all pieces immediately. Any furniture worthy of repair should be completely cleaned, dried and stored in a dry, warm, well-ventilated place until you have time to repair it.

Salvaging Flooded Upholstered Furniture

Upholstered furniture that has been submerged in floodwater may be impossible to salvage if it has been badly soaked. If the piece seems worth the effort, however, you will need to clean and oil the springs, replace stuffing and clean the frame.

Stuffing and Covering

1. Remove furniture coverings using a ripping tool, hammer or tack puller, screwdriver or chisel.
2. Remove all tacks from the frame.
3. Wash coverings (see “Cleaning Flood-Soiled Rugs and Carpets”).
4. Throw away all cotton stuffing. You can dry, fumigate, and reuse padding made of materials other than cotton.

Springs and Frame

1. Wipe off springs and frame. Dry all metal parts and paint them with rust inhibiting paint. Oil springs.
2. Store wood frames where they will dry slowly.

Mildew

1. Mildew may have developed on damp or wet furniture. Mildew is a gray-white mold that leaves stains and rots fabric unless it is removed promptly. To remove mildew or mildew spots:
2. Brush with a broom to remove loose mold from the outer covering. Do this outdoors, if possible, so you won't scatter mildew spores (which can start new growth) in the house.
3. Vacuum the surface to draw out mold. Dispose of the vacuum cleaner bag outside to avoid scattering mold spores in the house.
4. If mildew remains and fabric is washable, sponge lightly with thick soap or detergent suds. Wipe with a clean, damp cloth. Get as little water on the fabric as possible so the padding doesn't get wet.
5. If mold remains, wipe the furniture with a damp cloth dipped in diluted alcohol (1 cup denatured alcohol to 1 cup water) or a chlorine bleach solution (1/4 teaspoon bleach to 1 cup water).
6. Dry the article thoroughly.
7. Use a low-pressure spray containing a fungicide to get rid of musty odors and remaining mildew. Moisten all surfaces thoroughly. Re-spray frequently if mildew is a continuing problem. Spraying rooms with an aerosol material will not eliminate mildew problems.
8. If molds have grown into inner parts, send furniture to a dry cleaning or storage company for thorough drying and fumigation. Fumigation will kill molds present at the time, but will not protect against future attacks.

Salvaging Flooded Wooden Furniture

Wooden furniture damaged by floods can best be salvaged through slow drying and proper repair.

Submerged Furniture

1. Take furniture outdoors and remove as many drawers, slides and removable parts as possible. Drawers and doors will probably be stuck tight. Do not try to force them out from the front. With a screwdriver or chisel, remove the back and push out the drawer from behind.
2. After you have removed movable parts, clean off mud and dirt using a hose, if necessary.
3. Take all furniture indoors and store it where it will dry slowly. Furniture left in the sunlight to dry will warp and twist out of shape.
4. When furniture is dry, re-glue, if necessary. You will need equipment and clamps to re-glue some pieces. Before you start, decide whether you have the time, equipment and ability to do the work. Consult an experienced carpenter, if necessary.
5. To re-glue loose joints or rungs, scrape out old glue so the area will be as clean and free of glue as possible. Use white all-purpose glue, following directions on the container. Hold parts together with rope tourniquets or C-clamps. To prevent damage from ropes or clamps, pad these areas with cloth.

Damp Furniture — Removing White Spots

White spots or a cloudy film may develop on damp furniture that has not been submerged. To remove white spots:

1. If the entire surface is affected, rub with a damp cloth dipped in turpentine or camphorated oil or in a solution of 1/2 cup household ammonia and 1/2 cup water. Wipe dry at once and polish with wax or furniture polish.
2. If color is not restored, dip 3/0 steel wool in oil (boiled linseed, olive, mineral or lemon). Rub lightly with the wood grain. Wipe with a soft cloth and re-wax.
3. For deep spots, use a drop or two of ammonia on a damp cloth. Rub at once with a dry cloth. Polish. Rubbing cigarette ashes, powdered pumice or a piece of walnut into spots may also help remove them.
4. If spots remain after all efforts to remove them, the piece should be refinished.

Veneered Furniture

If veneer is loose in just a few places:

1. Press veneer back in place.
2. Wrap area with a strip of cloth so as not to damage finish.

3. Dry for about a week in a warm, dry, well-ventilated place. Do not dry in direct heat or sunlight.
4. When piece is thoroughly dry, remove cloth. If veneering doesn't stay in place, apply good quality glue and wrap again.

Repairing badly damaged veneered furniture requires special skill and tools. Unless you are an experienced wood-worker, don't attempt the job yourself. Take the furniture to a cabinetmaker or have your dealer return it to the factory for repair.

If insurance allows part value on flood-damaged furniture, it may be financially worthwhile to apply the money to new articles rather than pay for extensive repairs.

Straightening Warped Furniture Boards

Slightly warped furniture boards such as in table or dresser tops can usually be straightened if they are made of solid wood.

However, do not attempt to straighten severely warped parts, veneered parts (veneer usually separates), or parts with an elaborate grain such as curly maple. If such pieces are worth the salvage expense, send them to a reliable furniture repair shop. Get a cost estimate before leaving the piece for repair.

Straighten slightly warped boards:

1. Remove board. Clean off old finish. A cleaned board will probably straighten better than a finished board.
2. Dampen board if it has dried. Hold over a steaming kettle or sprinkle it with water.
3. Flatten the board:
 - a) Place dampened board, concave side down, on a flat surface in the direct rays of the sun. Place bricks or other weights on top of the board and leave it for several days.
 - b) Or place board, concave side down, on a flat surface. Cover with 2 inches of wet sawdust. Weight down with bricks. To treat several boards at once, place a layer of wet sawdust between them. Keep sawdust wet until boards are straight.
4. Clamp board in a flat position when it has straightened. Place clamps no more than 12 inches apart. Use small pieces of wood between board and clamps to protect the board.
5. Loosen clamps and move them slightly once or twice a day to prevent splitting. You may place several boards in the same clamps. Insert small wooden blocks between boards for air space.

6. Dry in clamped position for several weeks.
7. Paint or refinish as desired. Apply at least two coats of finish to both the underside and top of board. This will keep the board from absorbing moisture and eventually re-warping.

Cleaning And Sterilizing Dishes And Cooking Utensils

Before using any dishes, pots, pans or cooking utensils that were in contact with floodwater, wash and sterilize them.

1. Any piece of equipment that can be taken apart should be cleaned in pieces. Remove plastic and wooden handles from frying pans and saucepans. Clean parts separately.
2. Wash dishes, pots, pans and utensils in hot, sudsy water. Use a brush. If cupboards and food preparation surfaces were in contact with floodwater, clean and sterilize them before storing dishes and utensils.

Repairing Flooded Tile, Linoleum And Vinyl Floor Coverings

Subfloor

Water coming up from below will cause most damage to subfloor material. If linoleum or vinyl floor covering is not under water many days, the floor covering may partially protect the subfloor material. Long submersion, however, will loosen adhesives and warp subflooring. If a plywood or hardwood subfloor is wet, you should probably remove the linoleum or vinyl and replace the subfloor material.

Removing Loosened Floor Coverings

Some floor coverings may crack or break when you try to loosen them. Contact a reputable dealer to find out what solvent will loosen adhesives with minimal damage to linoleum or vinyl. Heating with a heat lamp or propane torch may make the covering less brittle. How easily the covering can be lifted depends on the material and adhesive. If the adhesive is waterproof, it may be difficult, if not impossible, to remove the floor covering without considerable damage.

Tiles

If the floor has not been badly soaked, you may not need to replace the subfloor. It is possible to re-cement loosened tiles of any type. Be sure the floor is thoroughly dry before trying to re-cement.

Blisters may be left in linoleum tiles after warped wooden flooring has dried. Carefully puncture each blister with a nail. With a hand syringe, force diluted linoleum paste through the hole and weight the linoleum down with bricks.

Sheet Linoleum or Vinyl

Water may have seeped under a loose section of vinyl or sheet linoleum. Carefully remove the entire sheet. Allow the floor to dry thoroughly before trying to re-cement the linoleum. Thorough drying may take as long as six weeks or more. Use a new sheet of lining felt before re-cementing the floor covering.

