

**AREA I: SERVICE DELIVERY**

The standards in Area I describe the service delivery functions essential for providing information and referral and assuring access for all, including a brief individual assessment of need; a blend of information, referral and advocacy in order to link the person to the appropriate service; crisis intervention, when warranted; and follow-up, as required.

**COMPONENT D: CRISIS INTERVENTION<sup>1</sup>**

**Standard 4:** Although most I&R services do not promote themselves as formal crisis intervention centers, most receive occasional requests for assistance from people in crisis and must therefore equip their staff to handle them appropriately. The I&R service shall be prepared to assess and meet the immediate, short-term needs of inquirers who are experiencing a crisis and contact the I&R service for assistance. Included is assistance for individuals threatening suicide, homicide or assault; suicide survivors; victims of domestic abuse or other forms of violence, child abuse/neglect or elder/dependent adult abuse/neglect; sexual assault survivors; runaway youth; people experiencing a psychiatric emergency; chemically dependent people in crisis; survivors of a traumatic death; and others in distress.

**COMPONENT D: CRISIS INTERVENTION: Subcomponent 1: Crisis Intervention Skills**

**Requirement(s):** The I&R specialist shall have the skills to recognize when an inquirer is experiencing a crisis and shall determine whether the individual is in immediate danger and take steps to ensure that s/he is safe before continuing with the interview. In assault and sexual assault cases, for example, the specialist shall ensure that the assailant is not still in the vicinity and that the individual does not need emergency medical treatment. In domestic violence situations, the specialist shall determine that the abusive person is not present and threatening the inquirer. The specialist shall follow the I&R service's protocol for when to access 911 or other emergency rescue services.

The I&R specialist shall have the intervention skills to:

- De-escalate and stabilize the individual and help him/her remain calm;
- Help the inquirer talk about and work through his/her feelings as part of the assessment and problem solving stages of the interview;
- Endeavor to keep the inquirer on the telephone pending referral or rescue.

The I&R specialist shall have the skills to recognize the warning signs of persons at imminent risk of suicide, violence or victimization (including signs of abuse/neglect, domestic violence and risk of homicide or self-harm) whether the risk issues are explicitly stated or implicit.

The I&R specialist shall have the skills to recognize when an inquirer is in immediate need of intervention, (e.g., when a person is in medical crisis due to alcohol or drug intoxication, has taken

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<sup>1</sup> "Crisis intervention" is defined in the *Standards* as "a service which provides immediate assistance to people who are in acute emotional distress; who are or perceive themselves to be in life-threatening situations; who are a danger to themselves or to others; or who are hysterical, frightened or otherwise unable to cope with a problem that requires immediate action. The objective of crisis intervention is to defuse the critical nature of the situation, ensure the person's safety, and return the individual to a state of equilibrium in which he or she is capable of identifying and seeking solutions to the problem."

steps to end his or her life, is experiencing violence or is experiencing a psychiatric emergency) and shall follow the I&R service's rescue protocol for when to access 911 or other emergency personnel to intervene and save the individual's life.

Questions:

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| 1. Do your I&R specialists have the skills to recognize when an inquirer is experiencing a crisis?   | yes | no |
| 2. Do your I&R specialists ensure the person's safety before continuing the interview?   | yes | no |
| 3. Do your I&R specialists have skills to de-escalate and stabilize an individual in crisis and help him or her remain calm?                 | yes | no |
| 4. Do your specialists have the skills to help an individual in crisis work through his or her feelings during the interview?                | yes | no |
| 5. Do your I&R specialists have the skills to keep an inquirer in crisis on the telephone pending referral or rescue?                        | yes | no |
| 6. Do your I&R specialists have the skills to recognize the warning signs of persons at imminent risk of suicide, violence or victimization? | yes | no |
| 7. Do your I&R specialists have the skills to recognize when an inquirer is in immediate need of intervention?                               | yes | no |
| 8. Do you have a protocol for contacting 911 and/or providing other rescue services?   | yes | no |
| 9. Do your I&R specialists follow your agency's 911/rescue services protocol?  | yes | no |

Required Documentation: Provide a copy of your agency's 911/rescue services protocol. Provide a reference to the component of your training that addresses recognizing a crisis situation, recognizing the warning signs of suicide, violence or victimization, recognizing when a person is in need of intervention, using appropriate intervention skills and following the 911/rescue services protocol, when required.

