



After the Storm Passes: Considerations for RCCs

- Establish safety of employees and discuss with them how the storm impacted their personal homes and help them to determine a return to work date.
- Test phone lines and hot line service.
- If you are unable to serve survivors in your office, secure an alternative space and communicate this with your community.
- Communicate with the community, survivors, agency partners and board members if there will be any impact to the delivery of services the agency provides. Create and distribute a script to all employees, volunteers, interns and board members about changes to your service delivery that should be communicated with your community (this same message should appear on your website and social media). Consider including the process of accepting donations and volunteering of time. Encourage giving of cash or gift cards instead of items such as clothing and furniture which may require staff to sort through and determine what can be given out.
- Consider assigning duties to staff who are able to return to work, such as a point person for communicating with the community through your online presence, a coordinator for volunteers who want to help with physical clean-up, a point person for donations, someone to inventory supplies, etc.
- Create an inventory of all office and program supplies that may need to be replaced.
- Create an inventory of items needed to assist with clean-up and recovery.
- Check all electronic equipment to see if anything needs to be replaced. Follow agency policy on discarding equipment.

- Check status of client records.
- Take photos of equipment that needs to be replaced.
- Take photos of any physical damage to structure.
- After completing inventory of damage and taking photos, contact your property insurance agent as soon as possible.
- If you rent your building, contact your landlord as soon as possible to review the assessed damage and to discuss an estimated date of completion.
- Contact grant managers for each of your funding sources and communicate with them if and how the impact from the storm may impact any reporting requirements and grant outcomes
- Staff should check-in with clients on their active caseload and determine their safety and needs.
- If your agency provides mental health services, have your Counselors and/or Therapists contact their current clients and determine who may need an emergency session.
- Have a list of organizations and resources that can provide emergency relief to survivors and be prepared to distribute this information.

How NCCASA Can Help:

- If your agency is unable to communicate with survivors of sexual assault and your community, NCCASA is happy to assist in any way that we can. This may be through coordinating with other agencies to take your hotline or in person if your staff had to be evacuated. We also can communicate with your local media to let them know of the impact to service delivery and the agency's needs.
- For agencies that are interested, NCCASA is willing to facilitate the giving of donations to RCCs. If you are interested, please contact us with what specific needs you have (items, gift cards, cash flow).

NCCASA is sending love, light and positive thoughts to everyone during this challenging time. In the coming days the Member Services Team will be in contact with rape crisis centers across the state to assess the needs of the agencies, staff and survivors as they recover from the impacts of this storm. We will circulate the list of needs, including ways to give, as soon as they are available. If you are interested in being a part of the process to help these communities, please feel free to be in contact with Charnessa Ridley at charnessa@nccasa.org or Deanna Harrington at deanna@nccasa.org.