Cleaning Flood-Soiled Rugs And Carpets

Dry

It is very important to dry rugs and carpets as soon as possible to prevent mildew, a spreading gray-white mold that stains and rots fabric. Pull up waterlogged rugs immediately to prevent further damage to the floor. If possible, dry small rugs outdoors in sunlight.

To get air and heat to carpets, open windows, if weather permits, or use household electric fans, crop drying fans or electric lights suspended in coat hanger “nests.” Do not try to vacuum, sweep or shampoo carpets until they are thoroughly dry.

Sweep or Vacuum

After carpet is dry, thoroughly vacuum or sweep to get rid of dirt and debris. Move the vacuum cleaner slowly to pick up more dirt. Clean off as much crusted dirt and sediment as possible before shampooing.

Shampoo (Some rugs may shrink when shampooed)

- Use a commercial rug shampoo or make your own shampoo by mixing 1/4 cup mild dry detergent and 1 cup warm water in a pail. Beat the mixture with an eggbeater until it forms a stiff foam that looks like whipped cream.
- With a sponge, rub suds on a small patch of carpet (about 2 square feet) with a light circular motion. Use only the foam. (If foam disappears during the shampooing process, beat the mixture again.) Work suds in with sponge. Use a stiff bristle brush if carpet is deeply soiled.
- Dip sponge in a weak chlorine solution (1/4 teaspoon Clorox to 1 cut water). Wring out sponge and wipe suds off carpet.
- Rinse several times with clear water, wringing most of the water from the sponge each time. Change the rinse water as it becomes dirty. Use as little water as possible on the sponge since water will weaken carpet backing.
- Blot up remaining moisture with bath towels or other soft, absorbent material.
- Apply lather to another small area overlapping the first. (Overlapping helps prevent streaking with the carpet dries.) Rinse and blot dry. Continue until the entire surface has been cleaned.

Dry

After shampooing, dry rugs or carpets quickly. Hang rugs on a line, if possible, or lay them flat in a warm, dry place. An electric fan will speed drying. Carpets and rugs should be thoroughly dried. Even though the surface seems dry, any moisture remaining at the base of fiber tufts will cause mildew or rot. If you must walk on the carpet before it is dry, put down brown paper. Vacuum again when dry, and brush the nap in one direction.

Re-Size

Some types of machine-made pile rugs may need re-sizing to make them lie flat.

To re-size rugs:

- Lay the rug face down on papers where it can remain undisturbed for several days.
- Check to be sure rug is straight. Tack it down at intervals along its edges.
- Dissolve 1/2 pound of granulated glue in 1 gallon of boiling water.
- With a whitewash brush or whiskbroom brush, hot glue over the back of the rug. Do not use so much glue that it will soak through to the right side of the rug.
- Let the glue dry thoroughly.

Cleaning Household Metals

Rust causes most damage to flooded household metals, especially iron. Use the following treatments to minimize rusting.

Iron Pots, Pans and Utensils

- Wash with soap and water using a stiff brush and scouring powder.
- If rust remains, wipe with a kerosene-saturated cloth or use a commercial rust remover.
- Remove rust from kitchen utensils by scouring with steel wool.
- Season iron pans and utensils with unsalted cooking oil after they have been cleaned and sterilized. Rub with oil and heat in a 250°F oven for 2 or 3 hours. This will permit oil to soak into pores of metal.

Iron Hardware

- Coat iron hardware with petrolatum or machine oil to prevent further rusting.
- Use stove polish on stoves or similar ironwork.

Iron Locks and Hinges

Locks and hinges, especially those made of iron, should be taken apart, wiped with kerosene and oiled. Follow the same procedure as for iron hardware. If it isn't possible to remove locks or hinges, squirt a little machine oil into the bolt opening or keyhole. Work the knobs to distribute the oil. This will help prevent rusting of the springs and metal casing. (Do not use too much oil as it may drip on the woodwork making painting difficult.)

Stainless Steel, Nickel-Copper Alloy, Nickel or Chrome-Plated Metals

- Wash thoroughly and polish with a fine-powdered cleanser.
- If furniture plating or hardware is broken with the base metal exposed and rusted, wipe with kerosene, then wash and dry the surface. Wax to prevent further rusting.

Aluminum Pans and Utensils

- Wash thoroughly with hot, sudsy water. Scour any unpolished surfaces, such as the insides of pans, with soap-filled metal scouring pads. Rinse and dry.

- Polish plated aluminum surfaces with a fine cleansing powder of silver polish. Do not scour.
- Sterilize in a chlorine solution.
- To remove dark stains from aluminum pans, fill pan with water. Add 1 tablespoon vinegar or 2 teaspoon cream of tartar for each quart of water. Boil 10-15 minutes. Scour with a soap-filled metal pad, rinse and dry.
- If cooking utensils are darkened on the inside and outside, prepare an acid solution (vinegar or cream of tartar — see above) in a large container and immerse utensils in it. Boil 10-15 minutes, scour with a soap-filled pad, rinse and dry.

Copper and Brass

- Polish with a special polish or rub with a cloth saturated with vinegar or with a piece of salted lemon.
- Wash lacquered copper quickly in warm, sudsy water. Do not soak.

Removing Mud Stains From White Fabrics

Do not immerse any mud-stained fabrics (especially white fabrics) in hot soap-suds when trying to remove flood stains. If the floodwaters carried red or yellow clay, hot soapy water will set rust-like stains in the fabrics.

To safely cleaning such fabrics:

- Brush off all possible loose or caked dirt.
- Rinse several times in cold water.
- Wash in warm soapsuds as often as necessary. Do not use hot water.
- Bleach if necessary. The safest bleach is sodium perborate, available in powder form at drugstores. Sodium perborate, though not as effective as chlorine bleach, is safe for all types of fabric, even silk or wool.

For large stains, soak the fabric for at least 1/2 hour in sodium perborate and soapsuds, using 4 tablespoons sodium perborate to a pint of soapy water. Or ,dip the fabric quickly in a mixture of 1 teaspoon sodium perborate and 1 pint hydrogen peroxide. Rinse in water. Use the bleach mixture immediately after mixing as it quickly loses strength.

Drying white fabrics in the sun will aid bleaching. Use a nylon whitener or commercial rust remover if necessary.

Cleaning Flood-Soiled Leather Articles

Clean

- To remove surface dirt, rinse with cold water and wipe with a dry cloth.
- To remove mildew, wipe with a cloth wrung out of diluted alcohol (1 C. denatured alcohol and 1 C. water). Dry in a current of air. If necessary, wash with thick suds of a mild neutral soap or saddle soap. Wipe with a damp cloth.

Dry

- Stuff purses and shoes with crumpled paper to help them keep their shape.
- Leave suitcases open.
- Dry all leather at room temperature away from heat and sun.

Condition

- When leather is dry, rub with saddle soap or neat's-foot oil. Neat's-foot oil will soften leather, but will also darken it.
- Unless leather is to be refinished by a commercial cleaner, use a paste-type neutral floor wax for a final polish.

Suede Articles

Use steel wool or a suede brush on suede. Rinse leather or suede jackets or other garments in cold water. Dry away from heat.

Shoes

Remove mud before it dries on shoes. Mud may stain leather, and the longer it stays on, the worse the stain may be. To clean shoes:

- Scrape off moist mud as soon as possible.
- Wipe leather with a soft, damp cloth.

- Stuff shoes with soft, crumpled paper to help them hold their shape and absorb moisture on the inside. Shoetrees may stretch the leather out of shape.
- Dry shoes at room temperature. Too much heat will ruin leather. An electric fan will help the drying process.
- As shoes dry, clean with saddle soap.
- When shoes are thoroughly dry, polish with a good paste or cream.
- Don't wear shoes until they are thoroughly dry. Wet leather is soft, weak, pulls out of shape easily, tears, cuts and wears out quickly.

Protecting Valuable Papers

Valuable papers and records should be given maximum protection from any disaster. Records will differ depending on individual families, but some records are vital to any household, including:

- 1) **Proof of Insurance** — Include all insurance policies — life, automobile, health, accident and property.
- 2) **Financial Papers**
 - Tax returns (Keep at least 6 years' worth.)
 - Bank statements, check stubs, canceled checks.
 - Mortgages.
 - Bank notes and debts owed to you or by you (Keep evidence of paid debts at least 10 years.)
 - U.S. Savings Bonds
 - Stocks and Bonds Certificates
 - Abstracts of titles and deeds
 - Automobile titles.
 - Guarantees, warranties, repair records
 - Social Security cards
 - Copies of Wills
 - Credit card numbers
3. **Inventory of Household Items and Other Property** — This inventory would be especially valuable if a disaster should occur. For insurance claims, you would need to know your household items and clothing, date of purchase and purchase price. You may wish to include photographs of your property as part of the inventory.