Explanation/Comments:

**COMPONENT D: CRISIS INTERVENTION: Subcomponent 2: Mandatory Reporting**

Requirement(s): In cases of suspected child abuse or elder abuse, the I&R specialist shall be familiar with his/her responsibilities under the prevailing legislation of the jurisdiction regarding mandatory reporting and shall file a report when indicated.

Questions:

1. Are your I&R specialists familiar with the mandatory reporting requirements within your jurisdiction? yes    no
  
2. Do your I&R specialists file reports regarding cases of suspected child abuse or elder abuse as required? yes    no

Required Documentation: Provide information about what the mandatory reporting requirements are within your jurisdiction and a reference to the component of your crisis intervention training that deals with mandatory reporting, and a copy of your policy regarding mandatory reporting.

Explanation/Comments:

## **COMPONENT D: CRISIS INTERVENTION: Subcomponent 3: Lethality Assessment<sup>3</sup> Tools**

Requirement(s): In situations involving suicide or homicide, the specialist shall understand the circumstances under which a lethality assessment is required and shall conduct an appropriate assessment when necessary. Lethality assessments shall be recorded in writing and shall include a description of specific actions taken in response to the situation.

### Questions:

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| 1. Do your I&R specialists understand the circumstances in which a lethality assessment is required? | yes | no |
| 2. Do your I&R specialists conduct written lethality assessments when required?                      | yes | no |
| 3. Do the lethality assessments include a description of the action taken?                           | yes | no |

Required Documentation: Please provide a copy of the form that is used to record lethality assessment information and a copy of the policy or protocol that references when and how the form should be used. Please reference the component in your crisis intervention training that deals with written lethality assessments.

### Explanation/Comments:

<sup>4</sup> A lethality assessment is an evaluation based on research of how dangerous a situation is and addresses issues such as the person's intention, method, timing and state of mind. Questions include: Has the person already taken steps toward committing suicide by swallowing pills, slashing their wrists? Have there been previous attempts? Does the person have a specific plan? Are the means to carry out the plan readily available? What is the likely timeframe for a life threatening event – the next few minutes or hours or longer? Has the individual had psychiatric help in the past and how do they feel about it? Are there other risk indicators such as depression, hopelessness, feelings of isolation, intoxication, significant recent loss?

**COMPONENT D: CRISIS INTERVENTION: Subcomponent 4: Ability to Conduct Rescue Services**

Requirement(s): The I&R service may utilize a variety of means to support their ability to conduct rescue services including Caller ID or a call tracing arrangement with the telephone company or the appropriate 911 service. At a minimum, there must be a separate telephone or a separate external line that is available for initiating rescue procedures without interrupting the crisis call. The specialist shall follow the I&R service’s protocol for addressing callers who wish to remain anonymous yet require rescue.

Questions:

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| 1. Does your I&R service have mechanisms in place that allow your I&R specialists to initiate rescue services without interrupting a crisis call? | yes | no |
| 2. Does your I&R service have a protocol for addressing callers who wish to remain anonymous yet require rescue?                                  | yes | no |
| 3. Do your I&R specialists follow the rescue protocol?  | yes | no |

Required Documentation: Describe the mechanisms your I&R service has in place to support the ability of your I&R service to initiate rescue services when required. (Use the Explanation/Comments section.) Provide a copy of the protocol for addressing callers who wish to remain anonymous and yet require rescue. Reference the component of your training that addresses the rescue protocol. Provide a copy of your policy that defines when and how rescues services are conducted.

Explanation/Comments:

**COMPONENT D: CRISIS INTERVENTION: Subcomponent 5: Relationship with Formal Crisis Intervention Service**

Requirement(s): If the I&R service does not itself provide a formal crisis intervention service, it shall have prearranged protocols with an appropriate crisis center that does. The arrangements shall be documented in a written MOU, MOA or SLA.

When feasible, I&R specialists shall connect inquirers in crisis situations to a formal crisis intervention service in their community for longer term assistance and support once the inquirer’s immediate, short-term needs have been met. The connection shall be made by direct transfer, when possible, and the specialist shall follow the protocol established by agreement with the crisis center.

