

2017

Community Resiliency Group

Participant Handbook



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Appendix B CRG Toolkit Information

As mentioned in Chapter 2 of this booklet, the CRG toolkit is a reference for you to use. The toolkit contains information about preparedness for families as well as businesses and organizations. The great thing about the toolkit is much of the information is in an easy to print flyer format so you only have to print what you need. In addition everything can be edited or modified to include information specific for your CRG and district. The toolkit is just a springboard to give you starter ideas and documents to work from.

Below is the table of contents from the CRG toolkit. Remember, you can find the toolkit on the Volunteer Fairfax CRG webpage. Download it to your computer and get to work!

Chapter 1 Introduction

How to use this toolkit

Chapter 2 Steps to Involve Your Community

Appendix A Emergency Preparedness & Information Resources

Appendix B Individual and Family Preparedness Flyer

Appendix C Business or Organization Preparedness Flyer

Appendix D CRG Volunteer Skills and Abilities Sample Survey

Appendix E Sample Recruiting Flyers

Community Resiliency Group Participant Handbook

Appendix A Common Acronym List

This is a list of acronyms that you may come across during your work with the Community Resiliency Groups.

CBO	Community Based Organization
CCC	Citizen Corps Council
CERT	Community Emergency Response Team
CIC	Community Interfaith Coordination
COOP	Continuity of Operations Plan
CRG	Community Resiliency Group
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FBO	Faith Based Organization
FCIA	Faith Communities in Action
FEMA	Federal Emergency Management Agency
MRC	Medical Reserve Corps
NCS	Neighborhood and Community Services
OEM	Office of Emergency Management
VDEM	Virginia Department of Emergency Management
VET	Volunteer Emergency Team
VF	Volunteer Fairfax

Chapter 1 Introduction

What is a Community Resiliency Group?

Fairfax County Community Resiliency Groups (CRG) is part of the Fairfax County Community Collaboration for Disaster Resiliency. CRGs are a network of community participants that provide public services such as, but not limited to, communication and networking, meals, shelter, and transportation. In the event of an emergency or disaster, the participants of a CRG will work together to discuss and identify internal community supported solutions to aid in response and recovery. The goal is to develop a robust CRG in each Supervisory District within Fairfax County.

Community Resiliency Groups: A History

On October 25th, 2012, Volunteer Fairfax, Faith Community in Action (FCIA) and the Fairfax County Office of Emergency Management hosted Fairfax County's first Disaster Resiliency Roundup. The one-day conference brought together leaders from the faith community, safety-net nonprofits, civic associations, local government, and private businesses to discuss disaster resiliency in the Fairfax community. The event offered a forum for dialogue and progress.

The positive feedback received from the Roundup led to a collaboration in 2014 between Volunteer Fairfax and Faith Communities in Action: The Fairfax County Community Collaboration for Disaster Resiliency Summit. The Summit focused on helping organizations prepare themselves to better serve their constituents and their community in the event of a disaster.

In late 2014 Volunteer Fairfax was awarded an Urban Area Security Initiatives (UASI) grant to build upon the Roundup in 2012 and the Summit in 2014 by launching the Fairfax County Community Collaboration for Disaster Resiliency Pilot Program. The CRG Program was created to connect and educate local community participant organizations that provide day to day services and, because of their capacity and resources, are essential in times of disasters.

The program design is to hold a seminar and tabletop exercise in each magisterial district to kick-off the district's Community Resiliency Group. Three of Fairfax County's magisterial districts were chosen for the first round of seminars and tabletop exercises. These districts were selected based on their high representation at the 2014 Summit: Mason, Braddock and Sully.

The goals of the seminar are to create awareness of how organizations can support each other and the community through their capabilities and resources during an emergency and also to identify limitations or resource needs of the community participants in each district. The initial tabletop exercises were designed and facilitated by the Federal Emergency Management Agency (FEMA) National Exercise Program and offered the opportunity for seminar participants to practice their newly acquired knowledge and identify ways to strengthen their resiliency efforts.

Mission Statement

Our mission is to create a local network to support each other and strengthen the whole community by coordinating our capabilities and resources to better prepare, respond, and recover from emergencies.

Training

As the CRG program continues to be implemented throughout the remaining magisterial districts, regular training opportunities will be offered for current CRG participants.

CRG coordination meetings will be established and held twice a year. These coordination meetings are limited to the primary and secondary CRG points of contacts for each district. The purpose of these meetings is to provide networking opportunities with fellow district CRG participants and share new information or even provide a refresher to help stay up to date.

In addition to the coordination meetings, one event will be held quarterly for the all CRG participants. This may be a training, conference call, webinar, or exercise opportunity. When it is possible, CRG operations may be incorporated into larger county-wide exercises. These are good opportunities to practice communication and coordination within your district CRG and also within the larger County CRG network.