- When making the inventory, don't overlook the garage and items such as tools, garden equipment and lawnmower that may be stored there. Also, include food in the deep freeze, special hobby items and antiques.
- This inventory will also help you determine if you have enough insurance to cover the contents of your home. You should keep the inventory current.

4. **Personal Papers**

- Birth certificates
- Marriage certificates
- Adoption papers
- Divorce records
- Death certificates
- Citizenship papers
- Military Service records
- Education papers
- Health records
- Employment records

Methods of Protecting Records — Fire-resistant file cabinets are available for storing records at home. A commercial storage area, such as a safe deposit box, provides good fire protection as well as protection from theft or physical damage.

Drying Books And Family Papers

To dry books and papers slowly:

- Place books on end with leaves separated.
- When they are partially dry, pile and press books to keep pages from crumpling.
- Alternate drying and pressing until books are thoroughly dry. This helps prevent mildew. Use a fan to hasten drying.
- If books and papers are very damp, sprinkle cornstarch or talcum powder between the leaves to absorb moisture. Leave powder for several hours and then brush off.
- When books are nearly dry, apply low heat with an electric iron. Separate the pages to prevent musty odors. This is a tedious process that you may want to use only with valuable books.

- Some chemicals will help stop mold growth. Contact your county extension office for recommendations on use.
- When books are thoroughly dry, close them and use C-clamps to help them retain their shape.

Even if books and papers appear to have dried successfully, they may disintegrate rapidly because of the materials in the floodwater. Any important documents or papers should be photocopied as a precautionary measure.

*Mercy
forever*



Lutheran Early Response Team

Muck-Out Manual



THE
LUTHERAN CHURCH
MISSOURI SYNOD

www.lcms.org

Introduction

A flood response due to an actual flood or caused by a hurricane storm surge, particularly a muck-out, is much more complicated than it would appear on the surface. The following issues must be considered when entering a flood disaster area.

Property Owner Job Order Approval

In any disaster response, we must concern ourselves with litigation liability. We have to look out for the safety of workers. We need to be sure that all workers are insured. Before any work is started on site, we must have a Property Owner Job Order Approval signed by the owner with specific details of the job spelled out on the form. This must be a signed “waiver of liability” freeing any volunteer from any “damage” liability caused or perceived to be caused by the volunteer(s).

Safety Considerations

In assessing your own situation and making decisions about safety, teams must be the primary concern. Know your limitations. Many well-intentioned volunteers have been injured or killed during operations simply because they did not pay attention to their own physical and mental limitations. You must know your limits and monitor your condition. Fatigue leads to injury. No Lutheran Early Response Team member will work any muck-out without being first trained by LERT or another recognized training program.

The following are guidelines for safe operations:

- 1) **Buddy System** — Always work in pairs or in a group.
- 2) **Hazards** — Be alert for hazards, such as sharp objects, dust, hazardous materials, power lines, leaking natural and LP gas, high water, fire hazards and unstable structures. If water is present, check the depth before entering. Never enter rising water.
- 3) **Safety Equipment** — Wear safety equipment and clothing appropriate to the task.
 - helmet or hardhat
 - goggles
 - dust mask
 - whistle (for signaling others)
 - work gloves

- rubber boots
 - heavy-duty rubber gloves
- 4) **Rotate Teams** — Have back-up teams available. Monitor the length of exposure of active crews. Have crews drink fluids and eat to maintain themselves.

Lutheran Early Response Team Safety Rules

- Be sure all utilities have been cut off before entering a damaged building, especially in wet areas. Stand on a dry area (board or ladder) while turning an electrical switch off in a wet area.
- When entering a flooded area, assume the area is contaminated. Graves may have been open; septic and sewer systems overflow. There is also the possibility that LP gas tanks may be loose and leaking. LP gas gathers close to the ground.
- Typically, 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 and should consider getting hepatitis shots.
- It is common in disasters to encounter wild and domestic animals that may be rabid. Snakes and possibly even alligators may be in spaces you would not expect them. Never reach into a blind space. Be cautious of dogs and cats wandering or approaching the area.
- Examine structures for damage before entering or working — floors, overhead, walls, loose objects that may fall. If there is question about the integrity of a building, wait until local building authorities have inspected the building before entering.
- Ventilate closed rooms or buildings before entering to allow escaped gas or foul odors to escape. Do not linger in areas where gas fumes are present. Be especially careful about flames or sparks where fumes are detected.
- If using electrical 110v power, make sure you have GFI cords or outlets.
- Be on the lookout for poisons or caustic/dangerous chemicals that may be in the location you are working.
- Take care to have good footing when using ladders and scaffolds. Be careful in wet or slick areas.
- Remove ladders, scaffolds or ropes when not in use to prevent children or others from climbing. Do not leave tools and equipment unattended. Guard against leaving piles of lumber, furniture, clothing, debris, etc. where children might play and risk injury.

Muck-Out Manual

- In flooded areas — basements, floors, outdoor pools — probe ahead for holes or submerged objects. Use a wood pole with a dry handle.
- Avoid fatigue. Do not work on ladders or scaffolds or operate machinery when tired or on medications that cause drowsiness.
- Wear proper clothing, i.e., boots in wet areas, heavy shoes in construction areas, gloves, hard hats, long pants and sleeves. Protect yourself against the sun or cold. Wear safety equipment as required or provided.
- Provide sufficient lighting in work areas — daylight or artificial. Look first into areas before entering. Check for glass, nails, or other sharp and protruding objects.
- Be aware of where other volunteers are located and be concerned for their safety before throwing something out a window or using equipment.
- Assume fallen electrical lines are live until notified by utility companies that the current is off (also phone service and cable TV). Continue to use caution because of possible improper use of electric generators in nearby homes.
- Prevent health hazards by cleaning areas where decay, mildew or chemicals odors may result from wetness or perishables, such as food.
- Only experienced persons should operate power machinery. Follow safety requirements when refueling is taking place. Never operate gas power equipment indoors.
- Designate a first aid coordinator or medical officer. This person should review records of his or her team before starting. Those with allergies or subject to chemical reactions should not be inside.
- Make safety and hygiene a priority. Get adequate rest, fluids, and nourishment so you can achieve maximum effectiveness.
- Follow personal decontamination steps, including:
 - ◆ Take boots and gloves to decontamination area to be cleaned. Also, clean equipment (tool, shovels, etc.).
 - ◆ Keep clean clothes in a plastic bag on the work site.
 - ◆ Pour bleach solution over body from head to feet (2 tablespoons of bleach per one gallon of water). Premix in gallon jugs.
 - ◆ Take regular showers and dress in clean clothes.
Place contaminated clothes in a plastic bag and return clothes to designated location to be laundered in disinfectant. This is very important.
- Lifting should always be done in a way that protects the back from strain or other injury. To lift safely:
 - ◆ Bend your knees and squat.
 - ◆ Keep the load close to your body.

Appendix

- ◆ Keep your back straight.
- ◆ Push up with your legs.
- Watch your team members as you work. If you notice fatigue, discomfort, or possible health issues, get them outside and contact the medical officer.

Additional Recommendations for LERT Safety

- Wear suitable rain gear and rubber boots while spraying or pressure washing.
- Use rubber gloves and wear goggles when handling bleach and other disinfectants.
- Wear heavy-duty rubber gloves with work gloves over them.
- Work within your strengths and limitations — physical (strength and health), emotional (stress management), and mental (knowledge and skills).
- Use hand sanitizer before consuming anything or wash hands with bleach and water mix. (One tablespoon of bleach to one gallon of water).
- Disinfect tools used each day upon completion of work. At the end of the day, dispose of all used mop heads and sponges.
- Do not drink water in area until verified safe.
- Eat regularly and increase water intake according to heat and workload. Take snacks and bottled water to site.
- Rest when you can. Some people can work longer than others can. Gauge yourself. Do not be intimidated by what others do if it affects your strength and usefulness. Sleeping may be difficult. Try to arrange what is best for you.
- Dispose of any articles that are punctured (such as gloves and boots).
- Do not open refrigerators and freezers. Duct tape doors and keep them shut.
- If you are unfamiliar with motorized tools, do not attempt to use them until properly trained.
- If you should find a house with a basement that is flooded, start pumping the water in stages (pump about 1/3 of the water each day to prevent an inward collapse).
- Make safety a priority so that you can achieve maximum effectiveness, not only for you but also for your team.