Questions:

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|--|-----|----|-----|
| 1. Does your I&R service provide a formal crisis intervention service?   | yes | no |     |
| 2. If no, is there a formal crisis intervention service in the region?   | yes | no |     |
| 3. If yes, does your I&R service have an MOU to connect with that agency?  | yes | no |     |
| 4. Do your I&R specialists connect inquirers in crisis situations to that agency<br>For longer term assistance once their immediate, short-term needs have been met? | yes | no | n/a |
| 5. Is the connection made by direct transfer?  | yes | no | n/a |
| 6. Do your I&R specialists follow the protocol established by agreement with<br>the crisis center?   | yes | no | n/a |

Required Documentation: Provide a copy of the MOU, MOA or SLA with the crisis intervention service.

Explanation/Comments:

## **COMPONENT C: STAFF TRAINING**

**Standard 19:** The I&R service shall have a training policy and make training available to paid and volunteer staff.

### **COMPONENT C: STAFF TRAINING: Subcomponent 3: Crisis Intervention Training**

**Requirement(s):** Pre-service training shall include a module that prepares I&R specialists to deliver effective crisis intervention services related to a broad range of problem areas including assistance for individuals threatening suicide, homicide or assault; suicide survivors; victims of domestic violence, child abuse or elder/dependent adult abuse; sexual assault survivors; runaway youth; people experiencing a psychiatric emergency; chemically dependent people in crisis; survivors of a traumatic death; and others in distress. The curriculum shall include attitudinal, knowledge and skill outcomes.

Attitudinal outcomes include:

- Ability to provide a non-judgmental response to sensitive issues (e.g., not discussing suicidal ideation with a client in terms of moral rightness or wrongness).
- A balanced and realistic attitude toward oneself in a helper role (e.g., not expecting to “save” all potential suicides by one’s own single effort, or to solve all of the problems of the distressed person).
- A realistic and humane approach to death, dying, self-destructive behavior and other human issues.
- Coming to terms with one’s own feelings about death and dying insofar as these feelings might deter one from helping others.

Knowledge outcomes include:

- Crisis theory and the principles of crisis management.
- Basic suicidology including suicide/lethality assessment, use of assessment tools and related legal issues.
- Victimology including assessing the risk of an individual assaulting others or being assaulted.
- Community resources.
- The consultation process (who to contact and the conditions under which contact should be made).
- Voluntary and involuntary hospitalization criteria and procedures.
- Organizational policies and procedures related to crisis intervention.
- Warning signs or risk indicators for various issues.

Skill outcomes include:

- Assessment techniques in life-threatening situations including risk of suicide or homicide.
- Crisis management techniques including strategies for keeping inquirers on the line while a rescue or transfer is being made.
- Efficient and effective mobilization of community resources.
- Effective use of the consultative process.

Questions:

1. Does your I&R service's crisis intervention attitudinal training address the following:
  - Ability to provide a non-judgmental response to sensitive issues    yes    no    Page# \_\_\_\_\_
  - Balanced attitude toward helper role    yes    no    Page# \_\_\_\_\_
  - Realistic approach to death, dying and self-destructive issues    yes    no    Page# \_\_\_\_\_
  - Dealing with own feelings about death    yes    no    Page# \_\_\_\_\_
  
2. How many training hours are involved? \_\_\_\_\_
  
3. Does your I&R service's crisis intervention knowledge training address the following:
  - Crisis theory and the principles of crisis management    yes    no    Page# \_\_\_\_\_
  - Basic suicidology    yes    no    Page# \_\_\_\_\_
  - Victimology including risk of assaulting or being assaulted    yes    no    Page# \_\_\_\_\_
  - Community resources    yes    no    Page# \_\_\_\_\_
  - Consultation process    yes    no    Page# \_\_\_\_\_
  - Voluntary/involuntary hospitalization criteria and procedures    yes    no    Page# \_\_\_\_\_
  - Crisis intervention policies and procedures    yes    no    Page# \_\_\_\_\_
  - Warning signs or risk indicators for various issues    yes    no    Page# \_\_\_\_\_
  
4. How many training hours are involved? \_\_\_\_\_
  
5. Does your I&R service's crisis intervention skills training address the following:
  - Assessment techniques in life-threatening situations    yes    no    Page# \_\_\_\_\_
  - Crisis management techniques    yes    no    Page# \_\_\_\_\_
  - Efficient and effective mobilization of community resources    yes    no    Page# \_\_\_\_\_
  - Effective use of the consultative process    yes    no    Page# \_\_\_\_\_
  
6. How many training hours are involved? \_\_\_\_\_

Required Documentation: If separate from your regular training manual, submit a copy of your crisis intervention training for I&R specialists and include in the training binder referenced as an appendix above. It is not necessary to duplicate already submitted materials.

