

# **KAUA'I INDEPENDENT FOODBANK**

## **DISASTER RESPONSE PLAN**

### **STATEMENT OF INTENT:**

It is the goal of the Kauai Independent Food Bank, in coordination with other disaster relief organizations, to work cooperatively to act as a conduit for donated food and other essential grocery items for the purpose of disaster relief. Such efforts shall include the solicitation, handling, storage and distribution of products to entities assisting in disaster relief efforts. The extent of disaster relief services provided by KIFB shall vary in accordance with the scope of the disaster and available resources (see classification of disasters in the following section). Any activities related to disaster response are intended to be in addition to the regular activities of KIFB and are not intended to displace the normal activities of food banking.

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

Commitment – Disaster relief efforts invariably require a maximum commitment in terms of time and psyche from those involved.

Cooperation – In order to be successful, disaster relief efforts must be conducted in an expedient and effective manner. Cooperation is essential to a timely, effective response.

Compassion – Although efficiency and expediency are essential, those involved in disaster relief must be compassionate and sensitive to those they serve and to those they work with. A disaster is, by definition, a crisis. Often friends and families of those involved in the disaster relief efforts are themselves victims. One must be sensitive to this fact and be flexible in understanding that human beings cope with crisis in a variety of ways.

Reflection – While a disaster will present the food bank with incredible challenges, it will also provide an opportunity to gain expertise. In the aftermath of a disaster, despite the high emotional cost of reliving the experience, it is essential those involved in the relief efforts reflect upon and evaluate their performance.

### **DEFINITION AND CLASSIFICATIONS OF A DISASTER**

#### **DEFINITION**

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

#### **KIFB CLASSIFICATIONS**

It should be understood that all of the above disaster scenarios have similarities and differences that can affect some details of a given disaster response. Concerns about communication links, roadways, utilities, integrity of our facility, safety of our staff and availability of product will always be a concern, the degree of which will depend on the nature and scope of the disaster, i.e. flooding can be confined to a small area or be widespread; a hurricane or tsunami will generally be more widespread; a fire may affect a single home or it can be widespread. This document encompasses guidelines, procedures and policies that try to account for the widest range of scenarios so that KIFB can quickly and effectively respond.

For the purpose of evaluating the degree of support necessary to respond to any given disaster, KIFB has developed the following disaster classifications:

#### Class 1

Definition: a Class 1 disaster would be limited in scope, affect a limited number of households in a single area, and demand on KIFB would be met with the resources on hand.

Examples: Fire, limited flooding damage.

#### General Benchmarks:

- a. Households affected – less than 25
- b. Poundage demands – less than 10,000
- c. Special product demands – none or minimal
- d. Impact on KIFB operating capability – none

Direct liaison – With Red Cross, County Civil Defense, Salvation Army and partner distribution agency in affected area.

#### Class 2

Definition: A Class 2 disaster would be somewhat limited in scope, but would affect a significant number of households. KIFB and its on-island partner agencies would probably be able, at least initially, to meet the increased demand with the resources on hand. KIFB would act as the recipient and distribution point for relief food supplies offered by and/or solicited from off island.

Examples: Dam break, bridge or highway closure, wide-spread fire.

#### General Benchmarks:

- a. Households affected – 25 to 250
- b. Poundage demands – 10,000 to 50,000 pounds
- c. Special product demands – minimal
- d. Impact on KIFB operating capability – moderate.

Direct liaison – With Red Cross, County Civil Defense, Salvation Army and partner distribution agency(s) in affected area(s).

Off Island assistance requested - As needed, and requests would be made from off island.

#### Class 3

Definition: A Class 3 disaster would affect a large number of households. The scope of a Class 3 disaster would require that outside product resources be generated to meet the demand.

Examples: Small to medium hurricane, earthquake, tsunami, widespread fire.

#### General Benchmarks:

- a. Households affected – 250 to 1,000
- b. Poundage demands – 50,000 to 250,000 pounds
- c. Special product demands – probable.
- d. Impact on KIFB operating capability – Major, requiring assistance from other agencies, off-island sources and volunteers.

Direct liaison – VOAD, Red Cross, County Civil Defense, Salvation Army, off island sources and partner distribution agency(s) in affected area(s).

Off-Island assistance requested – Assistance would be requested from all islands.

#### Class 4

Definition: A Class 4 disaster would affect thousands of Hawaiians to some degree. It would usually affect more than one Hawaiian Island, over 1,000 households, and would require a substantial amount of assistance from outside the State of Hawaii.

Examples: Major hurricane, widespread flooding due to weather and/or earthquakes.

General benchmarks:

- a. Households affected - entire communities, more than one island
- b. Poundage demands – over 250,000 lbs.
- c. Special product demands – substantial
- d. Impact on KIFB capability - Possible temporary incapacitation, significant loss of resources, equipment, personnel.

Liaison: VOAD, Red Cross, County Civil Defense, Salvation Army, and any other disaster relief organizations present on Kaua'i, including FEMA and the National Guard.

#### **DISASTER PREPAREDNESS**

The KIFB has worked many local disasters and implements a Board approved Warehouse/Office Disaster Preparedness Plan that includes securing the facility (located in Nawiliwili); moving vehicles, computers and phones to higher ground; and ensuring that freezers and dry goods are moved into high racks within the warehouse in the event of flooding. The warehouse is also stocked with battery powered lights and flashlights.

This is the first step in the KIFB disaster plan to ensure that the food, vehicles and infrastructure will be available for immediate use.