Personal Gear

We suggest you invest in your own personal gear. That way you take care of it and you know it is in good shape, as well as the proper size.

Recommended:

- **Rubber Boots** (*steel shank, sole and toe*)
- **Rain Suit** (*for spray*)
- **Goggles** (*Not safety glasses—keep in a zip lock to help prevent scratching*)
- **Filter Mask – N95 rating** (*Not a throw away*)
- **Personal Hardhat**
- **Personal Hearing Protection**
- **Preferred Tools** (*Mark all tools you want back*)
- **Whistle** (*If you need to warn someone, the noise of sprayers or power equipment may drown you out*)
- **Work Gloves**

You may prefer to furnish your own heavy rubber/plastic gloves if you have a hard-to-find size or have reactions to some materials. You may also want paper (Tyvek) overalls you can throw away after each day.



Personal Respirator Cleaning

It is recommended that each person working in flood encroached homes have a good quality, personal respirator — make sure your name is on it. Single user respirators are safer and will not spread germs. Usually they stay in place better than paper or cloth masks and certainly perform better. It should have a N95 rating on the filters.

Once you have one, you must keep it clean for it to be effective. They should be cleaned and sanitized after every day's use.

Gather Equipment and Supplies

- Two plastic buckets (2.5 gallon up to 5 gallon) filled with warm water
- Thermometer
- Alcohol-free wipes and/or soft brush and sponge
- Neutral detergent (no lanolin or oils — most dish soaps will work)
- Stable work surface

Procedure

1. Prepare the two buckets with 2 gallons of clean, warm water each. Do not use boiling or hot water (temperature should be less than 110° F).
2. Disassemble respirator, removing cartridges and/or filters and any external accessories such as communications, hoods, head harness (if possible) and eye lens outserts. Do not remove the valves because they are easy to lose.
3. In bucket #1, clean respirator and associated parts (except cartridges and/or filters) with alcohol-free wipes, or by immersing in a warm water cleaning solution, scrubbing with a soft brush or sponge. Do not brush eye lenses. Use a neutral detergent cleaning solution that does not contain lanolin or oils. (Joy or other dish soap will work).
4. In bucket #2, rinse in fresh warm water. Running water is better than immersion, if available. Thorough rinsing is important to keep detergents or disinfectants from drying on the respirator.
5. Replace cleaning solution and rinse water after washing up to 20 respirators in one sitting.
6. Allow the respirator to air dry in a non-contaminated environment. Do not dry with heaters or in direct sunlight. Respirators can be reassembled before or after drying.

Sanitization

If sanitization is desired before drying, rinse out the two buckets and refill with warm water. In bucket #1, add 1 ounce of household bleach to 2 gallons of water and immerse respirator and parts. [Alternatively, an aqueous solution of iodine (50ppm of iodine, made by adding 0.8 milliliters of tincture of iodine to 1 liter of water at 110°F) can be used instead of using 2 gallons of water.]

Using bucket #2, rinse in fresh, warm water. Thorough rinsing is important, then let dry.

LERT Muck-Out Cleaning Procedures

1. Explain to the homeowner what the team does to muck-out a home.
2. Explain to the homeowner the health hazard that may be present if the interior walls have had water and mud between them. Explain that the type of mold that grows from floodwaters and mud can cause serious lung problems.
3. Walk carefully through the structure. The floor may be slippery or even weakened.
4. Shovel out mud and silt before it dries.
5. Assist the homeowner, but allow the homeowner to decide which articles to throw away or salvage.
6. Use dollies and hand trucks to remove heavy items.
7. Be sensitive to homeowner's loss, most often in floods, which will be everything due to contamination.
8. When all articles are removed, determine how much wall and floor removal is necessary.
9. Cut walls 12 inches above flood level.
10. Pressure wash entire area beginning at flood level.
11. Use mops, squeegees and brooms to eliminate excess water.
12. Disinfect entire area beginning at flood level. Use a garden sprayer for lightly spraying the affected area.
13. Allow to dry thoroughly before repair begins.

To Sanitize: 1 tablespoon bleach to 1 gallon of water

This is recommended for dishes and does not need to be rinsed.

To Disinfect: $\frac{3}{4}$ cup bleach to 1 gallon of water

Apply with garden sprayer. Let stand 5–10 minutes. Rinse thoroughly.

Procedure For Draining A Basement

Water in the ground outside a building is pushing hard against the outside of the basement walls. The water inside the basement is pushing right back.

If the basement is drained too quickly, the pressure outside the walls will be greater than the pressure inside the walls, which may make the walls and floor crack and collapse, causing serious damage.

Follow these steps to pump water out of a basement without causing damage:

1. Never go into a basement that has water standing in it unless you are sure the electricity is off.
2. When the floodwaters are no longer covering the ground, you can start pumping the water out of the basement.
3. Pump the water level down to two to three feet. Mark the level and wait overnight.
4. Check the water level the next day. If the water went back up or covered your mark, it is still too early to drain the basement. Wait 24 hours. Then pump the water down to two to three feet again. Check the level the next day.
5. When the water stops going back up, pump down another two to three feet and wait overnight. Repeat steps four and five until all the water is pumped out of the basement.

*Mercy
forever*



Lutheran Early Response Team

Tarp & Patch Manual



The storm has passed. Some homes have had their roofs damaged. When you have a damaged roof and you cannot fix it yourself, it is a vulnerable feeling. Essential services like power, water, sewer and phones are often out. You know your roof will probably need to be replaced, but right now, you need it covered so you don't lose any more to water damage. Who can help?

Property Owner “Waiver of Liability” Form

In any disaster response, we must concern ourselves with litigation liability. We need to be sure that all our workers have personal medical insurance and have signed a waiver of liability to protect the homeowner and us. Before any work is started on site, we must have the property owner complete and sign a “Waiver of Liability” form with specific details of the job spelled out on the form. This must be a signed “Waiver of Liability” freeing any volunteer from any “damage” liability caused or perceived to be caused by the volunteer(s). (See Appendix)

Safety Considerations

In assessing your own situation and making decisions about safety, teams must be the primary concern. Know your limitations. Many well-intentioned volunteers have been injured or killed during operations simply because they did not pay attention to their own physical and mental limitations. You must know your limits and monitor your condition. Fatigue leads to injury. No Lutheran Early Response Team member will work any response project without being first trained by LERT or another recognized training program.

The following are guidelines for safe operations.

- **Buddy System** — No one works alone.
- **Check for Roof Soundness** — Carefully have an experienced person walk the roof, checking for soft areas, holes other issues of safety.
- **Hazards** — Be alert for hazards, such as downed electrical lines, tree damage where a tree may be leaning towards the house, and other risks that may put volunteers in danger.
- **Safety Equipment** — Wear safety equipment and clothing appropriate to the task.
 - Heavy-duty work shoes

- Knee pads
- Work gloves
- Safety glasses or tempered regular or sun glasses
- **Rotate Teams** — Have back-up teams available if possible. Otherwise, make sure they take breaks as necessary. Have crews drink fluids and eat to maintain themselves.

Lutheran Early Response Team Safety Rules

- Stepping on a rusty nail brings the risk of tetanus. Therefore, anyone responding to a flood disaster must have a current tetanus shot.
- If using electrical 110v power, make sure you have GFI cords or outlets.
- Take care to have good footing when using ladders and scaffolds. Be careful in wet or slick areas.
- Remove ladders, scaffolds or ropes when not in use to prevent children or others from climbing. Do not leave tools and equipment unattended. Guard against leaving piles of lumber, furniture, clothing, debris, etc.; where children might play and risk injury.
- Avoid fatigue. Do not work on ladders or scaffolds or operate machinery when tired or on medications that cause drowsiness.
- Wear proper clothing, i.e., heavy shoes in construction areas, gloves, hard hats (if necessary), long pants and sleeves. Wear safety equipment as required or provided.
- Be aware of where other volunteers are located and be concerned for their safety before throwing something off the roof or using equipment.
- Assume fallen electrical lines are live until notified by utility companies that the current is off (also phone service and cable TV). Continue to use caution because of possible improper use of electric generators in nearby homes.
- Only experienced persons should operate power or air tools. Follow safety requirements.
- Designate a first aid coordinator or medical officer. This person should review records of his or her team before starting.
- Lifting should always be done in a way that protects the back from strain or other injury. To lift safely:
 - ◆ Bend your knees and squat.
 - ◆ Keep the load close to your body.
 - ◆ Keep your back straight.
 - ◆ Push up with your legs.