Explanation/Comments:

## AREA VI: DISASTER PREPAREDNESS

The Standards in Area VI describe the requirements an I&R service must meet in order to best position itself to connect people to critical resources in times of disaster. Although most I&R services do not promote themselves as disaster service agencies, in the past decade I&Rs have been identified as natural community partners for the dissemination of information about community based disaster-related services. In the wake of September 11<sup>th</sup> and the institutionalization of 2-1-1, it has become prudent business practice for I&R services to be prepared for disaster response and equip staff to handle disaster-related inquiries appropriately. The I&R service shall be prepared to assess and provide referrals for inquirers who are experiencing a crisis due to a disaster of natural or human origin, or who want to offer assistance and contact the I&R service for a means to do so. Preparation includes a plan for the I&R to continue to provide services if its building is damaged or destroyed; and the ability to effectively accumulate and disseminate accurate disaster-related information, provide information and referral assistance for individuals impacted by a disaster and provide community reports on inquirer needs and referrals.

NOTE: While it is desirable for I&R services to be prepared to provide services during and in the immediate aftermath of an emergency, only the ability to provide service in the relief and recovery stages of a disaster is a requirement for accreditation.

### **COMPONENT A: EMERGENCY OPERATIONS AND BUSINESS CONTINGENCY PLAN**

**Standard 21:** The I&R service shall have a written emergency operations and business contingency plan that specifically addresses disasters common to the area, but one that also prepares for emergencies in general. The plan shall reference emergency preparedness and mitigation activities such as structural alternations and changes in business operations; and shall address the steps to be taken before, during and after an emergency to prevent or minimize interruptions in business operations and assure long-term recovery.

### **COMPONENT A: EMERGENCY OPERATIONS AND BUSINESS CONTINGENCY PLAN: Subcomponent 1: Emergency Operations and Business Contingency Plan Per the Standard**

**Requirement(s):** The I&R service shall have written procedures that address specific types of emergencies including power outages, fires, medical emergencies, bomb threats, radiological threats, workplace violence and other incidents which may require different forms of response, e.g., duck, cover and hold during an earthquake or sheltering in place during a radiological emergency. Included shall be procedures for contacting the police/paramedics.

The I&R service shall have written procedures for emergency evacuation of the facility following a disaster that impacts the immediate area surrounding the facility and may have made continued occupancy unsafe. The evacuation procedure shall designate exits, specify an assembly area, include provisions for ensuring that everyone has left the building, provide for damage assessment, and include instructions for shutting off gas, electricity and water when necessary. Special arrangements for helping staff or visitors with a disability exit the building shall also be addressed.

The I&R service shall develop and document a designated leadership description which outlines the roles and responsibilities of managers and staff before, during and in the aftermath of an incident.

The I&R service shall have periodic drills that allow staff to practice emergency procedures outlined in the plan.

Questions:

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|---|-----|----|
| 1. Does your I&R service have written procedures to address specific types of emergencies?  | yes | no |
| 2. Are procedures for contacting the police and paramedics included?  | yes | no |
| 3. Does your I&R service have written procedures for emergency evacuation of your facility, if necessary, following a disaster?   | yes | no |
| 4. Does the evacuation procedure include all elements listed above?   | yes | no |
| 5. Does the evacuation procedure include arrangements for people with a disability?   | yes | no |
| 6. Does your I&R service outline the roles and responsibilities of managers and staff during and in the aftermath of an incident? | yes | no |
| 7. Does your I&R service have periodic drills that allow staff to practice emergency procedures?                                  | yes | no |

Required Documentation: Provide a copy of the procedures that address specific types of emergencies, your written emergency evacuation plan and your designated leadership description in times of disaster. Provide a description of the emergency procedures drills your I&R service schedules. Include a reference to the activities, their frequency and the debriefing with managers and staff following the drill. (Use the Explanation/Comments section.)

Explanation/Comments:

**COMPONENT B: FORMAL RELATIONSHIPS WITH GOVERNMENT AND PRIVATE SECTOR EMERGENCY OPERATIONS AND RELIEF AGENCIES**

**Standard 22:** The I&R service shall participate in ongoing cooperative disaster response planning in the community and shall take all steps that are necessary to become recognized as an integral part of the community’s emergency preparedness and response network.

