

Disaster Response Coordination Guidelines

Effective Date: 2020

Revision Date: August 2025



Purpose:

The purpose of this document is to provide Nashville VOAD Executive Committee and member organizations an easy-to-follow process for determining response capacity and coordination of resources in the event of a threat known to exceed the local community ability to respond.

Statement:

This guideline shall be used in early meetings to ensure the activities are completed. Due to the operational nature of disasters, **it is not intended as a detailed or comprehensive set of instructions**. This document will also begin to define minimum communication expectations to and from members of the Nashville VOAD.

Process:

I - Incident Assessment:

In the event of an imminent threat or known incident, the Nashville VOAD Executive Committee will gather and assess the information available to determine next steps and whether an activation is necessary. Other key partners shall be invited to participate in this meeting.

Indicators:

- Weather Briefings
- OEM Activation Status (in person or virtual)
- Incoming field damage reports (e.g., social media, local news, disaster organizations)

Meeting Discussion Points:

Important Data:

- Incoming Requests for Assistance
- Preliminary Damage Assessments
- Reports from Partners

Next Steps Planning Considerations:

- Communication & Information Sharing (External and Internal)
- Charity Tracker & Resource Availability
- Fundraising

II - Nashville VOAD Notification

The Board of Directors and all member organizations will be updated on response coordination status and next steps as determined by the Executive Committee.

- Enhanced Monitoring:
 - The Executive Committee is monitoring the situation and gathering information for an actual or potential incident that has not yet required a full response.
 - Nashville VOAD members might be asked to report on their organization's field observations to support pre-coordination activities.
- Activation (active resource coordination):
 - An emergency or disaster occurs that requires the coordination of the Nashville VOAD to address unmet needs in Davidson County.
 - VOAD incident response resource coordination is initiated.

III - Resource Coordination Activities:

Enhanced Monitoring (Pre-Resource Coordination)		
Area	Ownership	To-Do Description
Executive Committee	Administrator	Provide updates - from and to the Office of Emergency Management. Support with the scheduling of meetings and coordination of resources. Maintain record and documentation of key activities and materials (e.g., data, reports, informational packets, among others).
	Communications	Prepare the nashvilleresponds.com homepage and other materials as determined by the Executive Committee. (e.g., CT link and basic response status information). Refer to the Communications Committee Plan for guidance.
Technology	Hope Station	Generate a kiosk link in CT and distribute to the Executive Committee.
	UWGN	2-1-1 will be the phone number people are directed to contact. Confirm access to Charity Tracker link.

	Hands On UWGN	If necessary, request the Crisis Cleanup page.
	Administrator	Monitor LEEP - OEM Virtual Command Center
	VOAD Members	Ensure their organizations' contact and resource information is updated in Charity Tracker .

Activation (Resource Coordination)		
Area	Ownership	To-Do Description
Executive Committee	Chair & Vice Chair	Lead Nashville VOAD response coordination meetings.
	VOAD Administrator	Continue providing situational reports from and to OEM (e.g., LEEP and Damage Assessment Dashboard). Support with the scheduling of meetings and coordination of resources (e.g., collect info from VOAD members and partners providing assistance).
	Communications	Collaborate with OEM's Public Information Officer. Prepare and share communication collateral with VOAD members to share across their platforms, as well as VOAD's social media channels.
Technology	Hope Station	Pull reports from Charity Tracker and sort by zip code and send them to VOAD Administrator. Manage and monitor referrals.
Funding	CFMT / UWGN	
Resources	VOAD Members & Partners	Attend meetings and provide updates on community and organizational needs. If using Charity Tracker, maintain client records updated.

Important Links:

Nashville VOAD Website

<https://www.nashvilleresponds.com/>

Nashville VOAD Charity Tracker Login Page

https://nashvilleresponds.charitytracker.net/logged_out/

Nashville VOAD Communications Committee Plan

<https://docs.google.com/document/d/15Al70Zf4LfjkKuWHtrq4TQRizEE2wD7o/edit?usp=sharing&oid=101550004674509963720&rtpof=true&sd=true>

Acronyms:

CCU = Crisis Cleanup

CFMT = Community Foundation of Middle Tennessee

CT = Charity Tracker

LTRG = Long-Term Recovery Group

OEM = Office of Emergency Management

UWGN = United Way of Greater Nashville

VOAD = Voluntary Organizations Active in Disasters

Understanding VOAD

- VOAD is a coordinating body. In response to a disaster incident, VOADs are primarily active during immediate response and short-term. VOADs focus on preparedness year-round.
- VOAD is an autonomous coalition of various voluntary organizations which provide their own unique disaster response skills and volunteers. It is made up of representatives from faith-based, non-profit, government, business, and community-based organizations.
- VOAD is the communication link between emergency management and member organizations, provides a single point of contact for emergency managers, and allows for smooth information flow.
- VOAD is recognized by local, state, and federal government as the first response (not first responder) after a disaster.
- VOAD encourages collaboration to maximize resources and avoid duplication of services.
- VOADs activities do not include a provision of direct services to survivors; their members do.
- VOAD is open to any reputable organization that has a role to play in helping communities prepare for, respond to, and recover from disasters.
- VOADs support and promote the establishment of a Long-Term Recovery Group in communities that do not have an established group.