- Watch your team members as you work. If you notice fatigue, discomfort or possible health issues, get them on the ground, in the shade and contact the medical officer.

Additional Recommendations for LERT Safety

- Work within your strengths and limitations — physical (strength and health), emotional (stress management), and mental (knowledge and skills).
- Do not drink water in area until verified safe.
- Eat regularly and increase water intake according to heat and workload. Take snacks and bottled water to site.
- Rest when you can. Some people can work longer than others can. Gauge yourself. Do not be intimidated by what others do if it affects your strength and usefulness. Sleeping may be difficult. Try to arrange what is best for you.
- Make safety a priority so that you can achieve maximum effectiveness, not only for you but also for your team.

Preferred Roofing Repair

The preferred method for when shingles are missing is to replace with new shingles, even if they don't match. Clean out other shingles if necessary around the bare area, patch in new 30 lb. felt, if necessary, and nail in the replacement shingle (roofing glue may be necessary). This will hold longer than a tarp and will give the homeowner a job that will hold until he/she can replace the roof or have it professionally repaired.

Use a stiff scraper or putty knife (stiff drywall knife works well, too) and clean broken shingle pieces out (avoid damaging the felt, if possible). Remove any broken shingles around the bare area. Using the scraper or knife, carefully separate the shingle laps so you can fit in the replacement shingles. Keep in mind the older shingles will likely be brittle so bend carefully so as not to break them. If they crack, after you have nailed down the replacement shingles, spread a coat of roofing cement on the new shingles and lay down the older, cracked shingles on the glue to prevent more damage or leaking.

Even tacking roofing felt down with nails and washers (or better yet, using battens), is better than a tarp, though much more costly.

Tarp Procedures

- Before heading out in your disaster location area, go to the FEMA Disaster Recovery Center (DRC) or Red Cross Distribution to find out if they have tarps. In some locations with proper ID, they will give you tarps. In many locations the county has tarps, but usually they must be picked up by county residents. If so, you may have to have the victim come and get them (you will probably have to tell them how many or how big an area(s) need to be covered. In addition, you will need battens if covering a large area to nail down over the tarp to keep winds from ripping off the tarp. Sometimes these area available free from FEMA tarp stations or Army Corps of Engineers stations.
- Christian Contractors often stocks roll tarp — sometimes available to faith-based to pick up a few weeks after a storm has hit.
- Have a basic inventory of appropriate nails, nails for the nail gun, roof compound, caulks and other patching supplies. If you can get 1"x2"x8' battens donated, bring them with you.
- Explain to the homeowner what a LERT team is allowed to do.
- Go over the damage with the owner. Tell them immediately what you cannot do. Do not promise anything other than: you will help where you can. Remind them there are no guarantees. Remember to get the owner to sign a Work Release (see Appendix).
- Have your inspection team get on the roof and walk it looking for safety issues, and then looking for damage.
- In minor damage cases, the team can use roofing cement and glue-damaged shingles back in or tack in a replacement shingle in those spots where they were missing.
- Use scrap boards or plywood to cover a hole in a roof (1/4" to 1/2" thick is usually fine). Then cover with tarp. Tack down and nail down battens to hold larger tarp areas down. If not using sealing nails, you may wish to put a dot of caulk over nails.
- Outside of the church property, LERT teams do not usually work on any commercial property.
- LERT teams usually have no way to safely and effectively tarp a flat roof, or a metal, tile or slate roof.
- REMEMBER — LERT teams do not work on rental property. The renter does not have the authority to authorize any work. Any work you choose to

do for a renter releases your insurer from covering you and you are on your own for any lawsuit- property damage suit or personal injury suit and possible trespass charges.

Crew and Equipment

Each crew is usually four people, can be up to six people. All should be physically fit enough to climb ladders and walk steadily on the roof. Each crew should have the following minimum equipment:

- a dependable vehicle to transport your crew to each job and haul a trailer with supplies and equipment;
- one nail gun with the proper equipment — air and/or electric;
- hard hats;
- safety glasses;
- extension ladder (also a large stepladder is helpful as are the jointed ladders);
- basic carpentry tools (hammers, razor knife, etc.);
- battery or 120v tools — drills, skill saw, reciprocal saw for cutting and patching broken windows and doors, as well as cutting patches to fit for a hole in the roof;
- appropriate 50' and 100' 12-gauge extension cords;
- if using an air tools, appropriate-sized air compressor with about 200' of air hoses with couplers, minimum;
- generator — powerful enough to run the air compressor for when there is no power;
- HD roll plastic — it is not as strong as a tarp, but it will help until they can get a “blue roof;” usually needs battens to keep for the wind whipping it to shreds;
- assortment of shingles and 30lb. roofing felt;
- battens and scrap plywood for patching holes in the roof, larger plywood scrap to cover broken windows;
- heavy roll plastic to cover smaller broken windows;
- miscellaneous supplies — caulk, caulk guns, roofing compound/glue, duct tape
- quality first aid kit, sun block, insect repellent, wasp spray, etc.

Remember: Don't be part of the problem, be part of the solution.



Lutheran Early Response Team

Individual Volunteer Intake Form

You do NOT have to fill out this entire form if you feel uncomfortable. This data is only used by the LCMS Disaster Response staff if you ever go into a disaster scene to assist with relief efforts. Provide ONLY that information which you are comfortable in disclosing.

Date: ___/___/___

Date of "Mercy in Action" Training: ___/___/___

Team Church/City: _____

Volunteer's Full Name: _____

Address: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

Drivers License # _____ State: _____

Emergency contact information:

Name: _____ Phone: _____

Cell: _____ Relation: _____

Other Contact? _____

Health issues:

☐ Adult male ☐ Adult female Birthdate ___/___/___

☐ I have previous disaster experience (where) _____

☐ Languages I also speak _____



To use your time and talents to the greatest benefit while you are volunteering, please indicate which of the following skills and the level of skill you have using the following chart:

- 0 = I am unable to do or am not interested in this skill.
1 = I don't know how, but am willing to learn/try.
2 = I have done it before, but still need help to do it.
3 = I can do a good job by myself.
4 = I can do a good job and can guide/teach others.

Skill Level

_____	Architect
_____	Carpenter
_____	Chain saw operator
_____	Clean up worker
_____	Concrete finisher
_____	Construction manager
_____	Drywall hanger
_____	Drywall finisher
_____	Engineer
_____	Flooring specialist
_____	Food service worker
_____	Framing worker
_____	HVAC specialist
_____	Heavy equipment operator

Skill Level

Contractor....

I hold a license in the state of _____

Electrician....

I hold a license in the state of _____

Plumber....

I hold a license in the in the state of _____

_____	Insulation installer
_____	Mason
_____	Painter
_____	Roofer
_____	Other _____



THE
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MISSOURI SYNOD

Lutheran Early Response Team

Medical Information for Volunteers

(Every Volunteer MUST Complete this Form)

One (1) copy should go in the team notebook with the first aid kit and one (1) copy in the team leader's file on-site

Name: _____ Blood Type: _____

Birth Date _____/_____/_____

Prescriptions currently being taken:

Name _____ Dosage _____ Frequency _____

Name _____ Dosage _____ Frequency _____

Name _____ Dosage _____ Frequency _____

Allergies _____

Name of contact person at home: _____

Relationship: _____

Street Address: _____ City/State/ZIP: _____

Phone (home) (____) _____ Phone (work) (____) _____

Phone (Cell) (____) _____

Health Insurance Company: _____

(A photocopy of your health insurance card must be stapled to this form.)

Policy Number: _____

Physical limitations or issues: _____

I am a diabetic _____yes _____no I have a history of seizures _____yes _____no

Provide helpful health information: _____

I consider myself healthy enough to fulfill my responsibilities _____yes _____no

Signature of Volunteer _____



Lutheran Early Response Team

Disaster Debriefing

The mission of the Church is to reach out in mercy and compassion to those in need, motivated by Christ and His Gospel, and according to the Lutheran confession of faith.