**COMPONENT B: FORMAL RELATIONSHIPS WITH GOVERNMENT AND PRIVATE SECTOR EMERGENCY OPERATIONS AND RELIEF AGENCIES: Subcomponent 1: Formal Relationships Per the Standard**

Requirement(s): The I&R service shall understand the command and control structure within their jurisdiction and their own role and that of other organizations in the response, relief and recovery phases of a disaster.

The I&R service shall actively participate in community meetings that address plans for disaster preparedness, mitigation, response, relief and recovery.

Questions:

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|---|-----|----|
| 1. Does your I&R service understand the command and control structure within your jurisdiction?   | yes | no |
| 2. Has your I&R service identified and documented its role in the response, relief and recovery phases of a disaster?                               | yes | no |
| 3. Does your I&R service participate in community meetings that address plans for disaster preparedness, mitigation, response, relief and recovery? | yes | no |

Required Documentation: Please provide a description your I&R service’s role in times of disaster in your community. Describe the community meetings your I&R service attends regarding plans for disaster preparedness, mitigation, response, relief and recovery; or document the efforts you have made to become involved disaster services in your community (e.g., copies of letters or emails to officials, references to phone calls). (Use the Explanation/Comments section.)

Explanation/Comments:

## COMPONENT C: PRE- AND POST-DISASTER DATABASE

### Standard 23:

The I&R service shall develop, maintain, and/or use an accurate, up-to-date computerized resource database that contains information about available community resources that provide services in times of disaster. Database records shall include detailed descriptions of the services organizations provide and the conditions under which services are available; and shall be indexed and accessed using the Disaster Services section of the AIRS/INFO LINE Taxonomy of Human Services.

### **COMPONENT C: PRE- AND POST-DISASTER DATABASE: Subcomponent 1: Pre- and Post-Disaster Database Per the Standard**

Requirement(s): The I&R service shall include in their resource database information about permanent local, state and federal disaster-related resources, i.e., organizations with a formal role in emergency response, a clearly defined disaster mission and/or a history of providing services during a previous incident.

The I&R service shall add information about organizations that have no formal role in emergency response but emerge in the context of a particular disaster, specific relief and recovery services that come to life in response to the specific needs of the community, and information about specific services (and their locations) offered by agencies in the standing disaster database (such as Red Cross Service Centers).

The I&R service shall update the disaster resources annually, immediately prior to an anticipated disaster and throughout the response, relief and recovery periods.

The I&R service shall disseminate disaster-related information per pre-existing agreements with other organizations in the community.

The I&R service shall have an alternative means for allowing staff to access disaster resources in the event that computerized access is unavailable.

### Questions:

1. Does your I&R service maintain information about permanent local, state and federal disaster-related resources? yes    no
2. Is your I&R service prepared to add information about organizations that emerge in the context of a particular disaster? yes    no
3. Does your I&R service update its disaster resource information annually, immediately prior to an anticipated disaster and ongoing throughout the response, relief and recovery phases? yes    no
4. Does your I&R service have agreements to disseminate disaster-related information to other organizations in the community? yes    no



## COMPONENT D: DISASTER-RELATED I&R SERVICE DELIVERY

**Standard 24:** The I&R service shall provide information and referral services to the community during (when appropriate) and following a disaster or other emergency. This service shall include assessing the needs of the inquirer, evaluating appropriate resources, indicating organizations capable of meeting those needs, helping inquirers for whom services are unavailable by locating alternative resources and actively participating in linking inquirers to needed services or volunteer opportunities.

### COMPONENT D: DISASTER-RELATED I&R SERVICE DELIVERY: Subcomponent 1: Disaster-Related I&R Service Delivery Per the Standard

Requirement(s): The I&R service shall have in place mutual aid agreements with other I&R services which include provisions for relocation of staff and/or redirection of calls.

I&R specialists shall have the skills to respond effectively to people in crisis, work cooperatively with other organizations, remain flexible in a rapidly changing environment, be willing to work under adverse conditions (e.g., long hours, uncomfortable surroundings), be aware of their own stress level and coping mechanisms, respond appropriately in face-to-face communications and work within the boundaries of their I&R role.

I&R specialists shall understand the government emergency response service delivery system, the types of services people typically need following a disaster, the organizations that generally provide them, the types of organizations that may be closed or otherwise unable to deliver services due to the emergency (e.g., government offices, the courts), atypical services people may need to access (e.g., open hardware stores, functioning ATM machines), and the structure and contents of the disaster database and/or other approved sources of disaster-related information.