The KIFB has over 50 member agencies, although not all participate in disaster response. When a "Watch" is called, the KIFB notifies member agencies and later makes a follow up call that it is either "All Clear" or has been upgraded to a "Warning". If a disaster moves into the "Warning" mode, individual agencies are assessed for their immediate disaster readiness.

The KIFB provides food to member agencies who then distribute it to the public or provide meals to disaster victims (including shelters and places of refuge). Upon occasion, the KIFB has also provided meals and drinks to emergency responders (i.e. the Ka Loko Dam disaster of 2006).

Staff has been trained in their respective roles and KIFB uses the ICS Terminology and Structure (see Contacts in this plan).

#### **DISASTER ROLES AND RESPONSIBILITIES**

- Determine power generation needs and hook up generator (if needed).
- Determine primary locations and alternate sites for Key Relief Distribution sites for food and essential non-food items – site identification is coordinated with Red Cross, VOAD, Civil Defense or FEMA.
- Identify additional community agencies (in addition to the Salvation Army) that can fill gaps in food distribution and feeding programs. Coordinate with Civil Defense to determine priorities for general distribution.
- Identify and secure commitments from local volunteers willing to assist with food disaster relief.
- Plan to make deliveries to the KIFB food distribution network as their transportation resources may be incapacitated.
- Provide media updates to KONG radio.

## INTERNAL DISASTER ROLES AND RESPONSIBILITIES:

1. KIFB Executive Director, Assistant Director and Director of Food Resources are notified by the Emergency E-mail.org service when a disaster Watch or Warning has been issued for Kaua'i.
2. KIFB E.D. provides notice to all staff as well as members of KIFB Facilities/Emergencies Committee.
3. KIFB Operations Assistant and/or Assistant Director notify all Disaster Feeding Agencies (DFA) by phone call, e-mail or text message. If the primary contact person cannot be reached, the secondary contact person is called.
  - a. The purpose of the contact is a courtesy call on the Watch.
  - b. Agencies are asked to watch and wait for further instructions – stay tuned to KONG radio.
  - c. Do not proceed until further directed.
4. NOTE: KIFB feeding operations are not activated when there is a Warning for a short period of time (i.e. a tsunami). In this circumstance, people are instructed to bring their own supplies (blankets, water, etc.) to the temporary holding area.
5. KIFB Operations Assistant and/or Assistant Director contacts each Disaster Feeding Agency with updates.
  - a. The Watch has either been upgraded to a Warning, or there is an All Clear and we can stand down.

### In the event of an upgrade - disaster Warning:

1. KIFB E.D. contacts Facilities/Emergencies Committee to implement the Warehouse/Office disaster Preparedness Plan.
2. KIFB E.D. contacts KIFB disaster staff (Asst. Director, director of Food Resources and Warehouse Supervisor). They, in turn, contact their staff via a phone tree process.
3. KIFB staff take the following steps:
  - a. Secure family, home, etc.
  - b. Secure the KIFB.
  - c. Report for duty upon request.
  - d. Ascertain current inventory records and determine the number of people that can be served with the existing inventory.
4. KIFB Operations Assistant or KIFB Asst. Director contacts the appropriate Disaster Feeding Agency and advises them of the situation.

The example below outlines the process and steps to be followed:

- Red Cross calls and notifies KIFB that 200 people need to be fed at Kauai High School. The KIFB ascertains if the feeding will be meals (shelters only and served on site), and/or food supplies (non-refrigerated product operating like a pantry).
  - KIFB assesses inventory to determine the quantity and types of food that will be supplied, confirms inventory and number of people that can be served.
  - KIFB notifies Aloha Church (Disaster Feeding Agency serving Kauai High School) that food for 200 is available and asks where they would like the food delivered.
  - KIFB delivers paper goods (plates, silverware, napkins) with the food and a sign-in registration form.
  - Each person who receives food signs the sign-in form. This form is turned in to KIFB Operations Assistant.
  - All food delivered is to feed those at the shelter, before volunteers, etc...
- IMPORTANT NOTE: The Salvation Army is the primary food recipient of KIFB product during a disaster. The Salvation Army is a secondary responder (same as KIFB), and both agencies are mandated to respond to emergencies.**

Note: The spreadsheet of Disaster Feeding Agencies is attached as a guide. It is acknowledged that not all of the sites will be activated at one time, and that adjustments might be made depending on Disaster Feeding Agency availability.

**K.I.F.B. Contacts:**

Title	Name	Phone	Cell Phone
Incident Commander/Executive Director	Judy Lenthall	246-3809 ext. 101	651-6732
Alternative Incident Commander/ Assistant Director	Kristen Collins	246-3809 ext. 109	(831) 239-4425
Operations/Logistics Chief/ Director of Food Operations	Kelvin Moniz	246-3809 ext. 102	652-4737
Liaison Officer/Operations Assistant	Jona Villon	246-3809 ext. 103	346-5227
Safety Officer/Warehouse Supervisor	Richard Sullivan	246-3809 ext. 105	n/a
Finance Chief/Accountant	Vicki Viloria	246-3809 ext. 100	212-8429

**Disaster Relief Agencies (VOAD):**

Agency	Contact	Position Title	Phone
VOAD	Robert Anderson	Chairman	823-9353
Kauai County Civil Defense	Mark Marshall	Emergency Management Officer	241-1800 241-1711 (after hours)
American Red Cross	Laura Burman Elaine Albertson	Director EOC/Civil Defense Liaison	245-4919 245-4919
Salvation Army	Larry Groenleer	Envoy	245-2571