It is important to remember this mission when debriefing survivors, as well as responders – sharing God’s love as found in and through Christ is essential to the emotional, physical and spiritual well-being of those affected by a disaster.

In sharing Christ’s love:

- We act as the instrument through which faithful and compassionate believers in Jesus Christ extend the mercy of a loving God to others.
- We seek to alleviate human suffering and elevate the human condition by responding to emergencies and enabling struggling people to become self-sufficient.

No one is immune from the chaos of a disaster, but Christ’s mandate and example of love for the whole person remains our supreme example for life in this world, and for care of the needy – body and soul.

The Gospel changes chaos into compassion.

Chaos is a state of complete disorder and confusion caused by a lack of preparation.



Compassion is sympathy for the suffering of others with the desire and ability to help.

Chaos is a reflection of human nature during in a disaster.



Compassion is a reflection of Christ’s nature during a disaster.

Christ’s people are people of compassion rather than chaos.

When faced with a destructive disaster, uppermost in the minds of our LCMS families and their communities are these three questions:

1. Where can we turn for material, spiritual and emotional resources?
2. Who will help us cope with the immediate and transitional needs related to the disaster?
3. How do we begin the road back from relief to recovery and stability?



Lutheran Early Response Team

Disaster Debriefing

Following a local, regional or national disaster, The Lutheran Church—Missouri Synod uses the following 10 basic questions to stimulate healthy reflection and discussion among disaster survivors. These simple questions may also prove helpful when debriefing responders, congregations or the community at-large. It is generally beneficial not to debrief survivors and responders together in order to allow survivors ample opportunity to fully express their experience.

- 1. What did you experience during the disaster (or the response)?*
- 2. How were you personally impacted by the disaster?*
- 3. What sustained you during the disaster (or the response)?*
- 4. What is sustaining you now?*
- 5. What role does your faith have in the midst of the disaster?*
- 6. What were your thoughts at the time about the presence of God?*
- 7. What are your thoughts now about the presence of God?*
- 8. How have you shared your own material and spiritual resources since the disaster?*
- 9. Where are gaps in the delivery of relief and recovery services?*
- 10. What do you need right now?*



THE
LUTHERAN CHURCH
MISSOURI SYNOD

Lutheran Early Response Team

Individual Release of Liability Form

Please read before signing, as this constitutes your agreement as a volunteer and the understanding of your working relationship as a disaster response volunteer.

I, _____, acknowledge and state the following: I have chosen to travel and perform appropriate disaster response services in keeping with my training and certifications, which may include cleanup, debris removal, chain saw usage, mucking-out, roofing, temporary repairs, construction work, equipment operations and distribution services to aid those surviving disaster.

I understand that this work entails a risk of physical injury and often involves hard physical labor, heavy lifting and other strenuous activity, and that some activities may take place on ladders and building framing other than ground level. I certify that I am in good health and am physically able to perform this type of work.

I understand that I am engaging in this project at my own risk. I assume all risk and responsibility, as well as related costs and expenses for any damage or injury to my property or any personal injury, which I may sustain while involved in this project.

In the event that any supervising disaster organization arranges accommodations, I understand that they are not responsible or liable for my personal effects and property and that they will not provide lock up or security for any items. I will hold them harmless in the event of theft or for loss resulting from any source or cause. I further understand that I am to abide by whatever rules and regulations may be in effect for the accommodations at that time.

I understand the need for confidentiality and will not discuss, photograph or otherwise disclose identifying information about the occupants of the house, church, school or business I am working in or on without prior permission from the family, congregation or business owner. This includes any reference to names, addresses or other identifiable information.



Lutheran Early Response Team

Individual Release of Liability Form

By my signature, for myself, my estate, and my heirs, I release, discharge, indemnify, and forever hold The Lutheran Church—Missouri Synod and its disaster response ministry and LCMS Districts, staffs, disaster response coordinators and teams together with their officers, agents, servants and employees, harmless from any and all causes of action arising from my participation in this project, including travel or lodging associated therewith, or any damages that may be caused by their own negligence.

PLEASE PRINT

Name: _____

Signature: _____

Date: _____

Address: _____

City State ZIP

Person to contact in case of emergency:

Phone: _____

Cell: _____

Work Phone: _____



THE
LUTHERAN CHURCH
MISSOURI SYNOD

Lutheran Early Response Team

Homeowner's Release of Liability

OFFICE USE ONLY

Priority: 1 2 3 (Highest—1)

Date: _____

Property Owner's Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Home Phone: _____ Cell Phone: _____

Insurance Carrier: _____

Insured Address: _____

Mark assistance type being requested:

___ Tree on roof creating hole in roof

___ Tree on roof by no hole

___ Trees blocking access to doors or drive

___ Debris that needs to be cleaned
from yard

___ Tree in yard that needs to be cleaned up

___ Other: _____

___ Roof (including plywood missing)

___ Shingles only missing

Description of Job: _____

Special Instructions: _____



Lutheran Early Response Team

Release of Liability

I (We), _____ and _____, hereby release from liability and agree to hold harmless the Lutheran Early Response Teams (LERT) volunteers, or their representatives, agents, and/or employees, together with the any host churches, their representatives, employees and agents, for any damage or injury that may occur on my (our) property, to any of my (our) property or to my person, which may occur during the cleanup operations. I (We) further understand and agree that there is no warranty, implied, written or oral, for any work performed on my (our) property by said volunteers. **I (We) understand that Lutheran Early Response Teams (LERT) is a volunteer organization that has limited volunteers, limited financial and material resources, and makes no guarantee that the service will be provided. Additionally, I further understand that THIS IS NOT A CONTRACT TO PROVIDE SERVICES.**

Dated this _____ day of _____, 20_____

First Property Owner's Signature

Second Property Owner's Signature

First Property Owner's Printed Name

Second Property Owner's Printed

Team Leader's signature when job is complete:

ALL VOLUNTEERS SIGN OFF ON BACK AFTER THE WORK SITE IS COMPLETED.



Lutheran Early Response Team

Four Phases of Disaster Response

There are four basic phases in disaster response: rescue, relief, recovery and rebuilding.

Rescue (24 to 48 hours)

The rescue (emergency) phase is the immediate response to the disaster, usually beginning within the first 24 to 48 hours, but could last up to a week. In this phase, many people are stranded in the damaged area. They need staple supplies (food, drink, clothing, shoes and shelter), and their concerns are for their loved ones, their homes and immediate day-to-day survival.

During this stage, many local congregations are already hard at work ministering to the needs of the local people by offering shelter, clothing, food and community support. They are also in a unique position to address the problems and dilemmas around them, while holding firmly to God's promises and hope found in Christ.

The rescue or emergency response phase is generally characterized by various levels of chaos and confusion. During this phase, emergency services are focusing on search and rescue operations, emergency shelters and feeding. The Federal Emergency Management Agency (FEMA), the American Red Cross and The Salvation Army are beginning to set up disaster-related services.

At this stage, Lutheran Early Response Teams (LERT) outside of the affected area begin to assess the needs and activate their teams as directed by the District Disaster Response Coordinator. LCMS churches within the affected area begin to initiate disaster plans, concentrating first on their staff, members and facilities.

Next, they can turn their attention to their communities. Churches within the affected area may be utilized for distribution of food and water, emergency housing, child care or medical clinics – depending upon their abilities and the urgent needs.

Primary concern for Lutheran Early Response Teams during this phase is the meeting of basic human needs: food, shelter, safety and security. Protection of property (covering roofs, boarding windows or the removal of water or debris) is a priority to mitigate further damage and secure personal property.



Lutheran Early Response Team

Relief (2 days to 12 weeks)

Relief is the intermediate phase and follows the rescue phase. This is the phase during which utility companies work to get the electricity, water, gas and telephones back on-line. People who live in the affected areas try to get their lives back under control. Depending on the extent of the disaster, this phase can last anywhere from a week to a few months. Community leaders assess the state of damage and develop strategies for rebuilding.

Relief includes many of the same activities as the rescue (emergency) phase, though with less urgency, as well as debris cleanup, repairs and short-term financial assistance.

At this stage, most local congregations will have depleted their own resources and energy. Living in a disaster area is not easy for anyone; so, in the relief stage, volunteers come to address the physical, emotional and spiritual impact of the disaster. Prayer support and words of encouragement are very important to congregations, church workers and all who are affected by the disaster, especially when some of the initial aid tapers off.

Because resources are still so limited, only teams that are totally self-sufficient (i.e. can provide their own housing, food, water, bathroom/shower facilities, equipment, etc.) can offer assistance to churches and neighborhoods.

During this phase, teams that are not fully self-sufficient should wait until there are services in place that can enable them to be of real help in the affected areas.

Volunteer teams may be organized at the congregational, regional or district levels. They provide services such as debris cleanup and removal, temporary repair and personal assistance. They also provide help in securing property.

The relief phase normally begins 12 to 72 hours after a disaster and often overlaps with the emergency or rescue phase. It will last much longer than the rescue phase, often stretching out for several months. As an awareness of the extent of damage grows, demand on local services also grows.



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Food, water, and shelter are still primary concerns for residents. Electricity and services are gradually being restored. Cleanup efforts are ongoing. Hardships come to the surface as people begin to face the reality that homes and/or jobs have been destroyed.

A common response of people who have gone through a disaster is shock and confusion; frequently there is a sense of helplessness. Many people discover that insurance does not adequately cover their loss and relief dollars are not readily available.

During the relief phase local churches can have a great impact upon their communities. They can open their doors to provide necessary food, water, basic hygiene and personal items, and clothing. They can also assist with immediate financial needs.

Lutheran Early Response Teams can be of great help during this phase. Teams are needed for tree and debris removal, temporary repairs, gutting and cleaning of flooded homes, or assistance in relief centers at local Lutheran churches.

Recovery (12 weeks to 2 years)

Recovery usually takes four months to two years or longer. The recovery phase involves final clean up and major repair work, as well as long-term support needed for the people whose lives were radically changed by the disaster.

Employment, housing and long-term stability continue to be serious concerns, and by now, many people may have been displaced or moved away. Recovery is the phase that needs the most volunteers. These volunteers may assist through a wide variety of ways, such as:

- Trained volunteers help with major repairs to existing homes often working with other agencies.
- Volunteers may work in churches, schools or homes assisting with a wide variety of tasks including outreach, transportation, repair and refurbishing.
- Volunteers may work with landscaping, removing or planting trees, bushes, etc.
- Volunteers may still be cleaning up and removing debris.
- Camps can help families keep their children happy and occupied while work continues on, without the cost of daycare and with the additional bonus of Christ-centered care.
- Some church workers can even offer their professional services so that their counterparts can take a brief vacation.



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Lutheran Early Response Teams (LERT) can help during the recovery phase by assisting with construction projects. Roofs need to be put on; windows need to be replaced; walls need to be built; painting needs to be done; and flooring needs to be laid.

Disasters are opportunities to reach out to people and share Christ's love and concern for body and soul. In many cases, your district has the opportunity to reach out to a sister congregation that was affected by the disaster with supplies, funding and/or prayer support.

Christians can take great joy in the fact that Christian care and service are not bound by state lines or other barriers. A wealth of opportunities can present themselves to serve congregations, their members and the communities throughout the disaster areas.

Rebuilding (1 year+)

Long-term rebuilding can seem too slow and too late and can be painful for both the residents and the disaster responders. Emotions can quickly fluctuate between elation and despair, and it can be very difficult to see the real progress that has been made.

The rebuilding phase can begin once cleanup and general services have been completed. It can last from several months to several years.

During this phase, victims begin to put their lives back together. Relief agencies begin to scale back or leave. While this is a time of renewal and restoration, it can also be a difficult time because jobs may have disappeared or financial difficulties may occur.

The role of the church during this phase is important, because it can be a leader in the community's efforts to rebuild. In addition to rebuilding and new construction of homes, the local congregation can continue to provide assistance by referring people to case management where they will receive guidance and direction in accessing available funds, managing insurance claims and legal issues, resolving financial difficulties and employment issues, as well as providing referrals for counseling and crisis intervention.



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Ongoing support and assistance is essential for our brothers and sisters in Christ as they continue to live amid suffering, bearing their burdens. Financial and material support is still necessary, as is the specific Christian care provided by Word and Sacrament ministry. Where possible, survivors are connected with local congregations to receive ongoing physical and spiritual care grounded in our Lord, who joins us as we work even through suffering.

Victim Reactions:

Rescue or Emergency Phase

Victim reactions during the rescue (emergency) phase will depend upon the severity of the disaster and their personal losses. Power and water service may be interrupted and landmarks destroyed, or life may return to “business as usual.”

People tend to repress emotion. They may work until they reach the point of exhaustion and go without sleep, adequate food, or proper medical treatment. They feel they must protect and salvage what is left and try to recover what has been lost.

People often report a feeling of need for self-preservation in order to assist other family members, protect property and salvage possessions. They tend to be friendly and talkative, and want to share their experiences.

Rescue into Relief

During the relief phase, volunteers and emergency personnel are on the scene. Victims begin to slow down, and strong emotions may surface. Decision-making becomes more difficult, and expectations for assistance may increase. Listening is critical at this stage.

Relief into Recovery

One to six months after a disaster, many relief agencies and organizations will have left the community. Victims tend to be frustrated as fewer volunteers are on the scene. They feel they should be back in their homes. Emotions can range from frustration, to anger, to pessimism, to faultfinding, to depression because the victims begin to think they are forgotten and that nobody cares.



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Disaster Response Collaboration between LCMS Districts and LCMS Disaster Response

Overview

When The Lutheran Church—Missouri Synod’s Disaster Response works with each LCMS district in disaster preparedness and response, resources can be directed from across The Lutheran Church—Missouri Synod to the places where they are most needed. This collaboration provides for reliable information-sharing and helps to build capacity between organizations, providing a more comprehensive response to disasters across the board. By intentionally working together, the needs of the professional church workers, congregations and communities can be met effectively and efficiently.

As a result, LCMS districts can be in closer contact with one another, with their congregations, as well as those in other districts who have specific needs. Through LCMS Disaster Response, LCMS districts are quickly informed of where the latest disaster is and what help is needed in that place. This enables LCMS Disaster Response to have closer ties with each LCMS district, allowing for faster response in times of disaster.

These ties, then, also open doors for other human care projects in which the districts may have an interest. Some examples include: opening a childcare center, operating a food pantry, organizing mission trips, and becoming involved with any of the other mercy operations program areas of The Lutheran Church—Missouri Synod nationally or internationally, such as Life/Health Ministries, Deaconess Ministries, Specialized Pastoral Care, etc.

For a LCMS district to tackle disaster preparedness and response alone would require a great deal of time, effort and money. LCMS Disaster Response provides District Disaster Response Coordinators (DDRC) and District Disaster Response Teams (DDRT) with essential training in preparedness and response as detailed here. Please see the question and answer section for more information.

Working together allows LCMS districts and LCMS Disaster Response to meet more needs, and to meet them more effectively. The duplication of efforts will be lessened as we work together, and our ability to respond quickly and effectively will grow ever stronger.



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LCMS Disaster Response also can help access the capacity of other national and international Lutheran organizations (LCMS Recognized Service Organizations, Orphan Grain Train, Lutheran Church Charities, Lutheran Women's Missionary League, Lutheran World Relief, Lutheran Hour Ministries, etc.). Our relationships with government and non-government organizations (NGOs), as well as other faith-based organizations, are also an important part of this equation.

The distinct role of LCMS Disaster Response is to work directly with LCMS districts, congregations and professional church workers to enhance their ministry to their own members and the local community.

This is done by implementing a comprehensive disaster response plan that utilizes trained District Disaster Response Coordinators and Teams. The theology of the cross,¹ which forms the basis for our care, is an integral part of this disaster response training. In this way, the ministry of LCMS Disaster Response is very complementary and addresses the needs of individual congregations and professional church workers, as well as entire communities.



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Questions and Answers

Q1: What will the District Disaster Response Coordinator do?