The I&R service shall have a written plan for providing disaster stress debriefing for all staff.

#### Questions:

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| 1. Do you have an MOU with other I&R services that relate to reciprocal support in assuring provision of services during times of disaster?   | yes | no |
| 2. Do your I&R specialists have the skills to respond effectively to the needs of inquirers during times of disaster?   | yes | no |
| 3. Are your I&R specialists prepared for the possible alterations in their work environment following a disaster?   | yes | no |
| 4. Do your I&R specialists understand the government emergency response service delivery system, the types of services people typically need following a disaster, the organizations that provide them and other disaster-specific information? | yes | no |
| 5. Does your I&R service have a written plan for providing stress debriefing for all staff following the incident?  | yes | no |

Required Documentation: Please provide a copy of the MOU you have with other I&R services for mutual assistance in times of disaster. Please describe any special training your I&R service has provided for staff to prepare them for types of calls they may receive and the altered work environment they may encounter following a disaster (or reference the component of your training module that addresses these issues). Please submit a copy of your plan for disaster stress debriefing for staff.

Explanation/Comments:

## COMPONENT E: DISASTER-RELATED INQUIRER DATA COLLECTION/REPORTS

**Standard 25:** The I&R service shall track inquirer requests for service, referrals and when appropriate, demographic information about the inquirer; and shall be prepared to produce reports regarding requests for disaster-related services and referral activity.

### COMPONENT E: DISASTER-RELATED INQUIRER DATA COLLECTION/REPORTS: Subcomponent 1: Disaster Related Inquirer Data Collection/Reports Per the Standard

**Requirement(s):** The I&R service shall collect and organize inquirer data that facilitates appropriate referrals and provides a basis for describing requests for disaster-related service and identifying gaps and overlaps in service.

The I&R service shall be prepared to produce regular reports to the community regarding referrals, access to services, service availability and unmet needs.

When appropriate, the I&R shall participate in shared client tracking efforts.

Following all emergencies that necessitate implementation of the provisions of the Disaster Preparedness standards, the I&R service shall produce an after action report which documents the special actions of the agency with a focus on what worked well and what needs to be improved through revisions of the agency's disaster plan and/or additional training for staff.

#### Questions:

1. Do your I&R specialists collect inquirer data that facilitates appropriate referrals and provide a basis for describing disaster-related services and identifying gaps and overlaps in services? yes    no
2. Is your I&R service prepared to produce regular reports to the community regarding referrals access to services, service availability and unmet needs in times of disaster? yes    no
3. Does your I&R service participate in shared client tracking efforts in times of disaster? yes    no    n/a
4. Is your I&R service prepared to produce an after action report which documents what occurred, what worked well and what needs to be improved following a disaster? yes    no
5. Is your I&R service prepared to make revisions in the disaster plan or modify training as a result of the after action report? yes    no

**Required Documentation:** Please submit a description of any special types of client information that you collect in times of disaster. Please submit a copy of a report that you developed for sharing with the community regarding the activities of your I&R service during a disaster (or submit a description of what such a report will contain). If you participate in shared client tracking efforts in times of disaster, please describe your activities (or provide a copy of the MOU or other written agreement). Provide a

copy of an after-action report and describe any revisions in your I&R service's disaster plan or training that were made as a result (or describe your organization's plan for an after-action report and how you plan to make necessary modifications in your disaster plan or training).

Explanation/Comments:

## COMPONENT F: DISASTER-RELATED TECHNOLOGY REQUIREMENTS

**Standard 26:** The I&R service shall have technology in place that facilitates the ability of the organization to maintain service delivery during times of disaster or a localized emergency.

### COMPONENT F: DISASTER-RELATED TECHNOLOGY REQUIREMENTS:

#### Subcomponent 1: Disaster-Related Technology Requirements Per the Standard

Requirement(s): The I&R service shall take whatever steps are necessary to establish a relationship with their telephone service provider that will ensure that the organization is given high priority for continued phone service in times of disaster. Minimum Expectation: The I&R service will explore and attempt to implement this requirement, if feasible.

The I&R service shall have the ability to reroute calls to another site (e.g., to cell phones, to people's homes, to another local agency or out of the region) if their business site is not accessible. Minimum Expectation: The I&R service is only required to have the ability to reroute calls if they have an MOU with another organization to do so.

The I&R service shall have the ability to access the resource database (e.g., via the Internet, a stand-alone single user copy of the database on a laptop, a directory or other print version) if their business site is not accessible.