Sponsoring agencies of the CRG initiative are responsible for identifying opportunities at the county level to engage and incorporate the CRGs. These agencies are: Volunteer Fairfax, Office of Emergency Management, Office of Neighborhood and Community Services, and Faith Communities in Action.

As a CRG participant, you are encouraged to practice your individual and organization emergency plans as well as identify opportunities for or conduct training within your CRG community to stay connected, continue coordination, and build your local community network.



Chapter 2 CRG Organization & Participation

Communications

Non-disaster	
Internal	External
Network through social media or by using apps like Next Door	Read and share the Blue Skies monthly electronic newsletter
Create an internal CRG newsletter for your members	Share opportunities to network and coordinate
Test your CRG participant email list or phone tree	

Disaster	
Internal	External
Share information through social media or by using apps like Next Door	Read and share Blue Skies "Special Bulletin"
Use your CRG participant email list or phone tree	Receive emergency alerts via text or email through Fairfax Alerts

Disaster Specific Communication

Emergency Alert Networks (EAN) will be set up for CRGs by district. Volunteer Fairfax will communicate with the CRGs via the EAN and through "Special Bulletins" of the Blue Skies electronic newsletter.

These communication methods will give preparedness information and specific updates throughout the emergency. Emergency Alerts will be sent via text and email. Relevant documents, surveys, etc. will be attached to emails.

All responses to Emergency Alerts and Special Bulletins should be directed to emergency@volunteerfairfax.org with the subject line starting with your CRG district and organization name. The EOC representative working volunteers and donations will respond via the emergency@volunteerfairfax.org emails.

Partnership

The Fairfax County Community Resilience Group is an organization of faith communities, safety net nonprofits, civic associations, and private businesses collaborating to provide disaster recovery resources and capabilities in partnership with local government.

The CRG participants may include:

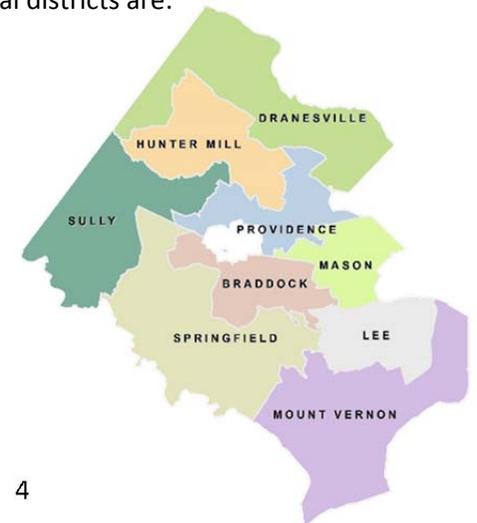
- Houses of Worship
- Civic Associations
- Homeowner Associations
- Apartment Renter Associations
- Local Chambers of Commerce
- Private businesses
- Community-Based Organizations
- Non-Profit Organizations
- Public and Private Schools
- School Organizations (i.e. PTSA's, Booster Clubs)

Structure

Once the seminar and tabletop exercise series are completed, there will be a total of nine Community Resiliency Groups within the county, one per magisterial district.

The nine Fairfax County magisterial districts are:

- Braddock
- Dranesville
- Hunter Mill
- Lee
- Mason
- Mount Vernon
- Providence
- Springfield
- Sully



Participation

Community Resiliency Group participants contribute a wide range of capabilities and resources for local disaster recovery. CRG organizations' participation depends on their mission, structure, size, skills, commitments, time, and resources. Although participation varies, all capabilities and resources are critical assets in the local community recovery process regardless of size or scope.

Examples of capabilities and resources include but are not limited to:

- Neighborhood damage and need assessments
- Information sharing networks
- Volunteer recruitment
- Space: parking lot or building/office
- Warming or cooling center
- Cellphone charging center
- Meal preparation
- Meal service helpers
- Food collection, storage, & distribution systems
- All-wheel vehicles w/ drivers
- Ham radio operators
- Minor house repair
- Debris clean-up
- Checking in on older adults and persons with disabilities
- Snow shoveling teams



with information on identified needs within the community that the CRG participants may be able to support.

Large-scale emergency: (EOC activated)



In a large-scale emergency, the County's EOC will be activated to coordinate all response and recovery operations. Volunteer Fairfax may staff a position in the EOC to coordinate volunteer and donations management. In this case, Volunteer Fairfax will notify your CRG contacts to request your CRG to activate.

In the event of an activation, your designated organization point of contact will receive resource or capability requests. If your organization volunteers to fulfill any of these requests with your existing resources and capabilities, you will be provided further information. You may be asked about the status of your local community to assist with community assessments and also asked to help with information distribution to community members.

In addition, if there are any needs within your local community that your CRG cannot support, your CRG points of contact can push that information upward to Volunteer Fairfax where those needs will be prioritized, managed, and be pushed through the County's EOC and/or the CRG network or to identify resources to help support your needs.



Non-disaster: (EOC is not activated)

In times of non-disaster, CRG participant organizations should be leaders in individual and organizational preparedness. Refer to the CRG Toolkit for more information.

Individual preparedness:

Yourself, your home, your vehicle, your individual work space, your family – Have a plan, make a kit, and stay informed! Promote individual preparedness to your constituents/members.



Organizational preparedness:

Ensure that your organization has an emergency operations plan (EOP) and continuity of operations plan (COOP) in place. Train and test your plans at least once a year, or more frequently if needed due to staff turnover or newly elected leadership positions, for example.

Small-scale emergency: (EOC is not activated)

If the emergency affects you, help yourself and your family first; then help your neighborhood as you can. As an organization, check on your congregants, constituents, and organization members. It is good practice to share information and resources with your community. You can call or email CRG contacts or even post information on a forum or social media that your group uses.



In a small-scale emergency, there is a potential that you would receive a request to activate. This request would come in the form of communication from Volunteer Fairfax to your CRG points of contact

How can my organization join?

Joining is as simple as 1-2-3!

1. Determine how your organization can participate:

- Assess your organization's recovery capabilities and resources.
- Determine your organization's capacity to provide capabilities and resources following a disaster.
- Determine how your organization will organize, manage, and provide its recovery capabilities and resources
- Secure necessary leadership and organization approval for CRG participation.
- Appoint a primary and secondary organization contact.

2. Complete the CRG Participant Application available through Volunteer Fairfax.

This information will be maintained by Volunteer Fairfax. Contact information may be shared with and used by County government agencies to contact you about non-disaster related opportunities. To promote pre-disaster networking and coordination this information will be shared with other organizations within your magisterial district who have also joined the CRG. (Your organization may opt out of sharing information with your magisterial district CRG participants.)

3. In order to best help your community, it is critical that your organization, members, staff, and volunteers are prepared for an emergency or disaster.

Preparation should include:

- Emergency operations plan and continuity of operations plan
- Individual and family emergency & communications plan
- Individual and family emergency supply kits
- Fairfax Alerts! registration

Detailed information on how to prepare yourself, your family, and your organization can be found in the CRG Toolkit which supplements this document.



How does my organization stay active?

Staying active and maintaining your participation is also as easy as 1-2-3!

1. **Maintain communications with Volunteer Fairfax through your identified organization contacts and ensure your information is up to date.**
2. **Stay informed about the CRG recovery structure and practices.**
3. **Network with your district CRG organizations to stay in touch and also to identify opportunities to coordinate and partner together.**

CRG organizations should:

- **Yearly:** Update their CRG Participant organization information for capability and resource changes and contact information.
- **Bi-Annually:** Have primary and secondary CRG points of contact attend the county-wide CRG coordination meeting.
- **Monthly:** Read and share the Volunteer Fairfax “Blue Skies” publication with organization members, staff and volunteers. This publication provides information about disaster recovery workshops and exercises, disaster recovery best practices, and updates on government and community emergency services and resources.
- **Monthly:** Network with other district CRG participants to share best practices and lessons learned; look for opportunities to coordinate recovery efforts and possibly partner in their delivery. Attending disaster recovery workshops posted in the Blue Skies Report are a great way to network *and* brush up on the newest trends.
- **As available:** Attend a CRG workshop or exercise or participate in a CRG webinar.



Chapter 3 CRG Operations

The mission of CRGs is to grow a network of local organizations, groups, and houses of worship to partner together in both disaster and non-disaster times. There are three basic situations where CRGs may be coordinating and working together: non-disaster, small scale emergencies, and large scale emergencies.



During a disaster or emergency, if a large portion of the county is impacted or a significant number of resources are required to respond to the incident, the Fairfax County Emergency Operations Center (EOC) may be activated. Fairfax County’s Office of Emergency Management is the agency responsible for activating and operating the EOC to coordinate county, state, and federal resources that may be required to support a disaster response.

During both small and large-scale emergencies, there may be needs identified by the county that your CRG can support. In these times, your CRG may be asked to activate and assist with supporting the community. *What does it mean to “be activated”?* Volunteer Fairfax will communicate directly with CRG contacts with opportunities for the CRG participants to help with response or recovery operations.

An activated CRG is closely communicating with its participants and coordinating resources to support requests for assistance from Volunteer Fairfax or the County EOC. It is important to note that you are not mandated to provide assistance, however your organization may be able to fill these needs quicker than other methods of procuring resources and support.