A: The district coordinator's position description lists the following principal responsibilities:

- Facilitates and oversees the assessment of district, circuit or congregational needs; provides appropriate relief and response; and assists in the development and implementation of a comprehensive and coordinated recovery plan.
- Facilitates and oversees the evaluation and fulfillment of unmet needs of the district, circuit or congregation following a disaster.
- Maintains clear, concise communications with LCMS Disaster Response regarding situation reports, relief and recovery efforts, and unmet needs.
- Provides ongoing training, orientation and monitoring of DDRT members, providing direction and assuring their safety at disaster sites.
- Keeps detailed records of each response, demonstrating the action and activity of the district, circuit, and congregation, and provide a final report to the LCMS district president, district board of directors and LCMS Disaster Response.
- Communicates in a timely fashion with districts, congregations, pastors, donors and LCMS Disaster Response regarding the progress of relief and recovery efforts.
- Works with the grant application process and accountability requirements for grants requested or received from LCMS Disaster Response and understands the importance of fiscal responsibility to donors.

¹See "Questions and Answers," Number 12, for an explanation of the theology of the cross.



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Q2: What training will district coordinators receive?

A: LCMS Disaster Response will hold an annual conference for district coordinators that will include other organizations connected to the LCMS in disaster response, such as Recognized Service Organizations and other faith-based organization. LCMS Disaster Response will also help facilitate one regional training event per year.

Training for the district teams will be held on a regional level, allowing for more interaction with others from surrounding districts. LCMS Disaster Response will help provide presenters and conference material. The arrangements and accompanying costs for the regional training will be the responsibility of the districts involved. The training covers the following topics:

- An introduction to the disaster initiative;
- “Be Aware, Be Prepared, and Live by Faith” congregation preparedness and Lutheran Early Response Team volunteer training; and
- Christian Care in times of disaster.

Q3: Should the district coordinator be a paid staff person or a volunteer?

A: That depends. They could be a paid staff person and would most likely have other areas of responsibilities as well. The district coordinator could be a volunteer who has a flexible enough schedule to enable him or her to devote time to disaster response. District coordinators could also be called workers – professional church workers who are putting their theological training to work in this way.

Q4: How can my district go about developing a District Disaster Response Team?

A: The members of the district team are recommended by the district coordinator and appointed by the district president or district board of directors in keeping with the bylaws of each district.

As your district develops a team, here are a few suggestions of the many types of people who would be valuable members of your team:



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- people with disaster experience
- local police and firefighters
- someone who is good with finances
- someone who can do data analysis
- people with ARC or CERT certification
- members of the media
- professional church workers

Q5: What is the specific work of the District Disaster Response Team?

A: The district team, as directed by the district coordinator, will work with its district in cooperation with LCMS Disaster Response to respond to disasters occurring in that district or region in order to maximize relief and recovery efforts.

The members of the district team also offer ongoing training to all participating congregations, assess the congregational needs after a disaster and recommend the appropriate response, as well as facilitating immediate assistance and assisting in the implementation of a recovery action plan. Additionally, the team may oversee the evaluation and fulfillment of unmet needs of the congregation as requested following a disaster and keep records of each response, demonstrating the action and activity of the team, and providing a final report to the District Disaster Response Coordinator.

Members of the district team are also encouraged to seek supplemental training from organizations such as The American Red Cross (ARC) or Community Emergency Response Team (CERT) and National Incident Management System training (NIMS).

Q5: How much will it cost for our district to be a part of the district congregation preparedness and volunteer training?

A: The costs for the annual district coordinators conference are partially covered by LCMS Disaster Response. Each district is responsible for making appropriate arrangements for the subsequent district team and congregation trainings. All materials are provided by LCMS Disaster Response.

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Q6: My district is in an area that does not have many disasters. Why should we go through this training?

A: Though some districts may not be affected by many disasters, others are hit often and hard. The affected districts need a great deal of assistance. By going through this training and being involved in this program, other districts can help provide the material and spiritual assistance that is needed. Working and walking together is a part of the total disaster response plan and strengthens each district, which adds to the capacity of our Synod.

Q7: What are some possible strategies and options for funding disaster response?

A: One of the strategies you should consider is a tiered system, with funding from congregations, districts and LCMS Disaster Response. The basic idea is that we would each have a common chest of funds that are raised before a disaster hits and set aside for just that purpose. Here's one way it might work: Each participating congregation would create a disaster fund and ask for donations each year.

Let's say the congregation receives \$100. It would keep \$50 and send the remaining \$50 to the district. The district would keep \$30 and send the remaining \$20 to LCMS Disaster Response. This concept is one that has been met with a great deal of interest from districts and congregations.

Other options include earmarking Thrivent chapter matching grants, an option that has been utilized by many congregations, or adding disaster response into district and congregational budgeting.

Q8: How can we prepare for a disaster if we are a small district or congregation with few resources?

A: It does seem overwhelming at first: How can we possibly prepare for disaster; and what's more, what do we have to offer anyone else? The disaster plan can be as simple or as involved as each district chooses to make it. The basic duties of the district team include:

- Offer training for participating congregations.
- Assess congregational needs and help develop a recovery plan.
- Work with unmet needs within congregations, as requested.
- Keep detailed records of the response.



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Q9: Who will help us to pull this all together?

A: The development of district team will take place under the supervision of the district coordinator built on regular communication. With limited financial resources, many pieces of disaster preparedness and response can be accomplished. LCMS Disaster Response stands ready to assist you in finding ways to overcome these challenges – to help each district develop a team and a plan that is right for that district. Everyone has something different to offer. Together we can put those different pieces in place to form a strong, solid, reliable and effective disaster response network.

Q10: Our district already works with other Lutheran organizations and has a good working relationship with them. How will these relationships be affected by this plan?

A: LCMS Disaster Response has a good working relationship with these organizations too! Our intent is to involve as many of these Lutheran agencies as possible, so that we are all working toward one common goal. If you are already working with these organizations, great! When you also join with LCMS Disaster Response, together we will help to make those working relationships even stronger.

Q11: What is the theology of the cross?

A: The theology of the cross is a subject on which many books have been written. For our purposes here, we will provide you with the basics. It is the true Lutheran theology that correctly holds that Christ is the only mediator who has effected reconciliation between God and man through His death on the cross. In doing so, God's wrath is completely removed because of, and only in, Christ's sacrifice on the cross.

In Christ, we see that suffering can serve God. Indeed, Christ's suffering reveals God. God has hidden Himself in Christ's suffering and death on the cross. The theology of the cross is built on God's own revelation of Himself on that saving cross.

Our earthly trials and disasters are not, then, punishments – as Christ has already borne the sins of the world, but evidence God is still working His gracious will for

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the world through the humble suffering, perseverance and reign of Christ. “For we know that the whole creation has been groaning together in the pains of childbirth until now. And not only the creation, but ourselves, who have the firstfruits of the Spirit, groan inwardly as we wait eagerly for adoption as sons, the redemption of our bodies” (Rom. 8:22–23, ESV).

Lutheran theology is set opposite the popular theology of glory, which seeks to know God directly in His evident divine power, wisdom and glory. The theology of glory is built on man’s perspective, what he expects God to look like, be like and act like. Ultimately its followers end up making God to look like themselves, as seen in their own attributes and good works.

The theology of glory expects earthly goods and comfort as rewards and sees every disaster or loss as a personal judgment and punishment. In times of disaster, then, those who follow the theology of glory must try everything to again earn earthly comfort for themselves. They are without the comfort of the Jesus’ promises and assurances. They are without the external comforts of God’s Word as they try desperately to find their own solutions apart from God’s abundant mercy in Christ.

Luther writes, “He [the theologian of glory] who does not know Christ does not know God hidden in suffering. Therefore he prefers works to suffering, glory to the cross, strength to weakness, wisdom to folly, and, in general, good to evil. These are the people whom the apostle calls ‘enemies of the cross of Christ’ (Phil. 3:18), for they hate the cross and suffering and love works and the glory of works. Thus they call the good of the cross evil and the evil of a deed good. God can be found only in suffering and the cross, as has already been said.

“Therefore the friends of the cross say that the cross is good and works are evil, for through the cross works are dethroned and the old Adam, who is especially edified by works, is crucified. It is impossible for a person not to be puffed up by his good works unless he has first been deflated and destroyed by suffering and evil until he knows that he is worthless and that his works are not his but God’s.”²

The theology of the cross, therefore, is the matrix and the basis for all of our work: Our work may not be devoid of the Law and Gospel. Our work, even our disaster response work, is always done in direct proximity to the Word and Sacraments.

This is the foundation and the fundamental impetus for our congregation-based disaster response plan.

2 (Luther’s Works, v. 31, p. 53. Philadelphia: Fortress Press, 1957).