The I&R service shall conduct an assessment of its facility to identify equipment, connections and other resources that may be vulnerable under emergency conditions and take steps to mitigate the situation, e.g., move computers and telephones that are located on the floor to safer locations.

The I&R service shall have power supplies (UPSs) on all critical systems for short-term recovery in the case of a power failure.

#### Questions:

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|--|-----|----|-----|
| 1. Does your I&R service have a relationship with your telephone service provider that gives your organization high priority for continued phone service in times of disaster?         | yes | no |     |
| 2. Does your I&R service have an MOU with other I&R services to reroute calls in times of disaster?  | yes | no | n/a |
| 3. If yes, to #2, does your I&R service have the technical capability to reroute calls?  | yes | no |     |
| 4. Does your I&R service have the means to access your resource database in situations where your business site is unavailable?  | yes | no |     |
| 5. Has your I&R service conducted an assessment of your facility to identify and mitigate situations where equipment and other resources may be vulnerable under emergency conditions? | yes | no |     |
| 6. Does your I&R service have power supplies (UPSs) on all critical systems?   | yes | no |     |

Required Documentation: Please describe the arrangement you have with your telephone company that gives your I&R service high priority for continued phone service in times of disaster. If you have a written MOU or other agreement, please submit a copy. If you have an MOU with other I&R services to reroute calls, please describe the type of technology that allows you to do so. Please describe the arrangements you have made for staff to access the resource database if the business site is unavailable. Please describe the assessment of your facility to identify vulnerabilities and the actions you took to remedy problems you identified. (Use the Explanation/Comments section.)

Explanation/Comments:

## COMPONENT G: DISASTER TRAINING AND EXERCISE

**Standard 27:** The I&R service shall train staff on emergency operations and business expectations upon hiring and shall provide ongoing training at least annually thereafter. The I&R service shall actively participate in community disaster exercises to test the organization's emergency operations plan.

### COMPONENT G: DISASTER TRAINING AND EXERCISE: Subcomponent 1: Disaster Training

Requirement(s): The I&R service shall provide general training for staff that addresses the specific types of disasters common to the area; the organization's role and mission in times of disaster; the phases of disaster; federal, state and local response plans and resources; and other topics that will help prepare staff for an emergency and ensure that they understand their organization's commitments to the community.

The I&R service shall provide training on the organization's in-house disaster preparedness procedures and protocols.

The I&R service shall provide training for I&R staff that addresses the attitudes, skills and information they require to meet the needs of people in crisis during a disaster. The training shall help participants understanding how disasters affect individuals and communities and shall address the specific requirements of people with special needs, e.g., individuals with disabilities, language barriers, cultural differences or other relevant characteristics. It shall also prepare I&R staff for the likelihood of providing service delivery under altered and frequently adverse conditions which may include working long hours, off-site or under the direction of another organization.

The I&R service shall provide training for resource specialists that addresses the types of resources that need to be included in the standing pre-disaster database and those that need to be added following the occurrence of an emergency; use of the Disaster Services section of the Taxonomy as a classification structure; and procedures for the collection, validation, maintenance and dissemination of disaster-related information.

#### Questions:

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|---|-----|----|
| 1. Does your I&R service provide general training for staff per the requirement?  | yes | no |
| 2. Does your I&R service provide training on the organizations in-house disaster preparedness procedures and protocols?   | yes | no |
| 3. Does your I&R service provide training for I&R staff that addresses the attitudes, skills and information they need to meet the needs of people during a disaster? | yes | no |
| 4. Does the training address altered working conditions in times of disaster?   | yes | no |
| 5. Does the I&R service provide training for resource specialists regarding the   |     |    |



**COMPONENT G: DISASTER TRAINING AND EXERCISE: Subcomponent 2: Disaster Exercise Per the Standard**

Requirement(s): The I&R service shall actively participate in a community disaster exercise annually and should schedule their own exercise if unable to participate in a broader community event.

Questions:

- |   |     |    |
|---|-----|----|
| 1. Is there an annual disaster exercise in you community?                     | yes | no |
| 2. If yes, does your I&R service participate in the exercise?                 | yes | no |
| 3. If there is no community exercise, does your I&R service schedule its own? | yes | no |

Required Documentation: Please describe the disaster exercise activities in which your I&R service participates each year. Please provide an explanation if you do not participate in any exercise. (Use the Explanation/Comments section.)

Explanation/Comments: